

DIGITAL
PHONE SERVICE
FEATURES GUIDE

ACN | **DIGITAL**
PHONE SERVICE



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MAKING PHONE CALLS

CALLING UNITED STATES AND CANADA TELEPHONE NUMBERS

Directory Assistance: 411

Emergency: 911

Local Calls: Dial 1 + Area Code + Phone Number (Example: 1-281-555-1212)

Long Distance (US and Canada): Dial 1 + Area Code + Phone Number
(Example: 1-248-555-1212)

INTERNATIONAL CALLING

To make an international call, dial 011 + (country code) + phone number.

International calling rates and country code information are available at **www.myacn.com**.

ACCESSING YOUR ACCOUNT ONLINE

You can log into your ACN Digital Phone Service Online Account to manage settings and options using a standard web browser. Go to www.myacn.com and enter your user name and password (established during the ACN Digital Phone Service sign-up) in the log in fields. Once logged in, you can view and manage your service.

IF YOU FORGET YOUR USER NAME OR PASSWORD

1. Go to: **www.myacn.com** and click Forgot your User Name or Password on the left of the page.
2. Enter your user name. If you forgot your user name, please contact ACN Customer Care as directed on the page.
3. Enter your billing zip code
4. Select the appropriate Security Question from the drop down box
5. Enter your answer and click the Change Password button
6. Make any necessary changes and click Save

BILLING

TO VIEW YOUR ACCOUNT BALANCE

1. After login, your billing summary will appear as part of your main account page
2. Select Billing Payment History on the left side of the page for payment and invoice date detail
3. Click on the specific invoice you would like to view

TO CHANGE YOUR CREDIT CARD INFORMATION

1. After login, click Manage Bill Payments on the left side of the page
2. Make any necessary changes and click Save to save changes

CALL RECORDS

You will see a display of all placed and received calls to your telephone number over the past seven days. Your ACN Digital Phone account home page automatically lists a minimum of the last five calls received and the last five calls placed every time you log on to your account. However, you can see all call detail by month on additional pages.

TO ACCESS YOUR COMPLETE CALL RECORDS

1. After login, select Call Log from the left control panel
2. You will see drop down boxes for Phone Number, Period and Call Type
3. Select the parameters you are interested in viewing

VOICE MAIL AND ALERT MESSAGES

ACN Digital Phone Service Voice Mail gives you complete control. You can play your messages online, receive email notifications when you have new messages, and access your voice mail remotely by phone.

REMEMBER: Your voice mail password is initially set to 1234. When you dial into your voice mail for the first time, follow the instructions to reset your password to one you can remember, keeping in mind that your password must be 4 digits.

ACCESS YOUR VOICE MAIL USING YOUR ACN DIGITAL PHONE

Simply call your ACN Digital Phone Service phone number. Enter your 4 digit password. Follow the prompts to listen to messages, save or delete messages, update or change your greeting, and more.

ACCESS YOUR VOICE MAIL REMOTELY

Call your ACN Digital Phone Service phone number. When you hear the Voice Mail greeting, press the * button to interrupt the greeting. Then, follow the prompts to listen to messages, save or delete messages, update or change your greeting, and more.

MANAGING YOUR VOICE MAILBOX

Voice Mail Greeting

The Voice Mail greeting is your recorded message played to callers when they reach your voice mailbox. Access your Voice Mail Box to use these features.

Record a Personalized Name Announcement

Select from the following options after entering the Main Menu using the * key and choosing option 2 to enter the Personalized Name Menu:

- Press 1 to Record New Greeting
- Press 2 to Listen to Current Greeting
- Press * to Return to Previous Menu
- Press # to Save the recording

To Record a new Busy Greeting, press 2 (two). Select from the following options:

- Press 1 to Record New Greeting
- Press 2 to Listen to Existing Greeting
- Press 3 to Revert to Default System Greeting
- Press * to Return to Previous Menu
- Press # to Repeat the Menu

To Record a new No Answer Greeting, press 3 (three). Select from the following options:

- Press 1 to Record New Greeting
- Press 2 to Listen to Existing Greeting
- Press 3 to Revert to Default System Greeting
- Press * to Return to Previous Menu
- Press # to Repeat the Menu

NEW VOICE MAIL MESSAGE

There are different ways to be alerted of new voice mail messages:

1. When you pick up the receiver of the phone on either the ACN Phone Adapter or the video phone, you will hear a quick stutter tone right before you the hear dial tone if you have a new Voice Mail message(s).
2. On the video phone, an envelope symbol will appear on the screen indicating a new Voice Mail message(s).
3. Go online, and click the Voice Mail tab within the Message option.

