



OneConnect Services Inc.



This is a helpful manual which covers commonly asked questions. It also entails useful information on how to use the system and where to go for proper assistance.



OneConnect is pleased to be working with your company to improve your communication needs. We are providing you a world leading, IP Technology solution. OneConnect manages the hosted phone system to help you reduce IT cost and critical time spent on telecommunications. The solution will help increase your company's overall efficiency.

OneConnect Services Overview

OneConnect is the Canadian leader of Hosted IP Communications and integrates all of a company's communications requirements onto a single platform. Built on a Nortel Networks, world leading platform, which delivers carrier class services; OneConnect offers a complete suite of products, including hosted PBX phone services, IP Voice services, Long Distance, Local Phone Lines, data services (including T1, fibre and High Speed DSL Internet), Managed Wan network services, PRI's, Co-location, Data backup, Toll Free, Audio, Video Web Conferencing, and Call Centre & Operator Solutions.

OneConnect is Part of Globalive Communications Corp., a leading global provider of telecommunication solutions to many of the world's leading corporations. Globalive has millions of customers in Canada through its brands including OneConnect, YAK, Canada Payphone Corp., CANOPCO, and many more telco services. Globalive was awarded "Profit 100 - Canada's Fastest Growing Company" & "Canada's 50 Best Managed Companies"



Welcome to OneConnect!

Your OneConnect implementation is now complete. Please take a few minutes to review the important information below.

OneConnect Support can be contacted via email: support@oneconnect.ca or by phone: 1.866.4.EASIER (32-7437).

To help us provide the best support possible it is important for you to include this information when contacting support:

- Your name and phone number
- A description of the problem
- Date and time of the occurrence
- Please note the frequency of this issue [isolated incident and/or occurs repeatedly and/or effects multiple users]

OneConnect Billing can be contacted via email: billing@oneconnect.ca or by phone: 1.866.4.EASIER (32-7437) and follow the prompts. Please contact the OneConnect Billing department for all payment-related questions or to verify services on your invoice.

Regular changes or additions to your OneConnect Services will be handled by the **OneConnect Orders department**. Please send an e-mail to orders@oneconnect.ca to add/remove services or make changes to your existing account.

We would also like to introduce the **OneConnect Account Services** group to you at this time. OneConnect Account Services is here to assist customers with orders, billing and support escalations. Please contact the appropriate department first, as they are best equipped to help with specific situations. Account Services may be contacted if response times are not being met, or if you need assistance with any of our other teams. OneConnect Account Services can be contacted via email: accounts@oneconnect.ca.

The OneConnect website is a great place to source additional information that you may find useful. Please visit the site at www.oneconnect.ca. The [Support](#) page offers detailed contact information, manuals, FAQs and direct links to user portals.



HEAD OFFICE

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Different IP Phone Packages



IP ENTERPRISE

IP Enterprise is OneConnect's most advanced product and the most advanced communications platform in the world today. Levering Nortel technology, IP Enterprise offers a way to communicate that will revolutionize the way businesses conduct themselves and interact in the future. IP Enterprise is a highly evolved multi-media communications tool and is your solution to meet the commitments and expectations of your customers and colleagues. Using traditional methods requiring multiple phone numbers and message stores, with limited access has made it difficult to keep up, and in some cases impossible. OneConnect's IP Enterprise product is the solution that will change this for business. IP Enterprise will change the way you communicate, it will change the way you do business, and it will give you the control over your communications that, until now, has been missing. IP Enterprise does this by complimenting our IP Office and Simple products with the latest voice and data application and integrating everything into a user-friendly computer interface allowing you to manage all communications on your computer, over the internet and from anywhere in the world.

Enhanced Features:

- Personal Agent
- Click-to-Call
- Subscriber Self Provisioning
- Calling Picture Display
- Instant Messaging
- Secure Instant Messaging
- Buddies List with Presence
- Simultaneous Ringing
- Sequential Ringing
- Unified Messaging
- Advanced Call Management by CLID
- Day of Week or Time of Day or "Until..."
- Anonymous Caller Screening
- Web Push
- Web Co-Browsing
- File Transfer/Sharing
- White Boarding
- Dynamic Call Handling



IP OFFICE

OneConnect's IP Office allows your business to enjoy traditional telephony features and functionality over one converged connection for voice and data. Requiring absolutely no change for your business' personnel, OneConnect will offer all of the traditional features you are used to all over one secure and quality controlled internet connection. IP Office leverages the value of your current phone system and handsets while allowing your business to benefit from the reliability, redundancy and cost savings that come with converging your communications.

