

VoiceLine[®]

Getting Started Guide



*VoiceLine Getting Started Guide
InnoMedia MTA 3328-2R*

June 2005

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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: _____

VoiceLine Line 2 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. Just make calls all over the world!

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 InnoMedia MTA 3328-2R (Multimedia Terminal Adapter) with built-in router
- ▶ 1 12-Volt D/C power adapter
- ▶ 1 standard telephone wire (RJ-11)
- ▶ 1 Ethernet network cable (RJ-45)
- ▶ 1 InnoMedia User's Guide
- ▶ 1 VoiceLine Getting Started Guide

Installing the InnoMedia MTA 3328-2R

This section provides step-by-step instructions for installing the MTA device and setting up the IP address of your computer.



NOTE: You will need to use a PC that has an Internet browser and a network card installed.

Preparing for Installation

Before you begin the installation process, you will need to know the connection type used by your Internet Service Provider (ISP). The connection type (i.e., DHCP, static IP, PPPoE, or MAC address cloning) determines how the device will communicate with the network. Contact your ISP to determine the connection type you should configure for the MTA device.

If you have only one PC that will need to access the Internet, your broadband service provider uses DHCP, and you do not have a separate router, continue to the next section, **Becoming Familiar with the MTA Back Panel**.

If your ISP does not use DHCP, or if you currently use a router to share your broadband connection with multiple PCs or other devices, refer to the **Installation with an External Router** section on page 12 of the *InnoMedia MTA 3328-2R User's Guide*.

Installing the InnoMedia MTA 3328-2R (continued)

Becoming Familiar with the MTA Back Panel

The back panel of the MTA device contains the input/output ports. Use this diagram as a reference when setting up your MTA.

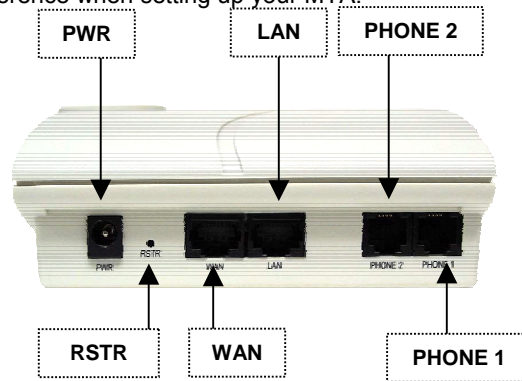


Figure 1: The MTA Back Panel

- ▶ **PWR** – connects to a wall outlet with the supplied 12-Volt D/C power adapter.
- ▶ **RSTR** – resets the factory default settings.
- ▶ **WAN** – connects to your broadband Internet connection with an Ethernet network cable (RJ-45).
- ▶ **LAN** – connects to your PC's Ethernet port with an Ethernet network cable (RJ-45).
- ▶ **Phone 2** – connects to an analog telephone with a standard telephone wire (RJ-11).
- ▶ **Phone 1** – connects to an analog telephone with a standard telephone wire (RJ-11).



NOTE: Do not connect your telephone to the Phone 2 port unless specifically instructed to do so.

Connecting the MTA

These instructions will allow you to connect the MTA directly to your broadband Internet connection (without an external router). Refer to Figure 2 on the following page for a diagram of this configuration.

1. Turn off your PC, & unplug the broadband/DSL/cable modem power cord.



IMPORTANT: Do not plug in the MTA's power cord until instructed to do so.

Installing the InnoMedia MTA 3328-2R (continued)

Connecting the MTA (continued)

- Using the standard Ethernet network cable (RJ-45) included with the MTA device, connect the **LAN** port on the back of the MTA to your PC's Ethernet port.
- Using the standard telephone wire (RJ-11) included with the device, connect the **Phone 1** port on the back of the device to your telephone.
- Using the standard Ethernet network cable (RJ-45) supplied by your Internet Service Provider, connect the **WAN** port on the back of the MTA to your broadband/DSL/cable modem or existing LAN broadband connection (i.e., office network).
- Plug in the broadband/DSL/cable modem's power cord.
Wait about two minutes for the modem to initialize.
- Connect the D/C power adapter (included with the device) to the **PWR** port on the back of the MTA, and then plug in the power cord.
Wait several minutes for the device to initialize. It may take up to fifteen (15) minutes for the device to download the configuration files. The MTA is ready when the RUN light is steady.
- Turn on your PC.
Your PC will obtain an IP address from the MTA. Your PC will now have Internet connectivity.



Figure 2: The MTA Configuration (For DHCP users with a single PC.)



IMPORTANT: After you set up the MTA for the first time, it may take up to fifteen (15) minutes for the automatic download of the configuration files to complete. During the download process, the device's RUN LED blinks quickly (one second on, one second off). When the RUN LED stops blinking and remains steady, the download process is complete -- you will now hear a dial tone.

For more information on the MTA device's LED indicators, refer to the **MTA LED STATUS INDICATORS** table on the following page.

MTA LED Status Indicators

Determine the status of your MTA device by noting the LED behavior.

MTA LED STATUS INDICATORS		
LED	Light Status	MTA Status
PWR	Steady	The device power is on.
	Off	The device power is off.
RUN	Blinking slow (3 seconds on, 3 seconds off)	The device failed to download a configuration file or to register with the SIP server.
	Blinking fast (1 second on, 1 second off)	The device is actively downloading a configuration file or a firmware update.
	Steady	The device has been configured successfully and is running normally.
	Off	The power is off or the device is malfunctioning.
WAN	Blinking fast	Data is being transferred.
	Steady	The device is connected to a broadband network.
	Off	The device is not connected to a broadband network.
LAN	Blinking	Data is being transferred.
	Steady	The device is connected to an external PC.
	Off	The device is not connected to an external PC.
VOIP	Blinking	A call is in progress (data is being transferred).
	Steady	The device is ready to make calls.
PHONE 1/ PHONE 2	Blinking	There are new VoiceMail messages, and the phone is not in use.
	Steady	The phone is in use.
	Off	There are no new VoiceMail messages, and the phone is not in use.
VOICE ACTIVITY 1/ VOICE ACTIVITY 2	Blinking	A call is in progress.
	Off	No call is in progress.

