

Welcome to



VoiceLine

Getting Started Guide



IMPORTANT INFORMATION - PLEASE READ

Warning: E911 service may be limited or not available.

- Voice service, including E911 service, DOES NOT function during an electrical power or broadband provider outage.
- If you relocate your phone, you MUST provide your new location. Delays may occur in updating your location.
- E911 service may not be available from all areas. Please contact your service provider.

Warning: E911 service may be limited or not available.

- Voice service, including E911 service, DOES NOT function during an electrical power or broadband provider outage.
- If you relocate your phone, you MUST provide your new location. Delays may occur in updating your location.
- E911 service may not be available from all areas. Please contact your service provider.

These decals contain important information regarding 911 services for your voice services. We request that you place these decals in a visible location on your telephone as a reminder.

IMPORTANT NOTICE CONCERNING EMERGENCY 911 SERVICES

Your service provider, not the manufacturer of the equipment, is responsible for the provision of phone services through this equipment. Any services provided through this equipment are not intended to replace or be a substitute for primary line voice services or Plain Old Telephone Service ("POTS") and are not meant to provide Automatic Number Identification or Automatic Location Information capabilities associated with emergency 911 or E911 services. Check with your service provider to determine whether emergency 911 or E911 services are offered as part of your plan. Even where emergency 911 services are offered as part of your plan, the service will not work properly if you move the equipment to a different location from your registered location. You should also be aware that phone services (including 911) will not work in the event of either a failure of your internet service or in the event of a power outage. You must inform any other persons who may use this equipment of the limitations of 911 and E911 emergency services. It is strongly recommended that you always maintain an alternate means of reaching a 911 operator in case of an emergency. The manufacturer, distributor and service provider shall not be liable for, and expressly disclaim, any direct or indirect damages, claims, losses, expenses, liabilities, actions, risks, or harms arising out of or related to the services provided through this equipment, including without limitation, emergency 911 or E911 services.

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Disclaimer

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My VoiceLine Account Information

Fill in the form(s) below to keep a record of your VoiceLine account information.

VoiceLine Line 1 Information

VoiceLine Phone Number: _____

Account Number: _____

PIN: _____

VoiceMail Access Number: _____

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Introduction

VoiceLine allows you to use your existing phone and broadband Internet connection to receive calls and make local, long distance, and international calls – all at incredibly low rates.

Instead of relying on the traditional telephone network, VoiceLine securely transmits phone calls over the Internet, at rates much lower than traditional phone companies can offer.

Just follow the simple installation instructions, and when you pick up the phone a few minutes later, you will hear a dial tone! No need to dial an access number or an account number.

This guide will walk you through the set-up process and explain everything you need to know to begin using the VoiceLine service.

Package Contents

- ▶ 1 Linksys SPA941 IP Phone
- ▶ 1 Phone base station
- ▶ 1 Phone hand set
- ▶ 1 Hand set cable
- ▶ 1 Desk stand
- ▶ 1 5-Volt D/C power adapter
- ▶ 1 Ethernet network cable (RJ-45)

Becoming Familiar with the Linksys SPA941 Connections

The underside of the phone contains the input/output ports. Use this diagram as a reference when setting up your phone.

