



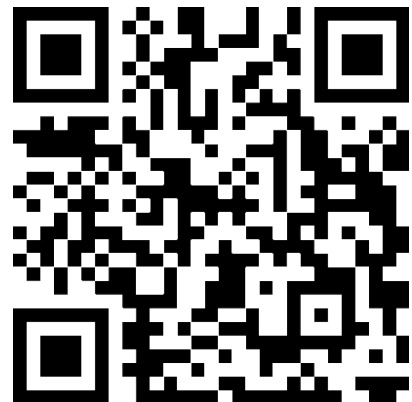
Quick User Guide

1ov1.com/qug



User Training Video

1ov1.com/training





911 Dialing Notice

Legal – 911 Service Availability

1ov1's business telephone service differs from telephone service offered by traditional telephone carriers. These differences include differences in how 911 calls are handled. Some of the most important differences are explained below.

E911 Service Limitations

1ov1's business telephone service (the "Services") will not function if a customer loses electrical power, if the customer experiences interrupted connection to its internet service, or if the customer cannot connect to 1ov1's platform because of an obstruction on the customer's wide area network or local area network, such as a port blocked by the customer's internet service provider. These limitations also apply to 1ov1's 911 dialing service ("1ov1 911 Dialing").

The Services, including 1ov1 911 Dialing, may not be accessible from a particular phone or other calling device if that device is not configured correctly or otherwise malfunctions.

The Services are not set up to provide the autodialing functionality sometimes relied on by security systems, medical monitoring equipment, TTY equipment, etc. Customers should not rely on the Services to provide this functionality.

E911

Enhanced 911 ("E911") service is 911 service which includes automatic forwarding of location and callback information to emergency responders at a 911 answering point. Automatic forwarding of this information can assist emergency responders and can facilitate callback if a 911 call is dropped before completion. The information forwarded by the E911 system is called Automatic Location Information ("ALI") and Automatic Number Information ("ANI").

To facilitate E911 service, 1ov1 requires each customer to register a physical address on the customer's account. The customer must provide an accurate physical address. The customer must also provide an updated address if the physical location of a device changes. The customer may notify 1ov1 of changes by phone by calling 1(800) 913-6650.

After a customer provides address information for their account, there may be some delay before automatic forwarding of ALI/ANI is enabled. An account's registered address is the only means by which to route a E911 call to the geographically-assigned E911 answering point. Therefore, if the customer provides 1ov1 incorrect ALI/ANI information, E911 call routing may not function correctly. If the geographically-assigned E911 answering point is unavailable, E911 calls may be forwarded to a different 911 answering point.

Some 911 answering points are not equipped to receive ALI/ANI information. When an E911 call is directed to a 911 answering point that isn't equipped to receive ALI/ANI information, the caller will need to provide location and callback information verbally.

As with 1ov1 911 Dialing generally, E911 service will not function if the Services do not function and will be inaccessible from a particular device if the Services are inaccessible from that device.

Furthermore, when 911 is dialed the ALI/ANI information transmitted by the account will not be accurate if the device from which 911 is dialed has been moved to a different physical address than what's registered on the account.

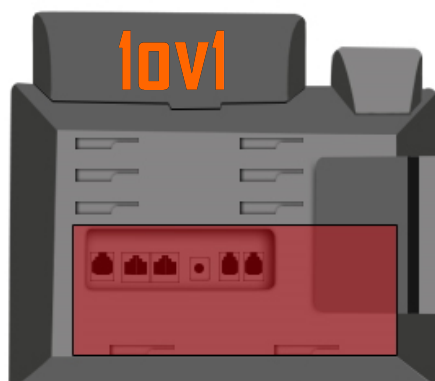
Notice to Users of 1ov1: 911 Dialing

Each 1ov1 customer is responsible to notify any individuals who may place calls using the Services of the limitations of 1ov1 911 Dialing as described in this policy. 1ov1 will provide the customer with warning labels informing callers of the limitations contained in this policy and the customer is responsible to place them on or near each calling device used with the Services. If a customer has not received labels or needs additional labels, the customer may request them from 1ov1 by calling 1(800) 913-6650.

In light of the limitations of 1ov1 911 Dialing discussed above, 1ov1 recommends that each customer maintain 911 failover services or another alternate means to access traditional 911 dialing service.

