

Dear Customer,

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

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

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



Please place the label included in this package on the back of your telephone handset—see image at left—so that it is visible to all users.

Sincerely,

bluArc Communications Inc.

Ottawa Office  
Telephone: +1.613.254.6595  
Toll Free: +1.855.279.1812.2  
Email: CustomerCare@bluArc.ca

[www.bluArc.ca](http://www.bluArc.ca)

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## 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:

### MVoIP 911 services versus Teleworker 911 services

bluArc's MVoIP service supports E911 capability just as your home phone does. When you dial 911 your call routes directly to the appropriate Public Services Answering Point 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 remote Teleworker service, you do not have a direct connection to the bluArc network. You are connecting through the internet, and as such, your 911 service works in a manner similar to other internet VoIP service providers. When you dial 911 from a bluArc remote Teleworker, 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

As a Teleworker, you can move your phone between locations so the emergency operator may not have your current name, location or contact information available. As a result, when you call 911, you must immediately inform the emergency operator of your location and contact particulars. Do not risk sending police or ambulance services to the wrong location!

### Be prepared during any service interruption

Teleworker 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 911 service. We recommend that you keep an alternative phone service (such as a cellular telephone) 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 911 call. If you are inadvertently disconnected, call back immediately.

### Keep your service address up to date

bluArc Communications Inc. will provide the emergency operator with your service address based on the latest information that you have provided us. As a result, it is important that your information on file with us is always kept accurate and up to date. Otherwise, if we have an old address on file and you or someone else makes a 911 call from the bluArc Teleworker phone, the emergency operator will send the response to the wrong location. You can call bluArc Customer Care for login credentials and a portal address where you can update your address. It is your responsibility to ensure that a valid address is registered whenever the Teleworker phone is located.

### Inform other users

You must notify members of your household and other potential users of your Teleworker phone service of the nature and limitations of 911 emergency calls. To make this easier, attach the included stickers in a visible location on your telephone sets (for example on the handset).

### Limitations of Liability

*bluArc Communications Inc's terms of service limit and disclaim liability related to Teleworker 911 service, so please read these carefully. Please address any questions or concerns to [customer care@bluArc.ca](mailto:customer care@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](mailto:CustomerCare@bluArc.ca)

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Telephone: +1.416.309.2352

Toll Free: +1. 1.855.279.1812.2

Email: [CustomerCare@bluArc.ca](mailto:CustomerCare@bluArc.ca)

## Teleworker Set Up

The following are requirements for remote user set up:

1. A broadband internet connection (usually DSL or cable connection)
2. A router that can provide internal/private IP addresses via DHCP.
3. A subscription to the bluArc remote Tele-worker solution.
4. A total of 4 network cables. (bluArc provides 1 network cable with the phone)

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

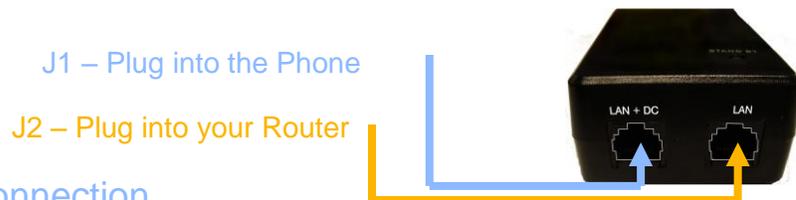
The rest of this document outlines common Teleworker configurations and provides an indication of preference from a quality of voice point of view. After you have reviewed the types of equipment and other information, please proceed to Step 1 - Home LAN configurations.

