



The TELUS Business Connect[®] Mobile solution.

White Glove service.

Customer onboarding guide.



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Welcome to the TELUS Business Connect Mobile White Glove service.



The TELUS Business Connect Mobile White Glove service assists in the setup and offers training so you can make the most of your new solution.

The White Glove technician will review a checklist with you and ensure the work is completed to your satisfaction.

To ensure a smooth White Glove installation, please refer to Step 1. What you need to prepare, and complete the required list of actions.

Step 1

What you need to prepare.

The TELUS Business Connect Mobile solution provides a high-quality voice service, and your connectivity plays a big part in the call quality. You likely discussed connectivity and other requirements with your TELUS business advisor before choosing this solution. Now, make sure everything is ready for a successful White Glove setup by completing the requirements in this section.



Wi-Fi

Configure your wireless access points to prioritize voice and media traffic. Refer to your access point documentation.

- If using the Wi-Fi calling, service can be impacted by locations bandwidth as well as proximity to router
- Transition from Wi-Fi calling area to LTE (ring out or data) could potentially impact service

On-site preparation.

To help ensure a smooth White Glove setup please complete the following:

Configuration:

Here's an example of how you can organize a list of users and numbers you want to transfer and set up:

Name	User name	Email address	Mobile phone type	#s to transfer
John D.	d_john	john@company.com	Samsung S7	416-xxx-xxxx

Voice Manager Set-up:

For you to access TELUS Business Connect Mobile Voice Manager so you can manage the many features included with your solution, the administrator needs to complete the web registration.

Administrator registration:

TELUS will send a link to the administrator's email address to register to TELUS Business Connect Mobile 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. It will take you to the TELUS Business Connect Mobile Voice Manager setup page. Please set your password, PIN, and security questions.
4. Your account is now activated.
5. Please bookmark the link for TELUS Business Connect Mobile Voice Manager included in your email so that you can reference this login page in the future.

User registration:

Once the administrator has activated the users, setting up the extensions with email addresses through express setup, TELUS sends a Welcome to TELUS Business Connect registration email to each user.

Number transfer:

This step is only necessary if you plan to use your existing phone numbers from your existing phone system.

Note: If you have a new TELUS Business Connect Mobile deployment and will use the numbers assigned to you by TELUS, you can skip this step.

Please have the following available for the White Glove technician:

- Most recent phone invoice
- 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)

IMPORTANT:

Do not cancel your existing phone service. The transferring number you are porting, must be in an active status in order to be ported over. It can take up to 15 business days to complete transfer requests.

Administrator availability:

Ensure Administrator is available for White Glove training and has access to all TELUS Business Connect Mobile set-up emails.

Rescheduling and canceling your appointment.

Please contact us with your reference number located in your TELUS Business Connect Mobile White Glove welcome email 1 business day before the original agreed installation date. There is a \$100 rescheduling fee if you reschedule your installation date within 1 business day of the original agreed date.

Step 2

White Glove included services.

Your White Glove technician will complete the setup of your solution and begin training the administrator about key features. Specifically, the White Glove service includes:

Voice Manager setup:

- Verify user names and email addresses are accurate

Voice Manager configuration:

- Configure Auto-Receptionist
- Explain and configure groups. Set number of seconds for rings per device/user.
- Set up Company Hours
- Record main Company Greeting
- Record Personalized and Company Greetings
- Demonstrate how to make changes in Voice Manager

App installation:

- Install the mobile app on the devices (only available for iOS and Android)
- Explain default is set to “RingOut” mode. Learn more about **RingOut/VoIP calling**.
- Explain how to 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)
- Explain Accept Call status and impact of turning on/off

Number transfer:

- Initiate number transfer request (10-15 days required for port-in requests)

Checklist sign-off:

- Once your TELUS Business Connect Mobile White Glove technician completes the service, they review the checklist with you to ensure your complete satisfaction

Step 3

Additional services and support.

To ensure your solution continues to meet your needs after the White Glove service, user guides, and customer service support are available.

TELUS Business Connect Mobile user guides.

Please visit the [TELUS Business Connect support page](#) to access helpful user guides and articles.

Contact

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

Call 1-844-626-6638

8 a.m. to 5 p.m. local time (Monday to Friday).

Enter your TELUS Business Connect Mobile number and follow the prompts.