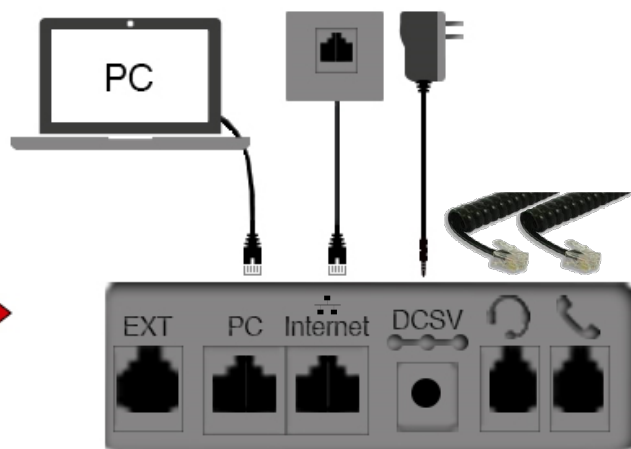
Updated versions of this notice can be viewed at 1ov1.com/e911

Standard Connection

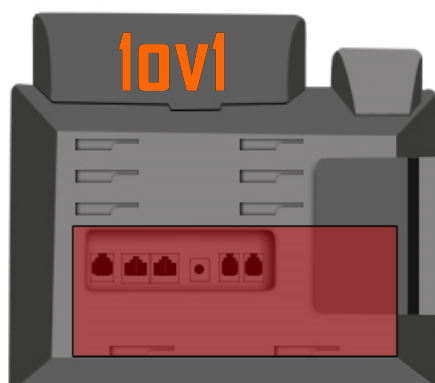


PC Connection
(Optional)

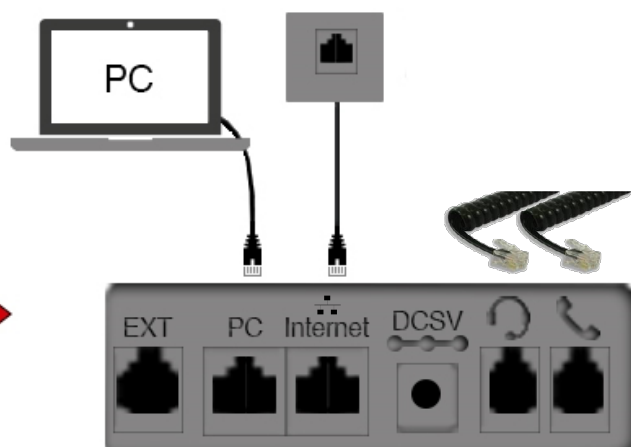
Power Adapter
(DC SV)



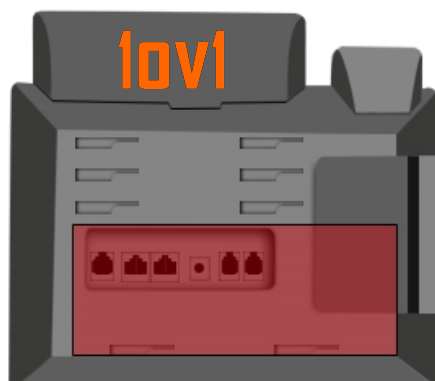
PoE Switch Connection



PC Connection
(Optional)

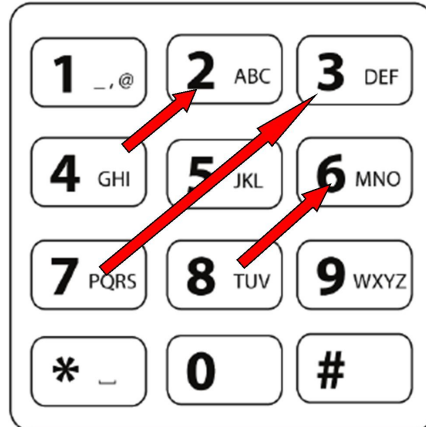


WiFi Connection



Power Adapter
(DC SV)





Accessing and Setting Up Your Voicemail Box:

- **Your default voicemail password is: 42 753 86 #**

Reminder: Please change your password for privacy

- To login press the MESSAGE  key on your phone
- To change your password log in to your voicemail: press 0 → press 5 → and follow prompts
- To change your greeting log in to your voicemail: press 0 → press 1 → and follow prompts
- To change your name log in to your voicemail: press 0 → press 3 → and follow prompts
Note: Your [Name] will be used by the Dial-by-Name directory if one is setup for your company
- To change your Temporary Greeting log in to your voicemail: press 0 → press 4 → and follow prompts
Note: The [Temporary Greeting] overrides all greetings. To remove the Temporary Greeting: press 0 → 4 → 2

Voicemail-to-Email:

You may choose to receive your voicemail messages either via email or check them on the phone.

To receive voicemails as email attachments please contact your 1ov1 Account Manager.