Enhanced Features:

- Voice Mail
- Message Wait Indicator
- Personal Address Book
- Call History
- Ad Hoc Conference calling (6 Way)
- Calling Name and Number
- Call Hold
- Call Transfer
- Call Forward
- Extension dialing
- National and International Dialing Plans
- Hotline
- 911 Notification
- Multiple Simultaneous Calls
- Boss/Secretary/Call Park
- Caller ID Block
- Last Number
- Redial
- Speed Dialing

IP VOICE

OneConnect's IP Voice allows for basic telephony features. In a full OneConnect solution, the IP Office product is typically used for analog line replacement. Fax machine, Polycom, courtesy phone and modem support are typical instances for the IP Office product.






Enhanced Features:

- Calling Name and Number
- Call Hold
- Call Transfer
- Call Forward
- Extension dialing
- National & International Dialing Plans
- 911 Notification
- Multiple Simultaneous Calls
- Caller ID Block
- Last Number Redial
- Speed Dialing
- Fax Support
- Voice Mail
- Message Wait Indicator
- Personal Address Book
- Call History
- 3 Way Ad Hoc Conference Calling
- DID (Direct Inward Dial #)
- Calling Name and Number
- Call Hold
- Call Transfer
- Call Forward
- Extension dialing
- National & International Dialing Plans
- Hotline
- DID (Direct Inward Dial #)

IP EXTENSION

OneConnect's IP Extension includes all of the functionality of the IP Voice product with the exception of a DID. This allows for a cost effective solution for those users wanting to use a straight forward IP phone configuration with extension based inward dialing including voice mail and full support for outbound dialing.

**Nortel IP
Phone
Comparison
Chart**

	IP Phone 2001	IP Phone 2002	IP Phone 2004	IP Phone 1120E	IP Phone 1140E
					
Ideal For	Courtesy Phone, lunch room, shipping area	Intermediate-level Call/Application Usage	Professional-level Call/Application Usage	Intermediate-level Call/Application Usage	Professional-level Call/Application Usage
# of Lines	1	4	4	6	6
Display Size/Type	3x24 Character LCD	4x24 Character LCD	8x24 Character LCD	240x80 Pixels Grayscale & Backlit LCD	240x160 Pixels Grayscale & Backlit LCD
Feature Keys (Excluding Enter + Navigation Cluster)	11	21	24	22	24
Headset Jack	0	1	1	1	1
Bluetooth Headset Support	No	No	No	No	Yes
Handsfree	Listen Only	Half Duplex	Full Duplex	Premium Full Duplex	Premium Full Duplex
802.3af Power	Class 2	Class 2	Class 3	Class 3	Class 3
Integrated Switch	No	Yes (10/100)	Yes (10/100)	Yes (10/100/1000)	Yes (10/100/1000)
USB Port	No	No	No	Yes	Yes

Set Up Configuration for The i2002 and i2004 Phones

i2002 Internet Telephone



i2004 Internet Telephone



Before configuring your i2002 or i2004 phone, please make sure you have your User Name, Password, and Activation Key available. Your system administrator or service provider has assigned these to your account.

IP Phone Configuration instructions

Connect the phone and your PC or laptop to the Network (Switch) through RJ45 Ethernet cable and power up the phone.

When the phone is up and starts blinking with Nortel Networks on the display screen, press the four Softkeys under the display quickly from left to right, one by one.

Enter the following information as prompted by the display screen using the appropriate Softkeys or Navigation buttons. The Navigation buttons allow you to move backward or forward in the display screen to change the information or make corrections.

For connections with a DHCP connection:

- DHCP - Yes
- DHCP - Partial

For connections that require a static IP address (please ensure that you have the IP address, subnet mask, and default gateway as this will be required):

- DHCP - No
- IP - Enter the static IP.
- Mask - Enter the subnet mask.
- Gateway - Enter the default gateway IP address.

Once the IP address setting is complete, you can proceed with configuring the following server information:

- s1 IP - 205.205.231.18 (IP for IPCM0)
- s1 Port - 5000
- s1 Action - 1
- s1 Retry Count - 5
- s2 IP - 205.205.231.43 (IP for IPCM1)
- s2 Port - 5000
- s2 Action - 1
- s2 Retry Count - 15
- VLAN - No

*** Should a VLAN be required within your network, please contact OneConnect for assistance with your phone configuration.

