
ACCESSLINE
home office **PHONE SERVICE**

Featuring Linksys PAP2-T VoIP Phone Adapter



**Owner's Manual
Version 1**

Feb 10

Home Office Phone Service

Owners Manual AccessLine 02-15-10

Table of Contents

1	Introduction.....	4
	Important Safety instructions.....	4
	FCC Information.....	5
	Basic Requirements.....	6
	Using this Document.....	6
2	Getting to know your VoIP Phone Adapter.....	8
	Parts Check.....	8
	Front Panel.....	8
3	Connecting your VoIP Phone Adapter.....	10
	Before you begin.....	10
	Assigning Phone Numbers to Your Phone Service.....	11
	Installing the VoIP Phone Adapter.....	11
4	Calling Features.....	13
	System Description.....	13
	Calling Features.....	13
	Answering a call.....	13
	Placing a call.....	13
	Handling Multiple Calls.....	13
	Call Hold.....	14
	Call Transfer.....	14
	Call Conference.....	14
	Last Call Return.....	15
	Enable/ Disable Call Waiting.....	15
5	Voicemail.....	16
	Managing Voicemail.....	16
	Recording Your Voicemail Greeting.....	17
	Changing Your PIN.....	19
6	Call Forwarding and Call Screening.....	20
	The Basics.....	20
	Logging In.....	20
	Handling Busy/Unanswered Calls.....	20
	<u>Configuring Call Forwarding</u>	21
	Configuring Call Screening.....	23

7	Managing Faxes	24
	Receiving and Sending Faxes Using a Fax Machine	25
	Sending a Fax from Your Computer	26
	New Fax Notification	28
8	Conference Calling	29
	Scheduled Conferences	29
	Creating a Scheduled Conference A Scheduled Conference is created via your web account:	29
	Always-On Conferences	31
	Joining an Always-On Conference	32
	Host Controls	32
	Guest Controls	34
9	Troubleshooting	34
	Common Problems and Solutions	34

1 Introduction

Congratulations on purchasing the AccessLine Home Office Phone Service featuring the Linksys PAP2T VoIP Phone Adapter. This home office phone service will provide you with your phone and optional fax line as well as a host of advanced phone features including call forwarding, call transfer and voicemail. When you place or receive a call, the call will use your existing Internet connection and the AccessLine network.

This Owners Manual will show you how to setup and use your new phone service.

Important Safety instructions

The following safety information is reprinted from IEC60950. When using your telephone equipment, basic safety precautions should always be followed to reduce the risk of fire, electric shock, and injury to persons, including the following:

- Read and understand all instructions.
- Follow all warnings and instructions marked on the product.
- Unplug this product from the wall outlet before cleaning. Do not use liquid cleaners or aerosol cleaners. Use a damp cloth for cleaning.
- Do not use this product near water (for example, in a wet basement).
- Do not place this product on an unstable cart, stand, or table. The product can fall, causing serious damage to the product.
- Slots and openings in the cabinet and the back or bottom are provided for ventilation, to protect it from overheating; these openings must not be blocked or covered. This product should never be placed near or over a radiator or heat register. This product should not be placed in a built-in installation unless proper ventilation is provided.
- This product should be operated only from the type of power source indicated in the manual. If you are not sure of the type of power source to your building, consult your dealer or local Power Company.
- The power socket outlet must be located near the product and must be easily accessible to allow plugging/unplugging.
- Do not allow anything to rest on the power cord. Do not locate this product where persons walking on it will abuse the cord.
- Do not use an extension cord with this product's AC power cord. The AC outlet for this product should not be used for any other electrical equipment.
- Never push objects of any kind into this product through cabinet slots as they can touch dangerous voltage points or short out parts that could result in a risk of fire or electric shock. Never spill liquid of any kind on the product.
- To reduce the risk of electric shock, do not disassemble this product, but take it to a qualified serviceman when some service or repair work is required. Opening or removing covers can expose you to dangerous

Home Office Phone Service

Owners Manual AccessLine 02-15-10

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- voltages or other risks. Incorrect re-assembly can cause electric shock when the product is subsequently used.
- Unplug this product from the wall outlet and refer servicing to qualified service personnel under the following conditions:
 - When the power supply cord or plug is damaged or frayed.
 - If liquid has been spilled into the product.
 - If the product has been exposed to rain or water.
 - If the product does not operate normally by following the operating instructions.
 - Adjust only those controls that are covered by the operating instructions because improper adjustment of other controls can result in damage and will often require extensive work by a qualified technician to restore the product to normal operation.
 - If the product has been dropped or the cabinet has been damaged.
 - If the product exhibits a distinct change in performance.
 - Avoid using a telephone during an electrical storm. There can be a remote risk of electric shock from lightning.
 - Do not use the telephone to report a gas leak in the vicinity of the leak.

FCC Information

This equipment complies with Part 68 of the FCC rules and the requirements adopted by ACTA.

A FCC compliant telephone cord and modular plug is provided with this equipment. This equipment is designed to be connected to the telephone network or premises wiring using a compatible modular jack that is Part 68 compliant. See Installation Instructions for details.

The REN is used to determine the quantity of devices that may be connected to the telephone line. Excessive RENs on the telephone line may result in the devices not ringing in response to an incoming call. Typically, the sum of RENs should not exceed five (5.0). To be certain of the number of devices that may be connected to a line (as determined by the total RENs) contact the local Telephone Company.

If this system causes harm to the telephone network, the telephone company will notify you in advance that temporary discontinuance of service may be required. But if advance notice isn't practical, the Telephone Company will notify the customer as soon as possible. Also, you will be advised of your right to file a complaint with the FCC if you believe it is necessary.

The Telephone Company may make changes to its facilities, equipment, operations or procedures that could affect the operation of the equipment. If this happens the Telephone Company will provide advance notice so you can make the necessary modifications to maintain uninterrupted service. If the equipment is causing harm to the telephone network, the Telephone Company may request that you disconnect the equipment until the problem is resolved.

Connection to party line service is subject to state tariffs. (Contact the state public utility commission, public service commission or corporation commission for information.)

This equipment is hearing aid compatible.

Electrical Safety Advisory

Home Office Phone Service

Owners Manual AccessLine 02-15-10

It is strongly suggested that an AC surge arrester be installed in the AC outlet to which this equipment is connected.

Modifications

Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment. There are no user-serviceable parts or adjustments inside this equipment - please do not open the equipment case.

Basic Requirements

In order to use AccessLine Home Office Phone Service, you must have the following:

- Broadband Internet access with a minimum of 240KB upload and 240KB download
- At least one free port on your router or modem/router
- Your router must be set to DHCP (the service will not work with a network that uses static IP addresses)

Using this Document

Notational conventions

Acronyms are defined the first time they appear in the text.

The term LAN refers to a group of Ethernet-connected computers at one site.

