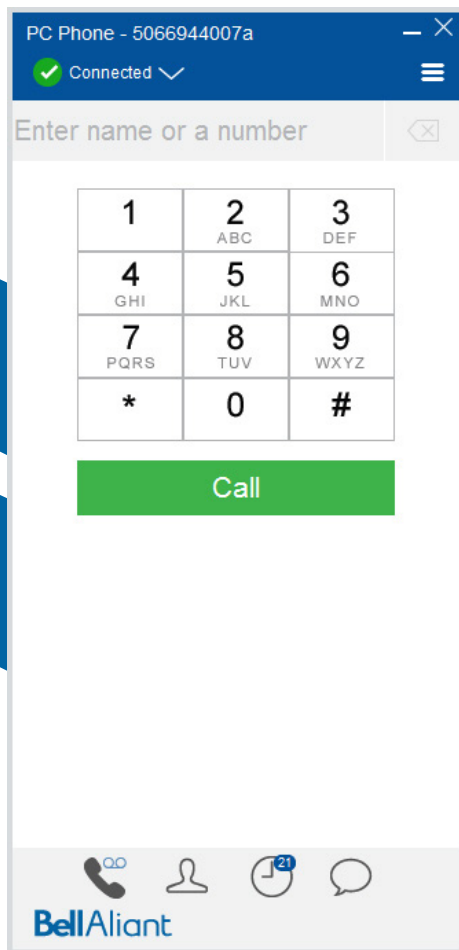# Bell Aliant Unified Communications

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.**
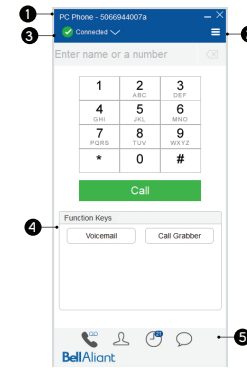
1. **Your Phone Number** - identifies logged-in line.

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. ◯◯ 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. ❼ notifies number of missed calls.
   - **IM History** — View Instant Message history. ⓯ notifies number of missed IMs.

Voice Conversation window

A Voice Conversation Window appears for each active call and provides options to manage the call.
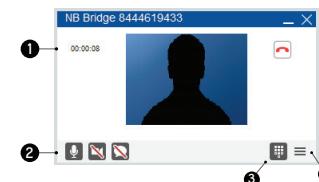
1. **Main Area** — Displays call duration, picture of contact and end call button.
2. **Call functions** — Mute, enable Video and Instant Message.
3. **Show Dial Pad**– To open dial pad window to input a number.
4. **More** — Displays additional options to hold call, transfer call, adjust volume.

Making Calls

- Click the **Phone** navigation icon.
- Enter a number using Dial pad or keyboard.
- Click the 📞 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:

1. 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.

2. 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.

3. Calling from Outlook
   - Place a call from Outlook by right-clicking an email or contact, click **Call** and click number to call.

| Call | ▶ | Business: 555-555-5555 |
| IM | | Mobile: 555-555-0000 |

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).