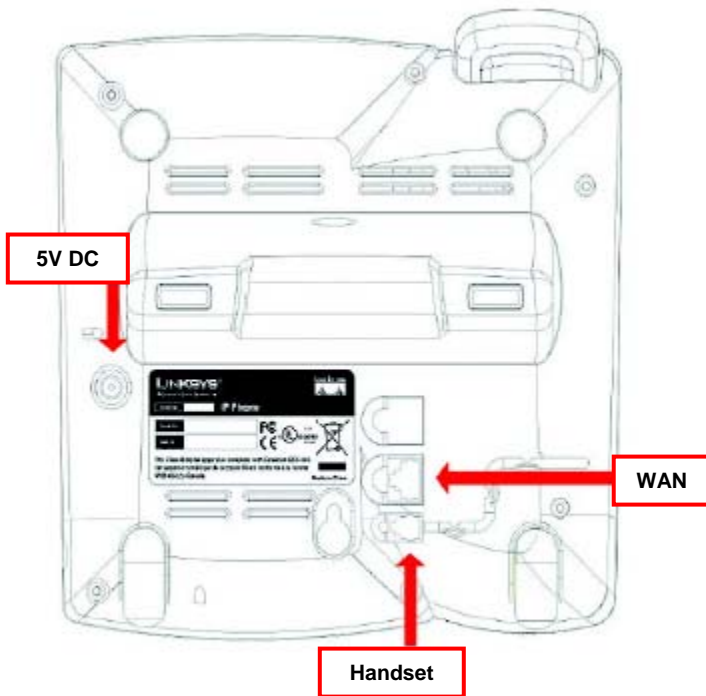
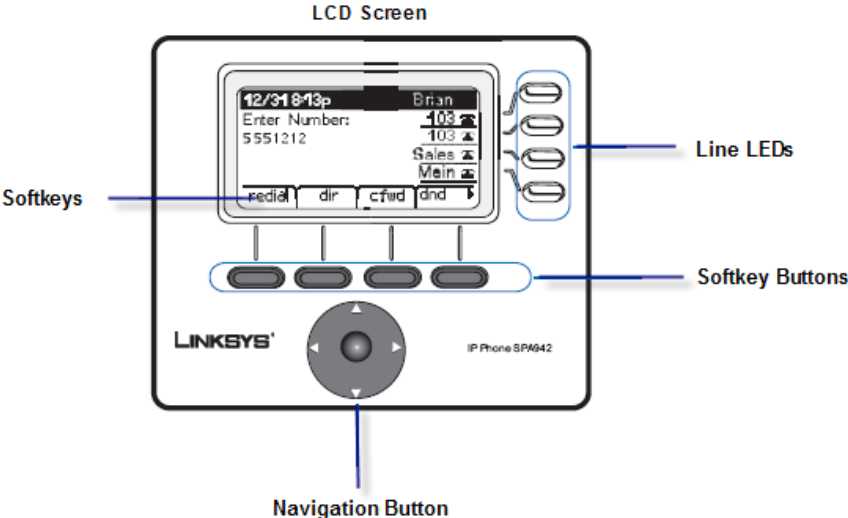


Figure 1: Linksys SPA941 Connections

- ▶ **5V DC (Power)** – connects to a wall outlet with the supplied 5-Volt D/C power adapter.
- ▶ **WAN** – connects to your broadband router with an Ethernet network cable (RJ-45).
- ▶ **Handset** – connects the handset to the telephone’s base (RJ-7).

Linksys SPA941 Front Panel Features and Buttons

The following illustration and table describe the various features of the SPA941's front panel and LCD display.



Linksys SPA941 Front Panel Features	
Navigation Button	Allows you to navigate through the features displayed on the LCD screen
LCD Screen	The phone's display screen – It shows the date, time, phone number, call duration, caller ID, line/call status, extension numbers, and softkeys
Line LEDs	Show phone number/extension and status
Softkey buttons	Buttons that correspond to features displayed on the LCD display
Softkey features	Functions displayed on the LCD, which correspond to one of the softkey buttons

Linksys SPA941 LED Status Indicators

Linksys SPA941 Statuses	
Green	Line is ready to be used.
Red	Line is seized (in use).
Orange	The phone has not successfully downloaded configuration information or registered with the call servers.

If the phone's LCD display indicates that there is a problem, please refer to **Troubleshooting** in this guide.

Installing the SPA941

The following instructions will allow you to connect the Linksys SPA941 directly to your broadband router. Refer to Figure 2 below for a diagram of this configuration.

1. Using the standard Ethernet network cable (RJ-45) included with the phone, connect the **WAN** port on the back of the phone to your router.
2. Using the standard telephone wire (RJ-11) included with the phone, connect the handset to the telephone base.
3. Connect the D/C power adapter (included with the device) to the **5V DC** port on the back of the SPA941, and then plug in the power cord. *There will be a short wait for the device to initialize.*
4. The SPA941 will obtain an IP address from the broadband router. The phone display may read "Upgrading Firmware" as it downloads and installs a firmware update. Do not reboot the device while this is occurring. Once the device is ready for calls the display will show your VoiceLine phone number and the Line LEDs will be green
5. Once the four line LEDs are green and the display shows your VoiceLine phone number, lift the handset to ensure that you hear a dial tone.

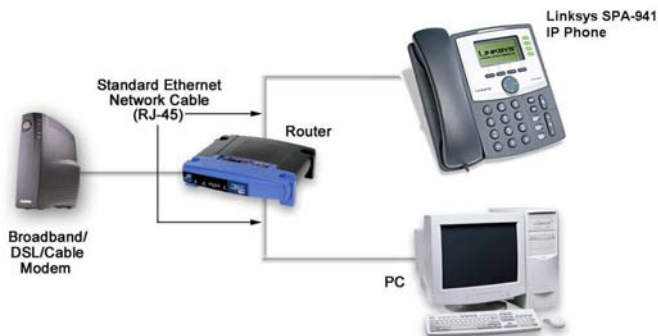


Figure 2: Linksys SPA941 Configuration

Placing Calls

Once the phone is set up and you have dial tone, you will be able to place and receive calls.



