

administrator's user guide



changing the way you share your world



NorthernTel

Mobility

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Sanyo 7300

What is the 10-4 service from NorthernTel Mobility?

The 10-4 service from NorthernTel Mobility allows you to use your cell phone as a walkie-talkie. It is designed for quick conversations. With 10-4, users can quickly contact other 10-4 users for one-to-one or one-to-many (up to five at a time) conversations.

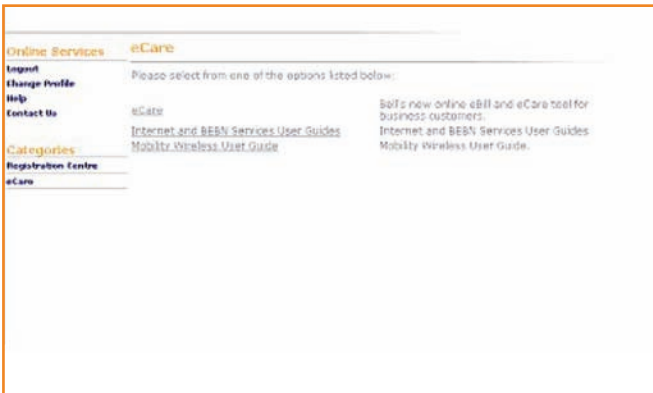
What is the 10-4 Contact Management Web Tool?

The 10-4 Contact Management Web Tool is a Web-based contact management system. It allows designated administrators to manage the 10-4 contact lists for your company's 10-4 users. This tool allows administrators to send 10-4 external (such as suppliers) or internal company contacts to employees.




The Web portal is available at the following address: www.interaction.bell.ca

Must select eCare.

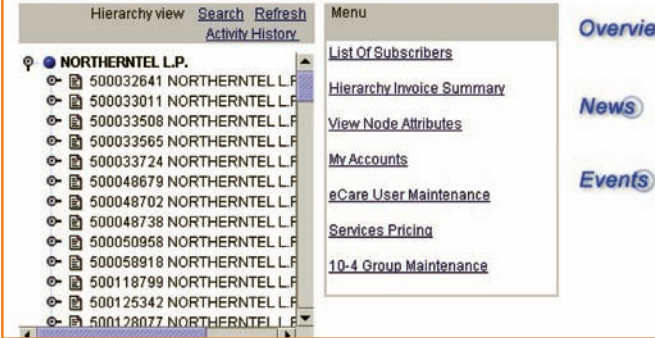


eCare

To expand the hierarchy tree, please double click on the node . Then choose an activity from the menu.

To view a subscriber, select an account in the hierarchy view, choose "List of Subscribers" in the menu, then select a subscriber from the presented list.

For further online assistance at any time, click on "Help" at the top of your screen

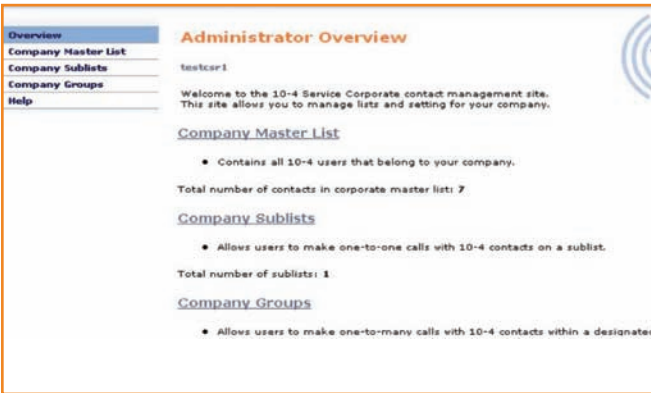


Hierarchy view [Search](#) [Refresh](#) [Activity History](#) Menu

- [List Of Subscribers](#)
- [Hierarchy Invoice Summary](#)
- [View Node Attributes](#)
- [My Accounts](#)
- [eCare User Maintenance](#)
- [Services Pricing](#)
- [10-4 Group Maintenance](#)

Overview
News
Events

Click on 10-4 Group Maintenance



Administrator Overview

test@csr1

Welcome to the 10-4 Service Corporate contact management site. This site allows you to manage lists and setting for your company.

[Company Master List](#)

- Contains all 10-4 users that belong to your company.