Typographical conventions

Italic text is used for items you select from menus and drop-down lists and the names of displayed web pages.

Bold text is used for text strings that you type when prompted by the program, and to emphasize important points.

Special messages

This document uses the following icons to draw your attention to specific instructions or explanations.



Note

Provides clarifying or non-essential information on the current topic.



Definition

Explains terms or acronyms that may be unfamiliar to many readers. These terms are also included in the Glossary.



WARNING

Provides messages of high importance, including messages relating to personal safety or system integrity.

2 Getting to know your VoIP Phone Adapter

Parts Check

Your package should arrive containing the following:



Linksys VoIP
Phone Adapter



Ethernet Cable



Power Supply

Front Panel

The front panel contains lights called Light Emitting Diodes (LEDs) that indicate the status of the VoIP Phone Adapter



Power

Ethernet

Phone Line

Fax Line

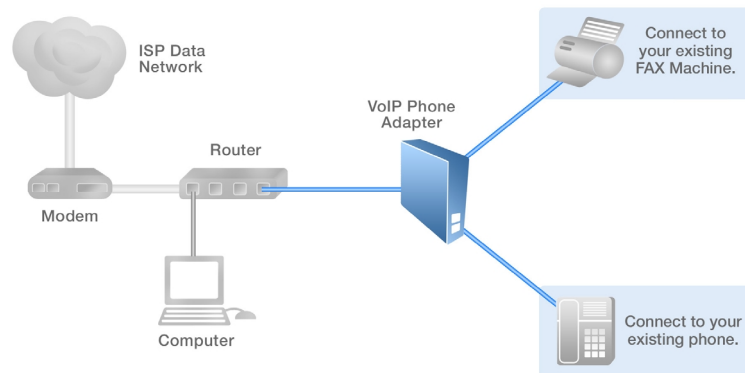
LED Name	Color	Status	Description
Power	Green	On	The Power LED lights up when the Phone Adapter is powered on and connected to the Internet. It flashes when the Phone Adapter is not connected to the Internet. The LED also flashes when the Phone Adapter is booting up or upgrading its firmware.
		Off	Power is not connected
Internet		On	The INTERNET LED lights up when there is an active connection through the port. If the LED is flashing, then there is traffic moving through that port.
		Off	The VoIP Phone Adapter is not communicating with Internet
Phone 1, 2		On	The PHONE LED is solidly lit when a telephone or fax machine has a registered connection to the AccessLine Network through the corresponding port.
		Slow Flash	Phone or fax machine is being used or is off the hook.
		Off	The VoIP Phone Adapter is not communicating with the AccessLine Network

3 Connecting your VoIP Phone Adapter

These instructions are a guide to the installation of the VoIP Phone Adapter and setting up your service.

Before you begin

AccessLine Home Office Phone Service is designed to use your existing broadband data connection as well as the existing phone and fax machine. It uses a VoIP Phone Adapter to connect your phone and fax machine to your computer network and the Internet. It will work with an analog phone (wired or cordless) and any fax machine.



When selecting the location for the VoIP Phone Adapter please consider the following:

- Distance from your existing router - You will need to connect the VoIP Phone Adapter to your router with the blue Ethernet cable (one is supplied).
- You will need to connect your office phone and fax machine to the VoIP Phone adapter with your existing phone cables



Warning

IMPORTANT: Do not connect either of the Phone ports on the VoIP Phone Adapter to a telephone wall jack. Make sure you only connect a telephone or fax machine to either of the Phone ports. Otherwise, the Phone Adapter or the telephone wiring in your home or office may be damaged.

Assigning Phone Numbers to Your Phone Service

Each phone line (labeled on the back of the Phone Adapter as PHONE 1 and PHONE 2) you purchase will receive its own phone number. This way you will have a dedicated phone number for your phone line and one for your optional fax line. You will receive an email from AccessLine Communications with your new phone numbers.

Installing the VoIP Phone Adapter

1. Plugging in Your Phone

Use your existing phone and phone cord and plug the phone cord from the phone into the port on the back of the VoIP Phone Adapter labeled PHONE 1.



Note

The VoIP Phone Adapter only works with analog phones. Analog phones are the most common types of phones and will plug into any standard telephone jack. The VoIP Phone Adapter does not work with IP or VoIP phones.

2. Connecting your Fax Machine

Use your existing fax machine and fax cord and plug the phone cord from the fax machine into the port on the back of the VoIP Phone Adapter labeled “PHONE 2”.

For best performance with Home Office Phone Service:

If your fax machine has an “ECM” (“Error Correction Mode) feature, please disable this function,

Check your fax machine’s speed (sometimes called “Baud Rate”), and set it to 9600 or lowest possible speed.



Home Office Phone Service

Owners Manual AccessLine 02-15-10

3. Connecting Your Ethernet Cable

Connect the included Ethernet network cable to the INTERNET port of the Phone Adapter.

Connect the other end to a free Ethernet port on your router or modem/router.



4. Connecting Power

Connect the included power adapter to the POWER port on the back panel of the Phone Adapter.

Connect the other end to a standard electrical outlet.



When the LED lights on the Phone Adapter are solidly lit green, you may make and receive phone calls.

5. Recording Your Voicemail Greeting

AccessLine Home Office Phone Service provides a voicemail box associated with your phone line. You can access voicemail messages from any phone or the Web and receive notification of new messages via email. Please record your Unavailable Greeting to be played to callers before they leave you a message.

To record Unavailable (Voicemail) Greeting:

1. Dial your phone number.
2. Enter your PIN during the first ring (or the temporary PIN you received in an email from AccessLine)
3. If you enter the temporary PIN, you will be prompted to change the PIN then you will be presented instructions to record your Unavailable Greeting.

4 Calling Features

System Description

- AccessLine Home Office Phone Service comes with one line for your phone and one optional line for your fax machine
- By using call waiting, you can have up to 2 phone calls on your phone line
- You have access to a host of features that are controlled through codes you enter through your phone

Calling Features

Answering a call

Answer a call that is ringing on your phone:

1. Pick up the handset or use the speaker phone

Placing a call

You may dial 7, 10, 11-digit phone numbers or international phone numbers.

1. Pick up the handset or use the speakerphone button
2. Dial the number

Handling Multiple Calls

You can make or receive two simultaneous phone calls with AccessLine Home Office Phone Service.

Answering a second call using call waiting

If you are on a call and another call comes in to your phone you will hear a tone alerting you to the second call. To answer the call:

1. Place the first call on hold by using the Flash button on your phone or quickly depressing and releasing the phone hook.
2. This will place your first caller on hold with hold music and connect you to the second caller
3. You may switch between calls by using Flash button again. Each time you press the Flash button you will put that party on hold and switch to the other party.