To Play and Save Messages from your Voice Mailbox using a telephone

Enter your mailbox using one of the options presented above.

- Press 1 to Listen to your messages
- Press # to Save the current message
- Press 4 to Repeat the current message
- Press 7 to Erase the current message
- Press 5 to Listen to message envelope
- Press 6 to Listen to next message
- Press 8 to Callback caller
- Press 9 for additional options
- Press * to return to previous menu

MANAGING YOUR VOICE MAILBOX ONLINE WITH YOUR COMPUTER

To retrieve messages from your computer:

1. After login, click the Messages tab (on the far left control panel).
2. The Voice Mail page will be refreshed with any received messages.

To open a message using your computer

1. From the Messages page, you will see Type, From, Subject, Received and Size of messages in your box.
2. If Caller ID is not blocked, the caller's number will be displayed the From column. If Caller ID is blocked, you will see 'restricted' in the From column.
3. To listen to a message, click the appropriate message as listed in the Subject column.

Note: Make sure your computer speakers are turned on.

4. Voice mail will play via the computer's default application for audio files.
5. Once a message has played, exit your media application.

Notes:

- *An unread message will appear in the folder view in bold text. After reading a message, it will appear in the folder view in non-bold text.*
- *You can get your messages from any computer with Internet access and a web browser.*

To delete messages using your computer

1. From the Messages page, check the box next to the message(s) to be deleted
2. Select the Delete option from the drop down box (bottom of screen)
3. Click the Go button

To save a received message using your computer

1. From an open received message, click the Save button and navigate to the directory you would like to save the message
2. To save a message attachment, click the Save button next to the attachment file name

To sort messages from the Inbox

Click one of the following column headings:

- Type - to sort by type of message
- From - to sort alphabetically by sender
- Subject - to sort alphabetically by subject
- Date - to sort chronologically by date received
- Size - to sort by size

Note: When you first open your voice mail or alerts box, messages are sorted with newest messages at the top.

To reset your password to default password:

1. After login, select Features and Services from the left control panel
2. Select Manage Features
3. Check the Reset Your Voice Mail Password section of the page, check the Reset box
4. Click the Save All button on the bottom right of the page to save your changes
5. Your voice mail password is now reset to the default password 1234. You can use your phone to set your voice mail password to a new password.

VOICE CONNECT

Save time with Voice Connect -- when you dial your phone number from your ACN Digital Phone, your voice mail system recognizes you and takes you directly to the voice mail prompts, bypassing the greeting. With Voice Connect, you can set another number to use to access your voice mail messages directly and bypass the greeting.

To Use Voice Connect

1. After login, select Features and Services from the left control panel.
2. Select Manage Features.
3. Under the Voice Connect section of the page, enter the phone number or numbers you would like to authorize to access your voice mailbox directly.
4. Click the Save All button on the bottom right of the page to save your changes.
5. Your voice mailbox can now be accessed directly from the number or numbers you have listed on the page.

EMAIL NOTIFICATION

Activate Voice Mail Email Notification to direct your voice mail to send an email message each time a new voice mail message is received. Each voice mail message will appear in a separate email and, if Caller ID information is available, you'll see the caller's phone number in the subject line of the email. You will also be able to see if callers mark their messages as urgent. Email notification can be activated or deactivated online. Please note changes to your settings will not take effect immediately.

To use Email Notification:

1. After login, select Features and Services from the left control panel
2. Select Manage Features
3. Under the Voice Mail Delivery Options section of the page, select the Send Notification Email To box and enter the email you would like to have your voice mails delivered to
4. Click the Save All button on the bottom right of the page to confirm your changes

ENABLE VOICE MAIL ATTACHMENTS

When selected, you can send a notification email every time a new voice mail message arrives as well as attach a .wav file.

- Play back your voice messages through your computer without accessing your voice mail system or online account
- Forward the voice message via email
- Save the voice message to your hard drive, CD-Rom, etc.

Most media player formats are supported. Be sure to complete the Email Address text box field when using this option.

To forward voice mail attachments to your email

1. After login, select Features and Services from the left control panel.
2. Select Manage Features.
3. Under the Voice Mail Delivery Options section of the page, select the Forward Copy of Email To box and enter the email you would like to designate delivery.
4. Click the Save All button on the bottom right of the page to save your changes.

