



## ACN DIGITAL PHONE SERVICE (DPS) USER GUIDE

### Using your phone adaptor and calling from home

#### ➤ General Guidelines

- 1. What do I need before I can use the ACN Digital Phone Service (DPS)?**
  - Customers will need a broadband Internet connection with a minimum available upload speed of 128 Kbps and a billing and shipping address in one of the European countries where the ACN Digital Phone Service (DPS) is available. ACN also recommends that its customers use the ACN Phone Adaptor with a router and Ethernet cable.
  - In addition, a credit card is required for the initial order.
- 2. How do I know if my Internet connection meets the required minimum speed for ACN Digital Phone Service (DPS)?**
  - You can check the upload speed of your Internet connection by following the link: <http://www.speedtest.net/>
  - You can also confirm the upload speed by checking the contract you have with your Internet provider. Please note that the speed specified will be the maximum upload speed and not the actual speed, which may vary as a result of a number of factors, including: time of day, network congestion, etc.
- 3. Does ACN Digital Phone Service (DPS) support fax machines and alarm systems?**
  - Unfortunately, no. Fax and alarm systems are not supported.

4. **Will the ACN Digital Phone Service (DPS) affect the performance or speed of my Internet connection when using my computer?**
  - You may make and receive voice calls while you use your computer to access the Internet, without it affecting your upload or download speed. ACN uses advanced audio compression techniques to minimise the data traffic required by calls and to maximise the bandwidth available for your other Internet traffic.
5. **If I already own another brand Phone Adaptor, can I use it with the ACN Digital Phone Service (DPS)?**
  - No, only ACN-branded Phone Adaptors can be used with the ACN Digital Phone Service (DPS).

## ➤ **Ordering Your ACN Digital Phone Service (DPS)**

6. **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.
7. **May I order ACN's Digital Phone Service (DPS) without an ACN device or order an ACN device without service?**
  - In general the service and ACN device must be ordered together. There is one (1) exception, however:
  - For customers who have an existing ACN Phone Adaptor without service, it is possible to order a new service for that existing device by selecting the "Activate used ACN Phone Adaptor" option while ordering.
8. **May I order two (2) devices with my ACN Digital Phone Service (DPS)?**
  - No, the ACN Digital Phone Service (DPS) works with one (1) device. If you would like two (2) devices, you will need to place an order for two (2) services as well.
9. **How will I know when my ACN Digital Phone Service (DPS) has been activated?**

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

#### **10. What is the process for transferring your number?**

- Your existing fixed line telephone number can be ported to ACN so that you can use it with your ACN service.

Upon successful completion of the porting process, you can use your current fixed line number to make and receive calls with your ACN service. Once the number has been ported, your existing telephone service that is associated with that number will usually be cancelled.

We advise you to contact your previous provider upon completion of the porting process to make sure your contract and possible calling bundles have also been cancelled.

Should the transfer of your telephone number be unsuccessful, you will be able to use the service with a newly provided telephone number.

Please be advised, for porting to be successful your personal details and service address must match the details registered with your current provider. ISDN number portability is not available at this time.

Please download and print the Number Porting Authorisation Form by clicking on the link below. Complete the form and send it by e-mail (scanned), post, or by fax using the details indicated on the form. Please also provide us your second latest telephone invoice from your current operator.

[http://reps.acneuro.com/ACN-Europe\\_files/docs/be/DPS\\_Porting\\_FR\\_FR.pdf](http://reps.acneuro.com/ACN-Europe_files/docs/be/DPS_Porting_FR_FR.pdf)  
[http://reps.acneuro.com/ACN-Europe\\_files/docs/be/DPS\\_Porting\\_BE\\_FR.pdf](http://reps.acneuro.com/ACN-Europe_files/docs/be/DPS_Porting_BE_FR.pdf)

As soon as we receive your signed Number Porting Authorisation Form, we will initiate the porting process.

