



ACN Companion Application Frequently Asked Questions

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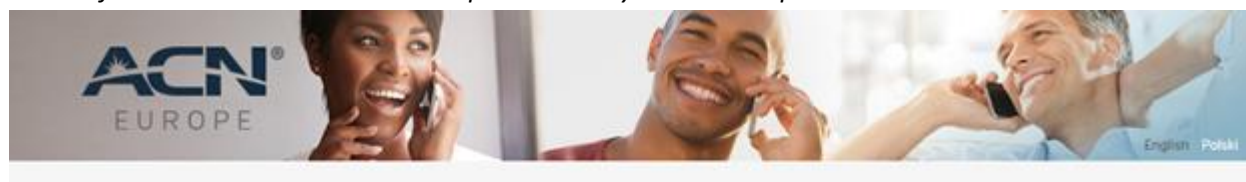
Using the ACN Companion app

☑ General Guidelines

1. Downloading and installation 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, simply click on the link you received in ACN Selfcare – activation email to complete the easy installation process.




Activate your ACN Companion App

You are a few clicks away from being able to enjoy the savings and convenience of using the ACN Companion App from your smartphone!

Below are the details you have provided to us. Click on the button below to confirm your details, activate your ACN Companion App and start saving money!

ACN Account Number 34018822
Telephone Number
Mobile Number 00

I'm not a robot  [Privacy - Terms](#)

You will receive an SMS with your credentials within a few minutes.

2. Will ACN Companion work on any smartphone?

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

3. 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.

4. What is the benefit of Companion application only?

- No contract term and only a small fee per month
- When you're in areas with poor mobile coverage, you can still make high quality calls over Wi-Fi
- Avoid roaming fees when travelling overseas by making and receiving calls over Wi-Fi
- Regardless of where you are in the world you can receive calls to your national phone number on your mobile
- You don't need a handset at home as you can use your mobile for all your calling needs

5. Can I choose the number for my companion app service?

- No, you will be given a random fixed line number during the order creation

6. How long does it take for the service to be activated?

- You can enjoy the features of ACN companion within 1 business day from the order placement!

7. 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.

8. 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.

9. 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.

10. 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.

11. 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.

12. How do I remove ACN Companion from my smartphone?

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

13. 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.

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

- No.

[☑ Placing/ Receiving Calls](#)

15. 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.

16. 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.

17. 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.

18. 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.

19. 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 home and the option to answer the incoming call.

20. 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'.

21. Can I use ACN Companion to place video calls?

- ACN Companion supports audio calls only.

22. 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.

23. 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

24. 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.

25. 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.

26. May I place 3-way calls (conference calls) using ACN Companion?

- Yes.

27. 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.

☑ Troubleshooting

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.

28. 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.

29. 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.

30. 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

31. 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.

32. 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.

33. 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