

## **VoIP Frequently Asked VoIP Questions**

### **1. What type of Internet connection do I need for VoIP service?**

You will need an Internet connection via cable modem, DSL, or other high-speed dedicated connection that can provide you with at least 128 Kbps upstream and downstream. If you are unaware of your Internet speed, check your Internet service agreement or contact your Internet Service Provider. VoIP service should work with any connectivity that meets the above requirements.

#### **Please Note:**

- Some DSL users may experience difficulties even with one VoIP device, as their upstream bandwidth is a fraction of the speed of their downstream bandwidth.
- When using multiple VoIP devices simultaneously this will take up more bandwidth.
- VoIP service is not supported using dial-up Internet access at this time. VoIP over dial-up may be available in the future.
- VoIP service is dependent on a broadband Internet connection and household power. Please note that if you lose household power you will lose your VoIP service, unless properly backed up by another power source.

### **2. Can I use my computer and VoIP device at the same time?**

Yes, you should be able to work on your computer, surf the web, make and receive VoIP calls all at the same time.

#### **Please Note:**

- To do the above you will need a router. Some VoIP devices act as routers while some do not. Please consult the user guide for your device to see if your VoIP device has this functionality.
- Large file transfers on your home network such as movies, downloading CD images, etc, may affect call quality.

### **3. Can traditional phone(s) I currently have be used with the VoIP service?**

Yes, existing traditional phone(s) can be used with VoIP service but, will require a VoIP adapter. If you currently have multiple phones utilizing the same number you must either use a cordless phone system or consult a licensed electrician to distribute the VoIP signal distributed throughout all your wall jacks in your house.

### **4. Can I keep my existing telephone number to use VoIP service?**

Yes, in most cases your phone number can be ported to your VoIP service (porting means to transfer your number from one Telephone Company to another). After you have used the service and are satisfied, please contact your VoIP service provider to have your number ported.

#### **Please Note:**

- It is very important that you test your VoIP service and are satisfied, prior to porting your phone number.
- Do not cancel your current phone service prior to porting your number. This will result in loss your phone number, which will make it impossible to port your phone number.

### **5. To make a call do I dial the same way I do now?**

No, to make a call you must dial "1" plus the area code and then the number - all 11 digits are required. If you are calling other users on this VoIP service you only have to dial 10 digits.

### **6. Can I order extra phone numbers to ring to into my VoIP device?**

Yes, you may order as many numbers as you like from our available area codes. You can order numbers by clicking on the link titled "my account" on your web interface page and follow the easy instructions.

**Please Note:**

- There may be an additional charge for each number you add to your account. Please check with your VoIP service provider.
- If you would like to make outbound calls on additional lines at the same time you must order a second account. This may require you to order an additional VoIP device unless you have a device which can support multiple lines. Please contact your service provider to find out what you need to do to set up a multiple VoIP account.

**7. How does your VoIP 911 emergency service work?**

In certain locations we are able to provide E911. This service will provide emergency personnel with your location information when they receive your phone call. In some locations we are not yet able to provide 911. Please consult your VoIP service provider to see if 911 is available in your area.

If you are moving or you take your VoIP device away from the service address that you originally registered with your service provider, you MUST provide your VoIP service provider with your new service address location so we can update the Public Safety Answering Point, in order to correctly route 911 calls (provided 911 is available at your new location).

**8. How do I add Advanced Features such as hunting, auto attendant, etc. to my VoIP Service?**

To add most advanced features, please contact your VoIP service provider.

**9. What ports do I need to ensure are open on my router/firewall?**

The VoIP phone service uses several OUTBOUND UDP connections utilizing Ports 5004-5065

If you have questions regarding the compatibility of your router with your new VoIP service you should contact the router manufacturer directly. Some of the most common manufacturers' tech support numbers and web sites are listed below.

Belkin	Tech Support	800.223.5546 x 2263
DLINK	Tech Support	877.453.5465
Linksys	Tech Support	800.326.7114
Netgear	Tech Support	888.638.4327
Speedstream	Tech Support	877.823.6722
SMC	Tech Support	800.762.4968

If you do not see your router manufacturer's information listed above, please refer to their website for further information.

**10. I cannot make or receive calls after I connected my VoIP device to my cable/DSL modem. What should I do?**

Most likely the VoIP device you received is not registered with your Cable Company or DSL Provider.

**11. Do I need to make any changes to my Cable Modem to use VoIP Service?**

If your VoIP device acts as a router you should call your Cable Provider and explain to them, "I have a new router that I want to connect to my cable modem. Can you please clear the cable modem so it can recognize the new MAC address of my router?"

**12. Do I need to tell my DSL provider that I am using VoIP service?**

Please ensure that your device is configured with your PPPOE settings if your provider requires this. Your PPPoe settings are the username/password combination assigned to you by your DSL provider. If you do not know this information please contact your DSL provider to get this information before calling into VoIP tech support for additional help. If you need assistance in putting these into your VoIP device, please contact tech support at 1-888-277-VOIP.

**13. I do not have a dial tone. I was told to reboot my VoIP device, how do I reboot my VoIP device?**

Begin by checking all network connections and make sure that you have internet connectivity.

Turn off all the network devices by unplugging the power cord and then turn them on beginning with the modem first, wait a minute, then router (if you have one), wait a minute, and then finally the ATA.

If after rebooting you are still experiencing problems connecting to the VoIP network, please contact tech support at 1-888-277-VOIP.

**14. Why do I experience an echo when making calls?**

Echo may stem from poor quality telephone cables. Check the telephone and phone cables and replace if found to be the problem.

If this does not fix the problem please suggest to the person you're calling to lower their phone volume.

**15. Why do I experience static on the VoIP line?**

Static only occurs on the analog side of the phone system (the telephone itself and the telephone cables). Once the signal is sent through the VoIP device it is digitized eliminating any possibility for static. It is also very likely the person you are calling is on an analog connection. Their connection could also be causing the static.

**16. Why am I suddenly dropping calls or experiencing poor audio quality?**

Dropped calls can be associated with loss of Internet connectivity. Specifically, high latency and packet loss can affect the quality of your call. High latency is the result of it taking too long for the data to be transmitted over your Internet connection, while packet loss occurs when SIP packets are dropped over your connection.

While most computer programs can run simultaneously with your VoIP service without any degradation in quality, programs such as music sharing take up a lot of bandwidth and may result in poor audio quality. To rule out this problem, unplug everything but your ATA from your router and make some calls to assess the quality. If the quality is much better consider not using those programs while using the VoIP device.

**Frequently asked Questions about Voicemail**

**17. How do I change my Voicemail preferences?**

You can change your Voicemail preferences online or over the VoIP device. Please refer to the user guide included with your equipment.

**18. How do I retrieve my Voicemail messages?**

You can retrieve messages online or over the VoIP device by dialing 8500# and the follow the voice prompts.

**19. How does voicemail email notification work?**

You will receive email notification of a new Voicemail. This email will include an attached .wav file with the Voicemail message so you can listen to it on your PC. Please make sure your speakers are on and are set at an audible level.

**20. How do I contact Customer Service/Technical Support?**

For questions regarding your VoIP service please call 888-277-VOIP (8647).