Placing a second call

While on a call, you may place that call on hold and make a second call. To do so:

Home Office Phone Service

Owners Manual AccessLine 02-15-10

-
1. Place the first call on hold by using the Flash button on your phone or quickly depressing the phone hook.
 2. This will place your first caller on hold with hold music
 3. When you hear a dial tone, you may dial any phone number.
 4. You may switch between calls by using Flash button again. Each time you press the Flash button you will put that party on hold and switch to the other party

Call Hold

To place a call on hold

1. While on the call press the Flash key. Your caller will hear hold music.
2. To retrieve the call, press the Flash again.

Call Transfer

To Transfer a call

You can transfer calls from your phone to another phone. You can make both supervised and unsupervised call transfers. A supervised call transfer is when you wait until the other party answers and you tell them you want to transfer a call to them. An unsupervised call transfer is when you just transfer the call without waiting to tell the other party you want to transfer a call to them.

1. Receive or place a call
2. Touch #5 to start the transfer (this will place your caller on hold)
3. At the dial tone, enter the phone number you want to transfer the caller to
4. When the transfer party picks up the phone, touch #5 again.
5. All three of you will be connected.
6. Hang up and the two parties are connected (without tying up any of your lines)



Note

If the transfer party does not pick up the phone, touch #6 to return back to the original caller.

Call Conference

To Initiate a Conference

You can hold an on-the-fly conference call with up to 6 other parties. You simply make outgoing calls to add additional parties to the call. To initiate a conference:

1. Receive or place a call
2. Touch #5 to start the conference (this will place your first caller on hold)

-
3. At the dial tone, enter the phone number you want to add to the call
 4. When that party picks up the phone, touch #5 again.
 5. All three of you will be connected.
 6. To add the next party, go back to step 2 and repeat.



Note

If you attempt to add a party to your conference call and they do not pickup the phone, touch #6 to return to the conference.

Last Call Return

The Last Call Return function places a call to the person who called you last.

1. Pickup the handset or press the speaker phone button
2. At the dial tone, press *69
3. Hang up

Enable/ Disable Call Waiting

You may disable and enable Call Waiting for all calls or just for a specific call outbound call.

Enable Call Waiting for All Calls (Call Waiting is enabled by default)

1. Pickup the handset or press the speaker phone button
2. At the dial tone, press *56
3. Hang up

Disable Call Waiting for All Calls (Call Waiting is enabled by default)

1. Pickup the handset or press the speaker phone button
2. At the dial tone, press *57

Disable Call Waiting Only For the Next OUTBOUND Call

If Call waiting is enabled but you don't want to be disturbed by incoming calls on a call you are about to place:

1. Pickup the handset or press the speaker phone button
2. At the dial tone, press *70 then dial the desired number

Enable Call Waiting Only For the Next OUTBOUND Call

If Call waiting is disabled but you do want to be alerted of another call while on an outbound call:

1. Pickup the handset or press the speaker phone button
2. At the dial tone, press *71 then dial the desired number

Home Office Phone Service

Owners Manual AccessLine 02-15-10

5 Voicemail

Your Home Office phone number comes with a built-in voicemail box. The voicemail box can store up to 90 minutes of messages and each message can be up to 5 minutes long. You may listen to messages from any touch tone phone or via the web. You can download and save messages to your PC or share them with one person or a group of people.

Managing Voicemail

Your Home Office Phone Number comes equipped with a built-in voicemail box. You may access your voicemail messages from any touch-tone phone or the web.

Voicemail Highlights:

- Listen to, save, or delete voicemail via the phone or web
- Instantly call back anyone who has left you a message without dialing a phone number
- Forward voicemail via email
- Forward voicemail to other co-workers or groups of co-workers
- Download voicemail to your computer for later listening

To listen to voicemail by phone:

1. Dial your Home Office Phone Number.
2. During the first two rings, enter your PIN
3. Touch 1 to listen to messages.
4. Follow the instructions to listen to, save, delete and forward messages.



Note

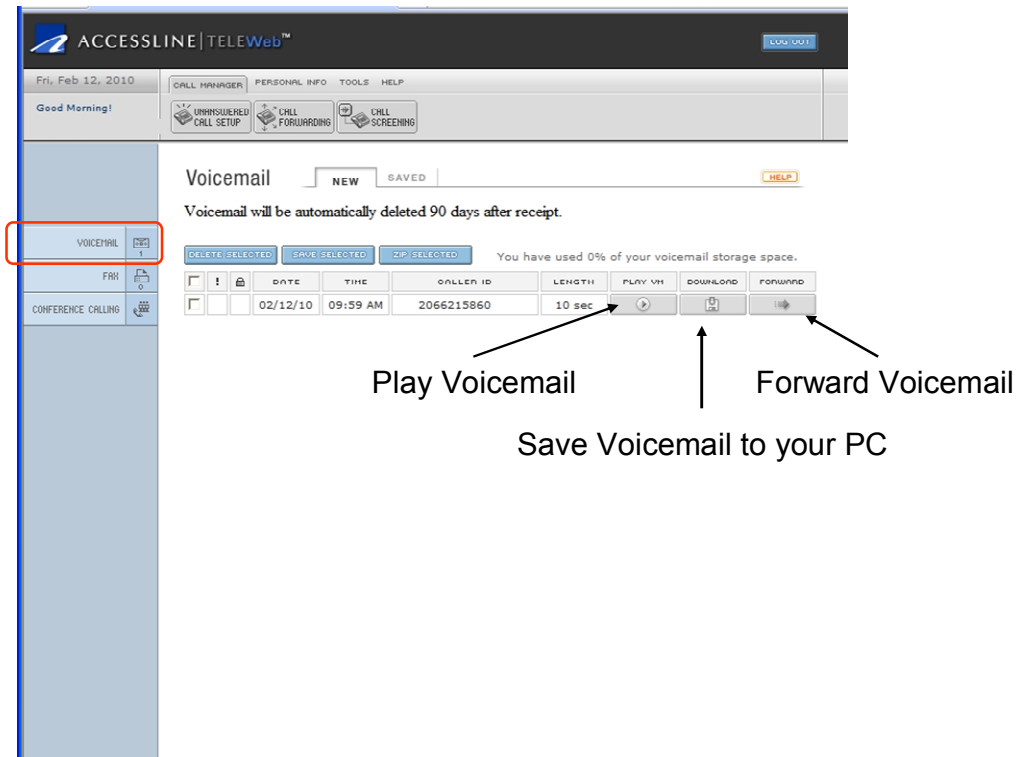
You may touch 9 to call the person back who has left you a message, providing the system was able to capture his or her caller ID. You may touch ## to rebound back to your voicemail box when finished with the call.*

To listen to voicemail via the Web:

Home Office Phone Service

Owners Manual AccessLine 02-15-10

1. Go to www.accessline.com/login.
2. Enter your Home Office Phone Number and PIN.
3. Click the voicemail button on the left of the page (if the voicemail management page is not visible).
4. Click the Play button associated with the voicemail you wish to listen to.
5. You may also forward voicemail messages via email by clicking the Forward button and filling out the on-line form.



