

Call and collaborate.

First steps with the Business Communication app.

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From 20 October 2021, the UCC functions (marked with * below) can no longer be booked.

Communicate how you want to.

Would you like to collaborate with others more easily and more effectively? Both in and out of the office? This new application will enable you to communicate with others in new ways.

Unified Communications & Collaboration (UCC) combines telephony and collaboration tools in a single application. It enables you, for example, to hold online meetings involving people from outside your company, to exchange instant messages via the Chat function, and to view your colleagues' availability.

And you can do all this with your computer, smartphone or, if you prefer, a connected desk telephone. Just choose whichever channel of communication suits you best. Try out the new functions now!

We hope you enjoy using the new tools.

The main functions:



IP telephony

State-of-the-art technology gives you even more possibilities. You can even call from your landline number when you're out and about.



Instant messaging (Chat)*

Exchange information quickly and easily. You can use the Chat function with one or more people.



Presence information*

See immediately how other people can be contacted and indicate your own availability status.



Online meetings*

Save travel time by holding virtual meetings with people from outside your company via your computer and smartphone.

Step 1:

Download the app.

The Business Communication app is available for smartphone, PC and laptop.



macOS



Windows



Android



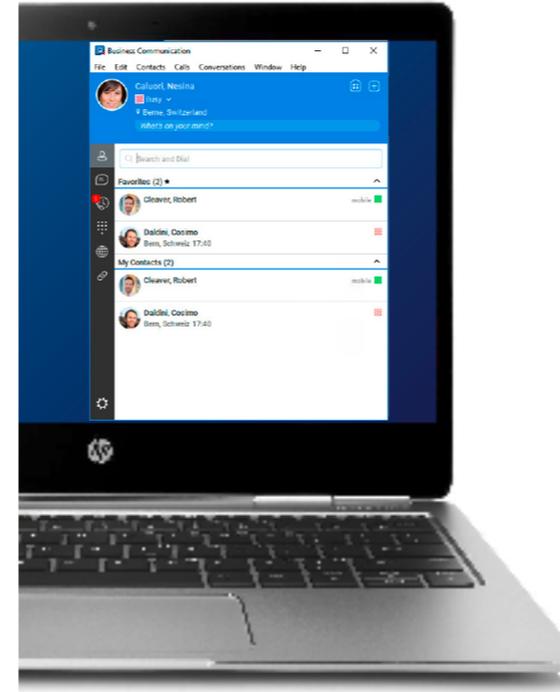
iOS

You can find direct download links and further information at swisscom.ch/bc-app
Please contact your administrator if you have any questions about your login data.

Step 2:

Familiarise yourself with the interface.

Laptop/PC main menu



Presence information*

The colours tell you how and on which device the person you want to contact is currently available. **Available**, **busy**, **absent**, **offline**.



My room*

Here you can hold online meetings with people from inside and outside your company.



Contacts

Manage your contacts here. Via the search field, you can quickly find people in the directory and add them to your contacts.



Chat log*

Here you can find a record of your incoming and outgoing instant messages.



Call log

Incoming and outgoing telephone calls are listed here.



Keypad

Make calls directly from the app, via desk telephone or via video call.



Directory (company address book)

All company contacts are displayed here. With a right click, you can add frequently used contacts to "My contacts".



Options

Here you can control your video, calls, sound and loudspeaker settings.

Key:

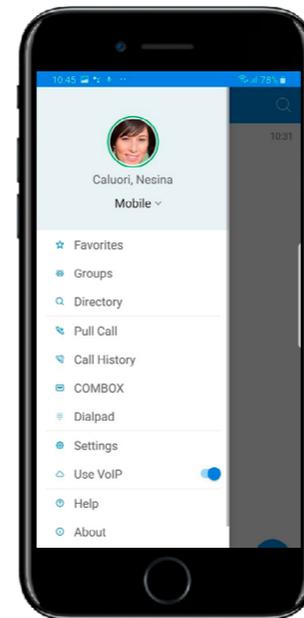
The functions in **light blue** are available as part of the tariff model with extended telephony and collaboration functions (UCC).

Actions (for a selected contact)



-  **Instant messaging (Chat)***
Double-click to open the communication window.
Type your message.
-  **Call via PC/smartphone**
Call someone directly from the app.
-  **Video call***
Communicate with someone via video.
-  **Call via desk telephone**
Make a call from the app via your desk telephone (if it is configured).
-  **Screen share***
You can share your screen during a telephone call, chat or online meeting.
-  **Enter room***
Join your colleague's online meeting.

Smartphone main menu



-  **Presence information***
The colours tell you how and on which device the person you want to contact is currently available. Available, busy, absent, offline.
-  **Favorites**
Your quick access to all the important personal contacts you have added to the directory
-  **Directory**
Browse through the company directory and your local device contacts
-  **Pull call***
Transfer an ongoing call from the PC app with one click
-  **Call history**
Overview of your call history
-  **Settings**
Manage important call and app settings

Key:

The functions in **light blue** are available as part of the tariff model with extended telephony and collaboration functions (UCC).

