



FAQs - ACN Digital Phone Service

General

1. What do I need in order to benefit from ACN Digital Phone Service?

Customers will need a broadband Internet connection with a minimum available upload speed of 128 Kbps (for Videophones 256 Kbps is recommended) and a billing and shipping address in one of the European countries where ACN Digital Phone Service is available. ACN also recommends that customers use the ACN Videophone or ACN Phone Adaptor with a router and Ethernet cable.

You will need the following to benefit from this innovative service:

- A credit card for the initial order.
- A high speed Internet connection such as DSL or Cable, with a minimum upload speed of 128 Kbps (for Videophones 256 Kbps is recommended).

2. I have a limited usage high speed Internet service. How much of my monthly download allowance will the ACN Device use?

If you use the ACN Device at the recommended upload speed of 128 or 256 Kbps for 7 hours of calling in a month, you will use 1 GB of your download allowance. Using the ACN Device for approximately 34 hours of calls to fixed lines or mobiles in a month would also consume 1 GB. Please note that this is based on your usage and doesn't include incoming video or voice calls which would also count.

As most limited high speed Internet usage has limits of between 5 GB and 50 GB a month, most people, if using the ACN Device in a normal way, would find that it fits into their monthly download limits.

3. How can I check the upload speed of my Internet connection?

You can check the upload speed of your Internet connection by following the link <http://eu-speed.acndigital.net>. In the 'Input your VoIP telephone number' field simply enter your current fixed-line telephone number and click on 'GO' to determine your actual upload bandwidth speed.

You can also confirm the upload speed by checking the contract you have with your Internet provider. Please note the speed specified will be the maximum upload speed and not the actual speed.

4. Does ACN Digital Phone Service support fax machines and alarm systems?

ACN Digital Phone Service offers both audio and video communications (with the ACN Videophone). Fax service is not currently supported. Other services like alarm systems are not supported.

5. Will ACN Digital Phone Service affect the performance of my Internet connection when using my computer?

You can make and receive voice calls while you use your computer to access the Internet, without it affecting your upload and download speed. You will, however, notice a decrease in speed during video calls. ACN uses advanced audio compression techniques to minimise the data traffic caused by calls and to maximise the bandwidth available for your other Internet traffic.

6. If I already own another brand Videophone or Phone Adaptor, can I use it with the ACN Digital Phone Service?

No, only ACN Videophones or Phone Adaptors can be used with the Digital Phone Service.

Ordering Your ACN Digital Phone Service

7. How do I place an order?

Placing an order is simple and convenient with our dedicated web portal via www.myacn.eu. Simply click on the 'Order Now' button on the home page.

Please note, you will need to enter the Team ID of your ACN Independent Representative at the start of the ordering process.

8. Is placing an order online secure?

Yes, our web portal is secured with an SSL Certificate which provides the highest level of security for your personal information and payment details.

9. Can I order ACN's Digital Phone Service without an ACN Device or order an ACN Device without Service?

In general the service and ACN Device have to be ordered together. There are 2 exceptions:

- For customers that have an existing ACN Videophone or Phone Adaptor without service it is possible to order a new service for that device by selecting the "Activate used ACN Videophone/ACN Phone Adaptor" option while ordering.
- For customers that have a previous generation ACN Videophone and service it is possible to "upgrade" to an ACN IRIS X Videophone by selecting the "Upgrade" link on the first order page.
- Also customers that have an ACN Videophone and want to upgrade from ACN Xtra with Phone Adaptor to ACN inVision Xtra with Videophone can select the "Upgrade" link on the first order page.

10. Can I order two devices with my ACN Digital Phone Service?

No, the ACN Digital Phone Service works with one device. If you would like two devices, you will need to order 2 services as well.

11. Can I choose my own new number?

No, unless you choose to port your current fixed-line telephone number, a number will be assigned for each ACN Digital Phone Service you order.

12. If I choose for a new number, why do I still need to provide my current fixed-line telephone number in the ordering process?

Your current fixed-line telephone number determines the availability of ACN Digital Phone Service at your address and enables us to assign you a new number that corresponds to your location. This is important for Emergency Services so that they can still locate you should you need their assistance.

13. Can I keep my current phone number?

Yes, you can port your current fixed-line telephone number to the ACN Digital Phone service.

14. Is there anything I need to be aware of when porting my current phone number?

There shouldn't be any issues with porting your current phone number. We do, however, advise you to check your contract with your current fixed line provider with respect to possible restrictions.

15. Can I port an ISDN number to ACN Digital Phone Service?

No. Porting for ISDN numbers is not available at this time. We hope to be able to provide this service in the future.

