



Factsheet

Login & first steps

Home screen

- 1 Your profile
- 2 Contacts
- 3 Call log
- 4 Keypad
- 5 Directories
- 6 Help
- 7 Settings

Obtain username and password

You will receive your initial login data from your company administrator.

Reset password

You can find your password in the Customer Centre (you'll need a Swisscom login). Alternatively, your company administrator can give it to you or reset it.

Store password

In order to save your password for the next time you log in, tick the „Save password“ box on the login screen.

Activate authorisations

In order for the app to work correctly, please allow access to the requested functions (microphone, camera, contacts, calls). You can do this when you open the app for the first time.

To change these authorisations later, proceed as follows:

Mac:

System settings > Security > Data protection > Camera / Microphone / Screenshot / Location services / ...

Windows:

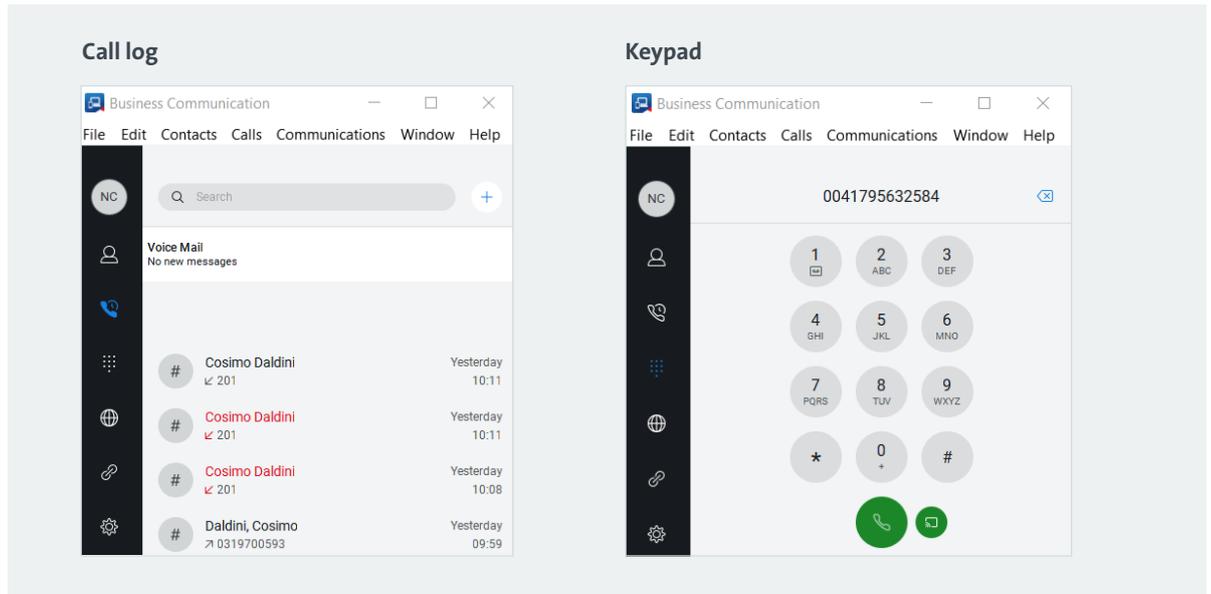
Start > Settings > Data protection > Camera / Microphone / Notifications / ...



Basic settings and contact management

Quick options in the address book and call log

In order to quickly carry out additional functions for a contact, move your mouse over the contact's avatar in the contact overview. Now you can access functions such as Call or Show profile. Alternatively, you can call someone directly with a double click.



Listening to Combox messages

If you have set up a Combox, you can access your messages directly by holding down the '1' key.

Automatic name display

The Business Communication app can assign incoming calls directly to a caller so their name is automatically displayed if they are listed in a telephone directory stored by Swisscom. If their name is not stored in a telephone directory or company address book, only their telephone number is displayed.

Create a contact

In order to create a new contact or contact group, click on the plus symbol to the right of the search bar.

Find a contact

You can browse your contacts and all linked directories (including the local directory stored on your device) using the search bar in the contact overview. If you click on the search bar, your most recent search queries are displayed. Previous results will appear as soon as you start typing in the search bar, with your stored contacts appearing first.

You can only search using these details: surname, first name, telephone numbers, IM addresses.

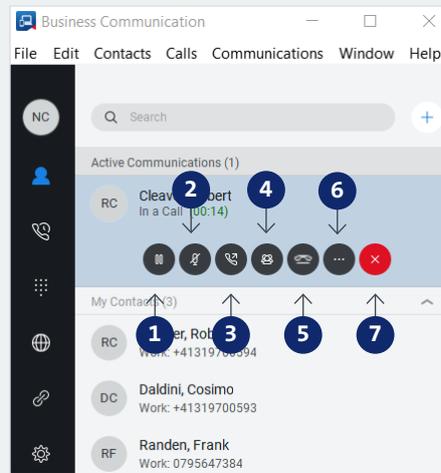
Tip: To obtain more reliable results, omit the country prefix or the initial 0 and start with the first number after the prefix.

Tip: If you use Outlook to organise your contacts, they will be automatically included in the app. The whole Outlook company address book is not included. To include it, allow access in settings under „Integrations“.