Step 3:

Add your contacts.*

In order to identify whether and how the people you want to speak to can be contacted, to show others your availability status and to make optimal use of other functions such as online meetings, you must store all your important contacts in "Favorites". You will then be able to see them at a glance and quickly choose how best to contact them. When you open the list for the first time, it will be empty.



1. Search for contact

Type in one (mobile phone app) or more letters/numbers (PC app) in the search field and the contact will appear immediately. You can also search for names, surnames, telephone numbers.

2. Add contacts

Right-click to add the contact in your PC app to your favorites. If you add them, the person concerned in your PC app will receive a request to release their contact information.

3. Wait for contact information to be released

If the contact person accepts your request in the PC app, their presence information will automatically be displayed and all the functions can be used.

Step 4:

More freedom on the telephone.

You will benefit from all the advantages of modern, IP-based landline telephony. You will always appear to be calling from your landline number, whether you are calling from your desk telephone or via the app on your computer or smartphone, including when you are out of the office.

You can call other people in the following ways:

- › Enter the number manually via the keypad
- › Simply click on the contact
- › From a chat*

IP telephony connects the traditional landline telephone with the functions of the Business Communication app. You can therefore communicate anywhere from any device and seamlessly switch from one device to another. For example, you can conveniently make a call from your desk telephone via the app. If you call someone from your smartphone, they will only see your landline number. They will immediately know who you are and you won't need to reveal your mobile number. You can also use the same contact list everywhere, because both your desk telephone and the app can access the same directory. Swisscom recommends the use of IP telephones that enable presence information to be displayed and adjusted. You can find more information at [swisscom.ch/bc-app](https://www.swisscom.ch/bc-app)

Call via the keypad

Enter the number manually and press the handset button to make the call.



Call via your contacts

Select the required contact directly and press the handset button to make the call. If the contact has more than one telephone number, you can select the one you want. You can add other colleagues to the call by clicking on them.

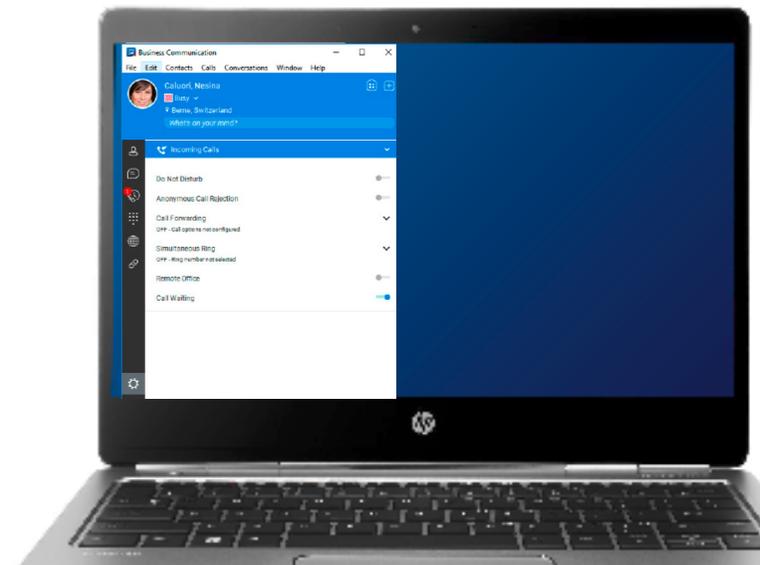


Call diversion

You can adjust the settings for incoming and outgoing calls if, for example, you want to divert your calls when you do not want to be disturbed. By clicking on the options symbol, you can enter the necessary settings under "Incoming calls".

Forward a call

You can forward a call to another person by clicking on . You can either forward the call directly or speak to the other person first.



Step 5:

Share information quickly with instant messaging.*

Now it's time to familiarise yourself with the new ways in which you can collaborate with other people. The Business Communication app offers you advanced collaboration functions. Let's start with instant messaging (Chat), which is ideal for quick, simple exchanges of information with colleagues. For example, you can ask someone an urgent question even if they are on the telephone, and you no longer need to pop into a neighbouring office for a quick answer.



A new instant message is indicated in the main menu.



Write an instant message

Select the relevant contact on your smartphone or computer. On your computer, you can start instant messages with a double click. You can then enter your message in the newly opened communication window. A communication window opens for each contact, showing instant messages, telephone calls and video calls in the same window. You can also add other contacts to the conversation and send instant messages during a telephone or video call.

Other UCC functions*

You can find useful information about additional functions at swisscom.ch/bc-app



“My room” is your online meeting venue*

Communicate with several people at the same time. “My room” is suitable for spontaneous as well as planned or regular online meetings, including teleconferences. The instant messaging function is also available here.



Screen sharing*

You can share your screen with others during online meetings, chats or phone calls. You can show them what you are currently working on, for example, or lead them through a presentation. This enables you to make a strong impression by adding a visual element to what you are saying.



Guest access*

Third parties who do not have the Business Communication app can also participate in online meetings. Send a link to your guests so they can dial in via their web browser.