Depending on your phone model you may also be prompted for the following:

- Cfg XAS - No
- DUPLEX - 0 (set to auto)

*** Should there be a need to set the LAN speed and duplex setting, please contact OneConnect for assistance with your phone configuration***

At this stage, the IP Phone will start locating the Server.

Once the Server is located you will be asked for your **Activation key (please contact Support for your key code as it differs for each domain)**. If the **NoAlph** softkey is displayed press it to change it to **Alpha**; enter your **Activation key**; and press the **OK** softkey.

You will now be prompted 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.

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.

1120E Internet Phone

Telephone layout - Navigations Keys



Message Waiting Indication - When someone has left you a voicemail message, the red light on the top of your telephone will light to indicate there is a message waiting. Listening to the message will cause the light to turn off.

1140E Internet Telephone

Telephone layout - Navigations Keys



Message Waiting Indication - When someone has left you a voicemail message, the red light on the top of your telephone will light to indicate there is a message waiting. Listening to the message will cause the light to turn off.

Logging In

In order for your IP telephone to work, you must be logged in to it. Your service provider should have already done this for you, with the initial system installation. You will know that you are logged in to your phone if the display, next to your Primary Line Button (the turquoise line key on the right), displays your SIP User Name (usually your first initial and last name or the name you use for your email address).

If you are not logged in, you will have to do so before you can place or receive any calls. To log in to your telephone you will need to have available your SIP User ID and System Password that has been assigned to you by your system administrator or service provider.

The display screen will prompt you to enter your User ID. To Login:

- If the **Alpha** softkey is displayed, press it to change it to display **NoAlpha**;
- Enter your **User Name** (of your SIP address) using the dial pad; 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 multiple times.
- Press the **User Login** softkey.
- Press the **NoAlph** softkey.
- Enter your numeric Password.
- Press the **Login** softkey.
- When prompted for login hours, press the **Login** softkey and press OK to login on a permanent basis. (If you wish to Login on a temporary basis, enter the number of hours you wish to remain logged in for. After this time elapses, the system will automatically log you off the telephone.)
- Use the **Navigation** buttons to choose your Location.
- Press the **Select** softkey.

The Log In procedure may be used at any time to log your line onto any other telephone on the system. This capability can be used to allow another user to answer your calls, or to enable you to use their phone to receive your calls on a temporary basis. Your Internet Telephone can support 4 or more lines (or logins), dependent upon the number of line keys available. It is possible to login to several phones at the same time. If you have a job function that requires you to move or travel to different locations/desks, then you can always be sure that your calls reach you.

NOTE: If the primary line is logged in and you want to add an additional login

- Select the **Services** softkey
- Scroll down to **User Login** using the **Navigation** keys.
- Then follow the same process as above.

To log out of a telephone

- Select the **Servcs** softkey
- Scroll down to **User Logout** using the **Navigation** keys
- Press **Select**
- If the **NoAlpha** softkey is displayed, press it to change it to **Alpha**
- Enter your numeric password
- Press **OK**

Using Your Personal Directory Search

You may use the **Directory** Button to search for a name in your Personal Directory.

- Press the **Directory** Button
- You can search by first name, last name, etc.
- Enter the name or first letter(s).
- Use the **Navigation** Keys to scroll until you find the name you are looking for.
- Press the **Call** Softkey to place a call

Making a Second Call While on an existing call

- While on a call, press the **Call** or **New Call** Softkey. This will place your existing call automatically on hold.
- Place your second call. (You may place multiple calls in this manner)
- You may go between calls by toggling the Up and Down navigation keys and selecting the caller you wish to talk to.
- If desired, you may press the **Join** softkey if you wish to conference the calls.

Receiving Incoming Calls



Direct-In Dial

- On most telephone system, each telephone user will have their own Direct-In Dial telephone number. This means callers can call each user directly without going through a receptionist.

Answering a Call

- Answer a ringing call by lifting the **Handset**, or pressing the **Handsfree** or **Line Button**
- Or press the **Answr** softkey

Answering Multiple Calls

- If you are on a call and another call comes in, and you wish to answer it:
 - Press the **Answr** softkey. This will automatically put your first call on hold
 - When you have finished your second call, press the **Goodbye** button to end the call and return to your first call
 - If you have placed more than one call on hold, use the **Navigation** buttons to scroll to the call you wish to pick up and press the **Switch** softkey

Call Handling Options



1. Transferring a Call

Press the **Action** softkey

Within the Action submenu select the **Trnsfr** softkey.

Dial the phone number or extension where you wish to send the call, or use the Directory, Inbox, Outbox or **Srch** buttons to select any entry.

