

Getting Started With OneConnect

Welcome to OneConnect! This quick reference guide will introduce you to the basics of the OneConnect service. For more detailed information on our service please refer to the OneConnect User Guide.

i2002 and i2004 Phones

Configuring Your Phone

Please contact your system administrator or service provider for assistance if your i2002 or i2004 has not already been configured for you.

Logging In

You can skip this step if your system administrator has already logged you into your phone.

Before logging into i2002 or i2004 phone, please have available your **User Name** and **Password** as assigned to you by your system administrator or service provider.

The display screen will prompt you to enter your ID. If the **Alpha** softkey is displayed press it to change it to **NoAlph**; enter your **User Name** using the dial pad; and press the **Login** softkey. You can use the **Navigation** buttons to move backward or forward to make corrections if necessary. To enter symbols press **1** on the dial pad.

Now press the **NoAlph** softkey, enter your **Password**, and press the **Login** softkey. Use the **Navigation** buttons to choose your **Location** and press the **Select** softkey.

When prompted for login hours, press the **Login** softkey (you do not want to put hours in) and press **OK** to login permanently.

You are now ready to make and receive calls.

Making A Call

Lift the **Handset** to make a call. Enter the phone number on the dial pad. Press the **Send** softkey or wait for the phone to automatically place the call.

When your call is completed, hang up the **Handset** or press the **Goodbye** button.

Answering A Call

Answer a ringing call by lifting the **Handset**, or pressing the **Handsfree** or **Line** button.

PC Client

Installing PC Client

Please contact your system administrator or service provider for assistance if your PC Client has not been installed on your PC or laptop for you.

Logging In



Before logging into PC Client, please have available your **User Name** and **Password** as assigned to you by your system administrator or service provider.


Open PC Client by double-clicking the PC Client icon on your desktop. Select **Login** from the PC Client main menu. Enter your **User Name** and **Password** when prompted and select the current **Location** you are working from. You also have the option at this point to have your password remembered and/or be signed in automatically to your PC Client. Click **OK**.

You are now ready to make and receive calls.

Making A Call

Click the **Make A Call** button in the main toolbar to open a **Make A Call** window. Enter a telephone number using the screen dial pad or the number pad on your keyboard (do not use any dashes or other punctuation when entering the number) For long distance numbers enter them exactly as you would on a regular phone. Click **Make Phone Call**.

If the telephone number you are dialing includes an extension or you need to enter a subsequent number such as a PIN number, you can enter it as soon as the **Conversation** window appears by either typing the number on your keyboard or

clicking the dial pad button  and entering the number using the screen dial pad.

Answering A Call



To answer a call, click the **Answer** button in the **Conversation** window.

To end a call, click the **Hang Up** button. Click **Stop** in the **Conversation** window and the window is removed from your desktop.

Voicemail

Activating Your Voicemail

To activate your voicemail you need to have your **Voicemail Retrieval Number**, your **Mailbox ID**, and your **Initial PIN** number. Your system administrator or service provider has assigned these to your account.

- Dial your **Voicemail Retrieval Number**.
- Enter your **Mailbox ID**, followed by #.
- Enter a new password/PIN, followed by #. This needs to be a 4-10 digit number.
- Next enter your **Initial PIN** number, followed by #.

Your voicemail is now active.

Voicemail System Main Menu



Recording Your Personal Greeting

To record your Personal Greeting (your primary greeting), go into the voicemail system, press 4 from the **Main Menu** for **Mailbox Options**, then press 3 for **Greeting Options**. Press 1 to select your **Personal Greeting** and press 5 to begin recording. At the end of your recording press the # to stop. Press 2 to review the greeting. Press 1 to make this greeting your active greeting.

Please note that until you set up your Personal Greeting, your System Greeting will be used.

Retrieving Voicemail

To retrieve your voicemail you need to have your **Voicemail Retrieval Number**, your **Mailbox ID**, and your **PIN** number available.

From Outside The Office and PC Client

Dial the **Voicemail Retrieval Number** and follow the prompts to play your messages.

From an i2002 or i2004 Phone

For direct access to the voicemail system, press a **Line** button; select the **Vmail** softkey; and follow the prompts to play your messages.

Through Email

If your service package includes Unified Communications, your voicemail messages will be delivered to you through email.

Customer Service

OneConnect is committed to providing our customers with superior customer service. Should you have any questions or require technical assistance, our **Customer Service** department can be reached at 1-866-322-5322 or support@oneconnect.ca.

When reporting an issue, please make sure that Customer Service gives you a trouble ticket number for tracking purposes.