16. How long does it take to process my order?

After successfully completing the online registration process, you will receive your ACN Device within four to six working days.

17. How will I know when my ACN Digital Phone Service has been activated?

An email will be sent to the email address you provided when you placed the order.

Installation & Settings

18. How do I install the Videophone or Phone Adaptor?

Refer to the **Quick Installation Guide** in the Customer Services section of www.myacn.eu for installation instructions. This Guide is also included with your ACN Device.

19. Do I need a router?

We do recommend it but you don't necessarily need a router. You can connect the ACN Device between your Internet modem and computer. Refer to the **Quick Installation Guide** in the Customer Services section of www.myacn.eu for installation instructions. This Guide is also included with your ACN Device.

20. Can I connect more than one Videophone or Phone Adaptor to the same telephone number?

Unlike standard phones, you cannot connect more than one Videophone or Phone Adaptor to the same telephone number. You can, however, have multiple Videophones and or Phone Adaptors at the same location with different numbers on one account.

21. Can I use Data Cards (Prepaid Internet Access Cards) or Wi-Fi to operate my Videophone or Phone Adaptor?

It is strongly recommended that you do not use Data Cards or Wi-Fi to operate your Videophone or Phone Adaptor. Not only could they damage your ACN Device but the bandwidth provided by a Data Card or Wi-Fi does not always provide a continuous signal, which significantly impacts quality and functionality. In addition, ACN cannot answer technical calls related to the use of these items when operating your Videophone or Phone Adaptor.

22. How do I change the default language setting for my Videophone display?

To change the default language setting for the display, follow these simple instructions:

1. Press the Menu button on your ACN Videophone and select 'Settings'
2. Select 'System Settings'
3. Select 'Display' and scroll down to 'Language'
4. Select your preferred language
5. Press the Menu button again and confirm your language change by selecting 'Yes'

23. Can I use multiple phone handsets with ACN Digital Phone Service?

Yes, it is possible to connect multiple analogue telephones to the phone port of your Videophone or Phone Adaptor.

Many of our customers use cordless phone systems that include a base unit and additional handsets. The base station of the cordless telephone plugs directly into the phone port of your ACN Videophone or Phone Adaptor. Multiple handsets can be placed anywhere in the house.

Alternatively, you can purchase a multiple telephone socket extension connector, and then connect it to the phone port of your ACN Videophone or Phone Adaptor. This will allow you to use multiple phones with your ACN Digital Phone Service.

24. If I use multiple phone handsets with ACN Digital Phone Service will all the phones ring?

Yes, all the phones connected to your ACN Device will ring and can be answered.

25. My ACN IRIS 3000 Videophone is not working, but it is still under warranty. Will you be able to send me a warranty replacement for my ACN IRIS 3000 Videophone?

Yes. You will be sent an IRIS 3000 Videophone to replace your damaged device.

Using Your ACN Digital Phone Service with the ACN Videophone

26. How do I make a call with the Videophone?


Making a call with the Videophone is simple. Whether you are making a voice or video call, pick up the handset, dial the number and press the green handset button at the bottom right of your Videophone.

27. Can I make a call immediately after installing the Videophone?

Your Videophone may take up to 15 minutes before it is ready to use. During this time the system will perform an initial software download and connect to ACN's Digital Phone Service. The LCD screen will display a status as it moves through the process. When the process is complete, the registration light (the left blue one on the ACN IRIS X Videophone or the left green one on the previous generation Videophone) will light steadily. It is important not to interrupt this process until it is finished to ensure that it is successful, and to prevent damage to your Videophone.

28. Can I turn off the Videophone by simply using the power switch?

To ensure any updates are completed successfully you must do the following before you switch off the power using the power switch:

1. Press and hold the "Caps" button  for approximately 5 seconds. The registration light will begin to flash.
2. A message informing you that the Videophone is ready to be turned off will appear on the LCD screen. You can now switch off the power using the power switch.

29. What happens when I call people who do not have a Videophone?

Your Videophone works like a standard phone. You can therefore make and receive calls to numbers not connected to a Videophone as normal.

30. Are there any numbers I cannot call with ACN Digital Phone Service?

The following numbers are currently unable to be called using Digital Phone Service:

- Service numbers starting with 0100, 0200, 0202, 0209, 0300, 06 or 07
- Directory and information services starting with 075
- Region dependant service numbers starting with 106 or 107

31. Can I use my computer while I'm on the phone?

Yes. ACN Digital Phone Service uses your Internet connection and not your computer. Should you experience a lower video quality, you can try to improve the quality by not making video calls at the same time as using your computer to access the Internet.