Press the **Trnsfr** softkey. The display will prompt you to select whether you want to consult (advise them of the transfer) with the called party.

- [Blind Transfer](#)

- Select **No** to complete the transfer. (you can hang up anytime after this step)
- The display will confirm if the transfer was successful or if it failed.
- If the transfer failed or you choose not to transfer it because the person is not available, you may press the Line button to reconnect the call.

- [Consulted Transfer \(Warm\)](#)

- Select **Yes** for an announced transfer. (caller is now put on hold)
- If you delay in pressing **Yes**, the system will time out and automatically default to No (Blind Transfer).
- Consult with the party to whom you are about to transfer the call.
- Press the **Trnsfr** softkey to transfer the caller into the session.
- Advise parties that the transfer is now complete.
- You can hang up anytime and the session will continue.
- **If the transfer failed** or you choose not to transfer it because the person is not available, you may press the Line button to reconnect the call.

2. Placing Calls on Hold

Call Hold

Call Hold allows you to place a call on **hold on your telephone**.

- While on a call, press the **Hold** button to place your caller on hold.
- Press the **Hold** button again or the **Line** button to retrieve your call.
- If you have placed more than one call on hold, use the **Navigation** buttons to scroll to the call you wish to pick up.

Hold a Call & Make Another Call(s)

- While on a call, press the **Call** (or **New Call**) Softkey to place your caller on hold and obtain new dial tone.
- Place your second call. You may use the **Navigation** buttons and press the **Select** softkey to go between the calls.
- To Hang up from any call. Select the call and press the **Goodbye** button.

3. Conference Calls

You may set up an **adhoc conference** call with up to 5 internal or external parties. To set up a conference call:

- Call the first party (or when you receive a call). Press the **Call** (or **New Call**) softkey to place the existing call on hold and get dial tone
- Dial the telephone number of the next participant and press the **Send** softkey.
- When the party answers, announce the conference.
- At this point you may press the **Join** softkey to connect all of the participants to the conference, and /or
- Continue this process - Call, Send, Join - until you have added everyone into the conference call.

OneConnect Remote User Minimum Requirements and Troubleshooting Tips

MINIMUM REQUIREMENTS:

Remote OneConnect users should be aware of the following minimum requirements for the VoIP service to work, as well as some quick troubleshooting tips listed below in the event of poor call quality from remote locations.

Internet Connectivity

Use high-speed services (avoid lite) and be aware that big downloads or uploads will affect your voice traffic, as well as other Internet-based applications.

For PC Client, the setting chosen in your preferences can affect call quality if it is not in line with your Internet connection. OneConnect recommends the middle, or Medium Speed, setting.

- Low speed: Use with an Internet connection < 128kbps up and down
- Medium speed: Use with an Internet connection > 128kbps up and down (recommended)
- High speed: Use with an Internet connection > 384 kbps up and down

For IP phone users, there are settings on the phone that can also be selected if the audio quality is poor. Again, there are 3 settings and the middle one is recommended by OneConnect.

- Low speed: Uses approximately 35kbps for phone calls
- Medium speed: Uses approximately 40kbps for phone calls (recommended)
- High speed: approximately 100kbps for phone calls

IP phones run at lower bandwidths and if users have quality issues, this is a recommended option over the PC Client.

Minimum PC Requirements for PC Client users

Please visit this link to see the minimum requirements for PCs running PC Client:

