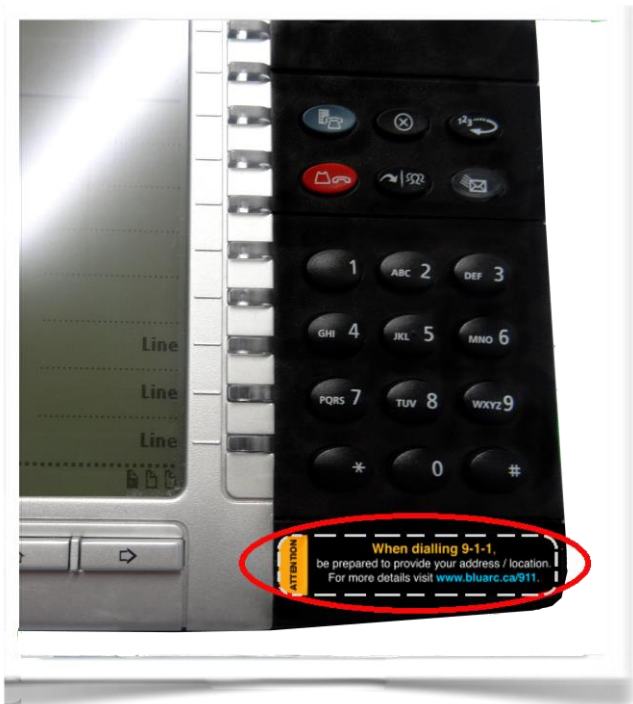


Dear Customer,

Welcome and thank you for choosing bluArc Communications Inc. for your openConnect Services.

This package contains important information that you should know in terms of how 911 Services work on your openConnect phone. This information is for our North American customers only.

Please refer to the "Important 911 Information" page, included in this package, summarizing how openConnect services function. Please read in full and keep it in your files for future reference.



Please place the sticker included in this package on the bottom right of your telephone dial pad—see image at left—so that it is visible to all users.

Sincerely,

bluArc Communications Inc.

IMPORTANT 911 INFORMATION

We want to make sure that you are aware of important differences in the way 911 service operates with a remote Teleworker phone when compared with traditional telephone service. Here's what you need to keep in mind:

[Differences between traditional E911 Service versus 9-1-1 Service for bluArc's Teleworker, openConnect and mobileConnect Phone Services](#)

bluArc's trueConnect VoIP service supports E911 capability just as your home phone does. When you dial 9-1-1 while using bluArc's trueConnect Phone Services your call routes directly to the appropriate Public Services Answering Point (PSAP) and your address information is automatically presented to the operator. bluArc can do this because when you are directly connected to the bluArc network, we know exactly where your phones are located. When you use bluArc's Teleworker, openConnect, or mobileConnect Phone Services, you do not have a direct connection to the bluArc network. You are connecting through the Internet, and as such, your 9-1-1 service works in a manner similar to other Internet VoIP service providers. When you dial 9-1-1 from a bluArc Teleworker, openConnect, or mobileConnect Phone Service your call is routed to a third-party answering service. One of the first things the answering service will do is confirm your location based on information on file. If you are not at the location on file the answering service will ask for your current location along with other information such as the nature of the emergency.

[Remember to verify your location](#)

Because you can move your Teleworker, openConnect or mobileConnect Phone Service between locations and because, for technical reasons, the emergency operator may not have your name, location or contact information available, you must immediately inform the emergency operator of your location and contact particulars any time you call 9-1-1. Do not risk sending police or ambulance services to the wrong location!

[Be prepared during any service interruption](#)

Teleworker, openConnect, and mobileConnect Phone Service depends not only on your continued subscription (and payment) for the service, but also on Internet connectivity and power to function. In the event of power, network, or Internet outages (including congestion), or if your service is disconnected or suspended due to non-payment, you may experience a failure, disruption or delay in your 9-1-1 service. We recommend that you keep an alternative phone service handy to increase the reliability of your access to emergency services during any service interruption.

[Do not disconnect](#)

Until you are told to do so by an emergency dispatcher, do not disconnect your 9-1-1 call. If you are inadvertently disconnected, call back immediately.