Total number of contacts in corporate master list: 7

[Company Sublists](#)

- Allows users to make one-to-one calls with 10-4 contacts on a sublist.

Total number of sublists: 1

[Company Groups](#)

- Allows users to make one-to-many calls with 10-4 contacts within a designated

NOTE

Any changes made to the Corporate List via the 10-4 Contact Management Web Tool are automatically updated in the user's Corporate List when the phone registers with the NorthernTel Mobility 1x Network (every 90 minutes or when the phone is turned on).

How to become the **Enterprise Contact Manager** of the **10-4 service**?

If you do not have your user name and password to use the Contact Management Web tool, please contact **NorthernTel Mobility Customer Service** at **1 800 667-8350**.

If you already received your credentials but forgot your password or want to reset your password, please click on "Forgot your password?" on the **www.interaction.bell.ca** Welcome page and, after filling out the requested fields, a new password will be issued to you by email.

Finally, if you are experiencing problems when using the Contact Management Web tool or your 10-4 service, please contact our **Helpdesk** by dialing **611**.

What is Company Master List?


The Company Master List is an automatically generated list containing entries for every 10-4 user whose account is billed directly to your company account (Corporate- sponsored entries), as well as entries for all 10-4 users on the company hierarchy who pay their own bill and who “opt-in” to join the Company Master List as **External Contacts** (employee-purchased entries).

The Company Master List is a resource that is accessible only to 10-4 Administrators. It is not sent directly to list members. It allows administrators to send selected company contacts to the 10-4 phones of anyone on the master list individually, through sublists, and through group lists.

Adding External Contact

To add external contacts to the Master List:

1. From the company **Master List** page, click on **Add External Contact** link. (The **Add External Contact** page will display.)
2. Enter the 10-digit 10-4 **Phone Number** of the new contact.
3. Enter the **Display Name** of the new contact.
4. Click **Add** to save changes.



The screenshot shows a web form titled "Add External Contact" with a sub-header "cbarif". Below the title is a descriptive paragraph: "An External Contact is a contact that is not part of a Corporate Account. To add an External Contact, enter a phone number, display name, and click **Add**." The form contains two input fields: "Phone Number:" with a format of () - and "Display Name:" with the text "New Name" entered. A blue "ADD" button is positioned below the "Display Name" field. At the bottom of the form, there is a copyright notice: "Copyright © 2004. Bell Canada. All Rights Reserved."

NOTE

The **Company Sublist** is only sent to members who are part of the **Company Sublist**.

Any changes made to the Corporate List via the 10-4 Contact Management Web Tool are automatically updated in the user's Corporate List when the phone registers with the NorthernTel Mobility 1x Network (every 90 minutes or when the phone is turned on).

Deleting a User From the Company Master List

Administrators cannot delete **Corporate-sponsored** entries (entries that are automatically imported into the Master List) from the **Company Master List**.

Administrators may delete **External Contacts** (added manually by the administrator) from the **Company Master List** at any time.

To delete External Contacts Company Master List entry:

1. From the **Company Master List**, select the entry you wish to delete. (The **Modify External Contacts** page will display.)
2. Click **Delete subscriber** to remove the selected entry. (A confirmation message will display and the updated **Company Master List** will appear.)

NOTE: Any changes made to the Corporate List via the 10-4 Contact Management Web Tool are automatically updated in the user's Corporate List when the phone registers with the NorthernTel Mobility 1x Network (every 90 minutes or when the phone is turned on).

What is Company Sublist?

A Company Sublist is an efficient way for a 10-4 Administrator to send 10-4 numbers to employees' phones. Administrators assign related users to a sublist (for example, "Sales Staff"), and all of the contacts on the sublist are sent to each member's 10-4 Phone. Employees may be members of more than one Company Sublist. If a user is assigned to more than one sublist, his or her name will still appear only once in the Company Lists of other sublist members.

Company Sublists

cbaril

Sublist allows users to make one-to-one calls with other 10-4 contacts within their sublist.

You may search for an existing sublist or create a new sublist. To filter the results below, search by list name or select a letter from the alpha listing.