Recording Your Voicemail Greeting

Your Home Office Phone Number requires you to record your name and an Unavailable Greeting. Your recorded name is used within the main service greeting and your Unavailable Greeting is played to callers before they leave a message.

To record your Unavailable Greeting:

1. Dial your Home Office Phone Number.
2. Allow your number to forward to voicemail.
3. Enter your PIN during the voicemail greetings.
4. Touch 8 for User Options
5. Touch 2 for General Introductions
6. Touch 2 to record your Unavailable Greeting

New Voicemail Notification

The voicemail box associated with your Home Office Phone Number

Home Office Phone Service

Owners Manual AccessLine 02-15-10

will notify you of new voicemail messages. Notification is available via email, or digital cell phone. Notification Highlights:

- Displays the type of message (voicemail or urgent voicemail).
- Displays the number of new voicemail messages in your mailbox.
- Displays the Caller ID of the person who left the message or sent the fax
- Sends you a link to listen to the message via the web

To configure Notification of voicemail messages

1. Go to www.accessline.com/login.
2. Enter your Home Office Phone Number and PIN.
3. Click the Personal Info tab.
4. Select Notification.
5. Enter the email address you want notifications sent to. (If you wish to receive notification to a cell phone and are unsure of the email address, use the provided list of cell phone carrier's email addresses.)
6. Determine the format of the notification.
7. Use the test button to send a test notification.
8. Click the OK button to save your changes.

Enable or Disable Notification

Enter Email Address(es)

Determine which kind of messages should notify

ACCESSLINE TLEWeb™

LOG OUT

Fri, Feb 12, 2010

Good Afternoon!

CALL MANAGER PERSONAL INFO TOOLS HELP

STORED NUMBERS CHANGE PIN NOTIFICATION BILLING INFO CALL HISTORY GROUP MANAGER

Notification

Notification can send you an email alert message when you receive a new voicemail message or a fax to any email address or email enabled wireless device. You may enter multiple email addresses for message notification. By selecting the Text with Link format, the email notification message will contain a link to the voicemail or fax that you can access from your email.

Your email notification is currently **On**

Email Addresses For Message Notification
Enter the email addresses that are to receive notification of new voicemail or faxes. Separate each new entry with a semi-colon. Enter as many email addresses as you wish, providing the total number of characters including the semi-colons do not exceed 150.

yourname@email.com

Characters Remaining: 141
Examples: name@my-email.com;10-digitnumber@vtext.com

Unsure of your wireless device's email address?
If unsure of the email address of your wireless device, select a "best guess" from the list of major carriers on the right. If your pager does not support email addressing, please contact Customer Service for an alternate solution.

..: Please Select a Carrier:

Display Format
Select the format of the notification email you wish to receive: [Click here to see an example of a "Text" notification.](#)

Text

Notification Receipt Types
Select the type of message(s) you wish to be notified for:

New Voicemail New Urgent Voicemail
 New Fax Sent Fax Delivered Sent Fax Failure
 Smart Pager

OK Click "OK" to make your requested changes.

Changing Your PIN

When you first log into your service via the web, it is important to change your PIN from the temporary PIN you were provided. The new PIN must be between 6 and 10 digits and cannot start with 0. Also, the system will not allow a PIN that uses repeating numbers such as 222222 or an easily recognized pattern such as 123456. You may change your PIN at any time by following these instructions.

To change your PIN Using the Phone

1. Dial your Home Office Phone Number.
2. During the first two rings, enter your PIN
3. Touch 8 for User Options.
4. Touch 7 to change your PIN.

To change your PIN using the Web:

1. Go to www.accessline.com/login.
2. Enter your Home Office Phone Number and PIN.
3. Click the Personal Info tab.
4. Select Change PIN.
5. Enter your current (temporary) PIN.
6. Enter your new PIN.
7. Reenter you new PIN.
8. Click Ok.

ACCESSLINE | TELEWeb™

LOG OUT

Fri, Feb 12, 2010

CALL MANAGER PERSONAL INFO TOOLS HELP

Good Afternoon!
HP HOPS Care Demo

STORED NUMBER CHANGE PIN NOTIFICATION BILLING INFO CALL HISTORY GROUP MEMBER

Change PIN

HELP

Before changing your PIN, please keep the following in mind:

1. For your own protection avoid choosing a PIN that someone may have access to, such as your Social Security number or birthday.
2. As an added security feature, Home Office Phone System prevents the selection of easily guessed PINs. For example, it will not accept a PIN that is a recognized pattern such as 123456, 654321, or a string of repeated numbers such as 111111, 222222 or 999999999.
3. All PINs must be a NUMERIC value between 6 and 10 digits in length, and they CANNOT start with a 0.

Please contact Customer Service if you are unable to remember your PIN, or you feel that your PIN has been compromised. You may also change your PIN at any time by using your AccessLine Home Office Phone System phone interface.

Current PIN:

New PIN:

Retype New PIN:

OK

Enter your New PIN

6 Call Forwarding and Call Screening

The Basics

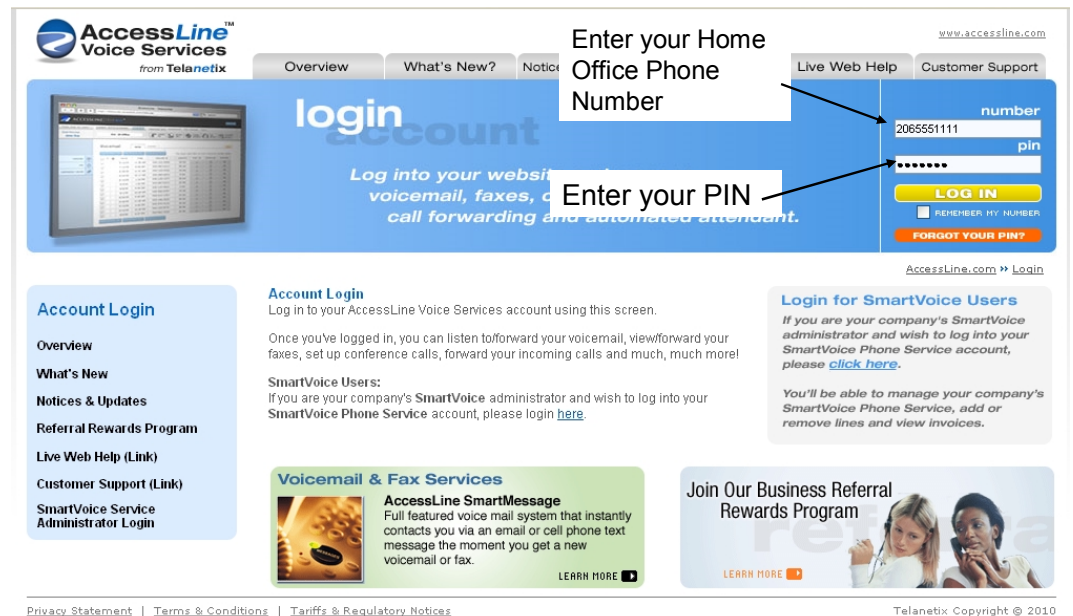
Your Home Office phone number has built-in call forwarding and call screening functionality that you may choose to use. These features include enabling and disabling call forwarding, customizing how you want unanswered calls handled, enabling call screening and much more. These features are activated and modified through your personal web page.