NOTE: If you have set up your phone, but you do not hear a dial tone, please refer to the Troubleshooting section of this guide.

Understanding Local Dial Plans

Each Voiceline account is assigned a Dial Plan. This determines the numbering scheme you will dial to make calls. For example, if you have a U.S. Dial Plan, you should dial as though you are in the United States, even if you are in another country.

Making Calls

To make a call, pick up your telephone handset, or activate the speaker phone by pressing an individual line key or the speaker phone button (📞), and dial using your telephone keypad.



NOTE: When the handset is lifted the first available line is activated. To use a different line, press one of the other available line buttons.

CALLING WITHIN YOUR AREA CODE (USING A U.S. DIAL PLAN)

Dial a local number that is in the same area code as your Primary Voiceline telephone number using 7-digit dialing.

Dial **the local 7-digit phone number.**

For example, if your Primary Voiceline phone number has a 201 area code and the local phone number you would like to call is 201-555-9999, dial **5559999**.

CALLING WITHIN NORTH AMERICA (USING A U.S. DIAL PLAN)

Dial: **1 + area code + local phone number.**

For example, if the area code is 212 and the local number is 555-8888, dial: **12125558888**.

CALLING INTERNATIONAL DESTINATIONS (USING A U.S. DIAL PLAN)

Dial: **011 + country code + area code + local phone number.**

For example, if the country code is 99, the city code is 77, and the local number is 555-8888, dial: **01199775558888**.





NOTE: Calls outside of the calling plan area are charged a per-minute rate based on the destination you are calling. Please login to your Online Account Center for specific rates. For Web site information, refer to the Managing Your Account at the Online Account Center section on page 8.

If you are unable to make calls, please refer to the **Troubleshooting** section in this guide.

Using VoiceMail

Recording a Personal Greeting



1. Pick up your VoiceLine-connected telephone or activate the speaker phone by pressing an individual line key or the speaker phone button () .
2. Press the voicemail button () .
You will be connected to the VoiceMail system.
3. Press **2** to administer your mailbox.
4. Press **1** to administer your personal greeting.
5. Press **2** to change your greeting.
You will be prompted to record your greeting.
6. Press **1** to listen to your personal greeting.
7. When you are satisfied with your greeting, press **3** to accept and activate your greeting.
You will hear the message, "Your personal greeting has been activated."



IMPORTANT: You must accept and activate your personal greeting in order for it to be saved. If you record a greeting and hang up before accepting and activating it, it will not be saved, and the previous greeting will be used.

Listening to VoiceMail Messages

FROM YOUR VOICELINE-CONNECTED TELEPHONE

1. Pick up your VoiceLine-connected telephone or activate the speaker phone by pressing an individual line key or the speaker phone button () .
2. Press the voicemail button () .
You will be connected to the VoiceMail system.
3. Press **1** to hear your messages.
The system will announce how many new and saved messages you have in your mailbox. If you have messages, you will hear the date and time each message was left.
4. Follow the prompts to listen to, save, and/or delete your messages.

FROM THE WEB

1. Login to your Online Account Center.
For Web site information, refer to the **Managing Your Account at the Online Account Center** section on page 8.
2. Click the **VoiceMail** button.
The VoiceMail page displays.
3. Click the **Play** link to hear the desired message.

Using VoiceMail (continued)

Listening to VoiceMail Messages (continued)

REMOTELY FROM ANY TOUCH-TONE PHONE

There are two ways to access your VoiceMail messages from a regular touch-tone telephone:

- ★ Dial your VoiceLine phone number using a regular touch-tone phone, and press the star (*) key during the greeting.
- ★ Dial the appropriate access number for your location, and follow the instructions below.

The VoiceMail Access Numbers table below contains a partial list of access numbers. You can view a complete list of access numbers by logging into your Online Account Center.

VOICEMAIL ACCESS NUMBERS		
State	City/Area	Number
California	Los Angeles	213-233-3535
	San Diego	619-819-2828
Florida	Miami	786-866-6464
	Orlando	407-209-3131
Illinois	Chicago	312-924-0900
New Jersey	Jersey City	201-716-2121
	Newark	973-854-2828
New York	New York	646-432-4444
Pennsylvania	Philadelphia	215-825-7575
	Pittsburgh	412-894-8080

1. Using any regular touch-tone telephone, pick up the telephone handset and dial the appropriate VoiceMail access number.
The VoiceMail system greeting plays.
2. When prompted, enter your VoiceLine phone number or account number and your PIN.
You will be connected to the VoiceMail system.
3. Follow the prompts to listen to, save, and/or delete your messages.
4. When you are done listening to your messages, hang up the telephone.