### **➤ Installation & Settings**

#### **11. Can I connect more than one Phone Adaptor to the same telephone number?**

- Unlike standard phones, you cannot connect more than one (1) Phone Adaptor to the same telephone number. You can, however, have multiple Phone Adaptors at the same location with different numbers on one account.

#### **12. Can I use multiple phone handsets with the ACN Digital Phone Service (DPS)?**

- Yes, this is possible with the ACN Phone Adaptor.
- Many of our Phone Adaptor 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 Phone Adaptor. Multiple handsets may be placed throughout your house. Alternatively, you can purchase a multiple telephone socket extension connector, and then connect it to the 'Phone' port of your Phone Adaptor. This will allow you to use multiple phones with your ACN Digital Phone Service (DPS).

#### **13. If I use multiple phone handsets with ACN Digital Phone Service (DPS) and the Phone Adaptor, will all the phones ring?**

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

### **➤ Features**

#### **14. 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 button briefly (1-2 seconds) or briefly hold down the "hang up" button on your phone. To switch back to the original party, briefly press your phone Flash button or "hang up" button again.

#### **15. How do I make a 'Three-Party' call?**

- Dial the first number you would like to call. Once the person picks up the phone, press the 'Conference' button. This action will automatically put the first caller on hold and allow you to dial the second number. Enter the second person's number and press Dial.

- Once the second person picks up the phone, press the 'Conference' button once again and it will initiate the conference call.

#### **16. How do I know if my ACN Digital Phone Service (DPS) is unavailable?**

- To determine service availability, you will need to pick up the phone connected to the Phone Adaptor, check the dial tone, and attempt 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 ensure that the cables are securely connected.

#### **17. Is there a Voicemail service?**

- Yes. ACN Digital Phone Service (DPS) offers voicemail.

#### **18. Does the ACN Digital Phone Service (DPS) offer 'Call Barring'?**

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

#### **19. Does the ACN Digital Phone Service (DPS) offer standard calling features like Call Waiting, Number Display and Call Forwarding?**

- Yes. ACN Digital Phone Service (DPS) 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

#### **20. How do I set up Speed Dial?**

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

## **➤ Billing & Payment**

### **21. Does ACN offer electronic billing?**

- Yes, 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.

### **22. From which payment options may I choose?**

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

## **➤ Your ACN Account**

### **23. How do I change my account details or manage my service options?**

- You can manage your account online using the ACN self-care portal (accessible via [www.myacn.eu](http://www.myacn.eu)) or by contacting Customer Services.

## **Using the ACN Companion app**

### **➤ General Guidelines**

#### **24. Downloading and installing of ACN Companion**

- Visit the Google Play or the App Store to download the free ACN Companion app.
- Search for "ACN Companion"
- Install as you would any other app on your smartphone
- Once installed, launch ACN Companion and enter your log in credentials:
  - Username
  - Password

*Note: If you do not yet have a unique username and password, please call ACN Customer Services and follow the instructions in the automated menu.*

#### **25. Will ACN Companion work on any smartphone?**

- See the complete list of supported smartphone [here](#)

**26. Does ACN Companion use my mobile minutes?**

- While using the ACN Companion app through WiFi only or 3G/4G, your mobile voice minutes are not used. However, mobile data rates may apply if used on a 3G/4G network. It's important to make sure that you are using the ACN Companion app to place calls. ACN recommends Wi-Fi as the preferred connection type.

**27. I have forgotten my ACN Companion User ID and/or password. How do I find this information?**

- If you have forgotten your username and password, please call ACN Customer Service and follow the instructions in the automated menu.

**28. I would like to change my ACN Companion username. How can I do this?**

- The ACN Companion username is unique to your phone number and cannot be changed.

**29. How many ACN Companion lines may I order with my ACN Digital Phone Service?**

- One ACN Companion line is offered with each Digital Phone Service primary line.

**30. How do I use ACN Companion on more than one smartphone?**

- ACN Companion is registered with one smartphone at a time. If you would like to change the registered smartphone, please call ACN Customer Services and follow the instruction in the automated menu.