[Create Sublist](#)

Search by Sublist Name: Search type:

Show: [All](#) [A](#) [B](#) [C](#) [D](#) [E](#) [F](#) [G](#) [H](#) [I](#) [J](#) [K](#) [L](#) [M](#) [N](#) [O](#) [P](#) [Q](#) [R](#) [S](#) [T](#) [U](#) [V](#) [W](#) [X](#) [Y](#) [Z](#)

Sublist Name	Entries	
ABC	3	Delete
DEF	2	Delete

Showing 1 thru 2 of 2 | Page 1

Creating Company Sublists

To create a new Company Sublist:

1. From the **Company Sublists** page, select the **Create Sublist** link. (The **Create Company Sublist** page displays.)
2. Enter a **Sublist Name** in the first field. (The Sublist Name must be between 1-25 characters in length.)
3. From below, select the check boxes next to the **Available Contacts** you wish to include in the **Company Sublist**.
4. Click **Add checked**. (The new list will be created and the **Company Sublists** page will display.)
5. Click **Save** to accept changes.

Create Company Sublist

cbarril

Sublist allows users to make one-to-one calls with other 10-4 contacts within their sublist.

To create a company sublist, enter a name and then select contacts from the **Available Contacts** list. Once you have selected your contacts, click **Add Checked** to add these contacts to the new sublist and then save changes.

Sublist Name:

Sublist Contacts	
Display Name	Phone Number
<input type="button" value="DELETE CHECKED"/>	

Search by: Search type: Search criteria:

Show: [All](#) [A](#) [B](#) [C](#) [D](#) [E](#) [F](#) [G](#) [H](#) [I](#) [J](#) [K](#) [L](#) [M](#) [N](#) [O](#) [P](#) [Q](#) [R](#) [S](#) [T](#) [U](#) [V](#) [W](#) [X](#) [Y](#) [Z](#)

Available Contacts			
Display Name	Phone Number	Account Type	Entries
7851400010	7851400010		

NOTE

The maximum number of total contacts allowed in a user's Company List is up to 200. If you attempt to add a user to a Company Sublist that will exceed the allotted Company List space in the user's phone, you will receive an error message.

Any changes made to the Corporate List via the 10-4 Contact Management Web Tool are automatically updated in the user's Corporate List when the phone registers with the NorthernTel Mobility 1x Network (every 90 minutes or when the phone is turned on).

Adding a Contact to a Company Sublist

To add contacts to an existing Company Sublist:

1. From the **Company Sublist** page, click on the sublist to which you wish to add a contact. (The **Edit Company Sublist** page will display.)
2. Select the check boxes next to the **Available Contacts** you wish to add to the **Company Sublist**
3. Click **Add checked**.
4. Click **Save** to accept changes.

Edit Company Group Test1

cbartl

Group allows users to make one-to-many calls with other 10-4 contacts within a designated group.

You may rename your group, add or remove contact. To add contacts, select the contact from the **Available Contacts** list and click **Add Checked**. To remove contacts from the group, select the contact and click **Delete Checked**. Remember that a group must contain at least 2 entries.

Group Name:

Group Contacts	
Display Name	Phone Number
<input type="checkbox"/> 7056480733	7056480733
<input type="checkbox"/> 8194407290	8194407290
<input type="checkbox"/> 8198602040	8198602040

[Check All](#) | [Uncheck All](#)
DELETE CHECKED

NOTE

Any changes made to the Corporate List via the 10-4 Contact Management Web Tool are automatically updated in the user's Corporate List when the phone registers with the NorthernTel Mobility 1x Network (every 90 minutes or when the phone is turned on).

Deleting a Company Sublist

To delete a Company Sublist:

1. From the **Company Sublists** page, click **Delete** beside the Sublist you wish to delete. (The **Delete Sublist** warning page will display.)
2. If you are certain you wish to delete the sublist, click **Delete** to remove the selected **Company Sublist**. (The deleted list will be removed from 10-4 Phones of the former list members.)

Company Sublists

cbartl

Sublist allows users to make one-to-one calls with other 10-4 contacts within their sublist.

You may search for an existing sublist or create a new sublist. To filter the results below, search by list name or select a letter from the alpha listing.

[Create Sublist](#)

Search by Sublist Name: Search type:

Show: [All](#) [A](#) [B](#) [C](#) [D](#) [E](#) [F](#) [G](#) [H](#) [I](#) [J](#) [K](#) [L](#) [M](#) [N](#) [O](#) [P](#) [Q](#) [R](#) [S](#) [T](#) [U](#) [V](#) [W](#) [X](#) [Y](#) [Z](#)

Company Sublists	Entries	
Sublist Name		
ABC	3	Delete
DEF	2	Delete

NOTE

Any changes made to the Corporate List via the 10-4 Contact Management Web Tool are automatically updated in the user's Corporate List when the phone registers with the NorthernTel Mobility 1x Network (every 90 minutes or when the phone is turned on).