Managing Your Account at the VoiceLine Account Center

VoiceLine offers powerful online tools for managing your account using the VoiceLine Account Center, including call history, personal profile, listening to Voicemails, managing calling features, and more!

- ⇒ If you purchased VoiceLine through a local distributor, you can manage your account by logging into the VoiceLine Account Center Web site at <http://www.myaccountcenter.net/>.
- ⇒ If you purchased VoiceLine online, you may login to your account from that Web site. Refer to your welcome email for further information.

To log in, enter your VoiceLine phone number and PIN. If you are using a U.S. VoiceLine phone number to log in, please include a “1” before your number. For example, if your VoiceLine phone number is 222-333-4444, enter 12223334444.

Customer Support

There are several ways that you can contact VoiceLine Customer Support for billing or technical support questions.

- ▶ **Via Email:** Refer to your Online Account Center.
- ▶ **Via VoiceLine Phone:** Dial **611** from your VoiceLine-connected phone.
- ▶ **Via Regular Touch-Tone Phone (within the U.S.):** Call toll-free within the U.S. at 1-800-455-4185.
- ▶ **Via Regular Touch-Tone Phone (outside the U.S.):** From anywhere in the world, call 1-801-656-2061.


Troubleshooting

TROUBLESHOOTING

Symptom: *There is no dial tone.*

Corrective Action:

If it has been over 15 minutes since you set up the phone and you still do not hear a dial tone:

- ▶ Verify that the device obtained an IP address by pressing the Setup () button. Select **9 Network**, press the **select** button, and scroll down to **2 Current IP**. If the display does not display an IP address, the device did not get an IP address. Contact your Internet Service Provider.
- ▶ Verify that your broadband connection is functioning properly by attempting to connect to a Web site from a PC on the same network.


Symptom: *I hear a fast busy signal when I try to make a call.*

Corrective Action:

- ▶ Make sure you are dialing according to the Dial Plan assigned to your account. (The Dial Plan was assigned when the account was created.) For example, if you have a U.S. Dial Plan, you should dial in the U.S. format:

1 + area code + phone number

NOTE: If the “1” prefix is omitted, the call will not go through.

- ▶ Verify that your broadband connection is functioning properly by attempting to connect to a Web site from a PC on the same network.
- ▶ Verify that the device obtained an IP address by pressing the Setup () button. Select **9 Network**, press the **select** button, and scroll down to **2 Current IP**. If the display does not display an IP address, the device did not get an IP address. Contact your Internet Service Provider.

Symptom: *The phone connection is poor.*

Corrective Action:

- ▶ Adjust your device’s call quality settings via the Manage Device section of your Online Account Center.

FAQs

WHAT IS “BROADBAND”?

A broadband Internet connection is a cable modem, DSL, LAN, T1, T3, LAN, WAN, or any other high-speed “always on” connection. If you have to dial up to an access number to reach the Internet then you do not have broadband. A broadband Internet connection is required to use the VoiceLine service.

DO I NEED A BROADBAND ROUTER?

Yes. The Linksys SPA941 does not have a built-in router and needs to be connected to a router.

CAN I TAKE VOICELINE WITH ME WHEN I TRAVEL?

Yes. Your VoiceLine service travels with you. When someone calls your phone number, your phone simply rings wherever you have your SPA941 plugged into a broadband Internet connection -- whether you are home or traveling somewhere else in the world.

CAN I CALL LOCATIONS THAT ARE NOT IN MY CALLING PLAN?

Yes. You can make calls to any location not included in your monthly calling plan. These calls are considered out-of-plan and are charged a per-minute rate based on the country you are calling. Please refer to your Online Account Center.

CAN I SEND AND RECEIVE FAXES WITH VOICELINE?

The Linksys SPA941 does not have fax capability.

WHERE CAN I OBTAIN MORE INFORMATION ON USING THE LINKSYS SPA941’S FEATURES?

You can obtain more details from the Linksys SPA941 User’s Guide at <http://web.net2phone.com/solutions/broadband/>.

THERE IS A CFWD SOFTKEY ON THE PHONE, BUT NOTHING HAPPENS WHEN I PRESS IT...?

VoiceLine features, such as call forwarding, are activated and deactivated by dialing their corresponding vertical service codes, not by pressing the button locally on the phone. See the next page of this guide for a complete list VoiceLine Calling Feature dial codes.

WHAT PORTS NEED TO BE OPENED ON MY FIREWALL FOR THE SPA941?

