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FAQ (Frequently Asked Questions)

If your question is not addressed below, please contact your service provider for more information.

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- What U.S. area codes are available?
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- Can I transfer my existing phone number to the service?
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Phone Numbers

What kind of phone number can I have with my service?

Depending on where you live, you may be able to choose . Please contact your service provider to find out what kinds of numbers are available in your area.

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What U.S. area codes are available?

Depending on where you live, you may have a choice of U.S. area codes. Please contact your service provider to find out what area codes are available to you.

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When will you have additional area codes?

If you require an area code that we do not currently offer, you can check our web site periodically for any new additions or contact your service provider. You can also choose a toll-free number, if they are available to you.

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Where can I use the service?

You can use your phone service anywhere in the world where you have a broadband Internet connection and your telephone adapter, regardless of your type of phone number.

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What is a toll-free number and why would I need one?

Having a toll-free number with your service allows someone within a specific country to be able to call you for free. For example, if you have a toll-free U.S. phone number, then anyone in the U.S. can call you for free no matter where you are located -- even if you are outside the U.S.

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Can a person outside of the U.S. call a U.S. toll-free number for free?

No. Only calls made within the U.S. to a U.S. toll-free number are free.

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Can a person outside of the U.K. call a U.K. toll-free number for free?

No. Only calls made within England, Scotland, Wales, and Northern Ireland to a U.K. toll-free number are free.

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Can I replace my primary telephone line with the service?

If we are able to offer emergency (911) services in your area, you may be able to replace your primary telephone line with the service. Please contact customer service for more information

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Can I transfer my existing phone number to the service?

If we are able to offer emergency (911) services in your area, you may be able transfer your existing number from your current phone service provider to the service. Please contact customer service for more information.

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Can I keep my telephone number if I decide to cancel service?

Depending on where you live, this may be an option. Please contact your service provider for more information.

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Do you provide emergency services?

Emergency services (911 service in the U.S., for example) are offered in certain areas. Please contact your service provider for more information.

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Will the service work during a power outage?

If you have an alternate or backup power supply for your computer network and your telephone, and your broadband Internet connection remains up, then you will be able to make or receive calls with your service.

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Do you provide directory services?

Directory services (411 service in the U.S., for example) are offered in certain areas. Please contact your service provider for more information.

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Can I add a second phone number or a second calling plan?

Yes. Please contact your service provider for more information.

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Calling Plans & Pricing

Can I add a second phone number or a second calling plan?

Yes. Please contact your service provider for more information.

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What is Pay-As-You-Go?

If you would prefer not to purchase a monthly plan, Pay-As-You-Go is the option for you. Simply add funds to your account and make calls. Outgoing as well as inbound calls will deduct from your cash balance according to your rate plan.

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What happens when I make calls outside of my calling plan?

If you have a monthly calling plan, you can make calls to any location not included in your plan. If you make such a call and have minutes remaining in your monthly plan, the call will be deducted from those minutes. If you have already used all of your monthly minutes, the cost of the call will be deducted from your cash balance. If you have a pay-as-you-go plan, there are no out-of-plan destinations. You will be charged per-minute rates for all of your calls, and the cost will be deducted from your cash balance.

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Will I be charged for calls to U.S. toll-free numbers?

If you have an unlimited plan to the U.S./Canada, calls to U.S. toll-free numbers are free. If you have a monthly minute plan, calls to U.S. toll-free numbers will be deducted from your monthly minutes (except if you have a minute plan to India, then calls to U.S. toll-free numbers will be charged at a per-minute rate). If you have a Pay-As-You-Go plan, you will be charged a per-minute for calls to U.S. toll-free numbers.

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How much is a toll-free phone number?

Please contact your service provider for pricing information.

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How many monthly inbound minutes are included with a toll-free phone number?

If you have a monthly calling plan with a toll-free number, each month you will receive a credit that is applied toward inbound calls. Once this credit is used, you will be charged a per-minute rate for inbound calls. Any unused amount of this credit does not rollover to the next month.

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What are your international rates?

There are different calling plans available, which may have different calling rates. Please contact your service provider for more information.

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What are the rates for inbound calls?

Rates vary depending on your calling plan. Please contact your service provider for more information.

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Is it free to call other customers?

If you have a monthly calling plan, your calls to anyone else who has the service are free. If you have a Pay-As-You-Go plan, your calls to anyone else who has the service are billed at a per-minute rate.

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Are there any advertisements?

No. There are no advertisements with the service.

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If I don't use all of my monthly minutes, do they roll over to the next month?

No, unused minutes do not rollover.

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What if it takes two weeks for my telephone adapter to arrive? Do I lose half of my monthly minutes?

No. Your monthly plan will begin when you make your first call.

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Installation & Service Requirements

What is a telephone adapter?

A telephone adapter is a device about the same size as an answering machine that allows you to connect your phone to your broadband Internet connection.

