



FAQs - ACN Digital Phone Service

General

- 1. Can I order ACN Digital Phone Service if I live in a French territory outside of mainland France?**

We are able to provide service in Corsica, but not in DOM-TOM.
- 2. 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 200 Kbps 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 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 200 Kbps (256 Kbps is recommended).
- 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/network-check.html>. In the 'Input your VoIP telephone number' field simply enter your current fixed-line telephone number and click on 'TEST' 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. I have a limited usage high speed Internet service. How much of my monthly download allowance will the ACN Videophone use?**

If you use the ACN Videophone at the recommended upload speed of 256 Kbps for 7 hours of Videophone calling in a month, you will use 1 GB of your download allowance. Using the ACN Videophone 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 Videophone in a normal way, would find that it fits into their monthly download limits.
- 5. Does ACN Digital Phone Service support fax machines and alarm systems?**

ACN Digital Phone Service offers both audio and video communications. Fax service is not currently supported. Other services like alarm systems are not supported.
- 6. 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.
- 7. If I already own another brand Videophone, can I use it with the ACN Digital Phone Service?**

No.

Ordering Your ACN Digital Phone Service

8. 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' link 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.

9. 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.

10. Can I order ACN's Digital Phone Service without the Videophone or order only the Videophone?

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

- For customers that have an existing ACN Videophone without service it is possible to order a new service for that phone by selecting the "Reactivating an existing ACN Videophone" option while ordering.
- For customers that have a previous generation ACN Videophone and service it is possible to "upgrade" to an ACN IRIS 5000 Videophone by selecting the "Upgrade" option while ordering.

11. Can I order two Videophones with my ACN Digital Phone Service?

No, the ACN Digital Phone Service works with one Videophone. If you would like two Videophones, you will need to order 2 services as well. Please note it is not possible for more than one service to have the same telephone number.

12. Can I choose my own new number?

No, a number will be assigned for each ACN Digital Phone Service you order.

13. 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.

14. Can I keep my current phone number?

Yes, although you cannot port your current fixed-line telephone number to the ACN Digital Phone Service, you should not deactivate your number as that will cancel your line rental and consequently affect your DSL service. Also, by not cancelling your number your current telephone service will remain active and people can continue to call you as before.

15. If I cancel ACN Line Rental and order ACN's Digital Phone Service will I be charged a breaking fee?

You can cancel your ACN Line Rental in accordance with the cancellation period in the Terms & Conditions without incurring any additional fees.

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

After successfully completing the online registration process, you will receive your ACN Videophone 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?

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 Videophone.

19. Do I need a router?

We do recommend it but you don't necessarily need a router. You can connect the ACN Videophone 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 Videophone.

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

Unlike standard phones, you cannot connect more than one Videophone to the same telephone number. You can, however, have multiple Videophones 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?

It is strongly recommended that you do not use Data Cards or Wi-Fi to operate your Videophone. Not only could they damage your Videophone 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.

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.

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. 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. 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 Videophone 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

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 5000 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:

- Company network numbers starting with 085
- Service numbers starting with 080 (except 0800; 0805, 08088 and 0809), 081, 082, 083, 088 or 089
- Directory services starting with 118
- Short service numbers starting with 32, 36 and 39.

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 5000 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.

Features

33. Is there a Voicemail service?

Yes. ACN Digital Phone Service offers all the standard features of a traditional phone service including voicemail. But why leave a voicemail when you can leave a videomail?! The ACN Digital Phone Service and Videophone allows you to send and receive videomail. For more information refer to the **Video Greeting & Video/Voicemail Guide** in the Customer Services section of www.myacn.eu.

34. 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.

35. 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

36. 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 #.

37. What additional features can I benefit from?

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.

38. 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

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

No.

40. 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.

41. 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

42. **What payment options can I choose for the monthly service fee?**
You can choose to pay for your monthly service fee by credit card or direct debit.
43. **Is there a binding period for ACN's Digital Phone Service?**
Yes, a 12 month binding period applies.

Your ACN Account

44. **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:
- Activate the Number Display, Anonymous Call Rejection, Call Waiting and Call Barring features
 - Activate and manage your Call Forwarding options
45. **How can I contact ACN Customer Services?**
You can contact ACN Customer Services by calling freephone 0805 025540 (Mon-Fri, 08:30-19:00), or by email at france.numerique@myacn.fr.

ACN IRIS 5000 Videophone upgrade

46. **Can ACN Digital Phone Service customers with a previous generation videophone upgrade to the ACN IRIS 5000 Videophone?**
Yes. Existing ACN customers can upgrade to the new ACN IRIS 5000 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.
47. **How can you upgrade your current ACN Videophone to the new ACN IRIS 5000 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 5000 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.
48. **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 "Reactivating an existing ACN Videophone" option in the order entry portal
There is no need or requirement to return the old videophone to ACN.
49. **In case of an upgrade what happens to my existing price plan?**
Upgrading 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.
50. **How much does it cost to upgrade an existing, previous generation ACN Videophone to the new ACN IRIS 5000 Videophone?**
When you upgrade to the new ACN IRIS 5000 Videophone you will pay the one-time fee for the videophone as listed in the price list which is available in the Videophone section on www.myacn.eu.