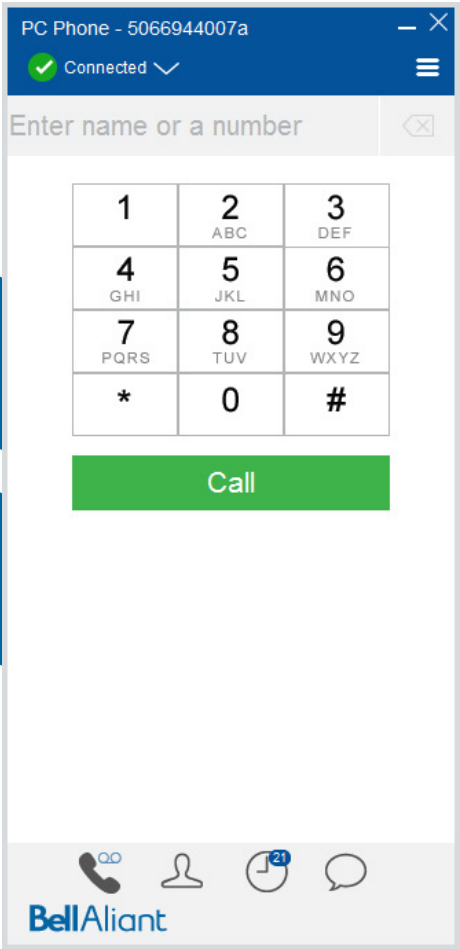


Bell Aliant Unified Communications

PC Phone Quick Start Guide

Version 10.4



Bell Aliant PC Phone

Use your PC or laptop to access your office line anywhere with a host of advanced features.

Getting Started

Before accessing any Bell Aliant Unified Communications (UC) services you must complete the following steps:

1. **Change your Password in Personal Agent** (you will need to log in to your Personal Agent and change your password before accessing any other UC services):
 - Go to <https://personalagent.bellaliant.net>.
 - Enter your username: This is your ten digit phone number + "a" + @companyname.ca (your unique domain) e.g., **5063451234a@companyname.ca**.
 - Enter your default **Password** (your phone number, e.g., 5063451234).
 - You will be prompted to update your password, which must be at least 8 characters in length including a minimum of 3 alpha characters.
2. **Download and install the Bell Aliant PC Phone client:**
 - Go to www.bellaliant.net/unifiedcommunications/support.
 - Access the Download & Installation section.
 - Click **PC Phone 10 Software download** to save the installation file to your computer.
 - Run the installation file and follow the instructions.
3. **Log in to the Bell Aliant PC Phone client:**
 - Run the application.
 - Enter your Bell Aliant UC user ID (e.g., 5063451234a) and password.
 - Remember to check **Remember Password** and **Automatic Sign In**.

Accessing the PC Phone Client

By default, the client will open and connect when you log in to your PC. A status icon will display in your system tray at the bottom right of the screen:

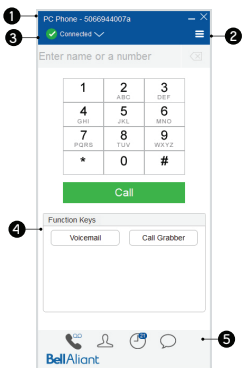


Blue icon indicates it's connected.



Red icon indicates it's disconnected.

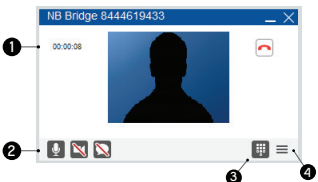
- To access the PC Phone client, right click the globe icon and click **Show/Hide Bell Aliant PC Phone**.



1. **Your Phone Number** – identifies logged-in line.
2. **More** – displays additional options:
 - **Preferences** – Edit common settings; Audio Devices, Presence, IM, and create function keys.
 - **PC Phone** – Add a Contact, access End User Portal, Sign Out and Exit client.
 - **Communicate** – Access voicemail.
 - **View** – Change views for contacts.
 - **Help** – Access help content.
3. **Status Bar** – Displays your presence status and ability to change status.
4. **Function keys** – Create your own function keys for common numbers or functions such as voicemail (*99).
5. **Navigation Icons** – Navigate the client through selecting:
 - **Phone** – Place a call or access function keys. **OO** notifies a new voicemail.
 - **Contacts** – Add and access personal contacts or search directory.
 - **Call History** – View call history and filter based on All, Dialed, Received or Missed. **7** notifies number of missed calls.
 - **IM History** – View Instant Message history. **15** notifies number of missed IMs.

Voice Conversation window

A Voice Conversation Window appears for each active call and provides options to manage the call.



1. **Main Area** – Displays call duration, picture of contact and end call button.
2. **Call functions** – Mute, enable Video and Instant Message.
3. **Show Dial Pad**– To open dial pad window to input a number.
4. **More** – Displays additional options to hold call, transfer call, adjust volume.

Making Calls

- Click the **Phone** navigation icon.
- Enter a number using Dial pad or keyboard.
- Click the **Call** button OR
- Double-click a contact to call from the **Contact** or **Call History** navigation icon.

Turn your call into a Video Call

- Click on **More**, and click **Start Camera** option.



NOTE: The same dialing sequence applies to PC Phone as using desk phone (9+, 10-digits).

Creating Function Keys

Create up to 8 function keys to appear under dial pad, for common numbers or functions such as conference bridge dial-in numbers, voicemail (*99), call grabber (*60).

