



The TELUS Business Connect[®] Mobile solution.

Customer onboarding guide.

How to successfully set up your service.



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Let's get started.

Setup in 4 easy steps.

This guide is designed to give you the information and tools you need to get your TELUS Business Connect Mobile solution set up, and outlines timelines and expectations for each of the four steps during the onboarding process.

The onboarding process:

1

Voice Manager registration

A guide through account registration, for administrators and users.

2

Connectivity readiness

All you need to know on how to prepare and what to expect.

3

Implementation call

An overview of the complimentary implementation call to ensure setup is complete.

4

Number transfer

Instructions on how to transfer an existing local or toll-free number to the TELUS Business Connect Mobile solution.

Step 1. Voice Manager registration.

Administrators must register for TELUS Business Connect Voice Manager, a self-serve web tool that manages the TELUS Business Connect Mobile features and services, like your call features and user details.

1. Administrator registration:

We will send a link to the administrator's email address to register to TELUS Business Connect Voice Manager.

1. Open the email with the subject line "Please set up your TELUS Business Connect account".
2. Click on the link included in the email to set up your account.
3. You will be taken to the TELUS Business Connect Voice Manager setup page. Please set your password, PIN and security questions.
4. Your account is now activated.
5. Complete **Express Setup** and input the contact information for the users as applicable on your account in the locations specified. Once you complete Express Setup, the users on your account receive their welcome emails to set up their own TELUS Business Connect Voice Manager accounts.
6. Please bookmark the link for TELUS Business Connect Voice Manager included in your email so that you can reference this login page in the future.

2. User registration:

Users must complete the same steps as the administrator after they receive their Welcome to TELUS Business Connect registration email.

3. Download TELUS Business Connect Mobile app:

Upon registration, please download the TELUS Business Connect Mobile app onto your mobile device. A detailed user guide for the mobile app is available by clicking [here](#).

To ensure a smooth setup:

Please complete Express Setup and input the contact information for all users on your account.

Step 2. Connectivity readiness

You must make sure everything is set up and ready for calls by glancing through this information and completing the connectivity readiness checklist.

Introduction to connectivity for TELUS Business Connect Mobile.

You have two connectivity options when using your TELUS Business Connect Mobile solution: cellular network or WiFi.



Cellular network

- RingOut: uses your devices native dialer and the minutes from your wireless rate plan
- VoIP calling: uses the data from your wireless rate plan

RingOut is accessed by tapping on your profile in the top left corner of the app screen, and then selecting **Call Settings**. After selecting **Call Settings**, select, **Always Use Cellular Voice (RingOut)**.

To make VoIP calls, go to the **Call Settings** menu, select, **Always Use VoIP**. Learn more about RingOut/VoIP calling.



Wi-Fi

This will only apply when you want to make a VoIP call.

- The default is set to “RingOut” mode
- Turn on/off VoIP calling
- During installation ensure you allow permissions for microphone and notifications
- During installation ensure you select you would like to ignore battery optimization (Android)

If you have people in your office who will make and take calls using the application over Wi-Fi, you need to configure your wireless access points to prioritize voice and media traffic. When not using Wi-Fi, ensure you have good LTE cellular coverage.

The quality of your cellular signal and Wi-Fi connection may affect the quality of your TELUS Business Connect Mobile voice calls. Other concurrent usage of other mobile applications may also affect the quality of the voice calls.

Step 3. Implementation call

TELUS offers a complimentary call with a trained implementation advisor to help your administrator get your account up and running. Your implementation call includes:

- How to use your new solution.
- How you would like it to work for your business.
- How to configure your user settings to get the most out of it.
- How to use the TELUS Business Connect Mobile app.

Implementation process:

1 Schedule implementation.

TELUS will call and welcome you to the solution. At this time, you can schedule your implementation call.

2 Attend implementation session (1 hour).

In your session, we will go over:

- The product
- Features
- Troubleshooting

To ensure a smooth setup:

Schedule your implementation call as soon as possible.

Step 4. Number transfer

This step is only necessary if you plan to use your existing phone numbers on your TELUS Business Connect Mobile solution. If you use the new numbers assigned to your TELUS Business Connect Mobile solution, you can skip this step.

IMPORTANT:

Don't cancel your existing phone service. It needs to be active to complete the transfer which can take 10 to 15 business days to complete. Your transfer will occur during business hours; transfer requests on weekends and holidays will be rejected.

Before you begin, do you have the following?

- A recent phone bill
- The service address where your phone rings
- Account number and primary billing telephone number (BTN)
- All local, mobile and toll-free numbers you wish to transfer (port)

The number transfer process.

1. Log in to **TELUS Voice Manager**.
2. Select **Phone Numbers**.
3. Select the **Transferred and Vanity** tab and select **Transfer Numbers**.
4. Select the type of phone number that you want to transfer to the TELUS Business Connect Mobile solution.
5. Complete the seven questions on the **Check list** screen.
6. Input your Billing Telephone Number (BTN) within the **Enter numbers** screen and check off **I want to transfer my BTN**. Add additional numbers if required. Separate numbers by commas or semicolons
7. In the **Date and mapping screen**, select a transfer date. Note: Actual transfer date has to be a business day; if weekend or holiday it will reject your request. You will also need to pair a number from your TELUS Business Connect Mobile account to the number you want to transfer.
8. In the **Account Confirmation** screen, provide all details as shown on your current provider's bill.

9. Review **Verification** screen and click **Next** to confirm.
10. Review **Letter of Authorization, Electronic Disclosure, Consent** and check **I agree** box. When you transfer a toll-free number, you will need to download and print out the Letter of Authorization, manually sign it, and upload the signed copy to your transfer request.
11. Please upload a copy of the entire latest bill dated within the last 30 days of the business number you want to transfer by clicking the **Browse** button. The supported file format is PDF. Click **Next**.
12. In the **Additional Comments** section, you can include the list of phone numbers you are not transferring and the action to be taken with each phone number (cancel or retain) or any additional information that is important.

In the **Email** section, you can provide an alternate email address which will receive all emails pertaining to the transfer request. If you want the system administrator to also receive the emails, click the checkbox. Then, select **Next**.

To ensure a smooth setup:

For more information, download the detailed [Number Transfer Guide](#).

Congratulations. You are now set up.

Need help?

Once you successfully set up your TELUS Business Connect Mobile solution, you will receive on-going support through the resources listed below.

Please visit the [TELUS Business Connect support page](#) to access:

- How-to guides
- Troubleshooting tips
- User guides and manuals

This is just the beginning.

Download your user guides today and discover over 10+ exciting features including...

- Call routing rules and office hours
- Groups and IVR setup
- RingOut and music-on-hold
- Smartphone & tablet mobile apps and, much more...

Contact

To ensure you reach a dedicated TELUS Business Connect support representative.

Call 1-844-626-6638

Enter your TELUS Business Connect
number and follow the prompts.