

# VoIP SERVICE

## Getting Started:

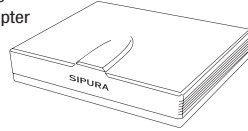
1. Install your Sipura Phone Adapter (SPA) using the INSTALLATION instructions on the reverse side of this page.
2. Log in to MyAccount at 'http://voip.foneca.com' using the username and password located on the side of this SPA box. Once you have logged in, you are able to set up your voicemail and feature preferences. A printable version of the feature guide is available on your Welcome Page for future reference.
3. Begin making VoIP calls.



1-877-736-6322

MyAccount Login: <http://voip.foneca.com>

**Contents:**  
Sipura SPA-2100 Router & Phone Adapter  
Ethernet Cable  
AC Power Adapter



## Welcome

Thank you for signing up for VoIP service. The following information will walk you through the installation and setup of your new VoIP service.

### Getting Started

1. Power down your Cable/DSL modem and personal computer.
2. Plug the ethernet cable provided (black) into the WAN port on the back of your VoIP device. Plug the other end of the cable into your Cable/DSL modem.
3. Plug the line from your telephone into the rear of the SPA-2100 where it is marked PHONE 1.
4. Power up your Cable/DSL modem and wait until it completely boots up. This takes approximately 30-60 seconds.
5. Once the Cable/DSL modem is ready, insert the power supply into your SPA-2100 and into a power outlet. Let the VoIP device boot up. Once the lights on the back remain a solid yellow and green, you are ready to start making calls using your SPA-2100 telephone adapter.

### Experiencing problems?

#### No Dial Tone

Double check all connections to the SPA-2100. Make sure that the green light on the adapter blinks only when the phone is off of the hook. If not, ensure that you have an Internet connection. Reboot your equipment following the 'Rebooting Instructions' shown below.

#### USB vs. Ethernet Port

If your Cable or DSL provider requires a USB connection instead of Ethernet, you must purchase a USB to Ethernet converter to connect your new SPA-2100. This device can be purchased at most electronic stores.

**Never connect a standard phone line from a wall jack into the PHONE port of the adapter. Damage may result.**

### Rebooting Instructions

1. Shutdown your PC. Unplug the power to your SPA adapter, network router, and cable/DSL modem.
2. Wait the appropriate amount of time for your cable/DSL modem and router to reset.
3. Power up your cable/DSL modem and wait for it to start up completely before continuing.
4. Plug in and power up your SPA. Wait until the yellow STAT light and green light have completely stopped blinking. **Do not interrupt this process by picking up the phone handset.**
5. If using a network router, hub or switch, power it up and wait for it to start up completely before continuing. Otherwise, go to step 6.
6. Reboot your computer and determine that you have an Internet connection.
7. Pick up the phone handset to check for a dial tone.
8. If problems persist, call Technical Support.

## Welcome

Thank you for signing up for VoIP service. The following information will walk you through the installation and setup of your new VoIP service.

### Getting Started

1. Insert the ethernet cable provided (black) into the port marked LAN on the back of your SPA-1001.
2. Connect the other end of the provided ethernet cable (black) into any open port on your router.
3. Plug the line from your telephone into the rear of the SPA-1001 where it is marked PHONE 1.
4. You are ready to power up your SPA-1001 telephone adapter. Insert one end of the power supply into your SPA-1001 and the other end into an appropriate wall outlet or surge protector.
5. The green light will now blink on the back of the unit it may last up to 60 seconds. When the light stops blinking you are ready to start making calls using your SPA-1001 telephone adapter.

### Experiencing problems?

#### No Dial Tone

Double check all connections to the SPA-1001. Make sure that the green light on the adapter blinks only when the phone is off of the hook. If not, ensure that you have an Internet connection. Reboot your equipment following the 'Rebooting Instructions' shown below.

#### USB vs. Ethernet Port

If your Cable or DSL provider requires a USB connection instead of Ethernet, you must purchase a USB to Ethernet converter to connect your new SPA-1001. This device can be purchased at most electronic stores.

**Never connect a standard phone line from a wall jack into the PHONE port of the adapter. Damage may result.**

### Rebooting Instructions

1. Shutdown your PC. Unplug the power to your SPA adapter, network router, and cable/DSL modem.
2. Wait the appropriate amount of time for your cable/DSL modem and router to reset.
3. Power up your cable/DSL modem and wait for it to start up completely before continuing.
4. Plug in and power up your SPA. Wait until the yellow STAT light and green light have completely stopped blinking. **Do not interrupt this process by picking up the phone handset.**
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