32. How do I know if my ACN Digital Phone Service is unavailable?

You can determine service availability by checking the Register light (the left blue one on the ACN IRIS X Videophone or the left green one on the previous generation Videophone should light steadily) on your ACN Videophone. If the light is on and you are still unable to make and receive calls try switching your Videophone off and then on, wait for the Register light and then try to make and receive calls (using more than one number to make calls). In addition you should also check that you have correctly installed your Videophone and that the cables are securely connected.

Using Your ACN Digital Phone Service with the ACN Phone Adaptor

33. How do I make a call with the Phone Adaptor?

Making a call with the Phone Adaptor is simple. Connect your existing telephone to the ACN Phone Adaptor and use your telephone the same way you did without the Phone Adaptor.

34. How does Call Waiting work?

When you are on the phone you will hear a series of beeps indicating an incoming call. To accept the incoming call and put the original call party on hold, press your phone's "flash (R)" button briefly (1-2 seconds) or on older phone models briefly hold down the "hang up" button on your phone. To switch back to the original party briefly press your phone "flash (R)" button or "hang up" button again.

35. How can I make a 3-Party call?

3-Way calling allows you to have a conversation with two different callers at one time. Dial the first number you would like to call. Once the person picks up the phone, press your phone's "flash (R)" button briefly (1-2 seconds) or on older phone models briefly hold down the "hang up" button on your phone. This action will automatically put the first caller on hold and allow you to dial the second number. Dial the second person's number and press Dial. Once the second person picks up the phone press the "flash (R)" button or briefly hold down the "hang up" button again and it will initiate the conference call.

36. How do I know if my ACN Digital Phone Service is unavailable?

To determine service availability you need to pick up the phone connected to the Phone Adaptor, check the dial tone and try to make and receive calls. Please try dialing more than one number. In addition you should also check if you have correctly installed your Phone Adaptor and make sure that the cables are securely connected.

37. Are there any numbers I cannot call with ACN Digital Phone Service?

The following numbers are currently unable to be called using Digital Phone Service:

- Service numbers starting with 0100, 0200, 0202, 0209, 0300, 06 or 07
- Directory and information services starting with 075
- Region dependant service numbers starting with 106 or 107

Features

38. Is there a Voicemail service?

Yes. ACN Digital Phone Service offers all the standard features of a traditional phone service including voicemail. To access your voicemail simply call your ACN Digital Phone Service phone number or dial 0000. Enter your 4-digit password (initially set to 1234). Follow the prompts to listen to messages, save or delete messages, update or change your greeting, and more.

If you purchased the ACN Videophone the ACN Digital Phone Service allows you to also send and receive videomail. For more information refer to the **Video Greeting & Video/Voicemail Guide** in the Customer Services section of www.myacn.eu.

39. Does the ACN Digital Phone Service offer Call Barring?

Yes, you can bar calls from being made to premium numbers by contacting ACN Customer Services.

40. Does the ACN Digital Phone Service offer the standard calling features like Call Waiting, Number Display and Call Forwarding?

Yes. ACN Digital Phone Service offers all the standard features of a traditional phone service including:

- Call Waiting
- Number Display
- Call Forwarding
- Call Hold
- 3-Way Calling (Audio Conference)
- Voicemail
- Last Number Redial
- Speed Dial

41. How do I set up Speed Dial?

To set up Speed Dial enter *74, followed by a Speed Dial code (one-digit number), then enter the telephone number you would like to associate with that number and press #. To call the number, simply enter the corresponding one-digit Speed Dial code and press #.

42. What additional features can I benefit from with the Videophone?

You can benefit from the following additional features:

- Digital Photo Frame
- Video & Audio Output - connect your Videophone to an LCD screen and external speakers
- Video Greeting - record your own video message to greet people when you are not home or unable to answer your calls
- Videomail

For more information refer to the **User Manual** and **Video Greeting & Video/Voicemail Guide** in the Customer Services section of www.myacn.eu.

43. What are ACN-2-ACN calling benefits?

With the benefits of ACN-2-ACN calling you can enjoy unlimited voice and video calling with all ACN Digital Phone Service customers worldwide without paying anything extra. This amazing benefit is included in the monthly fee for the service.

Billing & Payment

44. Is there an additional charge for making or receiving a video call?

No.

45. Does ACN offer electronic or paper invoicing?

ACN offers electronic invoicing. You will be notified by email as soon as your monthly invoice is available, with a link to where it can be viewed online.

