

OneConnect Quick Tips for System Administrators

Welcome to OneConnect! The following tips will help you transition your employees from your old phone system to the OneConnect service.

Installation

Set Up Configuration for i2002 and i2004 Phones

Configure and login all employees i2002 and i2004 phones. For instructions please refer to the *Set Up Configuration for the i2002 and i2004 Phones Guide*.

PC Client Installation

Install PC Client on employees PCs and/or laptops. For instructions please refer to the *PC Client Installation Guide*.

Training

Schedule training for employees on the i2002/i2004 phones or PC Client. OneConnect offers a variety of training options. Please contact your sales representative for more information.

Cut Over Communication

- Communicate the cut over date from your old phone system to the OneConnect service to employees and if applicable, remind them to clean out their voicemail boxes on the old system.

- Communicate to each employee the following account information. You should have received a **User List** from your service provider that contains all this information.

- New direct dial phone number and extension, if applicable

- New main phone number(s), if applicable
 - User Name
 - Domain Name
 - Password for PC Client or i2002/i2004 phones
 - Mailbox ID and Initial PIN for the voicemail system

- Communicate the voicemail retrieval number to employees.

- Distribute the *Getting Started With OneConnect* quick reference guide and *OneConnect User Guide* to all employees.

- If applicable, create and distribute a new employee phone list with direct dial numbers and extensions.

- Communicate **Customer Service** information to employees.

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.