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Accessing WebTouch

PageNet will provide you with one user ID for your account. One user ID may be used to access multiple accounts, or each account may have their own user ID.

System Access:

Click the link from the PageNet home page, or go directly to the WebTouch login at <u>https://webtouch.pagenet.ca/pnca/login.jsp</u>

Once you have a WebTouch login, you can use the User ID and password to login to the program.

Enter the User ID and press ENTER.
 Enter the Password.

For Example, MX99999999 For Example, PASSWORD

If you forgot your user ID, please contact PageNet customer service at 1-800-216-0888.

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Swap Handle

You may exchange one handle with identical programming characteristics with another handle. When a swap is performed, the telephone numbers and the billing are automatically swapped.

Step 1: Deactivation of the SPARE unit

- 1) Click [Deactivate] from the menu bar.
- 2) The "Deactivate" window will appear.
- 3) Type the telephone number or the handle that you want to deactivate. For example handle: A01-X1280852

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4) Click [Deactivate] to deactivate, or click [Clear] to clear the field.

The "Deactivate Phone Numbers" window will appear.

5) Select ☑ the handle to deactivate the replacement unit (the status should be SPARE)

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6) Click [Deactivate Phone Numbers] to deactivate the phone numbers that you selected, or click [Clear] to clear the fields.

- 7) The message "The following phone numbers were successfully deactivated on handle A01-X1280852: 514-110-3025" Displays with the handle information.
- 8) The New status should reflect "no phone numbers found" on the SPARE unit.



Step 2: Process the swap between the defective/lost units on the SPARE pager.

- 1) Click [Swap Handles] from the menu bar.
- 2) The "Swap Handles" window will appear.
- 3) Type the take-back handle. This is the handle that will be taken out of service. For example: A01-X1280879
- Type the replacement handle. This is the handle that will go into service with the telephone number and options that were active on the take-back handle. For example: A01-X1280852
- 5) Click [Swap] to perform the swap, or click [Clear] to clear all of the fields.

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The program displays the message "Handles successfully swapped: A01-X1280879 and A01-X1280852". The take-back information is displayed followed by the details for the replacement handle. In this case, the telephone number and options were swapped from the take-back handle to the replacement handle.

All pagers associated with the take-back handles must be returned promptly to PageNet to avoid any loss equipment charges.

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Activate

You may activate a SPARE handle by adding a new telephone number and telephone options.

Step 1: Deactivation of the SPARE unit

- 1) Click [Deactivate] from the menu bar.
- 2) The "Deactivate" window will appear.
- 3) Type the telephone number or the handle that you want to deactivate. For example handle: A01-X1280852

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4) Click [Deactivate] to deactivate, or click [Clear] to clear the field.

The [Deactivate Phone Numbers] window will appear.

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6) Click [Deactivate Phone Numbers] to deactivate the phone numbers that you selected, or click [Clear] to clear the fields.

- 7) The message "The following phone numbers were successfully deactivated on handle A01-X1280852: 514-110-3025" will appear along with the handle information.
- 8) The **New status** should reflect "no phone numbers found" on the SPARE unit.

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Step 2: Activation of the SPARE unit

- 1) Click [Activate] from the Menu Bar.
- 2) The "Activate" window will appear.
- 3) Type the handle that you want to activate, for example A01-X1280852.

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4) Click [Next] to proceed, or click [Clear] to clear the field.

5) The "Choose Geographic Region of the Telephone Number" window will appear. This window will allow you to choose the region from which you would like to assign a telephone number.



- 6) Select the region. For Example: Quebec (QC)
- 7) Click [Next].

8) The "Choose Local Area Of Phone Number" window will appear. This screen will enable you to choose a local number with the selected geographic region.



- 9) Select the telephone number region. For Example: Montreal Local DID (MTL)
- 10) Click [Next].

11) The "Choose Options" window will appear. This window will allow you to specify the options that are available for this type of telephone number and this type of device.



12) Select the telephone options that you want to program on the telephone number.

13) Click [Next].

14) The message "Phone Successfully added" will appear along with the telephone number and the telephone options.

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