Logging In

In order to access your call forwarding and call screening features as well as other features, you must log into the web site at www.accessline.com/login.

To log into your Home Office Phone Number via the Web:

1. Go to www.accessline.com/login.
2. Enter your Home Office Phone Number and PIN (or temporary PIN provided in an email from AccessLine if it is your first time logging in).



Handling Busy/Unanswered Calls

Busy/Unanswered Call Setup allows you to determine how calls to your home office that go unanswered will be handled. You can choose how

Home Office Phone Service

Owners Manual AccessLine 02-15-10

many times your home office phone will ring and what happens if you don't answer. You may choose to either send callers to voicemail, another phone, multiple phones at the same time, or multiple phones in a specific order. Initially, your service is configured to ring your home office 3 times then send callers to voicemail.

To configure Busy/Unanswered Calls Setup:

1. Go to www.accessline.com/login.
2. Enter your Home Office Phone Number and PIN.
3. Click the Call Manager Tab.
4. Click the Unanswered Call Setup button.
5. Select how many times your home office phone will ring.
6. Select what happens if you don't answer your home office phone. You may choose from:
 - Send callers to voicemail
 - Send callers to a phone number of your choice
 - Send callers to up to 5 numbers at the same time so that you may take the call on any of the ringing phones
 - Send callers to up to 5 numbers in a specific order so that you may take the call on a specific ringing phone
7. Click Save to save and activate your changes.

Determine if busy or unanswered calls should be forwarded

Determine how many times the phone should ring

Determine how calls should be handled if you don't answer

Configuring Call Forwarding

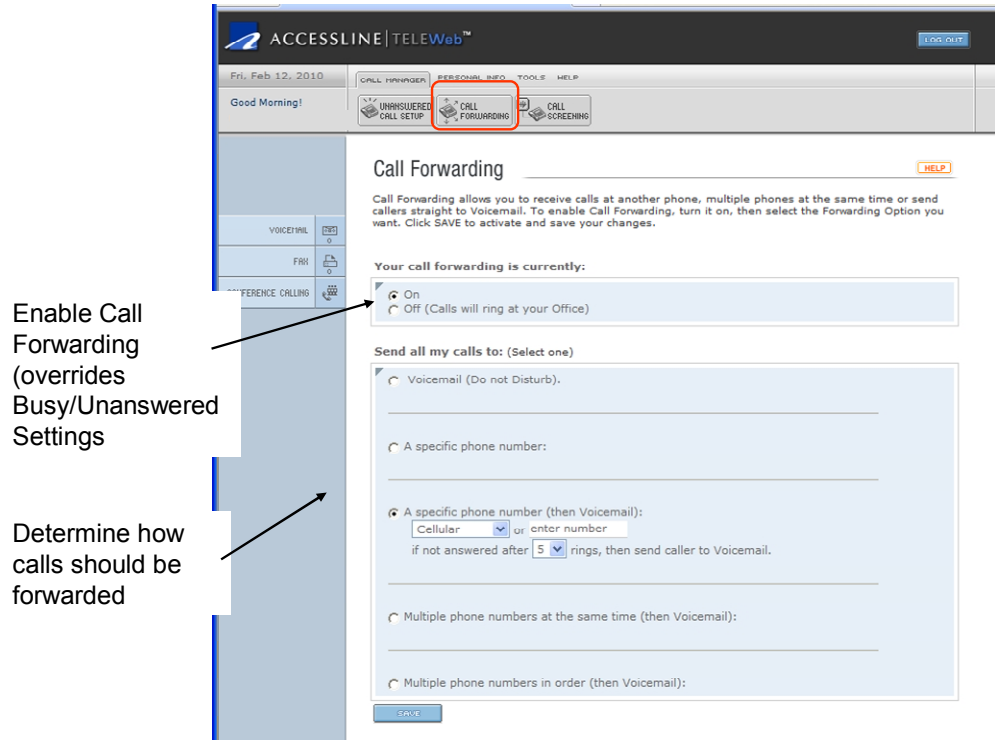
Home Office Phone Service

Owners Manual AccessLine 02-15-10

Call Forwarding routes calls straight to voicemail when you don't want to be disturbed or to different phone numbers so that your callers can reach when you are away from your home office. You can enable Call Forwarding to send callers another phone, multiple phones at the same time, or multiple phones in a specific order. Call Forwarding will override your Unanswered Calls Setup when it is enabled. Initially, your service is configured with Call Forwarding turned off so that your calls ring to your home office.

To Configure Call Forwarding:

1. Go to www.accessline.com/login.
2. Enter your Home Office Phone Number and PIN.
3. Click the Call Manager Tab.
4. Click the Call Forwarding button.
5. Turn Call Forwarding On.
6. Select the type of Call Forwarding you want. You may choose from:
 - Send all callers to voicemail
 - Send callers to a phone number of your choice
 - Send callers to up to 5 numbers at the same time so that you may take the call on any of the ringing phones
 - Send callers to up to 5 numbers in a specific order so that you may take the call on a specific ringing phone
7. Click Save to save and activate your changes.



Configuring Call Screening

Call Screening allows you to manage your incoming calls better. You can choose between two types of Call Screening, Urgency Screening and Voice Screening. Urgency Screening asks the caller if their call is urgent and then prompts the caller to either touch 0 to connect to you or to leave a message. Voice Screening prompts the caller to state their name, and then it sends the call to you so you can hear who is calling and choose to accept the call, reject it, or send it to voicemail. Call Screening may be turned on and off at any time, and will be applied to calls to your office or forwarded calls.

By Web:

To configure Call Screening

1. Go to www.accessline.com/login.
2. Enter your Home Office Phone Number and PIN.
3. Click the Call Manager Tab.
4. Click the Call Screening button.
5. Turn Call Screening On.
6. Select the type of Call Screening you want. You may choose from:
 - Urgency Screening (Your callers hear: Hello you have reached (your name). If it is urgent you speak with your party now, touch 0, otherwise please hold the line to leave a detailed message.)

Home Office Phone Service

Owners Manual AccessLine 02-15-10

- Voice Screening (Your callers hear: Hello you have reached (your name). Please state you name after the tone. Your phone will ring and you will hear the callers name and my choose to take the call or not.)
7. Click Save to save and activate your changes.

