

# oricom



IP telephone line

**User guide**

Version 8.1

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**WWW.ORICOM.CA**

**9-1-1 emergency service over IP (VoIP 9-1-1 service) is different from traditional 9-1-1 emergency service.**

Please consult the attached documents for important information



## **Table of contents**

<b>Chapter 1</b>	<b>Introduction</b>	<b>2</b>
	1.1 Overview	2
	1.2 Advantages	2
	1.3 Box content	2
	1.4 Important safety rules	2
<b>Chapter 2</b>	<b>Description of the IP gateway</b>	<b>2</b>
<b>Chapter 3</b>	<b>Connecting the gateway</b>	<b>3</b>
	3.1 System requirements	3
	3.2 Connecting the gateway	3
<b>Chapter 4</b>	<b>The gateway's status: indicator lights</b>	<b>4</b>
<b>Chapter 5</b>	<b>Emergency and 911 service</b>	<b>5</b>
<b>Chapter 6</b>	<b>Voicemail functions and commands</b>	<b>6</b>
	6.1 Receiving voicemail messages by email	6
	6.2 Voicemail functions and commands	6
	6.3 Voicemail menu	6
	6.4 Types of messages/greetings	8
<b>Chapter 7</b>	<b>IP telephony star (*) features</b>	<b>9</b>
<b>Chapter 8</b>	<b>Additional features</b>	<b>10</b>
<b>Chapter 9</b>	<b>Call summary</b>	<b>14</b>
<b>Chapter 10</b>	<b>411 and 611 service</b>	<b>14</b>
	10.1 Directory assistance (411)	14
	10.2 Technical support (611)	14
<b>Chapter 11</b>	<b>Free calling areas</b>	<b>15</b>
<b>Chapter 12</b>	<b>Contacting ORICOM</b>	<b>15</b>

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## Chapter 1 – Introduction

### 1.1 Overview

Thank you for choosing Oricom's IP telephony (VoIP) service. We are confident that you will enjoy this service, which will give you feature-rich and flexible phone service at a fraction of the cost of a traditional phone line.

The only prerequisite is that you always have a high-speed Internet connection to connect your telephony gateway. IP telephony service is a telephone service that works like your current local telephone company, but your phones will be connected through your high-speed Internet connection instead of a traditional phone line. Of course, it's not a matter of calling with your computer, but rather with your usual telephone, the good old telephone. In addition, with ORICOM INTERNET's extended calling areas, compared to the traditional telephone network, you will be able to make calls free of charge in many areas. You can find the list of extended local areas on our website in the telephony section.

### 1.2 Advantages

- Substantial savings as compared to traditional telephone service;
- Low rates for long distance calls;
- Phone service works with all high-speed Internet connections;
- Easy to install;
- Unparalleled mobility – bring your gateway with you.

### 1.3 Box content

- 1 IP gateway device;
- 1 electrical adapter;
- 1 network cable;
- 1 telephone cable.

### 1.4 Important safety rules

1. Never try to connect a telephone wire from your telephone jack to the IP gateway. The IP gateway is only used to connect a telephone or fax machine. Connecting the IP Gateway to a telephone jack could cause a short circuit, resulting in serious damage to the telephone network and the IP gateway.
2. Before using the IP Gateway, turn off your computer and unplug all devices such as router, modem and gateway.
3. Do not use in a humid area or near water, gas or flammable liquids.

## Chapter 2 – Description of the IP gateway

The IP gateway is a small device that serves as a bridge between your phone and your Internet connection.

The IP gateway is usually pre-configured to your needs. Upon connection, the gateway will communicate with the ORICOM data center to receive a specific configuration depending to your telephony plan. The gateway may restart several times in order to do this.

Once the network connections are correctly installed, connect your phone to the PHONE1 port. Please note that it is possible to activate 2 phone services on your account. This second service could be used for a second separate line or a fax machine. If you have already activated 2 services, the PHONE2 port will be activated.

## Chapter 3 – Connecting the gateway

### 3.1 System requirements

\*\* If your router is provided by Oricom, you can skip this section because this configuration was done by our team. \*\*

Your router must be configured according to the manufacturer's recommendations. By default, most are already configured to provide IP addresses to devices via DHCP. It is important to make sure yours is configured this way. Refer to your router's user guide to perform this configuration.