Deleting Contacts from a Company Sublist

To delete contacts from a Company Sublist:

1. From the **Company Sublists** page, click on the **Company Sublist** from which you wish to remove contacts. (The **Edit Company Sublist** page will display.)
2. Select the check boxes next to the contact(s) you wish to remove from the **Company Sublist**.
3. Click **Delete checked** to remove the selected member(s) from the Company Sublist.
4. Click **Save** to accept changes.

Edit Company Group Test1

cbarril

Group allows users to make one-to-many calls with other 10-4 contacts within a designated group.

You may rename your group, add or remove contact. To add contacts, select the contact from the **Available Contacts** list and click **Add Checked**. To remove contacts from the group, select the contact and click **Delete Checked**. Remember that a group must contain at least 2 entries.

Group Name:

Group Contacts	
Display Name	Phone Number
<input type="checkbox"/> 7056480733	7056480733
<input type="checkbox"/> 8194407290	8194407290
<input type="checkbox"/> 8198602040	8198602040

[Check All](#) | [Uncheck All](#)

NOTE

Any changes made to the Corporate List via the 10-4 Contact Management Web Tool are automatically updated in the user's Corporate List when the phone registers with the NorthernTel Mobility 1x Network (every 90 minutes or when the phone is turned on).

What are Company Groups?

A Company Group provides a quick way for an employee to make a "one-to-many" call to all other members of a group. These administrator-created groups of up to five 10-4 contacts are automatically pushed to the handsets of all members of the group. An employee may be a member of many different Company Groups at any given time, provided his or her 10-4 Phone has enough storage space remaining. A Company Group can contain contacts from the Company Master List as well as contacts added manually by the administrator.

Company Sublists

cbarril

Sublist allows users to make one-to-one calls with other 10-4 contacts within their sublist.

You may search for an existing sublist or create a new sublist. To filter the results below, search by list name or select a letter from the alpha listing.

[Create Sublist](#)

Search by Sublist Name: Search type:

Show: [All](#) [A](#) [B](#) [C](#) [D](#) [E](#) [F](#) [G](#) [H](#) [I](#) [J](#) [K](#) [L](#) [M](#) [N](#) [O](#) [P](#) [Q](#) [R](#) [S](#) [T](#) [U](#) [V](#) [W](#) [X](#) [Y](#) [Z](#)

Company Sublists	Entries	
Sublist Name		
ABC	3	Delete
DEF	2	Delete

Showing 1 thru 2 of 2 | Page 1

Creating Company Groups

The **Company Groups** page displays all groups and number of members in each group for your company. 10-4 users may belong to more than one **Company Group**.

To create a new Company Group:

1. From the **Company Groups** page, select the **Create Group** link. (The **Create Company Group** page displays.)
2. Enter a **Group Name** in the first field. (The Group Name must be between 1-25 characters in length.)
3. Select the check boxes next to the **Available Contacts** you wish to include in the **Company Group**. (Company Groups must contain between 2-6 members.)
4. Click **Add checked**.
5. Click **Save** to accept changes. (The new list will appear on the **Company Groups** page.)

Create Company Group

cbarfl

Group allows users to make one-to-many calls with other 10-4 contacts within a designated group.

To create a company group, enter a name and then select contacts from the **Available Contacts** list. Once you have selected your contacts, click **Add Checked** to add these contacts to the new group and then save changes.

Group Name:

Enter List Name

Group Contacts	
Display Name	Phone Number
<input type="checkbox"/> DELETE CHECKED	

Search by: Search type: Search criteria:

Display Name Equals

Show: A B C D E F G H I J K L M N O P Q R S T U V W X Y Z

Available Contacts			
Display Name	Phone Number	Account Type	Entries

NOTE

Group Name may only contain ASCII characters with the exception of the following:
: @ ; / * ()

Any changes made to the Corporate List via the 10-4 Contact Management Web Tool are automatically updated in the user's Corporate List when the phone registers with the NorthernTel Mobility 1x Network (every 90 minutes or when the phone is turned on).

