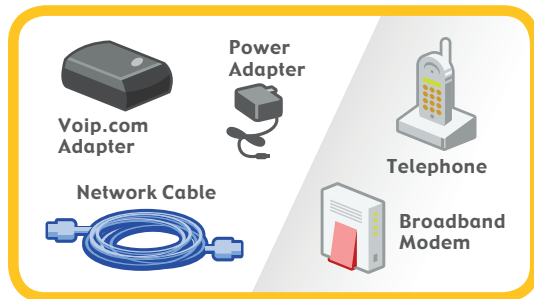
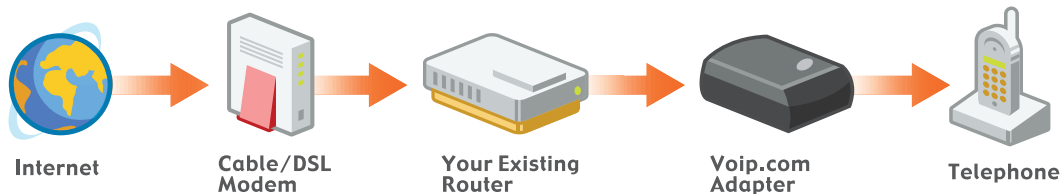




## Installation Guide (With Router)

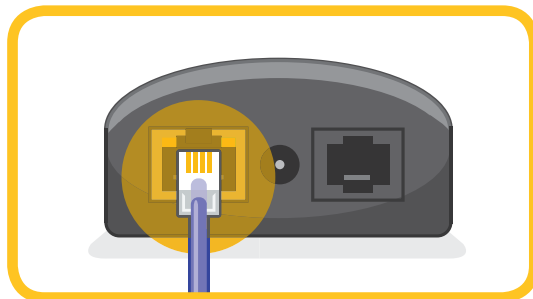
Use this installation guide if you have a router.

### Setup Diagram



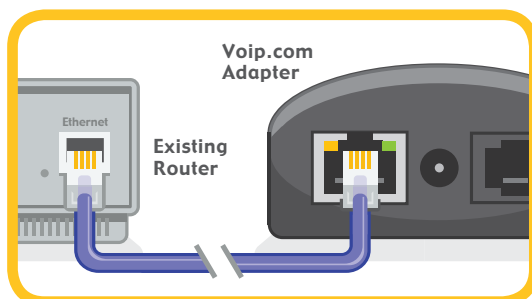
### 1. Check to make sure you have everything you'll need.

You need to have a DSL/cable modem (or other high-speed Internet connection), a LAN/WAN gateway router, any home phone with standard phone cable, and the voip Start-Up Kit (which includes your voip.com adapter).



### 2. Connect ethernet cable to the voip.com adapter

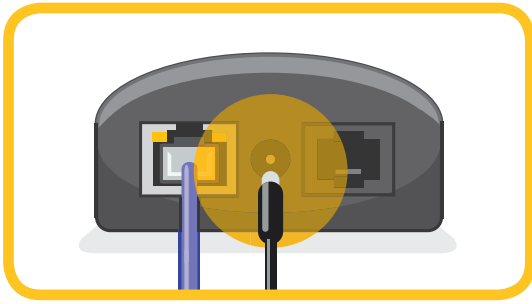
Leave your voip.com adapter unplugged. Connect one end of the blue ethernet cable to the silver internet port on the back of the voip.com adapter.



### 3. Connect ethernet cable to your existing router

Connect the other end of the blue ethernet cable to an unused ethernet port on your existing router (or modem with built-in router). Note: If all the ethernet ports on your existing router (or modem with built-in router) are full, you'll need to disconnect one of the attached devices.

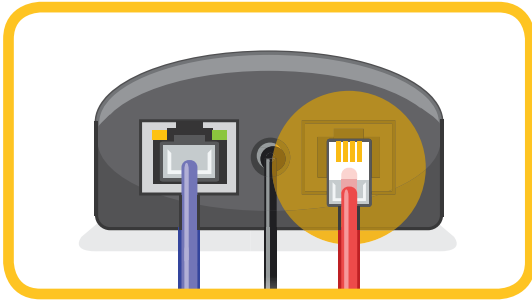
*(continued on back)*



#### 4. Connect power adapter

Connect the power adapter to the voip.com adapter and plug the other end into an electrical outlet.

Note: Only use the power adapter provided! A different one may break the device.



#### 5. Connect telephone

Connect your telephone cord to the phone port on the voip.com adapter.

#### 6. Check for dial tone

Check for a dial tone. If you hear one, congratulations! You're now ready to use voip. If you don't hear a dial tone, read the troubleshooting advice below.

### Troubleshooting

Not getting a dial tone? Try the following solutions to common problems:

Many issues are resolved by resetting your equipment. To do this: First, shut off your computer, voip.com adapter, router, and DSL/cable modem. Then, turn the devices back on one at a time. Turn them on in this order: modem, router, voip.com adapter, computer. Wait for blinking lights to turn solid before moving on to the next equipment.

Make sure your phone is plugged into the voip.com adapter. You should hear a small "click" when the phone line is inserted, and a slight tug should not pull it loose from the adapter.

Are you able to access web pages? If not, the problem may be your internet connection. Check with your service provider to find out if there are connection issues in your area or some other connection problem.

Be sure your telephone, which is plugged into the voip.com adapter, is disconnected from the wall telephone jacks (the ones you use for traditional phone company service). Voip won't work if the phone is still plugged in to a wall jack.

Be sure your the telephone cord, which is plugged into your voip.com adapter, is plugged directly into your phone, and not a wall jack. Voip won't work if the router is plugged into a wall jack.

Redo the steps of this installation guide. Make sure to follow the steps exactly. The order in which you connect and turn on everything is very important.

If you are transferring your telephone number, it may take a while for the number to switch over to voip. During this time, any voip customer who calls you will be routed to you directly but everyone else who calls will still be routed to your normal phone line until the transfer is complete.