#### IMPORTANT

Router security rules block access to the telephone service. This may prevent you from making or receiving calls. To ensure the telephone service functions properly, it is important to set up port forwarding rules in your router

1. Identify the gateway's IP address.
2. Create port forwarding to the IP address identified in step 1 for the following ports:
  - Port: 5060 and 5061 Type: UDP | Ensures you receive all calls
  - Port: 8050 Type: TCP | Allows technical support to better assist you

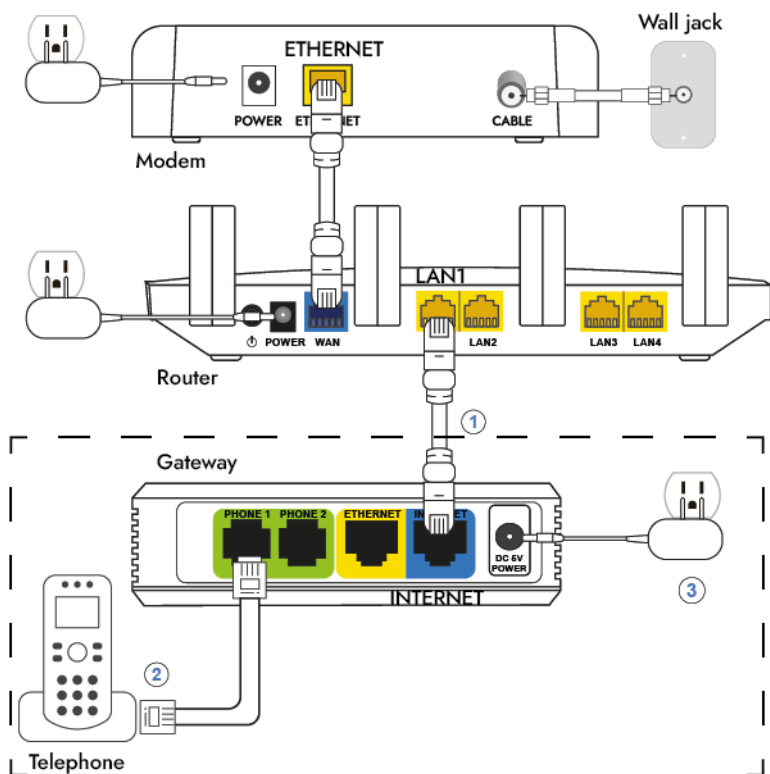
See the support section of our website for more details on configuration.  
[www.oricom.ca/en/support](http://www.oricom.ca/en/support).

### 3.2 Connecting the gateway

Steps to connect the telephony gateway to your router:

1. Use the Ethernet cable included in the package to connect from the LAN port of your router to the INTERNET/NETWORK port of your gateway;
2. Connect a telephone device to the PHONE1 port of the IP gateway;
3. Connect the IP gateway's power adapter.

### Connection diagram



**NOTE:** The PHONE1 and PHONE2 ports must be connected ONLY to your telephones or fax machines. Never try to plug a phone cord from a wall jack into one of these ports.

## Chapter 4 – The gateway's status: indicator lights

Once all the cables are in place and the modem and IP gateway are powered on, the gateway will connect to the ORICOM telephony network. The gateway's indicator lights will display the connection status.

**POWER :** ⏻

Solid green light – System ready, IP address recognized

Green light, blinking slowly – Acquiring IP address

Green light, blinking quickly – Firmware updating

### **INTERNET :**

Blinking green light – Sending or receiving data

No light – No connection

### **PHONE1 :**

Solid green light – Operational phone line

Blinking green light – Phone off the hook

No light – Phone line not working

### **PHONE2 :**

This indicator light is optional. It is used only if a second line is activated. The indicator lights.

## **Chapter 5 – Emergency and 911 service**

ORICOM offers limited 911 service as described below. When you dial 911, your call goes from the ORICOM network to a 911 call centre and then to the law enforcement call centre for your area, or to the local emergency services that cover the address that you provided when you enrolled in your plan.

When you dial 911 using your ORICOM gateway, you will be directed to a call centre that will redirect you to the local emergency service provider. Your call will not go to the dispatcher assigned to calls made using the traditional 911 service. ORICOM depends on third parties to transmit information.

**It is your obligation to correctly provide your current physical address and the location of your ORICOM IP gateway by following the directions from the "Telephony" and "911 Address" tabs in your Oricom Customer Zone (<https://zoneclient.oricom.ca/Telephony/Addresses911>).**

If you do not provide your current, correct physical address and the location of your ORICOM IP gateway, using the instructions on this link <https://zoneclient.oricom.ca/Telephony/Addresses911>, all 911 calls will go to an incorrect local emergency service provider. You must also make sure that everyone who uses the ORICOM telephony service knows the physical address where they are located when they dial 911.

