

Solutions that shine.



Sunwire Home Phone

Quickstart Guide

www.sunwire.ca

Thank You for Choosing Sunwire!

We pride ourselves on delivering the best service.

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Installing Your Sunwire Home Phone

We make placing calls quick and easy!

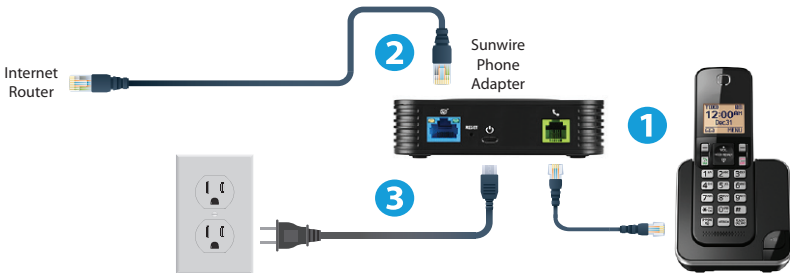
In The Box

1 x Telephone Adapter
1 x Power Adapter

1 x Ethernet Cable

Instructions

Please ensure your Internet modem and router are operational and connected before proceeding.



1. Connect your standard telephone line to the green telephone port on the back of your telephone adapter.
2. Connect the Ethernet cable to the blue Internet port on the back of your telephone adapter. Connect the other end of the Ethernet cable to your Internet router.
3. Connect the power adapter from the back of the telephone adapter to an electrical wall outlet. The device will automatically power on.
4. The startup can take 2-10 minutes. The power LED should turn on. The Internet LED will light up when the device is connected to your network. The phone LED will be solid when available and blink when in use.

Setting Up Your Voicemail

Choose a passcode and record your greetings.

Accessing your Voicemail

By default, your voicemail is set to answer after 5 rings. To access your voicemail, dial ***98**. To access your voicemail remotely, call your phone number and press the * key when your voicemail answers.

Setting your Passcode

When accessing your voicemail, you are prompted for a passcode. The default passcode is 1234. Once logged in, you can change your passcode by pressing **0** for Mailbox Options and then **1**.

Recording your Greetings

The system comes with a default voicemail greeting. Sunwire offers the option to record up to three different types of greetings.

Unavailable Greeting

To record your main Unavailable Greeting, from the voicemail's main menu **press 3** for Greetings then **press 1** to Record a Greeting. **Press 3** to record your Unavailable Greeting and follow the voice prompts.

Busy Greeting

If you would like a different greeting to be played when you are on the phone and your line is busy, you can record a Busy Greeting. From the main menu, **press 3, 1, 2** to record your Busy Greeting.

Temporary Greeting

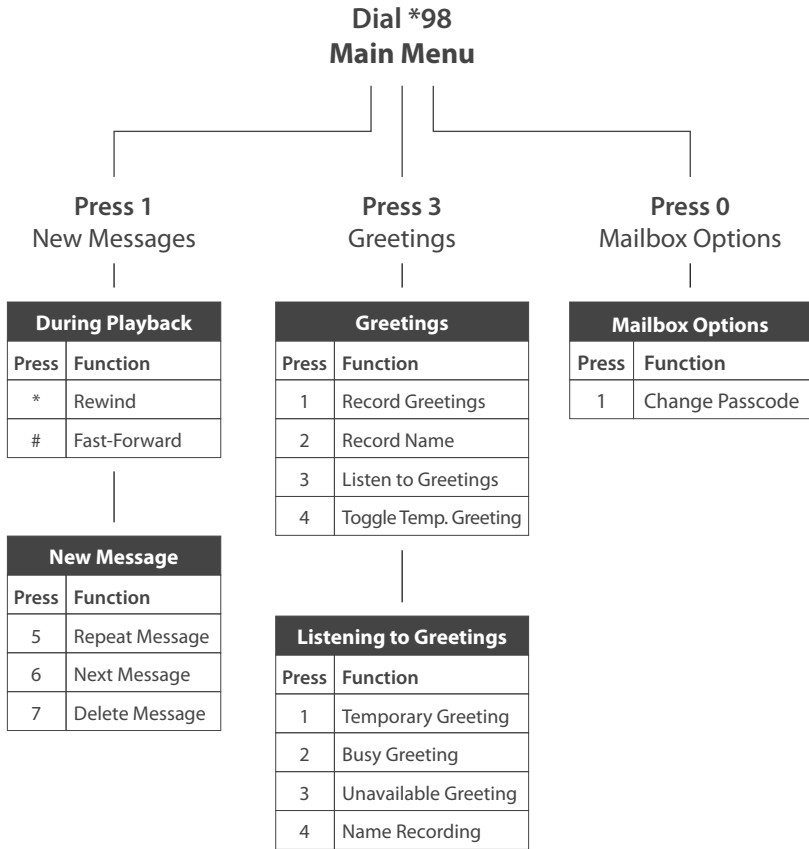
Alternately, you can also setup a Temporary Greeting if you are going away but do not want to record over your existing greetings. The Temporary Greeting can be enabled or disabled and will always play.