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



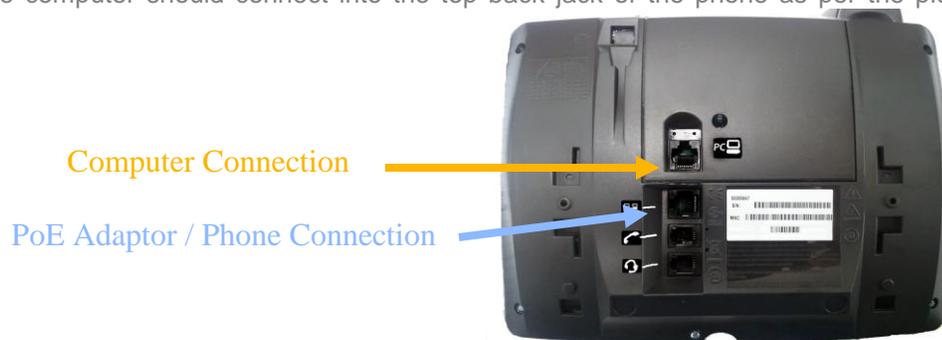
### PoE Adaptor

The Power over Ethernet adaptor provides power to the phone over the network connection. As shown in the image below, simply connect one network cable from the adaptor to the phone, and another network cable from the adaptor to a router.



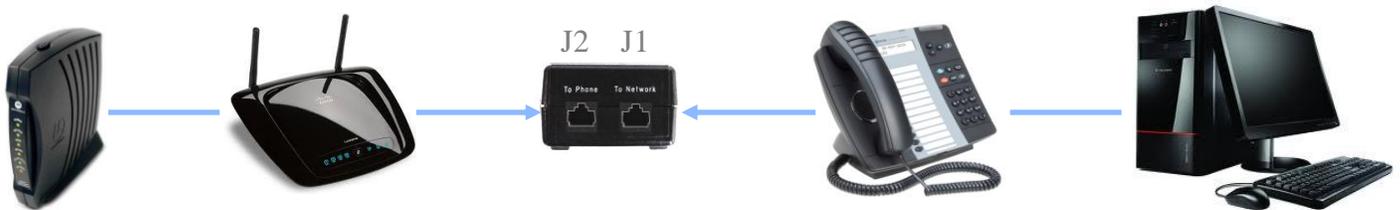
### Back of the phone connection

The connection from the PoE adaptor 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** Home LAN configurations  
 Possible home LAN configurations:

**Figure 1: Best Option Single PC**



The best option for a single PC on the customer LAN, is to use the switch built into the phone to connect the PC. Depending on the type of Router in use, a number of cases are worth considering:

1. If the Router in place has a single LAN port, that's the one to connect to J2 on the PoE adaptor.
2. If the Router in place has multiple switch (LAN) ports, then J2 on the PoE adaptor should be plugged into one of these ports.
3. If the Router in place is a wireless router, then the PC should be connected via a wired connection if possible. One of the issues with a wireless network is that PC and the phone will be in competition for data priority (see figure 2). It is possible to use wireless bridges, etc, however, this will add complication. The best solution is to run a Network Cable from the Router to the Phone, to the PC.

**Figure 2: Less optimal single PC**

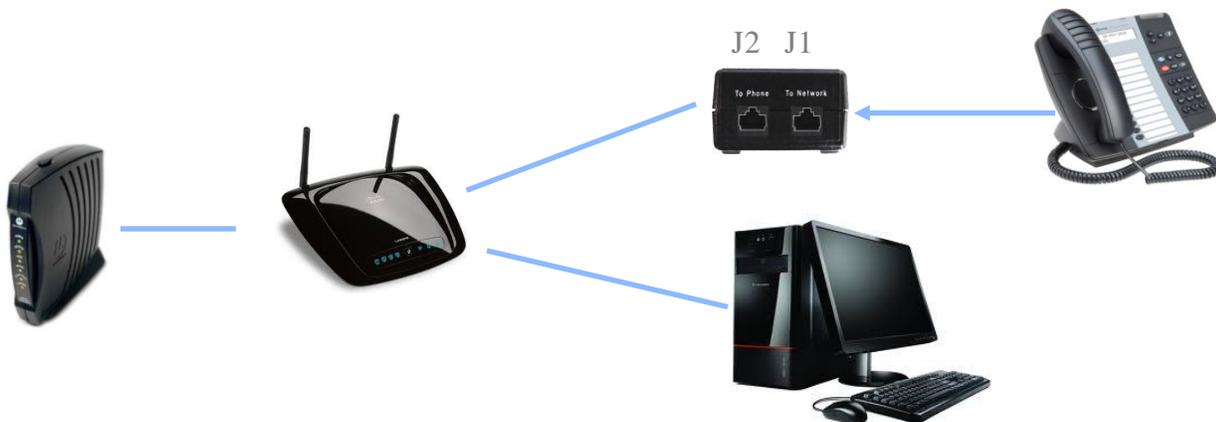


Figure 2 shows a less optimal LAN configuration for a single PC. This would typically occur when a PC uses a wireless connection to the router. This scenario does not allow the phone to prioritize voice IP packets over data traffic. This could result in poor quality voice, especially if significant traffic is being uploaded or downloaded during a conversation (such as uploading a file, external backups, etc).