The IP telephony service and the 911 emergency service will not work if a power outage affects your highspeed modem, your router or your IP gateway. The basic service and 911 dialing will not function until the power comes back on. Therefore we recommend installing a UPS (Uninterruptible Power Supply) back-up battery to continuously provide power for your high-speed modem, your router and your IP gateway.

### Chapter 6 – Voicemail functions and commands

The voicemail service allows callers to be redirected to a voicemail in case of a busy line or no answer (after 30 seconds or 5 rings).

Your voice mail greeting starts after 5 rings. Your voice mailbox can contain up to 30 messages of 3 minutes each. The messaging system is very easy to use; just follow the instructions. Moreover, it is accessible at any time, wherever you are.

#### 6.1 Receiving voicemail messages by email

The voicemail by email system allows you to use email to access your voicemail messages. The messages left in your voice mail are also delivered to your email inbox as audio (.wav file) attachments. Simply open the attachment and listen to the message as if you were on the phone. (A computer equipped with a sound card is required.) Redirection management is done via your "Customer area" accessible at the following address: <https://zoneclient.oricom.ca/Telephony/Options>. Simply specify the email address you wish to use as a redirection.

#### 6.2 Voicemail functions and commands

If your telephone does not show you if you have messages, just pick up your telephone and listen to the dial tone. A "stuttering" dial tone means that you have new messages.

To access your voicemail from your telephone, pick up the phone and press **\*98#**.

The system will ask you to enter your password, followed by the pound (#) key. The default password is 1234.

**It is very important to change the password to ensure that no one else can access your messages. You can change your password by accessing the main menu by pressing the 0 key followed by the 5 key.**

Note: If you are not using your home phone, just dial your home phone number; when you hear your outgoing voicemail message, press the star \* key, then enter your password and press pound #.

#### 6.3 Voicemail menu

##### Press 1 – Read voicemail messages :

- Press 3: Advanced options:
  - 3: To hear message envelope
  - \*: Return to the main menu
- Press 4: Play previous message
- Press 5: Repeat current message
- Press 6: Play next message
- Press 7: Delete message



- Press 9: Save message in a folder:
  - 0: Save in "new messages"
  - 1: Save in "old messages"
  - 2: Save in "work"
  - 3: Save in "family"
  - 4: Save in "friends"
  - #: Cancel (return to main menu)

### **Press 2 – Change folders:**

- Press 0: New messages
- Press 1: Old messages
- Press 2: "Work" messages
- Press 3: "Family" messages
- Press 4: "Friends" messages
- Press #: Cancel (return to main menu)

### **Press 0 – Mailbox options:**

- Press 1: Record your unavailable message
  - 1: Accept it
  - 2: Listen to it
  - 3: Rerecord it
- Press 2: Record your busy message
  - 1: Accept it
  - 2: Listen to it
  - 3: Rerecord it
- Press 3: Record your name
  - 1: Accept it
  - 2: Listen to it
  - 3: Rerecord it
- Press 4: Record your temporary greetings
  - 1: Accept it / or re-record if one already exists
  - 2: Listen to it / or delete if one already exists
  - 3: Rerecord it
- Press 5: Change your password
- Press \*: Return to main menu

**Press \* – Help menu (replay menu)**

**Press # – Exit**

### 6.4 Types of messages/greetings

A message/greeting is a short message that plays before the caller is allowed to record a message. The message is intended to let the caller know that you are not able to answer their call.

It can also be used to convey other information like when you will be available, other methods to contact you, or other options that the caller can use to receive assistance. Oricom IP telephony offers three types of greetings:

#### **Unavailable Message:**

The standard voice mail greeting is the "unavailable" greeting. This is used if you don't answer the phone and so the call is directed to your voice mailbox.

- You can record a custom unavailable greeting.
- If you have not recorded your unavailable greeting but have recorded your name, the system will play a generic message like: "Recorded name is unavailable."
- If you have not recorded your unavailable greeting, the phone system will play a generic message like: "Digits-of-number-dialed is unavailable".

#### **Busy Message:**

If you wish, you can record a custom greeting used when someone calls you and you are currently on the phone. This is called your "Busy" greeting.

- You can record a custom busy greeting.
- If you have not recorded your busy greeting but have recorded your name, the phone system will play a generic message: "Recorded name is busy."
- If you have not recorded your busy greeting and have not recorded your name (see below), the phone system will play a generic message: "Digits-of-number-dialed is busy".