[Keep your service address up to date](#)

bluArc Communications Inc. will attempt to provide the emergency operator with your service address, so please ensure that your information on file with us is always accurate and updated. If you do not do this (for example, if you are unable to speak during a 9-1-1 call), the emergency operator may assume that you are calling from the last registered address.

[Inform other users](#)

You must notify members of your household and other potential users of your Teleworker, openConnect or mobileConnect Phone Service of the nature and limitations of 9-1-1 emergency calls. To make this easier, attach the included stickers in a visible location on your telephone sets (for example on the right hand corner below the keypad).

[Limitations of Liability](#)

bluArc Communications Inc's terms of service limit and disclaim liability related to openConnect 911 service, so please read these carefully. Please address any questions or concerns to customercare@bluArc.ca

For a complete description of our Teleworker 911 service, please see bluArc Communications Inc's terms of service at:

Ottawa Office

Telephone: +1.613.254.6595

Toll Free: +1.855.279.1812.2

Email: CustomerCare@bluArc.ca

Toronto Office

Telephone: +1.416.309.2352

Toll Free: +1. 1.855.279.1812.2

Email: CustomerCare@bluArc.ca

openConnect Set Up

The following are requirements for openConnect set up:

1. A broadband internet connection (usually DSL or cable connection)
2. A public static IP Address from your internet service provider.
3. Your broadband internet connection has met the minimum requirements with a bluArc Technician.
4. A router that can provide internal/private IP addresses via DHCP.
5. A subscription to the bluArc openConnect Service.
6. You may need additional network cables at site depending on your current network setup. (bluArc provides 1 network cable with each phone)

Note: The openConnect phone solution cannot be setup using wireless. You will need a physical connection from the phone back to your router.

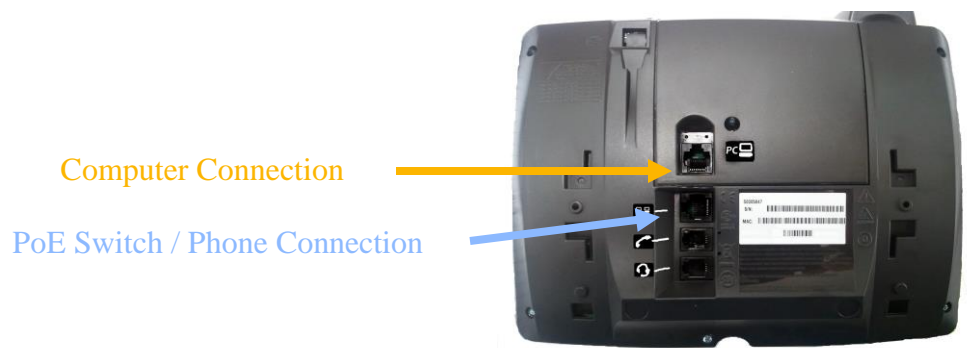
The rest of this document outlines common openConnect configurations and provides an indication of preference from a quality of voice point of view. After you have reviewed the types of equipment and other information, please proceed to Step 1 – Office LAN configurations.

The following types of equipment appear in the four LAN (local area network) configurations that follow:



Back of the phone connection

The connection from the PoE switch should connect into the third jack from the bottom of the phone. [See blue arrow]
The connection from the computer should connect into the top back jack of the phone as per the picture below. [See orange arrow]



1 Office LAN configurations
 Possible office LAN configurations:

Figure 1: Best Option Single PC at a workstation:



The best option for a single PC at a workstation on the customer LAN is to use the switch built into the back of the phone to connect the PC.

Ensure that your phone is connected to either a LAN drop that is connected back to the PoE switch at site or that you run a Network cable/Network drop from the Phone to the PoE switch.