**Figure 3: Best Option Multiple PCs**



When there are multiple PCs on the home LAN, the optimal configuration is to have the phone connected directly into the router, and a switch connected into the PC port in the phone. This will allow multiple PCs to connect via the switch, and still allow the phone to prioritize voice IP traffic over other traffic.

**Figure 4: Less optimal multiple PCs**

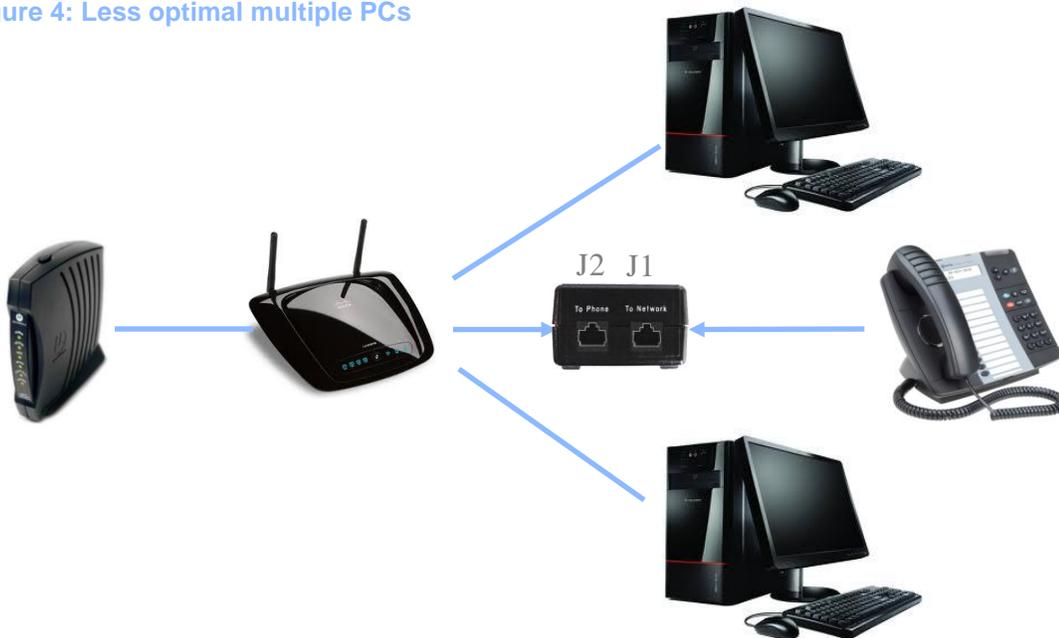


Figure 4 provides a likely configuration that will get used when an existing home network is already in place for multiple home PCs. If a PC is connected behind the phone, the phone will only be able to prioritize the data traffic for that PC.

## ② Configuration of the phone set

When the bluArc Teleworker phone goes through a “Download” sequence and displays “Not a Valid Site”, please proceed to Step 3 – Creating Your Dynamic Site.

Otherwise, you will need to re-program the phone set into Teleworker mode as per 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.