Enable Call Screening. Applies to all incoming calls

Determine which type of screening



Note

NOTE: Call Screening will be disabled if you choose Call Forwarding to Voicemail.

7 Managing Faxes

With AccessLine Home Office Phone Service, you have two options for handling faxes. You may choose to purchase an optional fax line and plug your existing fax machine into the fax line and send and receive faxes through your fax machine.

Or, you may choose to use the fax capability of your Follow-Number. In this case, you will give out your home office phone number as your fax number too.

Home Office Phone Service

Owners Manual AccessLine 02-15-10

Receiving and Sending Faxes Using a Fax Machine

In order to use a fax machine with the AccessLine Home Office Phone service, you need to purchase the optional fax line service. To send and receive faxes using your fax machine, plug the phone cord from your fax machine into the port marked PHONE 2 on the back of the VoIP Phone Adapter. The fax machine must be plugged directly into the Phone Adapter, and cannot be connected to your router or LAN.

To send a fax, simply use your fax machine as you would with a landline phone service



Your voice line can also receive and store faxes for you through your Home Office Phone Number. For more information see Receiving Faxes with the next section.

Using the Fax Feature of your Home Office Phone Number

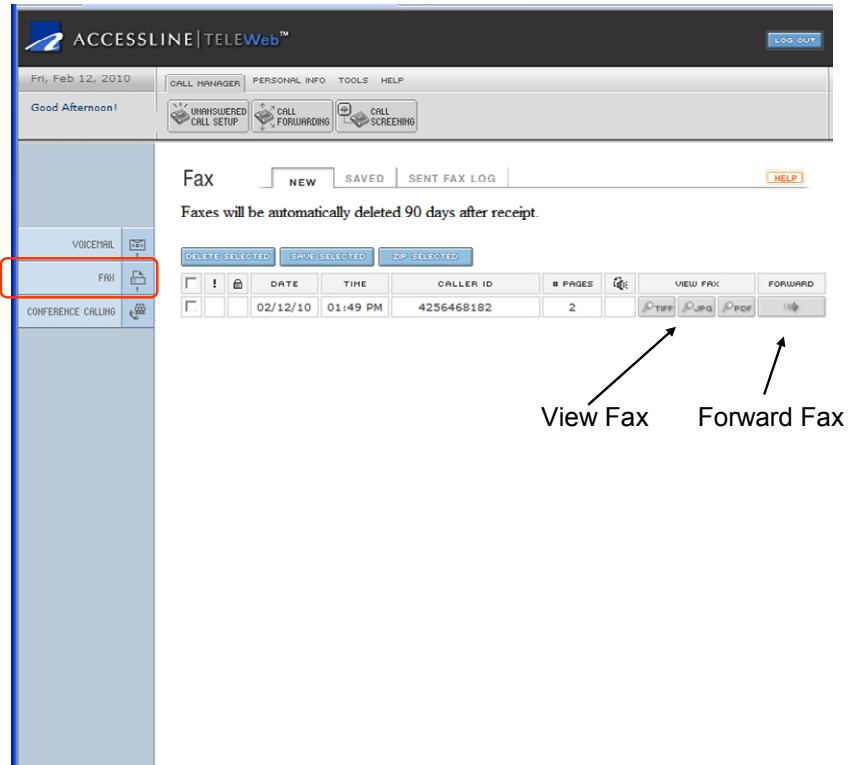
You can instruct callers to send faxes to your home office number, which will recognize the call as a fax and store the fax for you. You may then access the fax via the Web. Faxing Highlights:

- Maximum of 256 faxes before becoming full and rejecting incoming faxes. Make sure to delete unwanted faxes.
- Store your faxes for 90 days before automatically deleting faxes older than 90 days.
- Forward received faxes to any fax machine via the web
- View faxes via your Web account in a variety of formats.
- Forward received faxes via email

To access and manage faxes via the Web:

1. Go to www.accessline.com/login.
2. Enter your Home Office Phone Number and PIN.
3. Click the Fax button on the left side navigation bar
4. To view a fax, click the icon representing the format you wish to view your fax (PDF, JPG or TIFF).
5. To forward a fax, click the Forward button and enter the email address or AccessLine phone number of the recipient.

If forwarding via email, you will be presented with an email form to fill out.



Sending a Fax from Your Computer

Your Home Office Phone Number allows you to send any document from your computer to any fax machine and/or the Fax Mailbox associated with your fax service. First, you must download and install the Fax Upload program which is found in Tools Tab of your personal web account.

Once you have installed the Fax Upload program, you can send any printable document from your Internet-connected Window's based computer to any fax machine(s) and/ or to your Fax Mailbox.

To Upload/Send a Fax from Your Computer:

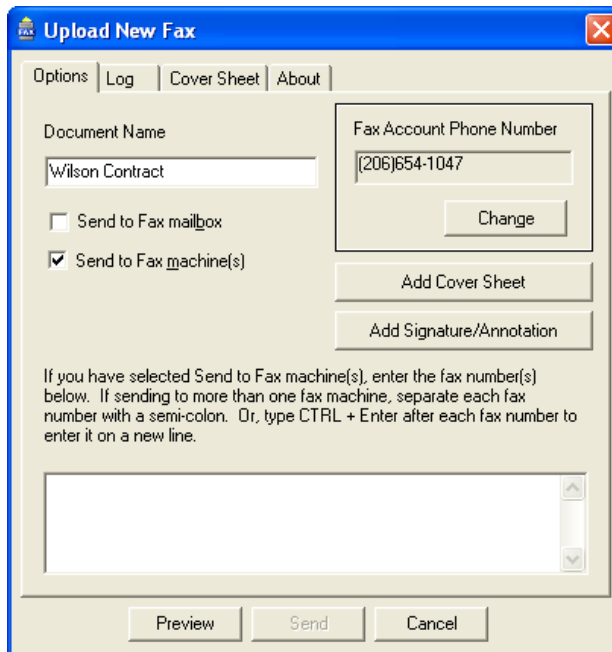
Step 1: Ensure your computer is connected to the Internet.

Step 2: Open the document you wish to send as a fax.

Step 3: Select File, then Print.

Step 4: From the Print Dialog box, select "Upload New Fax."

Step 5: The following window will appear



Step 6: Determine if you want to send the document to a fax machine(s) and/ or if you want to send it to your Fax Mailbox.

Step 7 a: If you choose to send the document to one or more fax machines, enter the 10 digit fax number(s) in the field provided. For multiple fax machines, separate each fax number with a semi-colon, or press CTRL and Enter to enter each fax number on a separate line. The document will be received by the destination fax machine(s) as if you sent it from a fax machine.