http://www.oneconnect.ca/docs/PC_Client_min_Requirements.pdf

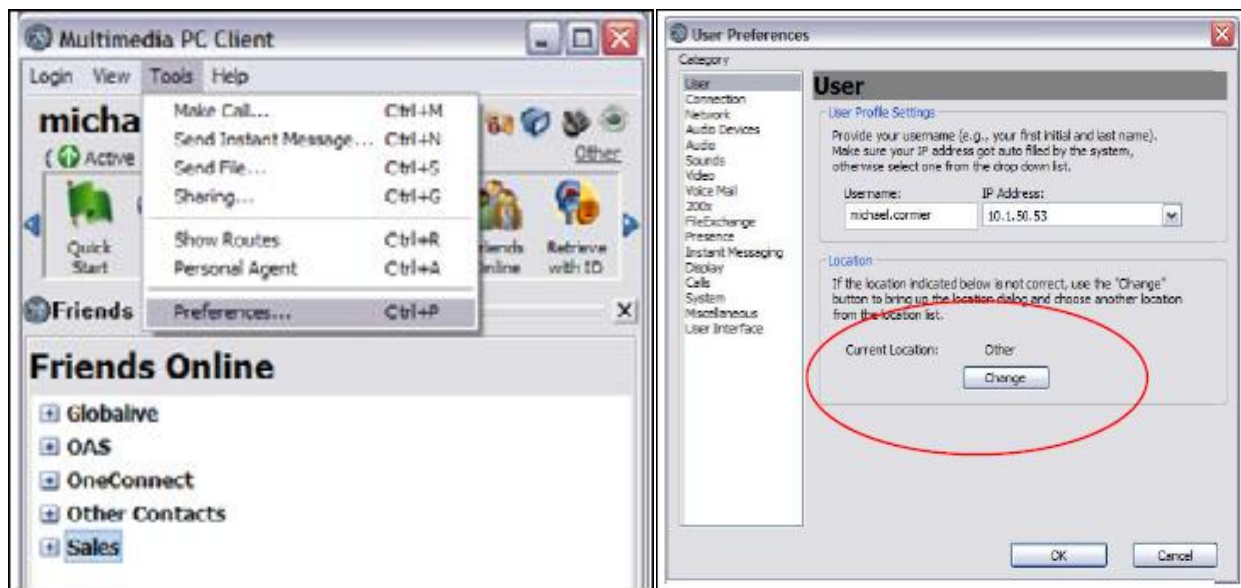
TROUBLESHOOTING

Location Settings

Users with IP Phones in remote hotels/cafes or home offices can select and change their location with the soft + menu keys on the IP phone.

- Select: **Config**
- Scroll down to: **Location**
- Press: **Select**
- Scroll down to: **Telcommuter/Away** or **Other**
- Press: **Select**

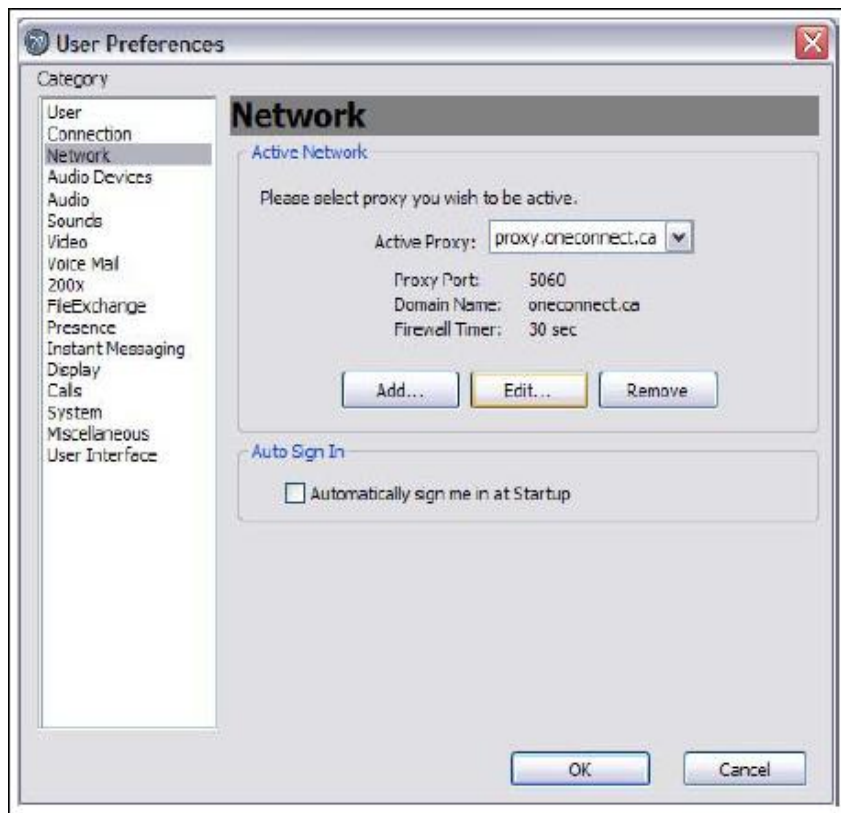
PC Client users can change or select their location settings by selecting; Tools > Preferences from the PC Client Menu (Below Left).



Once in the preferences menu, select; **User**. Then use the change button to select 'Telecommuter/Away' or 'Other' (Above Right).

Firewalls

PC Client users need to ensure the firewall timer is set to 30 sec. In the PC Client Preferences menu, select; Network. Click the 'Edit' button, and set the firewall timer to 30 sec's (Below). If the user has a router (wireless or otherwise), firewalls should either be turned off or set to allow traffic through port 5060. Any VoIP or voice packet inspection protocols/settings should be disabled if they are active on the router.