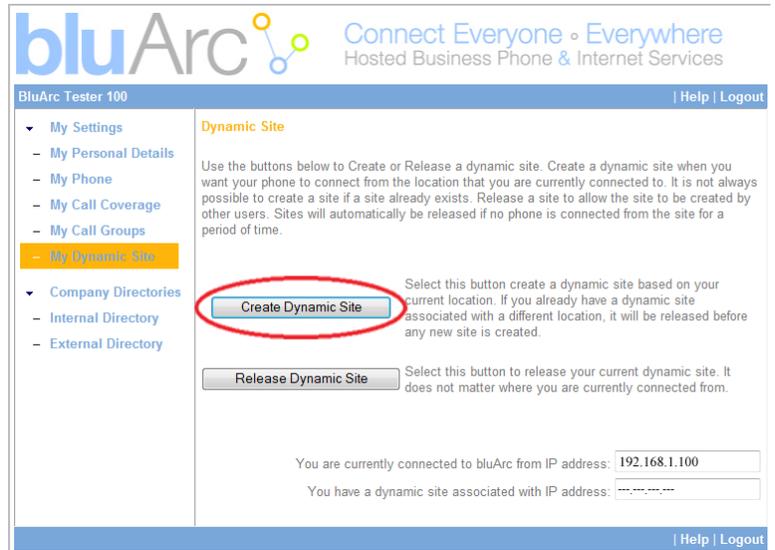
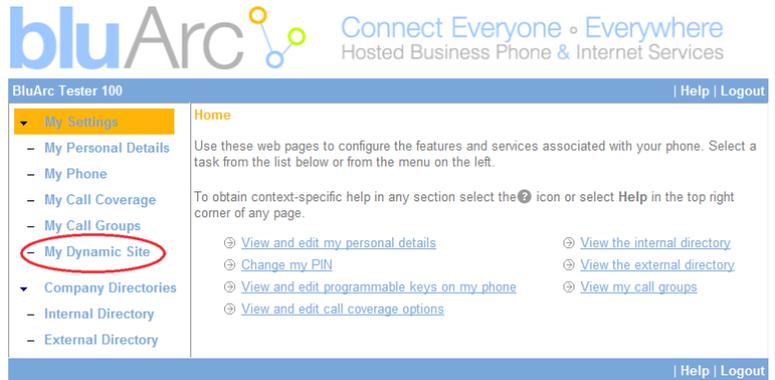
1. Press & Hold the 7 key
2. Unplug the PoE adaptor from the wall outlet. (Wait 10 seconds)
3. Plug the PoE adaptor back in. (Still pressing the 7 key)
4. The phone display should say “**CONFIGURE TELEWORKER**”. (release the 7 key)
5. Press \* for Yes.
6. The phone display will say “**DELETE/NEW SETTINGS**”, 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 “Not a Valid Site”. This is normal. Your phone is now waiting for you to complete Step 3 – Creating Your Dynamic Site.

**3** **Creating Your Dynamic Site**  
 Your phone should now display “Not a Valid Site”. To create your dynamic site, follow these steps:

1. Go to the bluArc website: [www.bluArc.ca](http://www.bluArc.ca)
  2. On the top right corner click on “Customer Login”
  3. A popup window will appear.
  4. In the Incoming Number field, enter your company phone number.
  5. In the User ID field, enter your extension number.
  6. In the PIN field, enter your system generated PIN. (This would have been sent via email.)  
*Note: If you do not have this information, please contact your company administrator.*
  7. Once logged in, go to left hand side and click on “**My Dynamic Site**”
  8. Click the button labeled “**Create Dynamic Site**”.  
*Note: Please complete this step without any VPN services enabled.*
  9. Click **Logout**.
- Your phone should now display the “**Logged Out ACTIVATE**” message. The phone works exactly as if you were in your office (eg extension to extension dialing) and you log in the same way.
10. Press \*00
  11. Enter in your extension & PIN, press #



**Important – Regarding “Not A Valid Site”**

From time to time your router may lose its IP address or your Internet Services Provider may change your assigned public IP address. This may happen if the power to the router is interrupted or if the lease expires on the public IP address assigned to your router by your Internet Services Provider.

If this happens, you will need to repeat Step 3 – Creating Your Dynamic Site.

**bluArc Customer Care**

bluArc will provide 30 minutes of free support over the phone to help Teleworkers to initially set up their phone. bluArc is not set up to take on the role of IT support for off-site networks. Accordingly any support that is required due to customer changes or issues outside of bluArc’s span of control will be billed at bluArc’s remote support hourly rate.

Enjoy your bluArc Teleworker services!

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