Step 7b: If you choose to upload the document to your Fax Mailbox, you will be able to manage the fax through the Web, or any touch-tone phone. In other words, you can handle it as if it were a fax that you received directly from a fax machine so you can forward it to a fax machine, forward it via email, and view it with PDF, TIFF or JPG

Step 8: Click the Send button to send the fax to one or more fax machines and/or to send it to your Fax Mailbox.

For more details instructions, please refer to the following User Guide:

<http://customerservice.accessline.com/files/FaxUploadProgramUserGuide.pdf>

Sent Fax Log

Whenever you forward a fax from your Home Office Phone Number or send a fax from your PC, an entry is made in your Sent Fax Log which is accessible via the web. The Sent Fax Log shows time and date the fax was sent, phone number or email address the fax was sent to and whether the fax was delivered or not. If the fax failed to be delivered, the Sent Fax Log will tell you why it failed.

Home Office Phone Service

Owners Manual AccessLine 02-15-10

To view the Sent Fax Log via the Web:

1. Go to www.accessline.com/login.
2. Enter your Home Office Phone Number and PIN
3. Click the Fax button on the left side navigation bar
4. Click the Sent Fax Log tab

New Fax Notification

To configure Notification of Received and Sent Faxes

1. Go to www.accessline.com/login.
2. Enter your Home Office Phone Number and PIN.
3. Click the Personal Info tab.
4. Select Notification.
5. Enter the email address you want notifications sent to. (If you wish to receive notification to a cell phone and are unsure of the email address, use the provided list of cell phone carrier's email addresses.)
6. Determine the format of the notification.
7. Use the test button to send a test notification.

Enable or Disable Notification

Enter Email Address(es)

Determine which kind of messages should notify

8 Conference Calling

Your Home Office Phone Number has the ability to host both Scheduled and On-The-Fly Conference calls. You create conference all host and guest codes through your personal website. Your conference calling service has the following features:

Scheduled (Reserved) conferencing	Up to 16 talkers and 16 total participants
Always-on (Reservationless) conferencing	Up to 9 participants
Max. Scheduled conferences per number	30 scheduled conferences
Max. Always-on conferences per number	3 always-on conferences
Scheduled conferencing start date	Up to 1 year in advance
Always on conferencing maximum duration	4 hours
Scheduled conferencing maximum duration	8 hours
Entry/Exit notification beeps	On as a default

Scheduled Conferences

A Scheduled Conference has a defined start time and duration. You set the start and end time and configure the number of participants. Up to 16 people may participate in a Scheduled conference, and if desired all may be 2-way speaking participants. You can define how many Guest Speakers and Guest Listeners are allowed using the web interface. Your Home Office Phone Number serves as the "call in" number.

Creating a Scheduled Conference

A Scheduled Conference is created via your web account:

1. Go to www.accessline.com/login
2. Enter your Home Office Phone Number and PIN.
3. Click the Conference button on the left side navigation
4. Either select a day from the calendar or go to the "List View", and click the "Reserve a New Conference" button under the Scheduled Conference Calling category.
5. Enter all required information.

Home Office Phone Service

Owners Manual AccessLine 02-15-10

6. Click the "Reserve" button.

ACCESSLINE | TELEWeb™

Fri, Feb 12, 2010

Good Afternoon!

CALL MANAGER PERSONAL INFO TOOLS HELP

UNANSWERED CALL SETUP CALL FORWARDING CALL SCREENING

VOICE MAIL 1

CONFERENCE CALLING

Conference Calling

Reserve a Scheduled Conference

You can reserve a new conference call by completing the form below and clicking the "Reserve" button.

Conference Description: (optional)

Please select the date, start time, time zone and length for your conference.

Date: February 12, 2010 Time: 2:15 PM Conference Length: 15 minutes

Time Zone: US - Pacific

Please enter the number of Guest Speakers and Guest Listeners in your conference call.

Host: 1 Total Participants: 1

Guest Speakers: 0

Guest Listeners: 0

Host Code: Guest Speakers Code: Guest Listeners Code:

Please select how Guests may communicate with each other before the Host arrives and after the Host exits.

Allow participants to communicate before the Host arrives? Yes No

What should happen if the host exits the call? Allow conference to continue

RESERVE CANCEL

Select the Date and Time of the Conference

Determine the number of participants and their entry codes

Determine what should happen at the end of the call

Joining a Scheduled Conference

At the scheduled start time, you and your conference calls attendees take the following steps to join a conference:

1. Dial your Home Office phone number
2. During the first two rings touch **
3. Enter the Host, Guest Speaker or Guest Listener code to join the call.

Scheduled Conference Early Arrival

Your guests may arrive up to 10 minutes (the Early Arrival time) in advance of the designated start time for your conference call. Guests who arrive before the start of a scheduled conference call may join the conference call but depending on how the host has configured the reservation, may or may not be allowed to talk until the host arrives. Guests who arrive too early (before the Early Arrival time) will be notified that the conference is not accepting guests yet, and that they should call back closer to the scheduled time.

Scheduled Conference End of Call Warning

Before the designated end time of your Scheduled Conference call, you

Home Office Phone Service

Owners Manual AccessLine 02-15-10

will receive a warning prompt. If desired you can use your host controls to extend the duration of the call (see Host Controls).

Always-On Conferences

An Always-On Conference does not have a pre-reserved start time, so you may initiate a conference call at any time, whenever needed. You may have up to 9 people join your Always-On conference call. Your Home Office Phone Number serves as the "call in" number.

Creating or Modifying an Always-On Conference

An Always-On Conference is created via your web account:

1. Go to www.accessline.com/login
2. Enter your Home Office Phone Number and PIN.
3. Click the Conference tab on the left side navigation
4. From the Calendar View or the List View, click the "Setup Always-On Conference" button under the Always-On Conference Calling category.
5. Click Set Up Always-On Conference Now or locate the conference you wish to alter and click the modify button.
6. Enter all required information.
7. Click the "Create" button.

Determine the participant entry codes

Determine what should happen at the end of the call

Joining an Always-On Conference

An Always-On Conference may be accessed at any time:

1. Dial your Home Office phone number
2. During the first two rings touch **
3. Enter the Host, Guest Speaker or Guest Listener code to join the call.

Always-On Conference Early Arrival

Guests who arrive early to an Always-On Conference are placed on hold and will not be allowed to talk until the host arrives.

Host Controls

Regardless of the type of conference you use, the following options are available to the Host at anytime during a conference call.

#0	Access recorded help, participant count, time remaining in conference
#1	Extend conference by 15 minutes during conference (applies to Scheduled conferences only)
#2	Reserve an additional inbound line during the conf. (applies to Scheduled conferences only)
#4	Mute/Unmute all lines except the host
#5	Lock/Unlock the conference (controls whether additional participants can join the conference)
#73	Terminate conference immediately
*1	Mute/Unmute my line only (applies to host and guest speakers only)
*2	Enable/Disable entry/exit tones on my line only

Recorded Help

The Host can request Recorded Help at any time during the conference by touching #0. The Host will hear a participant count indicating the number of participants currently in the conference. The host then hears how much time is remaining in the conference, followed by a list of all Host Controls available to the host. The host can press # at any time during the recorded help to return to the conference.