To record a temporary greeting, **press 3, 1, 1** from the main menu.

To toggle your temporary greeting, **press 3** then **4**.

Navigating Your Voicemail

See the big picture behind your voicemail system.



Home Phone Features

Learn more about our most popular features.

Below, you will find some of the most commonly used features and how to access them.

Feature	Dial	Description
Call Waiting		Allows you to answer a second call while already on the phone. While on the original call, you will hear a beep to indicate an incoming call. Simply press your phone's flash button to place the first call on hold and answer the second.
Anonymous Calling	*67	Block your caller ID information on a per call basis using this code prior to calling a number.
Enable Call Forwarding	*72	Forward all of your incoming calls to a any number (land or mobile) so long that it is allowed by your calling plan. Simply dial this code, followed by the number you'd like to forward to. Wait for the system to confirm the forwarding.
Disable Call Forwarding	*73	Disables any active call forwarding.
Access Voicemail	*98	Brings you to your voicemail menu.

Frequently Asked Questions

Get answers to the most popular questions.

Below, you will find some answers to our more frequently asked questions. For more help, please visit our website's support section.

Q. What are your long distance rates?

A. Our North America calling plan has free long distance to anywhere in Canada or the United States excluding the territories (Alaska, Hawaii, Nunavut, Northwest Territories and Yukon).

Our Local calling plan has 3 cents / minute to anywhere in Canada or the United States excluding the aforementioned territories.

For calling rates to North American territories or for International Calling rates, please visit www.sunwire.ca/company/long-distance-rates.

Q. If I move, can I bring my phone with me?

A. Yes. You can bring your telephone adapter with you wherever you have a sufficient Internet connection. Your number will continue to function the same way regardless of your physical location.

If you do move your phone adapter locations, please ensure to contact Sunwire. It is very important that your E911 information be updated.

Q. Can I list my telephone number in the 411 White Page listing?

A. Yes. There is a cost of 50 cents per month. Please contact Sunwire's Client Service Department for more information.

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Q. How do I connect my alarm system to Sunwire Home Phone?

A. If your home has an alarm system that integrates with your phone line, we recommend contacting your alarm company for assistance and testing. Sunwire's instructions are for information purposes only and should be followed at your own risk.

In figure A, the telephone company has an active line that connects to your DMARC (demarcation point). The alarm system then wires between the demarcation point and the household's active phone lines.

In figure B, the phone company's demarcation point is removed. Instead, your alarm must be disconnected from the existing demarcation point and connected to Sunwire's telephone adapter.

