

Total Office Top Support Requests

1. Support Contacts

The Bell Aliant service desk is available Monday – Friday: 8:00am – 8:00pm (excluding statutory holidays)

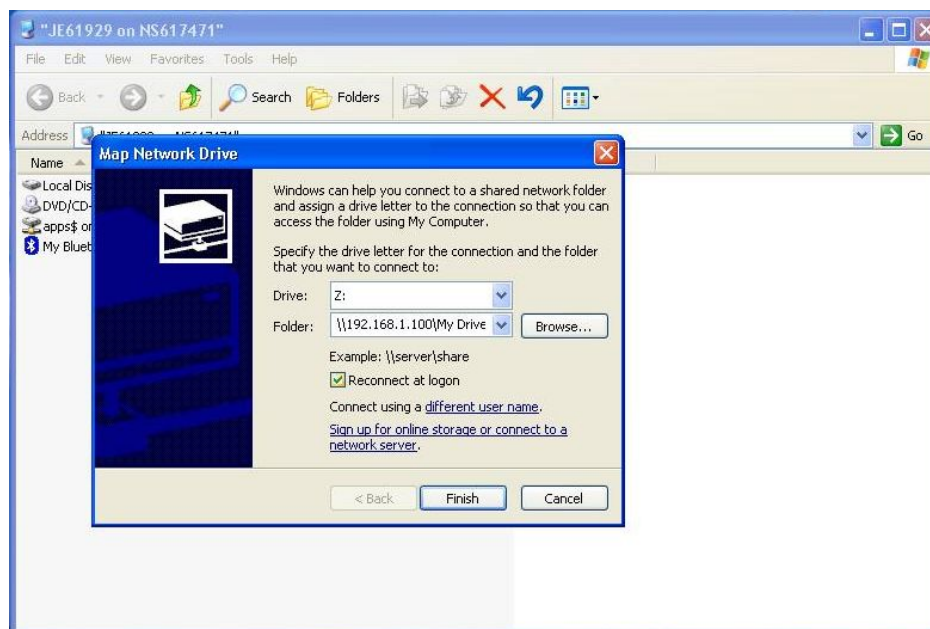
Call us toll free at 1-888-752-2191

Or, e-mail us at TotalOffice@BellAliant.ca.

2. Access my server files when away from the office

Note: Before you start, you must have the name or IP address of the server you want to connect to.

- ▶ Make an SSL VPN connection to your company's LAN
- ▶ Go to **My Computer**. Under **Tools** select **Map Network Drive**.
- ▶ In the **Drive** field, choose a drive on your computer (drive Z) you wish to map to the hard drive on the server you are connecting to.
- ▶ In the **Folder** field, type the name (IP address) and path to the folder on the server you are connecting to, i.e. \\server name (IP address)\directory\folder name
- ▶ Check **Reconnect at logon** and click **Finish**.
- ▶ The drive you chose (drive Z) will appear in My Computer and you will have access to the files on your company's server.



3. Make changes to my services

To make any configuration changes, contact the Bell Aliant service desk. For other changes, please contact your sales representative.

4. Connect to the office LAN from my home computer

You cannot connect to the office LAN from your home computer. The SSL VPN software is only installed on work computers.

5. The “Agent” button in my Outlook toolbar, what does it do?

This takes you to the Personal Agent webpage where you can access other features of your PCM service.

You can: establish Call Director routes, access Help screens, check Call Logs, change Preferences, modify Address Book entries, and Click to Call addresses in your address book.

6. Using Instant Messaging (IM) and whiteboard sharing with PCM

You can send IM's and share whiteboard information when speaking to another person on PCM. Select the appropriate tabs in the PCM window.


7. Can I use a personal firewall on my PC?

Yes you can but it may create some issues for you. A personal firewall blocks unwanted traffic entering and exiting your PC. Voice traffic being sent and received by PCM may get blocked by your personal firewall. If this happens, the firewall should notify you of this and ask if you want this traffic passed through the firewall. Select “Yes” to this question. Everything should work normally after that.

8. Difference between converged and non-converged modes for PCM

Converged mode is designed to work with your Centrex phone while in the office. All calls are taken with the Centrex phone. You can also initiate calls from your PC with the click to call functionality. If you use this, your Centrex phone will ring. Pick up the receiver and the call you have requested will be made.

In **non-converged mode** the PCM client works independently of your Centrex phone. Calls are made and received through your PC. This



should only be used when outside the office as call quality cannot be guaranteed in this scenario.

9. When away from the office, do I need to connect to the LAN via VPN to use Outlook and PCM?

For Outlook, no. You may access Hosted Exchange from any Internet connection.

For PCM, yes. You must initiate an SSL VPN connection prior to using PCM while away from the office. Hosted Exchange will work either way.

10. I have my own network firewall. Can I keep that instead of using the Bell Aliant one?

The Bell Aliant firewall has been specifically configured to protect your LAN and also allow the Total Office service to function properly. Because of possible conflicts between this firewall and yours, we do not allow your firewall to remain installed.

11. Long distance rates billed when using PCM

In converged mode (i.e. in the office), all calls are billed as if they were being placed from your Centrex phone.

In non converged mode calls are billed according to your physical location when placing the call. For example, your home location is Fredericton and you're in Toronto on business:

- ▶ If you call a local Toronto number you will be billed long distance from Fredericton to Toronto (as if calling from the office)
- ▶ If you call home (a local Fredericton number), no long distance charges apply (as if calling from the office)
- ▶ If you are calling a colleague who is also using their PCM phone in non-converged mode (i.e. in Alberta), then no long distance charges would apply. This is because it's a local Fredericton number calling another Fredericton number.

12. Share your Meet-Me-Conference bridge with others in your company

You can share your Meet-Me-Conference bridge with others; however, there is a feature on your PC where a popup window will appear whenever a conference is started. This window displays when callers arrive and depart from the meeting. Even if you are not hosting the meeting, this popup will appear on your screen.

To disable this feature:

- ▶ Press the **Agent** button on the Outlook toolbar
- ▶ Select **Meet Me** on the left hand side
- ▶ Uncheck the box **Send me instant messages when I am the chairperson.**

13. Long distance charges associated with your Meet-Me-Conference bridge

You are provided with a 310 telephone number that you and your invited meeting attendees call into to conduct your conference call. This 310 number is a toll free number for people calling your bridge within your home province. This 310 number is not accessible outside your province. Therefore, for callers outside your province, you must provide them with the local 10-digit number provided to you and callers to this number will be billed long distance charges.

14. Activate the Blackberry integration feature with the Hosted Exchange service

For product and support information on how to activate the Blackberry integration feature visit the For Business section of <http://www.bellaliant.net>.


For the Blackberry 7750 and 6750, you need to install the Desktop Manager software on your PC to complete the integration.

For all other Blackberry's, select the "Enterprise Activation" icon on your Blackberry and follow the prompts to complete the integration.

15. Reload the Total Office applications on a new PC.

There are two options:

- ▶ Call the service desk and have a technician travel to your site and do the install (associated charges will be applied)

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- ▶ Do a self-install. To do this, open your internet browser and go to <https://download.bellaliant.net/totaloffice>. You will find installation instructions and the software. Read the instructions, download and run the software.

Note: You can only access this site from your work location or your SSL VPN connection.