FEATURES

CALL WAITING *(NOT AVAILABLE WITH VIDEO PHONES AT THIS TIME)*

Never miss a call with Call Waiting. Call Waiting alerts you to incoming calls when you are the phone and lets you alternate between the two calls with a push of a button.

1. When you are on the phone you will hear a series of beeps indicating an incoming call. You will be able continue your original call conversation or speak to the calling party.
2. To speak to the incoming caller and put the original call party on hold, press your phone's Flash button briefly (1-2 seconds) or briefly hold down the "hang up" button on your phone.
3. A brief series of 3-4 beeps indicates that you have switched to the new caller. After you are finished talking with the new caller, return to the original calling party by briefly pressing your phone Flash button or "hang up" button again.

CALLER ID

Caller ID lets you see who's calling before you answer. Caller ID records and stores the number, time, and date of each call you receive —even if you don't answer the call. Refer to your phone's manual to see specifics on this feature.

Uses for Caller ID

- If you're busy and would like to screen your calls before you answer – View the Caller ID information to see if it's a number you would like to answer.
- If you missed a call and no voice message was left in your inbox – View the Caller ID history on your phone to see whose call you missed.
- If you're already on the phone and you hear Call Waiting – View the Caller ID information to see if you want to pick up the second call.

How to use Caller ID

Set up your telephone with Caller ID or your Caller ID display equipment using the manufacturer's instructions provided with your phone.

NOTES:

1. *A telephone with built-in Caller ID functionality or Caller ID display equipment is required for this feature to work.*
2. *When you receive a call, the caller's number will be displayed on the screen after the first ring. The time and date of the call will also be displayed. Some callers' phone numbers may be blocked or otherwise unavailable. In these cases, the Caller ID will show as unavailable.*

CALL FORWARDING

Forward incoming calls, including voice mail messages, real time to alternative phone numbers you supply including your cell phone or office phone. You can prioritize which alternate phone number will be called first, second, third, etc., or you can have all alternate phone numbers called simultaneously (see Call Blasting). When Call Forwarding is enabled, all inbound calls to any telephone number on your account will follow the Call Forwarding settings.

CALL FORWARDING – NO ANSWER

This feature allows you to set your incoming calls to forward to another phone number automatically. With this selection, you can specify the number of rings the caller hears before the call is forwarded to the designated number.

CALL FORWARDING – BUSY

With Call Forwarding – Busy, you will never miss a call when your line is busy. Calls will be automatically directed to the alternative phone number you choose. If you designate more than one number in the Advanced Call Forwarding section of your Web Account, the call will continue through the list of numbers you specify until the call is answered. Unanswered calls will go into that last phone number's voice mail if you designate enough rings or default to your ACN Digital Phone Service Voice Mail.

CALL FORWARDING – ALWAYS

This feature allows you to set your incoming calls to forward to a phone number of your choice automatically. This feature allows you great flexibility if you know you are going to be away from your ACN Digital Phone and want all users to still reach you at a specific phone number.

CALL FORWARDING – CALL BLASTING

This feature allows you to set your incoming calls to ring multiple phone numbers simultaneously so you can be reached by your caller as fast as possible without going through a series of different numbers in a sequence as in Call Forwarding - Busy. If none of the numbers answer in Call Blasting, the call will be sent to your ACN Digital Phone Service Voice Mail.

To enable Call Forwarding

1. After login, select Features and Services from the left control panel.
2. Select Manage Features.
3. In the Basic Call Forwarding section of the page, make sure Off is de-selected.
4. Select the treatment choice you prefer: No Answer, Busy or Always.
5. Enter the phone number or numbers that you would like calls forwarded to based on the feature you select.
6. If you are designating multiple numbers for Call Forwarding - Busy, under the Advanced Call Forwarding section, enter the multiple numbers and select the priority (order that the phone numbers will be dialed) for each alternate phone number you enter.
7. Enter a name/description of the telephone number(s) you are forwarding your calls to. (For example: My cell)
8. Be sure to enter in a seven digit telephone number and a Country Code if applicable
9. Specify the number of rings allowed per alternate phone number.
10. (Optional) Check Call all at once (Call Blasting) box to dial all alternate phone numbers simultaneously.
11. Click the Save All button at the bottom right of the page to save the changes.