Note: Voicemail-to-email is required for HIPAA compliance.

Tips:

- The # key is the 'Send' or 'Finish' key. It lets the phone know you're done entering numbers
- The voicemail system will hang-up if password is not entered within a given time limit
- The password is oriented in a diagonal pattern (please see illustration below)

To record professional sounding audio:

- Record in a quiet room
- Record in a room with carpet and lots of fabric furniture
- Use a microfiber towel to cover the microphone when recording.
Hold the towel tight over the microphone so it doesn't move around while recording.
To reduce additional unwanted background noises double-layer the towel.



Tips:

- The # key is the 'Send' or 'Finish' key. It lets the phone know you're done entering numbers
- The voicemail system will hang-up if password is not entered within a given time limit
- The password is oriented in a diagonal pattern (please see illustration below)

Calling any US/Canada number	Are code + 7 digits #
Ext-to-Ext calls	7xxx #

Intercom: Ext-to-Ext	*80 7xxx #
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Transfer: to another Ext	[Tran] 7xxx [Tran]
Transfer: directly to voicemail using Shortcut Key (DSSkey)	[T-T-VM] 7xxx #
Transfer: directly to voicemail	[Tran] *7* 7xxx [Tran]
Transfer: to any US number	[Tran] 10-digit-number [Tran]
Supervised Transfer: Allows you to talk with the grantee before completing the Transfer.	[Tran] number # wait [Tran] [Tran] number # wait [Cancel]

Conference Call: with another Ext	[Conf] 7xxx [Conf]
Conference Call: with another Number	[Conf] (10-digit number) [Conf]
Supervised Conference Call: Allows you to talk with the grantee before joining the caller.	[Conf] number # wait [Conf]

Tips:

- The # key is the 'send' key. It lets the system know you've done entering numbers.

" Nothing is more expensive than a missed opportunity."

~ H. Jackson Brown, Jr.



ExLinx:

ExLinx is a mobility feature that, when enabled, rings your office phone and an alternate phone of your choice at the same time.

- ExLinx is a per/extensions add-on option. Meaning, it can be added to individual extension numbers.
- Please contact your Account Manager for details and pricing.



Please refer to the **User Training Video** for instructions: 1ov1.com/training

- Type [**Line**]: Will show the phones extension number
- Type [**BLF**]: For internal extension numbers only
- Type [**DTMF**]: Transfer To Voicemail (program as shown, do not make changes)
- Type [**SpeedDial**]: For external 10-digit numbers, and for internal Ring Groups, PA, Waitlist Express and Ready Express codes

Key	Type	Value	Label	Line	Extension
Line Key1	Line	Default	7886	Line1	
Line Key2	BLF	7555	John	Line1	**
Line Key3	DTMF	#1*1*	T-T-VM	N/A	
Line Key4	SpeedDial	*8801	ReadyEx	Line1	
Line Key5	SpeedDial	*8802	WaitlistEX	Line1	
Line Key6	BLF	7301	PARK 1	Line1	**
Line Key7	BLF	7302	PARK 2	Line1	**
Line Key8	SpeedDial	*9999	PA All	Auto	
Line Key9	SpeedDial	Mom	2115551212	Auto	

Please Note:

- When programming a DSS shortcut key, use **Line 1**, **Auto**, or **N/A** in the Line column.

Login to your eFax Portal online: 1ov1.com/efax

Enter Username:

Enter Password:

SEND FAXES

(1)  **Quick-fax:** To:

(2)  Fax File: No file chosen

(3)  Email Notification: ☒

- 1) Enter the 10-digit fax number of the recipient or select from **[My Contacts]**
- 2) Choose the PDF file to be sent as a fax
- 3) Optional: Select the box for **[Email Notification]** to receive an outcome notification via email
- 4) Click [GO]

STATUS OF SENT FAXES



- 5) Select **[Sent Faxes]** to check the status of faxes sent

Please Note:

- A copy of **SENT** faxes are stored in the eFax Portal for 30 days
- You may download or delete SENT faxes
- We recommend that you select the **[Email Notification]** box when sending faxes (see #3)

VIEW RECEIVED FAXES



- 6) Select **[View Faxes]** to see a list of received faxes.

Please Note:

- Received faxes are stored in the eFax Portal for 30 days, before being permanently deleted
 - The copy of faxes you receive in email may be stored indefinitely, and is not linked to the eFax Portal
 - If you're not receiving a copy of faxes in your email please contact your 1ov1 Account Manager
- One (1) email address per eFax Portal (account) can be configured to receive copies of incoming faxes