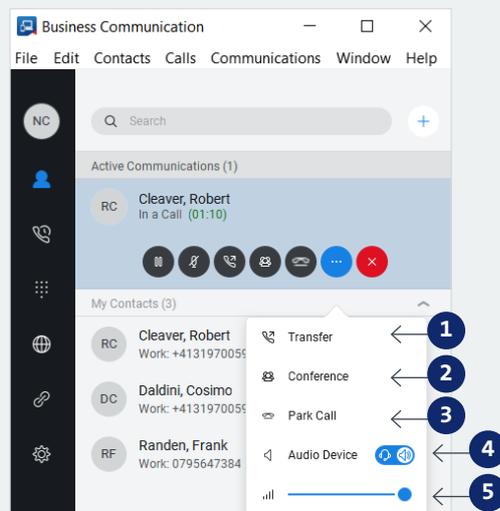
Options before and during a call

Active call



- 1 Hold call
- 2 Mute microphone
- 3 Forward call
- 4 Start conference with multiple participants
- 5 Park call
- 6 Further options
- 7 End call

Call options (click on blue shaded area to display)



- 1 Forward call to another person
- 2 Start conference call with multiple participants
- 3 Temporarily park call
- 4 Activate loudspeaker or external audio device
- 5 Adjust volume

Open active call in tab

In order to open the active call in a separate tab, double click on the blue shaded area under „Active communications“.

Start phone call with multiple participants

The Business Communication app enables you to hold a conference call with up to seven participants at the same time. Start by calling one of the participants, then navigate via the „More“ button in call options to „Conference“ and add further participants one by one. In order to create your own meeting rooms and invitation links, you need a Hosted Advanced or Managed Business Communication Premium user package.



Direct dial from other applications

In order to use the Business Communication app to make phone calls from other applications such as websites or e-mails, you need to activate this first in Settings. Click on the Settings symbol, select „Outgoing calls“ at the top and press „Register now“. Note that this function is only available for telephone numbers stored as clickable phone number links by the app or website publisher.

Tip: to check your settings in the operating system, proceed as follows:

Windows:

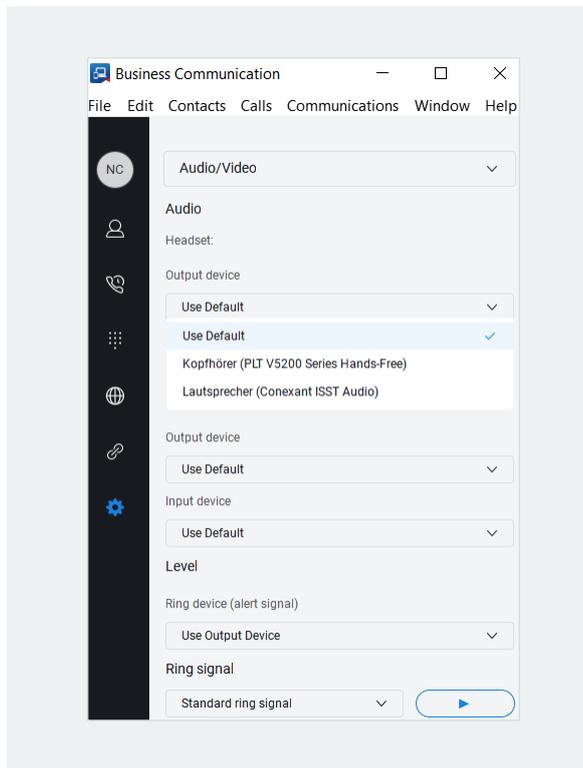
Go to the Settings menu and search for „Standard apps“. Scroll down and click on „Define standard settings according to app“. Now select Business Communication and activate the Business Communicator as a standard program in the three file and protocol associations.

Mac OS:

Open the „Facetime“ app. Go to Settings and find the option „Standard for calls“ at the bottom. Select the Business Communication app.

Call from another device

If you would prefer to make a call from your desk telephone rather than your computer, you can dial a phone number using the keypad in the desktop app or select a contact and use the  button to make the call from your desk telephone.



Use external audio devices such as headsets with the Business Communicator

To select the headset you want to use for phone calls, navigate to „Audio/Video“ in the Settings menu. Here you can select your preferred headset as the input and output device. You can also change the ring tone and select your webcam. Please ensure beforehand that your external devices are connected to your PC.



Tips and tricks for users of the Hosted Advanced and Managed Business Communication Premium packages

Invite participants to the room

In order to invite other participants to your room, click on the  symbol and press „Copy guest invitation“. The invitation link will be automatically copied so you can send it to other participants. To enable guests with the invitation link to enter your room, you need to accept them when they ask to join. (Clarify precise process) Inside a room, you can speak or chat to multiple participants and share your screen with them.

Tip: People can take part in your meetings even if they do not have the Business Communication app or a subscription. Using your invitation link, guests can easily enter your room via a browser (use the Google Chrome browser for full functionality) or a dial-in phone number.

Tip: Once you have clicked on „Share“ in order to share your screen, you can choose to share either your whole screen or a particular program window (participants will only see this window).

Tip: You can only make a video call with an individual contact.

Enter another room

Enter a room by using the organiser's invitation link. Alternatively, move the cursor over the organiser's profile picture and select „Enter room“.

Manage favourite contacts

You can identify your personal contacts as favourites to access them more quickly. In the detailed contact view, you can also add local and company contacts as favourites.

Change your own profile data

A personalised profile creates a sense of trust. To change your profile picture, open your profile menu by clicking on your profile picture in the top left-hand corner. Move your mouse over the profile picture in the menu and select „Edit“.

Normally, your contacts can see your location (only the city). To deactivate this, click on your own location in the profile menu and change the settings.

To show other people your personal status or life motto, type it into the „What are you up to?“ bar in the profile menu.