- Click **More icon**, **Preferences** and **Function Keys**.
- Input label information to display on key and Input number to dial. Click **Ok**.

Ending Calls

- Click **Hang Up** in the Voice Conversation Window.
- Once the call has ended an information window will appear.



TIMESAVER: To have **End Call** conversation windows automatically close, click **Settings** icon, click **User Interface** and select **Close the user- initiated call window** when the call is finished.

Answering Calls

Incoming calls will present a Voice Conversation Window with options to **Answer**, **Answer Video**, **Instant Message** or **Decline**.



TIP: To have new calls notify with a pop-up, click **More** button, click **Preferences**, then **Calls**, to select **Minimize new call window** to task bar and select **Display a notification near the System Tray**. Click **OK**.

Call Grabber

This feature allows you to grab an active call from one device to another.

- Click **Phone navigation icon**.
- Enter ***60** and click **Call** button.

Holding Calls

- Click **More button** in the Voice Conversation Window, then click **Hold**.
- Hold button displays in the call function bar. Click to resume call.

Muting/Unmuting a Call

- Click **Mute** in the Voice Conversation Window.
- Mute button appears with red backslash when the conversation is muted.

Transferring Calls

- From the Voice Conversation window, click **More** button, then click **Transfer** to open Transfer Call window to click a contact, search for contact in Directory or input a number on Dial Pad.
- Click **Announce** to talk to other party before completing Transfer.
- Click **Unannounced** to transfer call without talking to other party.

Placing Conference Calls

- From the Voice Conversation Window, click the **More** button, then click **Hold**.
- In the PC Phone client, initiate another call using dial pad or contacts.
- After new call is connected, in the Voice Conversation window click the **More** button, then click **Merge Calls**.

Adding a Friend to Contacts

- Click **Contacts** navigation icon.
- Click **+** to open friend details window.
- Enter friend contact information.
- Click **Save** to save your changes

Deleting Personal Contacts

- Select friend you want to remove.
- Right-click and click **Delete**. Click **Yes**.

Using Directory

- Click the **Contacts** navigation icon.
- Click the **Directory** tab and type name of the person in the search field.
- Names will appear matching your query.
- Right-click contact and click **Call**.
- To save contact to Friends, click **+** Edit any contact information and click **Save**.



NOTE: Directory search will be limited to other UC users within your company's domain unless your company has chosen to integrate with Microsoft Active Directory.

Organizing Your Contacts

- Create Group names to organize friends.
- Click **More** button, select **PC Phone** and click **Edit Groups**.
- Click **<Add New Group>**, type name for your group and hit enter.
- Assign friend contacts to group.
- Right-click a friend in **Contacts** and click **Edit**.
- Click Group drop down, select group name and click **Save**.

Presence

- Presence is an easy and effective way to see your co-workers and let others know when you are on the phone, out of the office, or at your desk.
- To view others presence, they need to be added to your **Contacts** (see Adding a Friend to Contacts).
- The users presence will be shown with an icon according to their status and status text will appear below their name.



NOTE: The friends contact details window must have complete SIP URL and the **Show Availability** must be checked at the bottom of window.

Sending Instant Messages

- Right-click a friend in Contact menu and click **Send IM**.
- IM Conversation window will open, type message and hit enter.

Sending/Receiving Files

- Right-click a friend and click **Send File**.
- Browse and select file to send and click **Open**.
- File will send to user through IM conversation window.

Viewing Call History

PC Phone Client records all Incoming, Outgoing and Missed Calls.

- Click **Call History** navigation icon.
- Use tabs at top to view All, Dialed, Received of Missed calls.



TIP: Add a Contact from Call History. Right-click call, click **Add Contact**, edit any information and click **Save**.

Setting up Headset

- Click **More** button, **Preferences** then **Audio Devices**.
- Select desired Audio devices. If headset does not appear, refer to Headset Installation Guide for your PC.

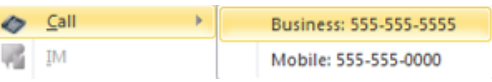


NOTE: PC Phone Client currently does not support call controls on a headset (i.e. answering a call from headset).

Microsoft Outlook Plug-In

The plug-in is installed and enabled by default. You can enable or disable it from the **Preferences** panel. Below are common features with the plug-in:

- Importing contracts:**
 - To import Microsoft Outlook contacts, the plug-in must be disabled by clicking **More** button, **Preferences**, then **MS Office** and ensure **Enable Outlook Plugin** is unchecked. Click **OK**.
 - Click **More** button, **PC Phone** and click **Import Contacts**.
 - Click **Import**. The Outlook Contacts import display pane will open after a short delay.
 - Select an entry from the import pane.
 - Select a group from the **Group** dropdown list or **<none>**.
 - Click **Add Contacts** to add to your Friends.
 - You can import multiple contacts at the same time by selecting multiple entries (using shift-click or ctrl-click).
 - After importing contacts, enable plug-in from first step.
- Managing contacts:**
 - When adding a new contact in Outlook, input Online Communication details and select **Keep a copy of this contact in the Bell Aliant PC Phone Address Book**. The contact will also be added to PC Phone.
 - When adding a new contact in PC Phone, the contact will also update Outlook.
- Calling from Outlook**
 - Place a call from Outlook by right-clicking an email or contact, click **Call** and click number to call.



NOTE: Outlook must be restarted for changes to take effect. Outlook Plug-in is supported in Outlook 2003, 2007, 2010, 2013 and Office 2013 (32-bit and 64-bit versions).