The SPA941 uses ports 16384-16482.

CAN I TRANSFER CALLS WITH THE SPA941 PHONE?

No, call transfer is not a supported feature.

CAN I MAKE CONFERENCE CALLS WITH THE SPA941?

Yes, when you dial and connect to the first party, the conf softkey appears on the LCD display. Press the conf softkey and dial the second party's phone number. Once you connect to the second party the conf softkey is displayed again. Press the conf softkey to conference both parties together.

HOW DO I KNOW THERE IS AN INCOMING CALL WHEN I'M ALREADY ON THE PHONE?

During an active call, a call wait tone will be heard and the next available Line LED flashes for an incoming call waiting to be answered. To answer the call, press the Line LED that is flashing. Any successive call waiting occurrences will flash the next available Line LED.

VoiceLine Calling Features

For a complete list of features and codes, refer to the ***VoiceLine User's Guide***.

VOICELINE CALLING FEATURES	
Feature	Description
3-Way Calling	When you dial and connect to the first party, the conf softkey appears on the LCD display. Press the conf softkey and dial the second party's phone number. Once you connect to the second party the conf softkey is displayed again. Press the conf softkey to conference both parties together.
Call Waiting	During an active call, a call wait tone will be heard and the next available Line LED flashes for an incoming call waiting to be answered. To answer the call, press the Line LED that is flashing. Any successive call waiting occurrences will flash the next available Line LED.
Caller ID	With VoiceLine Caller ID, you will see the phone number of the party who is calling you -- even when you are on the other line.

This table contains the dial codes for some popular VoiceLine calling features.

VOICELINE CALLING FEATURE DIAL CODES		
Feature	Action	Dial Code
Call Blocking	SELECTIVE CALL ACCEPTANCE: Receive only calls from telephone numbers on your pre-defined acceptance list.	*64
	Deactivate feature and receive all calls.	*84
	SELECTIVE CALL REJECTION: Block only calls from telephone numbers on your pre-defined rejection list.	*60
	Deactivate feature and receive all calls.	*80
	ANONYMOUS CALL REJECTION: Block all calls whose telephone numbers are hidden due to the caller purposely blocking that information.	*77
	Deactivate feature and receive all calls.	*87
Call Forwarding* (All Calls/ Unconditional)	Send all calls to a pre-defined destination #.	*72
	Send all calls to VoiceMail.	*72123
	Send all calls to a new destination #.	*72 [phone num]
	Deactivate feature & receive all calls.	*73
Call Forwarding* (No Answer)	Send unanswered calls after a certain # of rings to a pre-defined destination #.	*92
	Send unanswered incoming calls to VoiceMail.	*92123
	Send unanswered incoming calls to a new destination #.	*92 [phone num]
	Deactivate feature.	*93

VoiceLine Calling Features (continued)

VOICELINE CALLING FEATURE DIAL CODES (continued)		
Feature	Action	Dial Code
Call Forwarding* (Busy)	Send incoming calls when your line is busy to a pre-defined destination #.	*68
	Send incoming calls when your line is busy to VoiceMail.	*68123
	Send incoming calls when your line is busy to a new destination #.	*68 [phone num]
	Deactivate feature.	*88
Call Forwarding* (Service Interruption)	Send incoming calls that experience a network error to a pre-defined destination #.	*74
	Send incoming calls that experience a network error to VoiceMail.	*74123
	Send incoming calls that experience a network error to a new destination #.	*74 [phone num]
	Deactivate feature.	*75
Call Return	Call the last person who called you.	*69
Call Waiting	Deactivate feature so that a single phone call will be uninterrupted by incoming calls.	*70
	Deactivate feature so that all phone calls will be uninterrupted by incoming calls.	*00
Caller ID Delivery	Hide your phone number for all calls.	*95
	Display your phone number for all calls.	*96
	Hide your phone number for a single call.	*67 [phone num]
	Displays your phone number for a single call.	*82 [phone num]
Calling Card	Enable or disable remote outbound calling.	*00
Do Not Disturb	Block incoming calls.	*98
Language Selection	Set the inbound/outbound voice prompt languages.	*94
Redial	Call the last number you dialed.	*66
	Cancel the Redial request.	*86
Speed Dial	Assign a phone number to a speed dial code.	*97
	Dial a number using a speed dial code.	**[code]
VoiceMail	Access the VoiceMail system to record a greeting or hear your messages.	123

*** When you forward calls, the inbound and outbound calls are priced according to your calling plan.**

NOTE: After dialing the service code, wait until you hear the confirmation message/options menu before hanging up.