

Congratulations on the purchase of your new ACN DigitalTalk® Express Phone Adapter!

This product is intended to be installed by a qualified professional, either provided by ACN or a local telecom technician of your choice.*

**Professional installation costs are applicable and the responsibility of the end user.*

Review Items Included in Your Phone Adapter Kit



ACN Phone Adapter



AC Adapter



Ethernet Cable

Items You Need

1. An active wired Internet connection with a minimum download and upload speed of 128 Kbps per voice line
2. Your existing telephone equipment
3. Access to an open port on your network with a wired Ethernet cable

STEP I Connecting The Phone Adapter to Your Internet

Prior to the installation of your phone adapter, please ensure you have established a static public IP address (from your Internet Service Provider) and given the IP address to ACN. Contact ACN at 877-876-8767 for assistance with configuring your static public IP address into your phone adapter.

1. Place the phone adapter where your service provider phone lines connect to your phone wiring. This is typically in a wiring closet or panel.
2. Connect one end of the Ethernet cable to an appropriate port on your network with the other end connected to the port on the phone adapter labeled **WAN**.
3. Connect the AC adapter to the back of the phone adapter in the port labeled DC 12V. Plug the other end into an outlet.
4. Wait 7 minutes for the phone adapter to initially register with ACN's network.
5. Verify that the phone adapter is properly connected by noting the LED status lights.

Confirm the following lights are on: (Front of Device)

- Power
- Ready
- WAN

If for any reason the lights indicated above are not on, reference the LED Status Indicator Table in this guide.

LED Status Indicator Table

Device LED	LED Status	Reason for LED Status
Power	ON	Device has power
	OFF	Device does not have power
Ready	ON	Ready for use
	Blinking	Not ready for use
WAN	ON/Blinking	Established Ethernet Cable/ Connection
	OFF	Failure in Ethernet Cable/ Connection
Lines 1-8	ON	Line in use
	OFF	Line not in use

Note: Console and LAN not used

STEP 2 Setting Up Call Forwarding

Important! Step 2 is only required if you are transferring existing telephone numbers to ACN and should be completed on the day of your scheduled test call. Before proceeding with the connection of your equipment to the phone adapter, you should forward calls to your temporary telephone numbers. Your telephone numbers were sent to you in an email. If you have questions, please contact Installation Support at 877-876-8767.

1. Lift the handset from your existing phone and enter *72. (In some areas enter 72#.)
2. At the tone, enter your temporary 10- digit telephone number where your calls will be forwarded.
3. When the call is answered, the feature has been activated. If the phone is busy, or no one answers, repeat the steps above.
4. Test call forwarding by placing an inbound call. The call should not ring to your existing line.
5. Repeat the steps above for each phone number/line.

*Note that once call forwarding is in place, you will not receive inbound calls until the installation of your phone adapter is complete or call forwarding has been removed. To remove, enter *73 (or 73#).*

STEP 3 Connecting Your Phone Equipment to Your Phone Adapter

Your phone system typically connects to your service provider within your wiring closet or panel by one of two scenarios:

Standard Phone Cable Connections (RJ11)

- Simply move the RJ11 cables from your service provider connection to the ACN Phone Adapter.

Telecom Cross-Connect Block

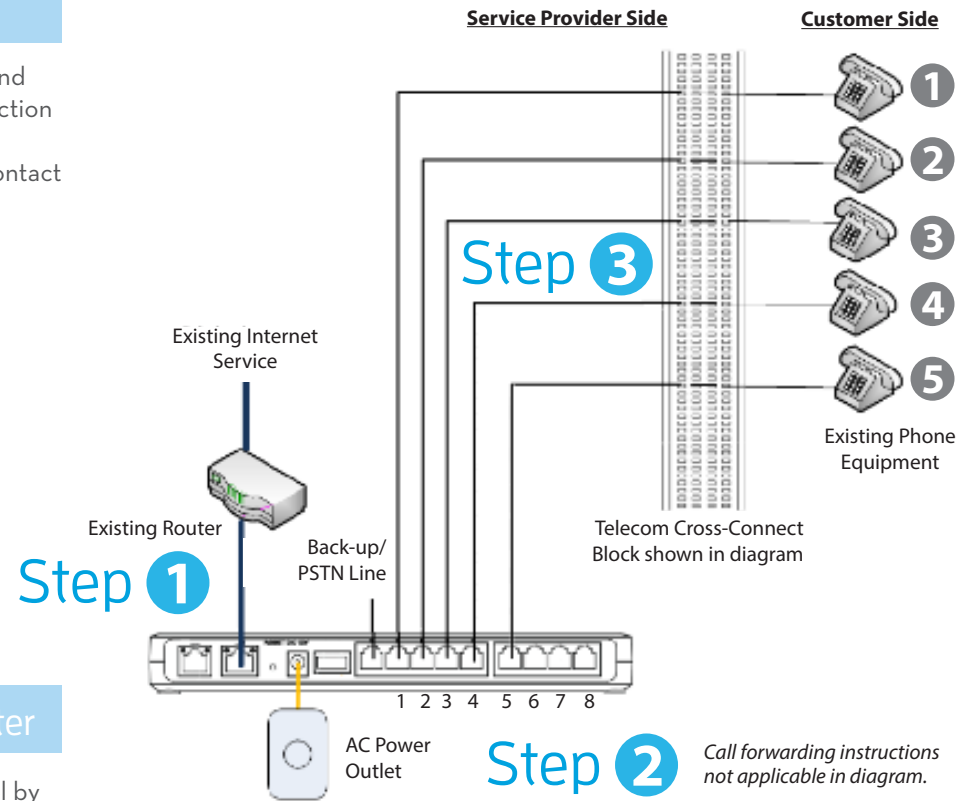
(May require specialized phone tools.)

- Disconnect the existing cross-connect wires from your service provider connection and replace with new cross-connect wires. Install an RJ11 connector on the other end of the new cross-connect wire and then plug the RJ11 connector into the ACN Phone Adapter.

STEP 4 Confirm Setup

Contact Installation Support at 877-876-8767 to test the installation of your ACN Phone Adapter at your scheduled appointment time.

Need Help? For additional information on this product and installation options, please visit myacn.com to chat with a live agent, or contact Technical Support at 866-217-2415.



DigitalTalk® Express Voice Mail Set Up

- Dial *62 from the line associated with voice mail (typically line 1)
- Enter your temporary passcode of 1234
- Follow the prompts