#### **Temporary Greeting:**

You can also record a temporary greeting. If it exists, a temporary greeting will always be played instead of your "busy" or "unavailable" greetings.

This could be used, for example, if you are going on vacation or will be out of the office for a while and want to inform people not to expect a return call anytime soon. Using a temporary greeting avoids having to change your normal unavailable greeting when you leave and when you come back.

## **Chapter 7 – IP telephony star (\*) features**

### **Last number redial**

The redial function allows you to call the last number that was dialed through your IP gateway.

To automatically redial the last number, press

**\*** **9** **5** **\***

### **Call information**

For the number and time of the last call received, press:

**\*** **6** **8** **\***

(Dial 3 to call this number)

### **Redialing the last incoming call**

This function automatically redials the last incoming call, whether you answered it not.

To redial the last number that called you, press:

**\*** **6** **9** **\***

### **Call forwarding**

You can forward all of your calls; for example to your pager or your cell phone.

To activate call forwarding to another number, press:

**\*** **7** **2** **\***

and then the phone number as follows: xxx-xxx-xxxx

To deactivate call forwarding, press:

**#** **7** **2**

### **Caller ID blocking**

Caller ID blocking allows you to make a call by hiding your name and phone number from the person you are calling.

To activate or deactivate caller ID blocking, simply pick up your phone and press:

**\*** **6** **7** **\***

Followed by the number to reach

# IP TELEPHONE LINE

## Anonymous call rejection

After you activate this feature, all unidentified incoming calls will automatically be rejected.

**NOTE :** Many government offices and businesses do not display their number when they call you. If this feature is activated and you are expecting calls from these types of entities, they may not be able to reach you. This feature blocks all unidentified calls even if you have a voice mailbox. Therefore you have no way of knowing if unidentified callers have tried to reach you. Use this feature with caution!

To activate the anonymous call rejection feature, press:



To deactivate the anonymous call rejection feature, press:



## Call waiting (Advanced Telephone package or higher)

Call waiting uses a unique tone to inform you that you have a second incoming call. To answer another call while you are on the phone, press the FLASH key or hang up button on your phone.

Your call will be put on hold and you can answer the second call. To end the second call and resume the call on hold, press again the FLASH key (hang up).

# Chapter 8 – Additional features

Some additional functions are available in the Telephony section in the Customer Area <https://zoneclient.oricom.ca/Telephony/Options>.

## Managing your voice mailbox ("Regular" Telephone package or higher)

You can change the password that you use to access your voicemail box. Your password must contain numbers only, and must be between 4 and 10 digits long.

You can also manage your voicemail messages in this section of our website.

### Change password

Your password should only contain numeric characters. It must have a **minimum of 4** and a **maximum of 10** digits.

Password

Confirmation

Ok

Cancel

### Voice mail(s)

Change password

418 683-4557

Status	Number	Duration	Date	
Old	Private	14 sec	2022-05-16 6:11:00 PM	<div><div>↓</div><div>⊗</div><div>□</div></div>
Old	4185551234	57 sec	2022-05-12 2:24:47 PM	<div><div>↓</div><div>⊗</div><div>□</div></div>

### **Managing your email addresses for voicemail ("Regular" Telephone package or higher)**

This option sends the content of messages in your voicemail to your email address. When you receive a message in your voicemail, we send you an email including an audio .wav file. In this section, you can enter up to 5 email addresses where you would like to receive your voice messages.

Redirected email management

Email #1

Email #2

Email #3

Email #4

Email #5

**Warning! If your phone line is used during your changes, they will not be saved.**

Save

### **Automatic call forwarding (Ultimate Telephone package)**

Automatic call forwarding lets you receive calls anywhere in the world, using your IP telephone number. Once you activate this function, the telephony system will try to reach you at the telephone numbers that you have provided. The system calls these numbers in order, until you answer the call or until the call is transferred to your voicemail (if you have one). Or, the transfer will end when it reaches a number with a busy signal.

You can also select the number of rings before the system goes to the next number if you do not answer.

Automatic call forwarding

☐ Automatic call forwarding activated

Acceptable formats (examples): 4186834557, 18669674266

Telephone #1

Telephone #2

Telephone #3

Telephone #4

Telephone #5

ring

**Warning! If your phone line is used during your changes, they will not be saved.**

Save

**Please note that your Oricom IP telephony number should not be included on this list.**

## IP TELEPHONE LINE

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### Caller ID blocking

Caller ID blocking allows you to hide your name and phone number from the person you are calling. Note that once this feature is activated, caller ID blocking remains active until you deactivate it.