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What is a router?

A router allows you to share your Internet connection between two or more devices. A device can be a computer or a hardware device, such as your telephone adapter.

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Do I need a router?

If your telephone adapter has a built-in router, then you do not need an additional router. If your telephone adapter does not include a router and you wish to share your Internet connection simultaneously between the phone service and an Internet-enabled computer, then you must add a router to your network.

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I already have a telephone adapter. Can I use it with the service?

No. At this time, you must use the telephone adapter that you were provided (or that you purchased) when you signed up for the service.

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Do I use my own phone?

Yes. Plug your phone (cordless or wired) into the correct port on the back of the telephone adapter. It may take a few moments for your adapter to connect to your broadband network. Then, simply pick up your phone and dial when you hear the dial tone.

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Can I use a cordless phone?

Yes. Any standard phone will work with the service, including cordless phones.

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Do I need any additional accessories or equipment to start making calls?

To use the service, you need a broadband Internet connection, a telephone adapter, a telephone, and, in some cases, a router.

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What is a MAC address and where can I find it?

A MAC address acts like a serial number; every device connected to a network must have a MAC address. It can be found on a label on the bottom of your telephone adapter.

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Do I need a computer to use the service?

You do not use a computer to make or receive calls. You will, however, need a computer with Web browser software to use the online account center. (We recommend using Microsoft Internet Explorer version 5.0 or higher.)

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What is "broadband"?

A broadband Internet connection is a cable modem, DSL, T1, T3, LAN, WAN or any other high-speed, "always on" connection. If you have a modem in your computer that needs to dial an access number to connect to the Internet, then you do not have a broadband connection.

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Will the service work with a broadband satellite connection?

Yes.

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Is there any software to download?

No. You do not need to download software from the Internet to use the service. A computer is not required to make or receive calls.

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My broadband provider uses static IP addressing, not dynamic (DCHP) addressing. How do I configure my InnoMedia 3328-2 telephone adapter to work with my network?

Please follow the steps below if you need to assign a static IP address to your InnoMedia 3328-2 telephone adapter:

1. Connect your telephone adapter and telephone to your broadband network according to the instructions included with the adapter.
2. Pick up the telephone handset and dial ***1. You will hear an announcement which tells you the IP address currently associated with the telephone adapter. Write down the IP address and hang up the telephone handset.
Note: Dialing ***1 will work even if you do not hear a dial tone.
3. Open a Web browser (Internet Explorer, for example) on a computer that is connected to the **same network** as the telephone adapter.
4. In the Web browser, type the IP address in the Address box and press the Enter key. A dialog box requesting a User ID and Password will be displayed.
5. Enter **admin** for the User ID and **n2p** for the Password and then press the Enter key. The InnoMedia MTA 3328-2 Web Management Tool home page will be displayed.

6. Click the Network Configuration link on the left side of the page. The Network Configuration page will be displayed.
7. On the Network Configuration page, make the following changes:
 - Disable DHCP by clicking the **Enable DHCP** checkbox to remove the "x."
 - In the **IP Address** field, enter the IP address.
 - In the **Subnet Mask** field, enter the subnet mask value.
 - In the **Default Gateway** field, enter the default gateway address.
 - In the **Primary DNS Server** field, enter the primary DNS server address.
 - In the **Secondary DNS Server** field, enter the secondary DNS server address, if applicable.

Click the Save & Reboot button. Your changes will be saved, and the telephone adapter will restart.

Note: If you do not know your Subnet Mask, Default Gateway, Primary DNS Server, and Secondary DNS Server, please contact your broadband service provider.

8. During the reboot process, the telephone adapter's "RUN" LED will blink rapidly. It may take up to 10 minutes to complete the process.
9. Setup is complete when the "RUN" LED stops blinking and remains a steady green. You should now hear a dial tone when you pick up the telephone receiver.

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Using the Service

Can I use my service when I travel?

Yes. Your service will work wherever you have your telephone and telephone adapter plugged into a broadband Internet connection -- whether you are home or traveling somewhere else in the world. When someone calls your phone number, your phone will ring.

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What features come with the service?

Great features such as VoiceMail, call waiting, caller ID, call forwarding, and more are available with your calling plan. To learn how to use these features, please refer to the feature descriptions in this web site or contact your service provider for more information.

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How do I use the features?

Please refer to the Support page for each feature. There you will find a complete description, along with easy-to-follow instructions.

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How do I set up my VoiceMail?

Please refer to the [VoiceMail support page](#) for complete instructions.

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Can I retrieve my VoiceMail messages from anywhere in the world?

Yes. You can retrieve your VoiceMail messages online from anywhere in the world. Login to the account center and click the VoiceMail button on the account center home page. Follow the instructions for downloading and listening to your messages. See the [VoiceMail support page](#) for further information.

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