After working through the above troubleshooting steps, if there are still quality or connectivity issues, please contact our support group: support@oneconnect.ca or 1-866-432-7437 (option 3).

Handy Terminology



SIP Address

Because your phone operates over the internet, it requires an internet SIP address to operate. Your SIP address will resemble an email address (and often looks identical or similar to your email address), for example, john.doe@abccompany.ca. The SIP address is used to enable the network to track where you are, route your calls when you log into any IP Telephone with your SIP address. To make it easier to place calls, you can store addresses (SIP addresses or telephone numbers) in your Personal Address Book.

Unified Communications

Unified Communications a feature that allows your voicemail messages to be delivered to your email (as well as to your personal voice mailbox.) This allows you to pick up all of your messages (text and voice) in one location. In addition, you may at any time, access your voicemail messages by dialing into the voice mail system. A copy of all messages that are delivered via email, are also in your personal voice mailbox.

Personal Agent

Personal Agent is a feature-rich internet portal that enables you to view, manage and configure your personal feature preferences on your IP Communications System. For example, with Personal Agent you can direct incoming calls to ring all of your communications devices (office phone, mobile, etc) at the same time or in sequence. Many of the features can also be configured directly from the Internet Hard Phone. However, Personal Agent simplifies the process.

PC Client

PC Client is a software application that is downloaded onto your computer desktop that transforms your PC into a telephone and multimedia communications tool. PC Client can be accessed from anywhere that a high speed internet connection is available.



OneConnect Referral Program Program Overview

Welcome to OneConnect's Referral Program

This program is designed for organizations or individuals that have a fairly static base of customers to draw from. You will bring several qualified leads to OneConnect and our dedicated sales team will contact the prospect and close the deal. You will be paid a onetime fee based on the number of IP accounts and data sold to the customer.

The Compensation Program

To ensure a beneficial partnership, we offer a competitive compensation program for Referrals. A onetime payment based on 20% of the total margin of the first invoiced month of service.

The Process

To ensure a smooth transition for both you and your customer referral, we have established a simple and streamlined communication process.

1. Contact OneConnect sales and provide the qualified lead and any other pertinent information. Email to referrals@oneconnect.ca
2. Sales Representative will keep Referral partner in the loop and advise if deal is closed.
3. Payment will be made three months from install date

Example A

- 30 Employee Company purchasing VoIP Phone Service, IP Phones and Internet Access (T1 & DSL)
Referral Fee equals a onetime payment of approximately \$1014.36

Example B

- 60 Employee Company purchasing VoIP Phone Service, IP Phones and Internet Access (10MB Fibre circuit)
Referral Fee equals a onetime payment of approximately \$2160.40

* "Leads provided which are already OneConnect prospects and are in the system are ineligible for the referral program"





OneConnect Referral Program Program Overview

OneConnect is the leading provider of Hosted IP Communications in Canada with the most effective and reliable business-class solutions across North America. OneConnect hosts and manages our customer's telecommunication systems to allow businesses to free up IT resources and increase telecom reliability, costs savings, and increase focus on core competencies. OneConnect's solution integrates voice, data, Internet, video, collaboration, and conferencing services on a single converged platform.

OneConnect has thousands of business customers across Canada and is built on the world-leading technology of Nortel Networks, and is a part of Globalive Communications Corp.

Globalive Communications Corp. is a leading global provider of telecommunication services in particular to the hospitality sector, delivering innovative applications and first-rate services to its clients, including Sheraton, Hilton, Marriott and more. Globalive creates tailored solutions for business, consumers, hotels and hospitals, and the carrier market.

Globalive subsidiaries include OneConnect, the leading IP communications company; YAK communications, the leading discount long distance provider to residential customers; Canada Payphone Corp., which operates a majority of payphones in Canada; CANOPCO, which operates the hospitality sector; and many more telecommunication services. Globalive's worldwide customer base includes Bell Canada, Telus, Telecom Italia, Verizon, Cincinnati Bell and thousands more.

Globalive was recently recognized as overall winner of "Profit 100 – Canada's Fastest Growing Company" & "Canada's 50 Best Managed Companies". Globalive is a wholly owned Canadian private company and has a successful track record of profitable growth, innovation, and long-term satisfied customers.



www.oneconnect.ca | 1-866-4-EASIER |

referrals@oneconnect.ca