

# Bell Aliant Unified Communications

## Mac Phone | Quick start guide (version 6.0.2.1)

Use your Mac laptop to access your office phone 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. Log in to Personal Agent and change your default password to a personal password:
  - a. Go to <https://personalagent.bellaliant.net>
  - b. Enter your username: This is your 10-digit phone number + "a" + @companyname.ca (your unique domain); e.g., **5063451234a@companyname.ca**
  - c. Enter your default password (your 10-digit phone number, e.g., 5063451234).
  - d. Create a personal password, which must be at least eight characters in length, including a minimum of three letters.
2. Download and install the Bell Aliant Mac Phone client:
  - a. Go to [www.bellaliant.net/unifiedcommunications/support](http://www.bellaliant.net/unifiedcommunications/support)
  - b. Access the **Download & Installation** section.
  - c. Click **Mac Phone Software download** to save the installation file to your computer.
  - d. Run the installation file and follow the instructions.
3. Set up your account:
  - a. Open the Bell Aliant Mac Phone application.
  - b. Enter the Mac Phone License Key if prompted (the first time you use it).
  - c. Open preferences and select the **Account** tab.
  - d. Click **Add new SIP Account**.
  - e. In the User Details section, enter the user ID, domain and password associated with your account.
  - f. In the Domain Proxy section, select **Send outbound via: Proxy** and enter the given proxy address.

- Speaker volume slider – Allows you to adjust the volume.
- Call icon – Select this icon to make a call and launch the voice conversation window.
- Navigation icons across the bottom:
  - Dial pad – Place a call.
  - Favourites – Add frequently called contacts here for faster access.
  - History – View call history and filter based on Missed Calls, Recordings or by Date.
  - Contacts – Add and access personal contacts or search the directory.

### Voice conversation window

A voice conversation window appears for each active call and provides options to manage the call. The window navigation includes:

- Main area – Displays call status, call duration and a picture of the contact.
- Call functions – Select from Speakerphone, Mute, Transfer and Video calling. The dial pad remains open below the conversation window to allow for the input of numbers.
- More – Additional options to invite contacts to a conference call and start recording.
- End call button – Ends your current call.
- From the voice conversation window, it's easy to manage all calling features.

### Making calls

1. Click the **Phone** icon.
2. Enter a number using the dial pad or keyboard.  
Note: The same dialing sequence applies to Mac Phone as using desk phone (i.e., dial 9 + the 10-digit number).
3. Click the green **Call** button.

You can also place a call by double-clicking a name in your **Contacts** or **Call History**.

### Using the Mac Phone client

You can launch the Mac Phone client through your computer's Launchpad application or by the Finder window (**Finder > Applications**).

The primary navigation screen for the Mac Phone client includes:

- Presence status – Displays your presence status and lets you change your status.
- Outgoing Account – Identifies the account you're logged in to and your availability.



## Video calling

1. Once you are on a call, click the **Video** icon and select **Start my Video**. Both parties on the call must complete this step for a two-way video to be established.
2. Close the video window to stop the video call (the audio call will continue).

## Ending calls

1. Click the red **End Call** button in the voice conversation window.
2. Once the call has ended the conversation window will disappear.

## Answering incoming calls

- Select **Answer** or **Decline** in the incoming call notification message or click the green **Answer call** button or the red **Reject call** button on the application itself.

## Call Grabber

This feature allows you to transfer an active call from one device to another (e.g. desk phone, mobile phone, Mac Phone). To transfer from Mac Phone to another device:

1. Click the **Phone** icon.
2. Enter \*60 on the dial pad and click the **Call** button.

## Putting calls on hold

1. Click the **Hold** icon (two vertical bars) in the voice conversation window to place the call on hold.
2. To resume the call, click the **Hold** icon again.

## Muting a call

- Click **Mute** in the voice conversation window. The **Mute** button appears with a red backslash when the conversation is muted.

## Transferring calls

1. From the voice conversation window, click the **Transfer** button, then enter the number to transfer the call.
2. In the drop down menu, select **Call First** to talk to the other party before completing the transfer or select **Transfer Now** to transfer the call without talking to other party.

## Placing conference calls (add another person to a call)

1. From the voice conversation window, click the **More** button, then click **Invite to Conference Call**.
2. Enter the number to add to the call and then click **Add**.

## Adding a contact

1. Click the **Contacts** icon.
2. Click **+** to open the details window.
3. Enter the contact information.
4. Click **OK** to save your changes.

### To add a contact from your call history

1. Right-click on the name in your call history and click **Add Contact**.
2. Edit any information and click **Save**.

## Deleting a contact

1. Select the contact you want to remove.
2. Right-click and select **Delete**. Click **Yes**.

## Creating groups in contacts

### To create a group name

1. Right-click on a current group and select **Add New Group**.
2. Type the name for your group, then click **OK**.

### To assign a contact to a group

1. Right-click a contact and select **Edit Profile**.
2. Click the **Group** drop down menu and select the group name, then click **OK**.

## Presence

The presence feature is an easy and effective way to see when your co-workers are available and let others know when you are on the phone, out of the office, or at your desk.

- To view your co-workers' presence status, they need to be added to your **Contacts** (see Adding a contact). The contact's presence status is indicated by an icon and text below their name. Note: The contact must have Softphone details completed.

## Sending instant messages

1. Right-click a contact in the **Contact** menu and select **Send Instant Message**.
2. Once the instant message conversation window opens, type a message and click **Send Message**.

## Viewing call history

The Mac Phone client records all incoming, outgoing and missed calls.

1. Click the **History** icon to see your call history.
2. Use the drop-down menu at the top to filter by Dialed, Received or Missed calls.