To disable Call Forwarding and/or Call Blasting

1. After login, select Features and Services from the left control panel.
2. Select Manage Features.
3. In the Basic Call Forwarding Section of the page, select Off.
4. Click the Save All button at the bottom right of the page to save the changes.
Note: You can also temporarily disable dialing for specific alternate numbers by following the steps for enabling call forwarding and checking the Skip Phone Number box by the appropriate number.

CALL RETURN (*69)

Call Return allows you to automatically dial the phone number of your last incoming call, regardless of whether or not you answered it.

How to use Call Return

Simply pick up your phone and dial *69. Your ACN Digital Phone Service will dial back the number of your last incoming call.

3-WAY CALLING (NOT AVAILABLE WITH VIDEO PHONES AT THIS TIME)

3-Way Calling allows you to have a conversation with two different callers at one time.

How to use 3-Way Calling

While on a call with the first party, depress the flash button on your phone to put your first party on hold. You will then receive a dial tone at which time you may dial the second party. After the second party answers, depress the flash button on your phone again and all three parties will be joined on the call.

LAST NUMBER REDIAL (*66)

Call the last number you dialed. Most phones have a redial button, but if yours doesn't... ACN Digital Phone Service has the answer.

How to use Last Number Redial

To call the last number you dialed, press *66

SPEED DIAL 8

Save time with single digit dialing! Dial the people you call most with just a push of a button instead of dialing the complete phone number. You can customize and manage your speed dial phone numbers right on your phone and set up to eight speed dial numbers.

How to set up Speed Dial 8

To program a phone number, enter the star code for Speed Dial 8 (*74), followed by the one digit number you want to enter as one of your eight speed dial choices, followed by the telephone number you want to associate with that speed dial, followed by the # key on your phone. For example, to assign speed dial code 2 with the number 704-555-1212, dial *74 27045551212 and then press the # key. A message announces the success of the operation.

How to use Speed Dial 8

When you want to call the person, just enter their one digit speed dial code and press #.

VIRTUAL PHONE NUMBER

Virtual Phone Numbers are inbound-only phone numbers, allowing individuals to place local calls to your ACN Digital Phone Number from any domestic area code—no matter where you are located. If you've recently moved, but want your friends in the old neighborhood to still be able to call you by making a local call, simply add a Virtual Phone Number from your old neighborhood. Alternatively, you may want to have a virtual phone number in a city where you conduct significant business, so when customers in that city call you, it will be a local call. Virtual Phone Numbers provide all kinds of flexibility and cost savings for both you and the people who call you.

How Virtual Phone Numbers Work

Your ACN Digital Phone Service includes one phone number when you sign up. Virtual Phone Numbers are additional phone numbers that can be used to receive incoming calls and will ring to your same phone handset. For example, you may select 856-555-1234 when you sign up and decide to add a Virtual Phone Number of 612-555-1234 so that your daughter who lives in the 612 area code can call you without incurring long distance charges. She dials it as a local call. Anytime someone calls either number, your phone will ring.

How to get a Virtual Phone Number

1. Requires shipment of Primary Device of account (ACN Phone Adapter or ACN Video Phone) to process request
2. Log into your account at **www.myacn.com**
3. Click the Upgrades button on the left control panel
4. Click the Order New Phone Number link
5. Click the Add Phone Number button
6. Follow the instructions on the screen
7. Select the Non Toll-Free option
8. Complete the Choose a Phone Number section

NOTES:

*Virtual Phone Numbers are available in most locations today. We are currently expanding our coverage areas. Check online at **www.myacn.com** for availability in a specific area codes and exchanges. Additional monthly charges will apply.*

ADDITIONAL ACN TELEPHONE ADAPTER AND/OR ACN VIDEO PHONE

Add Video Phones to your service plan and connect with others through real-time, high quality video. Or travel with your ACN Phone Adapter Digital Voice telephone number, leaving one at home when you are away.

Note: When adding a device to an existing account, all charges for ACN Digital Phone Services will occur on the same credit card. All services will be accessed by a common user ID and password and share access to all voice mails and Address book. All phone numbers on an Account will share the same Call Forward feature.

An alternative solution is to set up a new ACN Digital Phone Service account for the new device. This would result in an additional Service Activation charge. However, it will provide an unique user ID and password, separate voice mail access and Address book. This solution also allows you to flexibly manage your Call Forward options.

How to order additional ACN Phone Adapters or ACN Video Phones

1. Log into your account at **www.myacn.com**.
2. Click on Features and Services.
3. Click the Add Ons Button
4. Click on Add New Telephone Number Link or Transfer Existing Telephone Number Link.

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