

911 Service

There are differences between the 911 service dialled from your new Digital Home Phone service and the 911 service associated with traditional telephone service. You must inform all users and potential users of the nature and limitations of the provided 911 service.

Emergency Services

When you dial 911 from your Digital Home Phone service, your call will be answered by our emergency service operator. Our operator will verify that you are still located at the address you have registered with Acanac. If you are still at this location, our operator will transfer your call to the appropriate emergency agency. If you have moved your Digital Home Phone service equipment, you will need to provide our

operator with your current location. They will determine the appropriate emergency agency, and then transfer your call accordingly. If you will be away from the service location you registered with Acanac for an extended period of time and will be taking your Digital Home Phone service with you, you must update your 911 address with Acanac to ensure that the appropriate address is on file in the event of a 911 emergency call. This process can take up to 5 business days. Contact one of our customer service representatives to make changes to your 911 profile.

Important note

There may be an additional delay to transfer your emergency service call to areas not served by the 911 service associated with traditional telephone service.

When you are outside of Canada or the United States

If you dial 911 when you are outside of Canada or the United States, our emergency service operator will advise you to hang up and find a local phone and dial the appropriate emergency number (it may not be 911).

Warning

Power disruptions or failures, Internet Service Provider (ISP) outages or unavailability and tampering with equipment will also prevent dialling to emergency service numbers including 911. The customer acknowledges and understands that Acanac cannot be held liable for service outages beyond its reasonable control. Please read the Terms & Conditions at www.acanac.com for full details.

We are here to help. Feel free to contact us with questions or to provide feedback.

For additional information, please visit the FAQ section of our website at www.acanac.com. To provide feedback, please submit a customer review via our website or our Facebook page. For other questions, please call our Customer Experience team at 1-866-281-3538. You can also receive Technical Support at the same number – you can also send us an email at technical.support@acanac.com.



Digital Home Phone Setup Guide



Thank You for choosing Acanac

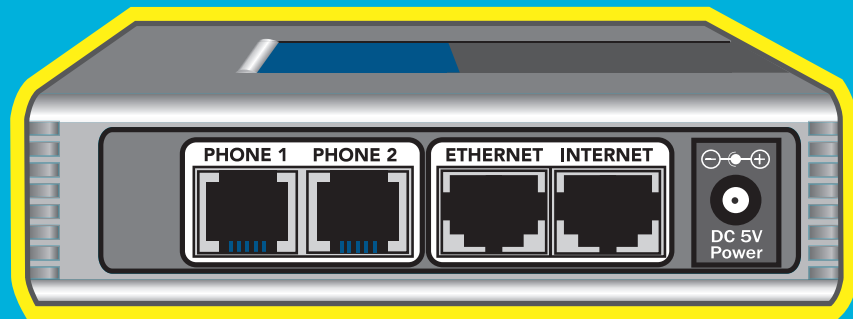
In order to ensure the smooth setup of your Acanac Digital Home phone, please follow the easy steps laid out in this guide.

The setup kit for your Acanac Digital Home Phone should contain the following items:

Analog Telephone Adapter (ATA) and power supply

Ethernet Cable (1)

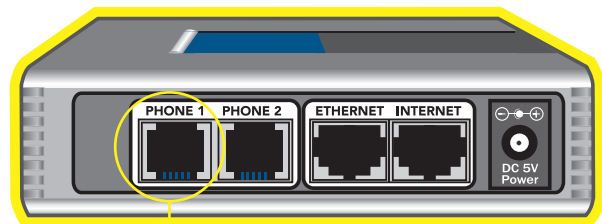
Digital Home Phone Setup Guide



Before beginning the setup process, please ensure that all of your equipment is turned off.

STEP 1

Connect your telephone to the PHONE 1 port located on the back of the Analog Telephone Adapter (ATA). If you have ordered a second Acanac phone line, it will be provisioned on the "PHONE 2" port of the ATA.