**31. How do I unregister my current smartphone to download ACN Companion on another smartphone?**

- ACN Companion is registered with one smartphone at a time. If you would like to change the registered smartphone, please call ACN Customer Services and follow the instruction in the automated menu.

**32. How do I remove ACN Companion from my smartphone?**

- Uninstall the app like you would any other application on your smartphone.

**33. May I call my ACN Digital Phone Service device from the ACN Companion app?**

- The ACN Companion app and your primary ACN Digital Phone Service device share the same telephone number. If a call is attempted from the ACN Companion app to the primary ACN Digital Phone Service number, the call will route to voicemail.

**34. May I transfer a call from the ACN Companion app to my ACN Digital Phone Service device?**

- No.

➤ **Placing/ Receiving Calls**

**35. Do I need an internet connection to place a call with the Companion App?**

- Yes. While placing a call with ACN Companion is the same as making a local call through your mobile provider, it requires Wi-Fi or 3G/4G to set up the call.

**36. How do I place and receive calls using ACN Companion?**

- Open the app and simply dial the number you wish to call directly or pull up your contact list and select the phone number. Calls placed to your ACN Digital Phone Service number will appear on your smartphone as long as you are logged in to the ACN Companion app.

**37. Can I make a call using ACN Companion at the same time as my ACN Digital Phone Service device is in use?**

- Yes. Separate calls can be placed from both the ACN Companion app and the ACN Digital Phone Service device simultaneously.

**38. May I receive a call on ACN Companion while my ACN Digital Phone Service device is in use?**

- Yes. ACN Companion can receive calls while the ACN Digital Phone Service device is in use. Likewise, the ACN Digital Phone Service device can receive calls while ACN Companion is in use.



**39. What happens if I receive an inbound call to my smartphone while ACN Companion is in use?**

- **iPhone**  
An iPhone automatically places the ACN Companion caller on hold and answers the incoming call.
- **Android**  
An Android device alerts you of the incoming call, allowing you to place the ACN Companion caller on hold and the option to answer the incoming call.

**40. If someone calls my ACN digital phone number, will my smartphone ring?**

- Yes. As long as you are logged into the ACN Companion app, you will receive the call on your smartphone and on your primary ACN Digital Phone number. This technology is called 'twinning'.

**41. Can I use ACN Companion to place video calls?**

- ACN Companion supports audio calls only.

**42. Can I use my mobile phone's contact list to place a call through my ACN Digital Phone Service?**

- No. You must use the Contacts list within the ACN Companion app to place a call. If you place a call from your main contact list, it will be associated with the phone service plan you have with your mobile phone provider.

**43. My ACN Digital Phone Service Adapter is not connected. May I still use ACN Companion on my smartphone?**

- Yes. Once you have ordered the ACN Companion app and installed it on your smartphone, you can begin to make (and receive) calls using the app. ACN Companion will operate regardless of whether or not your ACN Digital Phone Service device is connected.
- **Important!** Your ACN Digital Phone Service account must be in good-standing. Suspended service for non-payment will consequently mean that your ACN Companion app and your ACN Digital Phone Service will not work to place/receive calls.

## ➤ Features

### **44. Will I be able to check my ACN Digital Phone Service voicemail from the ACN Companion app?**

- Yes. You can retrieve your voicemails by dialing \*62 (from your smartphone) or by dialing your ACN Digital Phone Service number directly.

### **45. How can I tell if I have a voice message waiting?**

- This will depend on the smartphone in which you are using the application. An iPhone will display a numeric indicator of a message waiting. There is no indicator of a message waiting if using a compatible Android device.

### **46. May I place 3-way calls (conference calls) using ACN Companion?**

- Yes.

### **47. What is displayed on Caller ID when I place call from the ACN Companion app?**

- The Caller ID displays your primary ACN Digital Phone Service telephone number.