Figure 2: Less optimal single PC at a workstation:

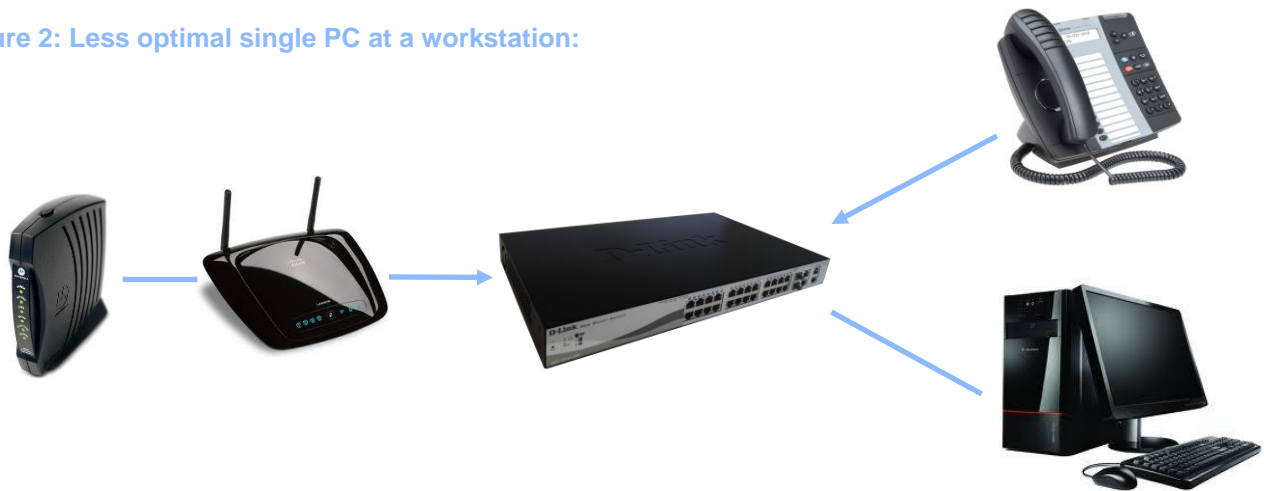


Figure 2 shows a less optimal LAN configuration for a single PC at workstation.

This scenario can occur if you are using dual LAN drops at each workstation or separate network connections for your Phone and PC. Note: This would also include using a wireless connection for your PC. This scenario does not allow the phone to prioritize voice IP packets over data traffic. This could result in poor voice, especially if significant traffic is being uploaded or download during a conversation (such as uploading a file, external backups, etc).

Figure 3: Best Option Multiple PCs at a workstation:



When there are multiple PCs or network devices at a single workstation, the optimal configuration is to connect the PCs to a non PoE switch into the PC port behind the phone at that workstation. This will allow multiple PCs to connect via the switch, and still allow the phone to prioritize voice IP traffic over the other traffic.

Figure 4: Less optimal multiple PCs at a workstation:

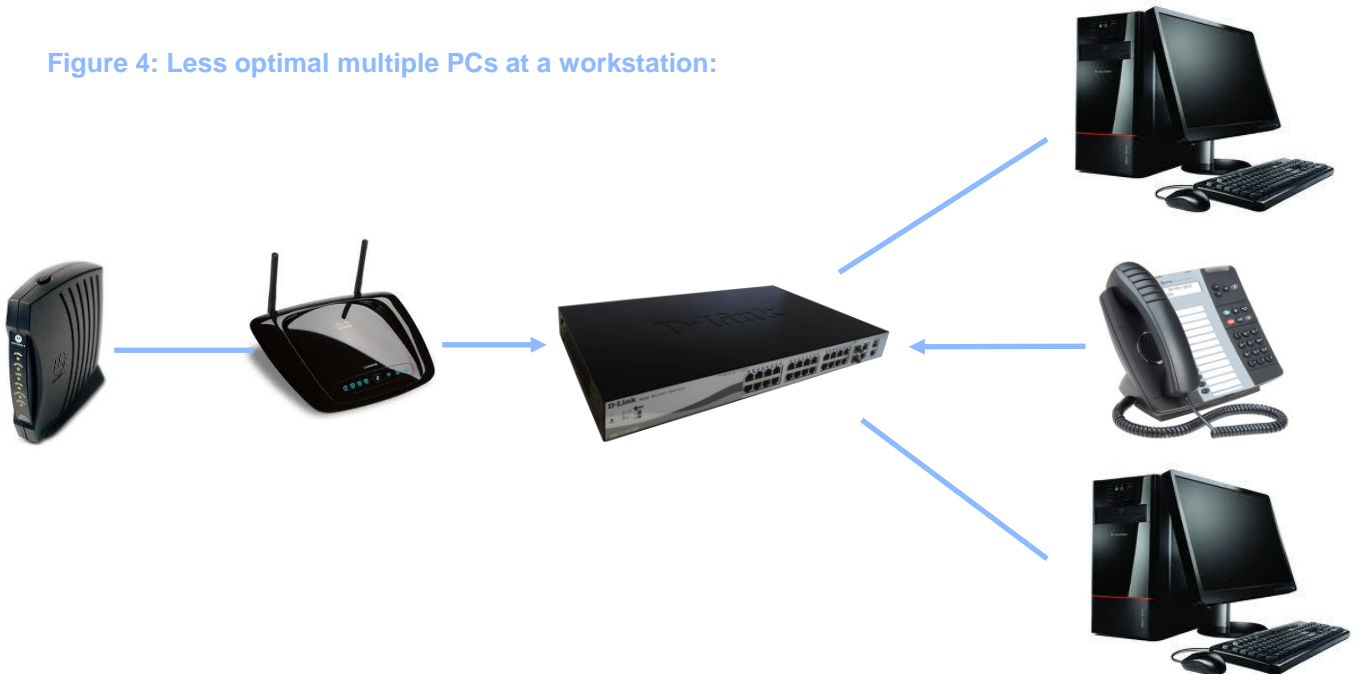



Figure 4 provides a likely configuration that will get used when an existing office network is already in place for multiple PCs. If a PC is connected behind a phone, the phone will be able to prioritize the data traffic for that PC.

② Configuration of the phone set

Now that you have your phone(s) connected you will need to re-program it into teleworker mode as per the instructions below:

Before doing so, you will need to call bluArc Customer Care (844-425-8272 option 2) to obtain the gateway IP address associated with your service platform. This is required for step 8 below.

1. Press & Hold the 7 key
2. Unplug the Phone from the wall outlet or PoE switch. (Wait 10 seconds)
3. Plug the Phone back in. (Still pressing the 7 key)
4. The phone display should say “**CONFIGURE TELEWORKER**”. (release the 7 key)
5. Press * for Yes.
6. The phone display will say “**DELETE/NEW SETTINGS**”, press # for New.
7. The phone display will say “**TELEWORKER GATEWAY**”
8. Press **XX.XXX.XXX.XXX** (Using the key pad and the # key for decimal places.)
9. Press the down arrow key 
10. The phone display will say “STORE CHANGES?”
11. Press * for Yes.

Your phone will register with the bluArc security gateway, then download software to ensure that it is current with our network version. You will see **DOWNLOADING** on the screen as the phone automatically goes through this procedure.

When it is done, the phone will present the user with a message that says “Logged Out”. This is normal. Your phone is now waiting for you to complete Step 3 – Logging into your phone set.

Note: If your phone displays “Not A Valid Site” during the initial setup, please contact our customer care to team to better assist you further.



Logging into your phone set

Your phone should now display the “**Logged Out ACTIVATE**” message, please follow the simple instructions to log into your phone below:

1. Press *00 on the phone dial pad.
2. Enter in your extension number & PIN, press #

Note: If you do not have your extension number or PIN, please follow up with your company administrator.

Important – Regarding “Not A Valid Site”

If after the initial setup of your phone services you should you experience “Not A Valid Site” being displayed on the phone sets, this would indicate that your Public IP address has changed and is not a static IP Address from your internet service provider. Should your Public IP address change, we would suggest that you contact your internet service provider to change the Public IP address back and also inquire about your making your Public IP address static going forward.

If your static public IP address has changed, you need to contact bluArc Customer Care. A service fee will apply for us to make the change in bluArc.

bluArc Customer Care

bluArc is available to help openConnect users with the initial set up their phones. bluArc is not set up to take on the role of IT support for off-site networks. If the LAN or internet connection are unable to support the openConnect service, support from your IT person or local service provider may be required.

Enjoy your bluArc openConnect services!

Ottawa Office

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