Conference Lock

At anytime during a conference call, the Host may lock the conference by touching #5. This feature can be used to increase the security on a conference, ensuring that no additional participants can enter a conference when it is locked. Once a conference is locked, any new

participants who try to enter the conference will not be allowed to join, and will hear the following announcement:

"I'm sorry, the host has locked the conference. You may want to try calling back later".

If desired, the host can unlock the conference by touching #5 again. The Host can lock and unlock the conference as many times as desired during the conference.

Extending the Length of a Scheduled Conference

(Applicable to Scheduled Conferences Only) The Host may touch #1 during a scheduled conference call to extend the length of the scheduled conference by 15 minutes. The host can use this feature multiple times as necessary to increase the length of the conference.

Increase the Size of a Scheduled

(Applicable to Scheduled Conferences Only) The Host may touch #2 to reserve an additional inbound line during a scheduled conference. For example if the conference in progress has 10 lines reserved but the Host would like to allow another person to be able to call in and join the conference, then the host can touch #2 during the conference to increase the number of reserved lines to 11. This feature can be used multiple times as necessary during the conference, up to the maximum allowed scheduled conference size.

Mute/UnMute All Guest Lines

The Host can Mute or Unmute all Guest lines in a conference by touching #4. This will not mute the host's line. This allows the host to regain control of a conference, effectively becoming the only speaker. This is sometimes referred to as "Lecture Mode". The Host can use this feature as often as desired during the conference.

Terminate Conference

The Host may immediately terminate a conference by touching #73. When the host terminates the conference, all parties hear an announcement indicating that the conference is ending now, and then all lines in the conference are dropped. This feature can be used by the host as desired to ensure that participants will not continue to speak after the host leaves, eliminating any additional costs on the conference.

Mute/UnMute My Line

This control is available to both Hosts and Guests. This feature allows the participant to mute or unmute their individual lines. The Host or Guests may mute or unmute their own lines by touching *1. When muted, the participant cannot be heard by the other participants in the conference.

Disable Entry/Exit Notification Tones

This control is available to both Hosts and Guests. This feature allows the participant to disable or enable the notification "beeps" that are normally heard when new guests join or leave the conference. The Host or Guests may disable or enable the notifications by touching *2. The disabling of these "beeps" applies only to the participant line that used the command, not to all participant lines.

Guest Controls

Then following options are available to the guests at anytime during the conference call.

#0	Recorded help
*1	Mute/Unmute my line only (applies to host and guest speakers only)
*2	Enable/Disable entry/exit tones on my line only

9 Troubleshooting

Common Problems and Solutions

1. I don't hear a dial tone.

Go through this checklist until your problem is solved:

- Make sure the telephone is plugged into the correct port, PHONE 1. (You should use the Phone 2 port only for your fax machine if you have purchased the optional fax line.)
- Make sure the green INTERNET LED on the front panel of the Phone Adapter is lit. If it is not lit, check your router and network connection to the Internet.
- Make sure the green PHONE 1 LED on the front panel of the Phone Adapter is lit, then pick up the telephone; you should now have a dial tone.
- Follow these instructions to reboot your cable or DSL modem, Phone Adapter, and router:
 1. Power off your cable or DSL modem by unplugging its power adapter.
 2. Power off the router by unplugging its power adapter.
 3. Power off the Phone Adapter by unplugging its power adapter.
 4. Wait two minutes, then power on your cable or DSL modem by plugging its power adapter into an electrical outlet.
 5. Wait two minutes, then power on the router by plugging its power adapter into an electrical outlet.
 6. Wait five minutes, then power on the Phone Adapter by plugging its power adapter into an electrical outlet.
 7. Reboot one of your networked computers, and check to see if you have an active Internet connection.
 8. Pick up the telephone. You should now have a dial tone.

2. When I make a telephone call, the call doesn't go through; instead, I hear a fast busy signal.

Go through this checklist until your problem is solved:

- Follow these instructions to reboot your cable or DSL modem, Phone Adapter, and router:

1. Power off your cable or DSL modem by unplugging its power adapter.
2. Power off the router by unplugging its power adapter.
3. Power off the Phone Adapter by unplugging its power adapter.
4. Wait two minutes, then power on your cable or DSL modem by plugging its power adapter into an electrical outlet.
5. Wait two minutes, then power on the router by plugging its power adapter into an electrical outlet.
6. Wait five minutes, then power on the Phone Adapter by plugging its power adapter into an electrical outlet.
7. Reboot one of your networked computers, and check to see if you have an active Internet connection.
8. Pick up the telephone. You should now have a dial tone.

3. When I'm on a telephone call, words are dropped intermittently.

Go through this checklist until your problem is solved:

- If you're using a wireless router and a cordless phone, they may be using the same frequency and may interfere with each other. Move the cordless phone farther away from the router.
- There may be heavy network activity, particularly if you are running a server, using a file sharing program or streaming video from the Internet. Try to limit network or Internet activity during Internet telephone calls. For example, if you are running a file sharing program, file may be uploaded in the background even though you are not downloading any file, so make sure you exit the program before making Internet phone calls.
- There may not be enough bandwidth available for your Internet phone call. You may want to test your bandwidth by going to www.accessline.com/bt. You will need to have a minimum of 240KB in both directions (upload and download). If necessary, contact your Internet provider to increase your bandwidth.

4. The INTERNET LED does not light up.

Go through this checklist until your problem is solved:

- Check the cable connecting the Phone Adapter to your router.
- Make sure your network has an active Internet connection by using one of your computers and accessing a well known website. . If it does not, follow these instructions to reboot your cable or DSL modem, Phone Adapter, and router:
 1. Power off your cable or DSL modem by unplugging its power adapter.
 2. Power off the router by unplugging its power adapter.
 3. Power off the Phone Adapter by unplugging its power adapter.

Home Office Phone Service

Owners Manual AccessLine 02-15-10

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4. Wait two minutes, then power on your cable or DSL modem by plugging its power adapter into an electrical outlet.
 5. Wait two minutes, then power on the router by plugging its power adapter into an electrical outlet.
 6. Wait five minutes, then power on the Phone Adapter by plugging its power adapter into an electrical outlet.
 7. Reboot one of your networked computers, and check to see if you have an active Internet connection.

5. I can't send or receive faxes

If you are having problems with faxing, you may need to refer to your fax machine owner's manual and adjust the configuration on your fax machine. For best performance with AccessLine Home Office Phone Service:

If your fax machine has an "ECM" ("Error Correction Mode) feature, please disable this function,

Check your fax machine's speed (sometimes called "Baud Rate"), and set it to 9600 or lowest possible speed.