## ➤ Trouble-shooting

ACN recommends that you do not change Preferences or Advanced Settings within the ACN Companion app. If you make changes and discover an issue, please restore Preferences or Advanced Settings to the default settings uninstalling and reinstalling the app.

### **48. I am having audio quality issues. What can I do to improve the quality of my call?**

- Use a Wi-Fi connection, wherever possible. This type of connection will provide the best quality experience. If Wi-Fi is not available, using a 4G data connection is the next best option. Although compatible on a 3G network, you may still experience audio quality issues.

**49. I have an internet connection on my smartphone; however, I am unable to place/receive calls using my ACN Companion app. What is wrong?**

- Verify the device is online by browsing to a webpage.
- Verify the app is registered and your log in details are correct.
  - Your username and password can be found by calling ACN Customer Services and following the instructions in the automated menu.
- Press the Phone icon from the bottom left of the ACN Companion app (default screen). You should see the message "Phone Ready" and your associated ACN Digital Phone Service number at the top/center of the screen on your smartphone.
  - If displayed, you should be able to place/receive calls.
  - If not, log out of the application and log back in by going to Settings (bottom right icon) and pressing the Logout option from the top right of the application.

**50. I have noticed that my calls are dropped after 15 minutes. What is wrong?**

- After initial testing, we have learned that some internet service providers (ISPs) limit VoIP calls to 15 minutes. Please contact your ISP directly to inquire about this. Unfortunately, this is outside the control of ACN.
- You may wish to try and use your mobile data as well.

➤ **Other**

**51. How much data is consumed by using ACN Companion on a 4G or 3G network?**

- A 5-minute call typically consumes 2.2 MB of data. However, depending on the connection type, up to 6.5 MB of data may be consumed.

**52. How do I make changes to optimise the settings within ACN Companion?**

- ACN Companion app settings have been optimised for ACN customers. We recommend that you do not make changes.

**53. What are the default settings for the ACN Companion app?**

**iPhone**  
**Account**  
Enabled – On

**Preferences**

Mobile Data Network  
Use When Available - Enabled  
Allow VoIP Calls - Enabled  
General  
Run in Background -Enabled  
Incoming Call  
Play Ringtone - Enabled  
Vibrate - Enabled  
Alert Answer - Enabled  
Alert Missed - Enabled  
Ringtone - Marimba  
Call in Progress  
Background Image – solid color  
Contact Image - None  
Phone Number  
Single Touch To Call - Enabled  
Show URI Domain - Disabled  
Login Control  
Auto Login - Enabled

**Advanced Settings**

Verbose Logging – Disabled  
Send Log – Call Statistics – Displays statistics on last call.

**Android**

*(options may vary by Android device)*

**Account**

Account Specific Features  
Disable Mobile Data – Disabled  
Disable VoIP Calls - Disabled

**Preferences**

Mobile Data Network  
Use When Available - Enabled  
Allow VoIP Calls - Enabled  
Incoming Call  
Play Ringtone - Enabled  
Vibrate - Enabled  
Contact Image – Enabled  
Ringtone - Marimba  
Phone Number  
Single Touch To Call - Enabled  
Show URI Domain - Disabled

#### Additional

Audio Gain – Reset all to return to defaults

Play Keypad Tone - Disabled

Keep Wi-Fi Radio Awake – Enabled

Auto Start on Boot – Enabled

Contact Sort Order-First Name

Contact Display Order – First Name First

Use Phonetic Sorting- Disabled

Use LED Notifications - Disabled

Login Control

Auto Login - Enabled

#### **Advanced Settings**

Echo Cancellation – Disabled

Microphone Gain – Highest

Speaker Gain – Highest

Advanced Media Options

Audio API Type – Audio Track

Echo Cancellation Mode – Auto

Auto Gain Control – Enabled

Low Latency Control - Disabled

Device Hardware

Speakerphone Fix – Disabled

Audio Input Source – Voice Communication

Playback Stream – Voice Call

Application Logging

Verbose Logging – Enabled

Send Log – Not used