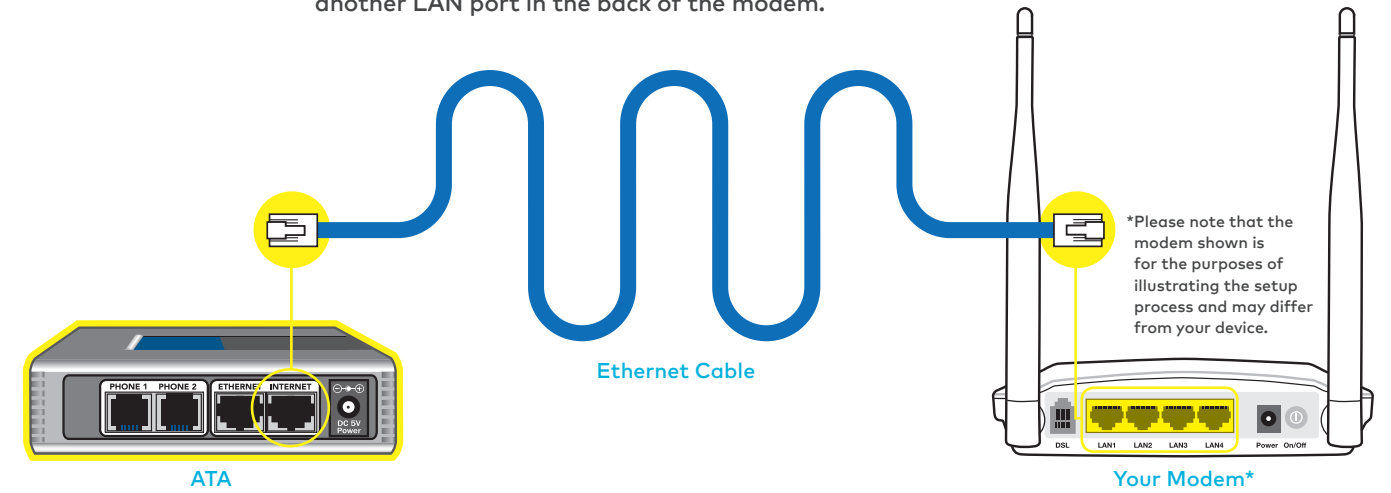
Phone Line



Home Phone

STEP 2A

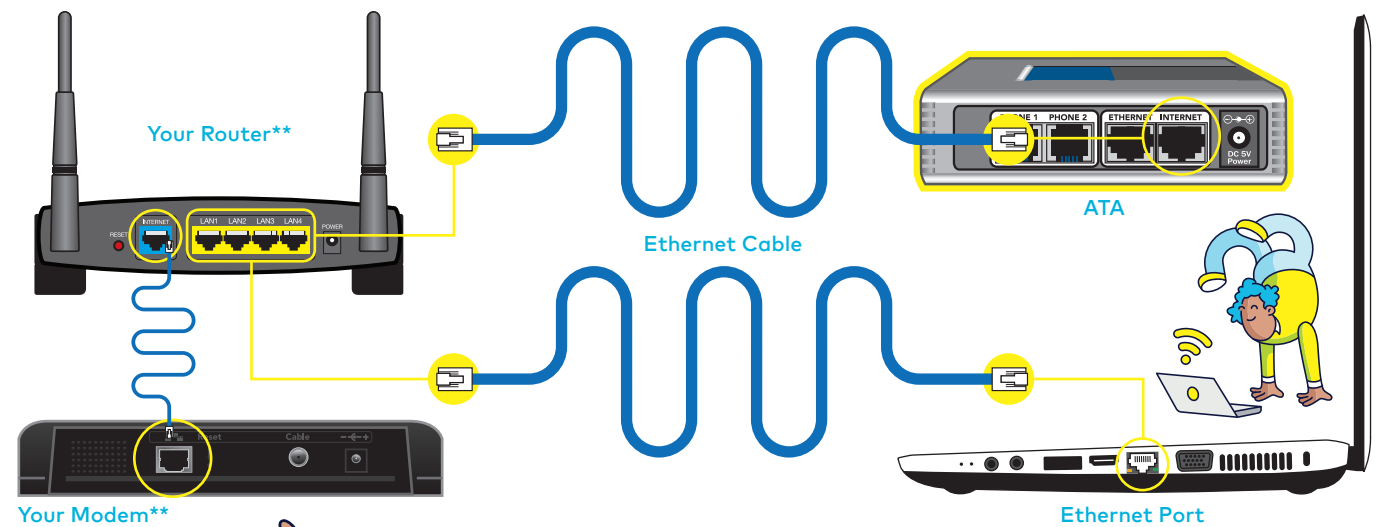
If using a multiple Ethernet (LAN) port modem, use the Ethernet cable provided to connect one of the available modem LAN ports to the blue INTERNET port of the Analog Telephone Adapter (ATA). Use another Ethernet cable to connect your computer to another LAN port in the back of the modem.



*Please note that the modem shown is for the purposes of illustrating the setup process and may differ from your device.

STEP 2B

If using a single Ethernet (LAN) port modem, you will require a router to create a network setup. Using the Ethernet cable, connect one of the available router LAN ports to the blue INTERNET port of the Analog Telephone Adapter (ATA). The diagram below illustrates how your other devices might be connected.

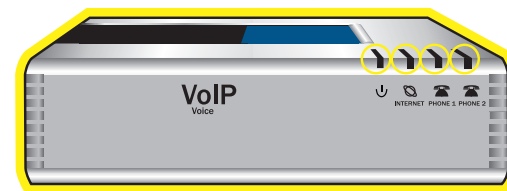


You may now turn all your devices back on.

**Please note that the modem and router shown is for the purposes of illustrating the setup process and may differ from your devices.

STEP 3

Please wait 2 minutes for the Analog Telephone Adapter to boot up. The POWER, INTERNET and PHONE 1 lights should become solid green. The PHONE 2 light should become solid green if you have subscribed to a second phone line with Acanac. If you do not see the mentioned lights, please repeat steps 1 and 2.



LIGHTS	READ
Power	Solid Green
Internet	Solid Green
Phone 1	Solid Green
Phone 2	Solid Green

CONGRATULATIONS! YOUR SETUP IS NOW COMPLETE.