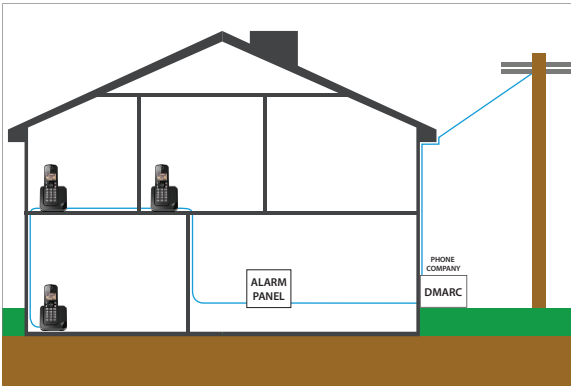
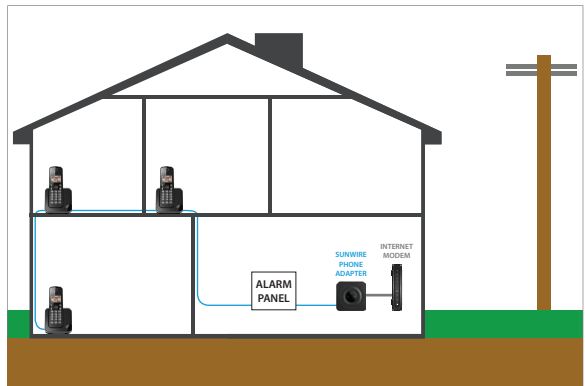


Figure A: How your alarm is connected over a traditional phone line.

Figure B: How your alarm is connected with Sunwire's Home Phone.



Q. What do I do if I have no dial tone?

A. If you have no dial tone, check the connections between your modem and the telephone adapter. Ensure that the Power and Internet LED lights are lit.

Power cycle your device by unplugging the power to the device and then plugging it back in. Wait for the device to come back online.

If there is still no dial tone, please reach out to our technical support department for further troubleshooting.

Q. Why am I experiencing poor audio quality?

A. There are several possibilities for poor audio quality. Depending on your Internet connection or the software you are running, jitter on your connection can sometimes consume all available bandwidth thereby causing quality issues. Downloading high volumes of content at once (torrenting) can cause this. Try disabling or uninstalling file sharing applications to see if this improves quality.

If you are still having issues, try replacing the phone itself in order to ensure there is no echo happening with the phone itself. Bad handsets on phones can also cause the voice to sound like a bad cellular connection.

If your Internet connection appears fine and you are still experiencing quality issues, please contact our technical support department.

Important Information Regarding E911

Please review the details below carefully.

At Sunwire, we want to ensure that you are aware of important differences in the way 911 services operates with a Voice over IP (“VoIP”) service compared to a traditional service. Here’s what you need to know:

Differences Between Traditional 911 Services and VoIP 911 Services

With traditional phone services, your 911 call is sent directly to the nearest emergency response centre. With VoIP services, your 911 call is forwarded to a third-party service provider that will automatically or manually route your call to the emergency response centre.

Remember to Verify Your Location

Because you can easily move your VoIP phone set between locations and because, for technical reasons, the emergency operator may not have your name, physical location or contact information available, you must immediately inform the emergency operator of your location and contact particulars any time you call 911. Do not risk sending police or ambulance services to the wrong location.

Be Prepared During ANY Service Interruption

VoIP services depend not only on your continued subscription (and payment), but also on Internet connectivity and power in order to function. In the event of a power, network or Internet outage (including congestion), or if your service is disconnected or suspended due to non-payment, you may experience a failure, disruption or delay in your 911 service. We recommend that you keep an alternative phone service (such as a mobile telephone) available in order to increase your access to emergency services during any service interruption.

Do NOT Disconnect

Until you are told to do so by an emergency dispatcher, do not disconnect your 911 call. If, for whatever reason, your call is inadvertently disconnected, call back immediately.

Keep Your Service Address Updated

Sunwire will attempt to provide the emergency operator with your service address. It is important to ensure that your information on file with us is accurate and up to date. Failure to update your information may result in emergency services not being able to accurately identify your location (e.g. if you are unable to speak during a 911 call, the emergency operator may assume that you are located at the last address on file).

Inform Other Users

You must notify members of your household and/or organization and/or other potential users of your VoIP service of the nature and limitations of 911 emergency calls.

Limitations of Liability

Sunwire’s terms of service limit and disclaim liability related to VoIP 911 service. Please read these carefully. For full details on our VoIP 911 service, visit <https://www.sunwire.ca/company/terms-and-conditions/>



Sunwire Inc.
www.sunwire.ca

If you require any further assistance,
please contact our support team:

support@sunwire.ca
1-833-727-6777