Adding a Contact to a Company Group

To add a Contact to a Company Group:

1. From the **Company Groups** page, click on the **Group Name** you wish to add a contact. (The **Edit Company Group** page will display.)
2. Select the check boxes next to the **Available Contacts** you wish to add to the Company Group.
3. Click **Add checked**. (The **Edit Company Group** page will display with added contacts)
4. Click **Save** to accept changes.

Edit Company Group Test1

cbartl

Group allows users to make one-to-many calls with other 10-4 contacts within a designated group.

You may rename your group, add or remove contact. To add contacts, select the contact from the **Available Contacts** list and click **Add Checked**. To remove contacts from the group, select the contact and click **Delete Checked**. Remember that a group must contain at least 2 entries.

Group Name:

Group Contacts	
Display Name	Phone Number
<input type="checkbox"/> 7056480733	7056480733
<input type="checkbox"/> 8194407290	8194407290
<input type="checkbox"/> 8198602040	8198602040

[Check All](#) | [Uncheck All](#)
[DELETE CHECKED](#)

Search by: Search type: Search criteria:

NOTE

Any changes made to the Corporate List via the 10-4 Contact Management Web Tool are automatically updated in the user's Corporate List when the phone registers with the NorthernTel Mobility 1x Network (every 90 minutes or when the phone is turned on).

Deleting a Company Group

To delete a Company Group:

1. From the **Company Groups** page, click on **Delete** beside the **Group Name** you wish to delete. (The **Delete Group** page will display.)
2. Click **Delete** to accept changes.

DELETE CHECKED

Search by: Search type: Search criteria:

Show: [All](#) [A](#) [B](#) [C](#) [D](#) [E](#) [F](#) [G](#) [H](#) [I](#) [J](#) [K](#) [L](#) [M](#) [N](#) [O](#) [P](#) [Q](#) [R](#) [S](#) [T](#) [U](#) [V](#) [W](#) [X](#) [Y](#) [Z](#)

Available Contacts				
	Display Name	Phone Number	Account Type	Entries
<input type="checkbox"/>	7056480640	7056480640	Corporate	0
<input type="checkbox"/>	7056480733	7056480733	Corporate	4
<input type="checkbox"/>	8193546418	8193546418	Corporate	0
<input type="checkbox"/>	8193546447	8193546447	Corporate	0
<input type="checkbox"/>	8193546504	8193546504	Corporate	0
<input type="checkbox"/>	8194407290	8194407290	Corporate	4
<input type="checkbox"/>	8194448880	8194448880	Corporate	0
<input type="checkbox"/>	8196766142	8196766142	Corporate	0
<input type="checkbox"/>	8196766148	8196766148	Corporate	0
<input type="checkbox"/>	8196766151	8196766151	Corporate	0

[Check All](#) | [Uncheck All](#) Showing 1 thru 10 of 15 | Page 1 2 >>

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NOTE

Any changes made to the Corporate List via the 10-4 Contact Management Web Tool are automatically updated in the user's Corporate List when the phone registers with the NorthernTel Mobility 1x Network (every 90 minutes or when the phone is turned on).

Deleting Contacts from a Company Group

To delete Contacts from a Company Group:

1. From the **Company Groups** page, click on the **Group Name** from which you wish to remove members. (The **Edit Group** page will display.)
2. Select the check boxes next to the contacts you wish to remove from the **Company Group**.
3. Click **Delete checked** to remove the selected contacts from the **Company Group**. (All **Company Group** changes will automatically be downloaded to the 10-4 phones of the affected Group Members.)
4. Click **Save** to accept changes.

Edit Company Group Test1

cbartl

Group allows users to make one-to-many calls with other 10-4 contacts within a designated group.

You may rename your group, add or remove contact. To add contacts, select the contact from the **Available Contacts** list and click **Add Checked**. To remove contacts from the group, select the contact and click **Delete Checked**. Remember that a group must contain at least 2 entries.

Group Name:

Group Contacts	
Display Name	Phone Number
<input type="checkbox"/> 7056480733	7056480733
<input type="checkbox"/> 8194407290	8194407290
<input type="checkbox"/> 8198602040	8198602040

[Check All](#) | [Uncheck All](#)

DELETE CHECKED

Search by: Search type: Search criteria:

SEARCH

NOTE

Any changes made to the Corporate List via the 10-4 Contact Management Web Tool are automatically updated in the user's Corporate List when the phone registers with the NorthernTel Mobility 1x Network (every 90 minutes or when the phone is turned on).