Note: It is also possible to activate this function temporarily from your telephone by dialing \*67\*. See the "IP telephony star features" section of this guide for details.

Caller ID block

Caller ID blocking allows you to make calls while hiding your name and number from the person you're calling. Note that once blocking has been activated, it will remain activated until you decide otherwise.

☐ Caller ID block

**Warning! If your phone line is used during your changes, they will not be saved.**

Save

### Call forwarding

This option allows you to forward your calls to your cell phone or to another number. The call will be forwarded to the number you have entered here.

**IMPORTANT:** If this option is checked and you dial \*67\* followed by the number, your number will be displayed for this call.

Call forwarding

If there is no answer or your line is busy, this feature allows you to forward your calls, especially to your pager or cell phone. If unanswered, it will ring 5 times before being forwarded to the number you register here. Note that if you want them forwarded immediately, please use the other "Do Not Disturb" option.

Acceptable formats (examples): 4186834557, 18669674266

Forward to number

**Warning! If your phone line is used during your changes, they will not be saved.**

Save

### **Do not disturb**

This feature blocks all calls. If you do not want to receive any calls, activate this feature. To resume receiving calls, deactivate this feature.

Do not disturb

This feature blocks all calls. If you don't want to receive any calls, activate this feature. To receive calls again, deactivate this feature.

☐ Do not disturb

**Warning! If your phone line is used during your changes, they will not be saved.**

Save

### **Black list**

This feature lets you block up to 5 numbers from which you do not want to receive calls. When you receive a call, the system will compare it to your black list. If it finds a match, the call will be rejected and you will not receive it.

Blacklist

It is important to enter the number to exclude as it is displayed in the call summary.

Telephone #1

Telephone #2

Telephone #3

Telephone #4

Telephone #5

**Warning! If your phone line is used during your changes, they will not be saved.**




Save

### Chapter 9 – Call summary

You can view a log of your local and long distance calls for the past 6 months in your Customer area at <https://zoneclient.oricom.ca/Telephony/CallsSummary>.




#### Call summary

Display calls for 418-683-4557 for the period of May ▼

 Incoming call  Outgoing call  Missed call

##### Calls for the period of May

Export

Type	Number	Call date	Duration	Cost
	Private	2022-05-31 1:45:18 PM	00:00:00	0.00 \$
	4185551234	2022-05-31 10:31:54 AM	00:00:00	0.00 \$
	5815559876	2022-05-30 1:59:06 PM	00:00:00	0.00 \$

### Chapter 10 – 411 and 611 service

#### 10.1 Directory assistance (411)

You can view a log of your local and long distance calls for the past 6 months in your Customer area at <https://zoneclient.oricom.ca/Telephony/CallsSummary>

For local, national or United States directory assistance, simply dial 4-1-1. You do not need to dial an area code. Just give the name, city and province or state of the listing you are looking for and our directory assistance service will quickly locate the number.

Please note that directory assistance calls are subject to charge of \$2.00 per call. This charge will appear on your Oricom bill.

You can also use the Internet for directory assistance, and it's free! Just visit [www.canada411.ca](http://www.canada411.ca), and look up the number.

#### 10.2 Technical support (611)

If you need help or if you have any problems, call Oricom's technical support department by dialing 611. We will help you solve your problem. Before you call, make sure that the problem is not related to a defective or broken telephone. Try another telephone to check this.



### Chapter 11 – Free calling areas

To find a list of free calling areas, visit our website: <https://www.oricom.ca/en/telephone>.

Tip: Get in the habit of pressing # after you dial a number. This will speed up the connection and will save you a few seconds of waiting.

Note that long distance calls placed outside the extended local area will be charged according to your plan's rates, whether or not you dial the "1" before the 10-digit number.

### Chapter 12 – Contacting ORICOM

#### By email

You can send us your comments and questions by writing to our customer service department by email:

General email address: **info@oricom.ca**

Email address for telephony: **servicevoip@oricom.ca**

#### By phone

You can also contact our customer service department by calling **418 683-4557** or **1 866 967-4266**.

#### Our address

Oricom Internet  
400, Nolin Street  
(Québec) G1M 1E7

#### Our website

For more information, visit our website at [www.oricom.ca](http://www.oricom.ca). There, you will find details about all of our products and services.