If the MTA device's LED indicators signal that there is a problem, please refer to the **Troubleshooting** section on page 9 in this Guide.

Placing Calls

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



NOTE: If you have set up your MTA, 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 Country. This determines the numbering scheme you will dial to make calls. For example, if the U.S. is your Dial Plan Country, 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 and dial using your telephone keypad.



NOTE: The PC does not need to be on in order to place calls.

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 on page 9 in this Guide.

Using VoiceMail

Recording a Personal Greeting

1. Pick up your VoiceLine-connected telephone and press **123** on the telephone keypad.
You will be connected to the VoiceMail system.
2. Press **2** to administer your mailbox.
3. Press **1** to administer your personal greeting.
4. Press **2** to change your greeting.
You will be prompted to record your greeting.
5. Press **1** to listen to your personal greeting.
6. 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 the handset of the telephone connected to your telephone adapter, and press **123** on the telephone keypad.
You will be connected to the VoiceMail system.
2. 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.
3. 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.

Sending and Receiving Faxes

The fax feature allows you to send and receive faxes using your VoiceLine-enabled MTA. Simply connect a fax machine to any port on the MTA, and dial as you would when making VoiceLine calls (see the **Placing Calls** section on page **Error! Bookmark not defined.** for instructions).

Bandwidth Requirements

- ▶ Faxing requires 70k bandwidth for sending and up to 90k bandwidth for receiving.
- ▶ When fax and voice are used simultaneously on both MTA ports, the bandwidth requirement increases to between 100k and 170k.



IMPORTANT: Fax is only available with the InnoMedia MTA 3328-2R telephone adapter with built-in router. The InnoMedia MTA 3328-2 telephone adapter without router and the XJ100 Wireless Handset do not support fax.

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 <https://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: The RUN LED is blinking slowly.

Corrective Action:

- ▶ Reboot the device by unplugging the power cord and then plugging it back in.
- ▶ Verify that the device obtained an IP address by picking up the connected telephone's handset and pressing ***1 on the keypad. If it announces "0.0.0.0" as the IP address, the device did not get an IP address. Contact your ISP.
- ▶ Verify also that your ISP uses DHCP and that there is no network service outage.

Symptom: There is no dial tone.

Corrective Action:

After you set up the MTA for the first time, it may take up to 15 minutes to download the configuration files onto the device. During this download process, the MTA's **RUN** LED blinks quickly (1 second on, 1 second off). When the **RUN** LED stops blinking and remains steady, the download process is complete – you will now hear a dial tone.

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

- ▶ Verify that your phone is connected to the correct port on the MTA.
- ▶ Verify that the device obtained an IP address by picking up the connected telephone's handset and pressing ***1 on the keypad. If it announces "0.0.0.0" as the 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.
- ▶ Try connecting another phone (one that you are certain works properly) to see if the phone you are using is faulty.

Troubleshooting (continued)

TROUBLESHOOTING

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 Country assigned to your account. (The Dial Plan Country was assigned when the account was created.) For example, if your Dial Plan Country is the U.S., 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 picking up the connected telephone's handset and pressing *****1** on the keypad. If it announces "0.0.0.0" as the IP address, the device did not get an IP address. Contact your Internet Service Provider.

Symptom: *The phone connection is poor.*

Corrective Action:

- ▶ Try connecting another phone (one that you are certain works properly) to see if the phone you are using is faulty.
- ▶ 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?

No. The MTA telephone adapter has a built-in router that allows you to connect one PC to it to access the Internet. You would only need a separate router if you wanted to connect more than one PC.

CAN I USE A CORDLESS PHONE?

Yes. Any standard phone will work with VoiceLine. Feel free to plug in your cordless phone and walk around your house while you talk.

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 telephone and adapter 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.

HOW DO I LOGIN TO THE MTA WEB MANAGEMENT TOOL?

The MTA Web Management tool can be used to review the device’s settings and configure features. From a PC connected to the MTA’s **LAN** port, open a Web browser, and, in the **Address** text box, enter **192.168.99.1**. Press the **Enter** key to access the login page. Enter the user ID **admin** and the password **n2p**, and then click the **OK** button.

CAN I SEND AND RECEIVE FAXES WITH VOICELINE?

Yes. You can connect your fax machine to the InnoMedia MTA 3328-2R telephone adapter to send and receive faxes. You do not need to change any settings on the telephone adapter.”

Fax is only available through the InnoMedia MTA 3328-2R telephone adapter with built-in router. The InnoMedia MTA 3328-2 telephone adapter without router and the XJ100 Wireless Handset do not support fax.

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	Press the Flash button (or the hook) during a call. Once you hear the dial tone, dial the second party. When the second party is connected, press the flash button again to conference in the first party. There will be a three-way connection!
Call Waiting	Once you hear the tone signaling a second call coming into your line, simply press the Flash button (or the hook) on your phone.
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. You must have a phone equipped with a caller ID display.

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 destination #.	*72 [phone num]
	Deactivate feature & receive all calls.	*73
Call Return	Call the last person who called you.	*69
Do Not Disturb	Block incoming calls.	*98
Redial	Call the last number you dialed.	*66
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.