Phone Related Frequently Asked Questions

Making one-to-one call

1. Press the **10-4 button** on the side of the phone
2. Scroll to the desired **10-4** contact.
3. Press and hold the **10-4 button** to initiate the call. Wait for the confirmation tone. Your handset will also read "You have the floor." Then start speaking, when finished release the button.

Receiving a call

To receive a call:

1. When you receive a call, you will be alerted by a tone. The name and 10-4 number of the person contacting you will appear on your screen.
2. After the person is done speaking the handset will read "The floor is open." You now have the opportunity to respond.
3. Press and hold the 10-4 button, wait for the tone, then begin speaking. Release the button when done.

Making a group call

A Group Call provides a quick way for a 10-4 subscriber to make a "one-to-many" call to a specific group of people.

To make a group call:

1. Press the **10-4 button** (left soft key on the key pad) or the 10-4 button on the side of the phone.
2. Press **Go To** (left softkey). Scroll down to Personal GRP or Corporate GRP.
3. Scroll down to desired Group.
4. Press and hold the **10-4 button** on the side of the phone to initiate the call.
5. Start talking after hearing the 10-4 tone.

Alert vs. blurt calling

Blurt Calling

When you press and hold the 10-4 button, wait for the confirmation tone, and begin talking right away – your voice will essentially "blurt" out on the other end. This is called a Blurt because you barge in on and disturb the person on the other end. This can be distributive, however, there may be situations where it is appropriate.

Alert

A more polite option when making a 10-4 call is to press and release the 10-4 button. This action establishes the call, essentially "alerting" the person in an attempt to initiate a conversation (without your voice "blurting" out over the phone). The recipient then has the opportunity to reply.

How do you end a 10-4 call?

The user can end the call by pressing "**End**" or the call will end automatically after 20 seconds of inactivity.

What happens if I miss a 10-4 call?

If you miss a 10-4 call, you will receive a Missed Call Notification that will lead you to the Missed Call Log where you can see who called and when. From the Missed Call Log, you can easily return the call by pressing the 10-4 button.

What is the difference between a personal list and a company list in the handset?

The Company List is for business users and contains all 10-4 contacts (one-to-one or group) sent to the handset by a company administrator. The Company List is kept separate from your Personal List so that any changes made by your company administrator will not change the contacts you've added to your Personal List.

Your handset will default to Personal List if you do not have a Company List. If you are a business user, you will need to be on the Company Sublist in order to receive the Company List. All 10-4 users on the same company account hierarchy are automatically included on the Master List. 10-4 users on a business plan who pay for their own service (i.e. not on the company account) can opt in to the Company Master List. (Please see **Adding External Contact** for detailed instructions.)

The Personal List is a private 10-4 directory managed solely by the 10-4 user. The user can add and edit contacts from either the handset or via the website. All changes are automatically synchronized between the web and handset every 90 minutes or when the phone is powered on.

Can I keep the speakerphone from blaring out during meetings?

Yes. By default, when you receive an incoming 10-4 call, the speakerphone will automatically wake up and if the calling party speaks, their voice will be broadcast over the speakerphone. To maintain more privacy, the handset can be set on vibrate or ringer off in which case the incoming call tone will be silenced and any voice communication will be broadcast through the earpiece.

To turn the loudspeaker off:

1. Go to Options from the 10-4 menu (right soft key).
2. Go to Settings and select Loudspeaker.
3. Scroll to Off and press Menu/OK.

What happens if I am using the mobile browser and someone calls me on 10-4?

If you are using the mobile browser, incoming 10-4 calls will not ring through. If you are on a regular voice call, incoming 10-4 calls will not ring through.

What happens if I am on a 10-4 call and someone calls me on my cellular service?

If you are on a 10-4 call, incoming voice call will not ring through. The caller will go directly to your voicemail.

How many entries can be sent to the 10-4 phone?

Up to 200 company and 200 personal entries can be sent to the 10-4 Phone.

How often are the changes synchronized with the handset?

All changes are automatically synchronized between the web and handset every 90 minutes or when the phone is powered on.



1 800 667-8350
www.northerntelmobility.com

NorthernTel

Mobility