46. What invoice formats do you offer?

You can select one of the following invoice formats when placing your order:

- Itemised - all calls made are displayed, including time, duration and number dialled
- Non-Itemised

47. What payment options can I choose?

Payment for the ACN Device can only be made by credit card. You can choose to pay your monthly service fee by credit card or direct debit.

48. Is there a binding period for ACN's Digital Phone Service?

Yes, a 12 month binding period applies.

Your ACN Account

49. How can I change my account details or manage my service options?

Contact ACN Customer Services for all changes and management of the following service options:

- Change your payment method for the monthly fee and submit payments
- Active and manage your Video/Voicemail options and reset your password
- Activate the Number Display, Anonymous Call Rejection, Call Waiting and Call Barring features
- Activate and manage your Call Forwarding options

50. How can I contact ACN Customer Services?

You can contact ACN Customer Services by calling 09 72519327 (Mon-Fri, 09:30-18:00).

ACN IRIS X Videophone upgrade (from ACN IRIS 3000 to ACN IRIS X)

51. Can ACN Digital Phone Service customers with a previous generation videophone upgrade to the ACN IRIS X Videophone?

Yes. Existing ACN customers can upgrade to the new ACN IRIS X Videophone and keep their existing phone number. Please note that this is an upgrade on the existing

Digital Phone Service account and no changes will be made to the Digital Phone Service contract.

52. How can you upgrade your current ACN Videophone to the new ACN IRIS X Videophone?

The upgrade option is available on the ACN order portal accessible via www.myacn.eu. Your existing videophone will remain in service until your new IRIS X Videophone is shipped. When you receive the new videophone you need to contact Customer Services in order to activate the phone and complete the upgrade.

53. In case of an upgrade what happens to my previous videophone ?

Once the upgrade is completed your existing videophone no longer works with your current service. If you or somebody else wants to re-use that videophone, you can order a new service on the existing phone by selecting the "Activate used ACN Videophone" option in the order entry portal
There is no need or requirement to return the old videophone to ACN.

54. In case of an upgrade from ACN IRIS 3000 to ACN IRIS X what happens to my existing price plan?

Upgrading from ACN IRIS 3000 to ACN IRIS X has no impact on your existing price plan. If you are on the "ACN Videophone with ACN inVision Xtra and Upfront Discount" price plan you will continue to pay the higher monthly charges till the end of your original contract period.

55. How much does it cost to upgrade an existing, previous generation ACN Videophone to the new ACN IRIS X Videophone?

When you upgrade to the new ACN IRIS X Videophone you will pay the one-time fee for the Videophone and the logistics fee as listed in the price list which is available in the Videophone section on www.myacn.eu.

ACN Videophone upgrade (ACN Phone Adaptor to ACN IRIS X)

56. Can ACN Digital Phone Service customers with a Phone Adaptor upgrade to an ACN IRIS 3000 or ACN IRIS X Videophone?

Yes. Existing ACN customers can upgrade to a Videophone and keep their existing phone number. Please note that this is an upgrade on the existing Digital Phone Service account. If you upgrade from the Phone Adaptor to a Videophone you will at the same time upgrade from the ACN Xtra calling plan to the ACN inVision Xtra calling plan.

57. How can you upgrade your Phone Adaptor to an ACN Videophone?

The upgrade pages are available on the ACN order portal accessible via www.myacn.eu.

When you receive the new Videophone you need to contact Customer Services in order to activate the Videophone and complete the upgrade.

If you want to re-use an existing Videophone you can select the "Activate used ACN Videophone" option.

58. In case of an upgrade what happens to my previous Phone Adaptor?

Once the upgrade is completed your existing Phone Adaptor no longer works with your current service. If you or somebody else wants to re-use the Phone Adaptor you can order a new service on the existing ACN Equipment by the "Activate used ACN Phone Adaptor" option in the order entry portal.

There is no need or requirement to return the old Phone Adaptor to ACN.

59. In case of an upgrade from a Phone Adaptor to an ACN Videophone what happens to my existing price plan?

If you upgrade from the Phone Adaptor to a Videophone you will at the same time upgrade from the ACN Xtra calling plan to the ACN inVision Xtra calling plan. Your initial contract period will not change.

60. How much does it cost to upgrade from a Phone Adaptor to the new ACN IRIS X Videophone?

When you upgrade to the new ACN IRIS X Videophone you will pay the logistics fee and one-time fee for the Videophone as listed in the price list which is available in the Videophone section on www.myacn.eu. Also will you as off the upgrade date switch to the ACN inVision Xtra calling plan and pay the monthly recurring charge and call rates as specified in the ACN inVision Xtra price list.