



1-877-736-6322

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

## ACTIVATION INSTRUCTIONS

### *Thank You for your recent purchase of Voice over Internet Protocol Phone Service!*

Prior to using your new VoIP device, your account must be activated. Follow the steps below to activate your account.

To Activate your VoIP account:

**Step 1.** Please go to <http://voip.foneca.com>.

**Step 2.** You will be prompted for your Username and Password. Please enter the Username and Password that were assigned to your VoIP account, which can be found on the white label on your VoIP device. Click "Submit."

**Step 3.** Enter your contact information, including your name and address. The address information should always be the primary location for your VoIP device. Now enter your MAC Address, which can be found on the bottom of the device. Click "Submit." If you are not prompted for your MAC Address, click "Submit" after entering your contact information.

**Step 4.** Please read the 911/E911 Critical Service Limitation and Safety Information. If you agree to the Terms and Conditions, click "I Agree" to begin the account activation process. If you do not agree with the Terms and Conditions, click "I Disagree" and contact Customer Service at **1-877-736-6322**.

**Step 5.** If you have successfully activated your account (in some cases, there may be a delay between registration and activation), you are now ready to install your VoIP device and may refer to the installation instructions that were included in this package. Please note that you now have the ability to add or modify features such as Call Forwarding, Do Not Disturb, add Speed Dial numbers and much more by going to the My Features page.

# **\*IMPORTANT INFORMATION\***

## **Read prior to use.**

### **IMPORTANT EMERGENCY SERVICES ("911/E911") INFORMATION YOUR 911/E911 SERVICE IS DISABLED OR UNAVAILABLE**

Thank you for your recent purchase of Voice Over Internet Protocol ("VoIP") phone service (the "Service"). Please be advised that your Service is currently inactive and that while you will hear a dial tone and may receive calls, you can not make outbound calls and cannot dial 911 until you have activated your account. On the reverse side of this page, you will find instructions that will enable you to activate your outbound service once you have had an opportunity to read through important terms and conditions that explain the limitations associated with 911 dialing from the Service.

You may be in an area in which emergency response services are not available with your VoIP Service. If you learn during the account activation process that emergency response services are unavailable, you will have NO ability to dial 911 and must use an alternate form of phone service.

If you do have 911/E911 service associated with your VoIP account, there are important differences between 911 offered through a wireline or traditional phone service, and 911 services currently available through this VoIP phone service of which you should be aware:

- Fire, police, ambulance and all other emergency response services will be dispatched to the service address that you provide, regardless of whether you are at that location or not.
- You must confirm that your service address is always correct, and is the address to which you want emergency responders to be dispatched in the event of an emergency. Please remember to update this information in the event of a move.
- 911 calling is always subject to technical limitations of the VoIP service itself.
- 911 calling may fail during and/or after an electrical power outage or interruption, or an outage or interruption to your broadband connection.

Enclosed with your VoIP device is a warning sticker that describes the limitations of 911/E911 service (when 911/E911 service is available in your location) associated with the VoIP Service. Please place this sticker on, or near, your VoIP device as a reminder to you, and as notice to your guests, of these important emergency services limitations.

Please follow the activation instructions on the reverse side of this page to learn more about the limitations of service and to activate your account.

Thank you.



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