



# vTone

## Broadband Voice Service Information Sheet



**For Support Call Anytime: 1-800-788-0363**

**my Account**

**For service options go to: [myaccount.vianet.ca](http://myaccount.vianet.ca)**



**For online help go to: [livehelp.vianet.ca](http://livehelp.vianet.ca)**

### **WARNING:**

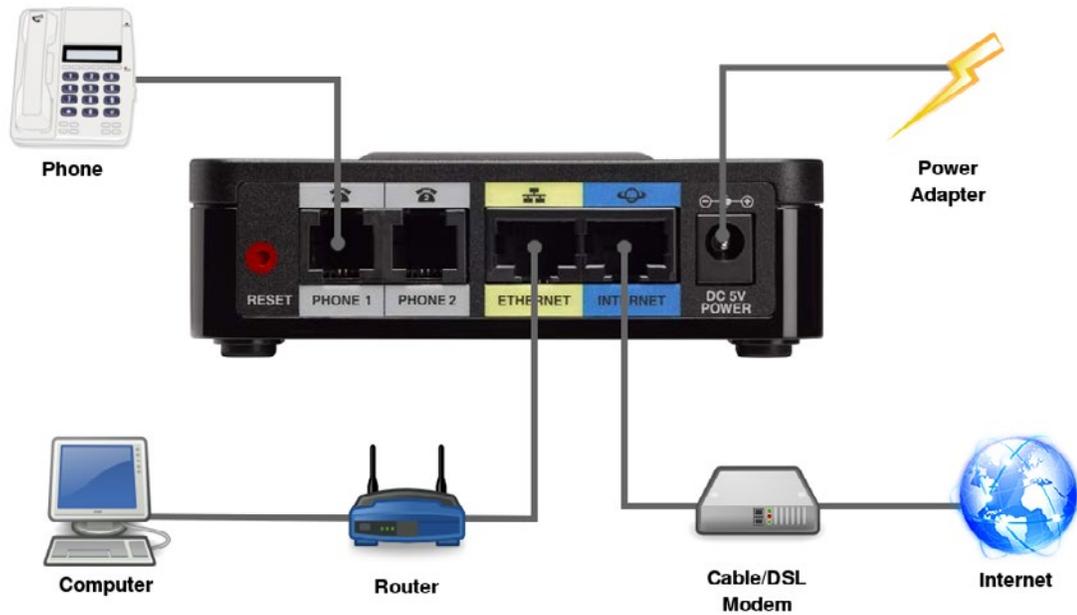
VoIP 9-1-1 service has important limitations. For information on VoIP 9-1-1 service limitations visit our website at: [www.vianet.ca/legal/vtone](http://www.vianet.ca/legal/vtone)

The Vianet logo, consisting of the word "vianet" in a white, lowercase, sans-serif font, set against a blue background with an orange curved border at the top.



# vTone Information Sheet

## OVERVIEW



*Model of telephone adapter may vary*



# vTone Information Sheet

## STAR CODES / TROUBLESHOOTING

### 1 Available \* (star) codes

- \*60** Selective call blocking
- \*67** Hides caller ID on outbound call (per call)
- \*72** Forwards calls to another phone (\*72 555-555-5555)  
*(Forwarding number must be dialed immediately upon dialing \*72)*
- \*73** Removes call forwarding
- \*98** Voicemail  
*(Default voicemail password is the 10 digits of the subscribed phone number and can be customized in the setup)*

See <https://myaccount.vianet.ca> for all options and details

### 2 Troubleshooting

Some basic troubleshooting tips to help resolve the problem. These tips may be used with the Cisco/Linksys Gateway/ATA, Mediatrix

If you experience difficulties with your vTone service, before calling for support you should first run through the following steps. If you are still having problems, contact our vTone Support Centre at **1(800) 788-0363** press 1 to reach the helpdesk.

1. Check to make sure all cables are plugged in correctly, including those used for your Internet connection and network.
2. Ensure that you have power to your ATA.
3. Make sure your router is set to provide DHCP, if ATA is connected to LAN port of your router
4. Determine if your Internet connection is working. Regardless of the state of your Internet connection, continue to follow through with the steps below.
5. Turn off your router and unplug the power.
6. Reboot your high speed modem.
  - If your modem does not get sync, call Vianet **1(800) 788-0363**.
  - If your modem does get sync continue to step 7.
7. Turn on router. Wait a few minutes for it to boot up.
8. Reboot your ATA by unplugging the power and plugging it back in.
9. Wait 5 minutes.
10. Check for a dial tone.
11. If the Phone light on the ATA is flashing, try plugging in a different phone. If no change, call Vianet **1(800) 788-0363**.
12. If the Phone light on the ATA is out, wait at least 2 minutes for the ATA to register. If you still do not have a dial tone, call Vianet **1(800) 788-0363**.



# vTone Information Sheet

LIVEHELP / 9-1-1 EMERGENCY ACCESS

## 3 LiveHelp

<https://livehelp.vianet.ca>

Available 7 days a week / 8:00 am to 1:00 am

*If the above troubleshooting tips do not help you AND your Internet connection is working* you can contact technical support using our LiveHelp service.

LiveHelp can be accessed by logging into your **MyAccount** ([myaccount.vianet.ca](http://myaccount.vianet.ca)) with your Customer ID and then clicking on the LiveHelp icon in the page footer or by simply going to <https://livehelp.vianet.ca> and enter your name and email address.

The next available technician will be with you as soon as they finish up with their current customer. Please be patient and give them a moment.

## 4 9-1-1 Emergency Access

### vTone VoIP 9-1-1 Service Limitations

Vianet provides VoIP 9-1-1 service to every vTone subscriber. VoIP 9-1-1 service is different from Enhanced 9-1-1 service (service provided on a traditional phone line). VoIP 9-1-1 service limitations include the following:

- VoIP 9-1-1 service may not be available in an electrical power outage and will not be available during a broadband Internet outage.
- VoIP 9-1-1 calls are sent to a call centre for screening and routing to the correct emergency response center (also known as the Public Safety Answering Point or PSAP). This is different from Enhanced 9-1-1 service where the call is sent directly to the appropriate PSAP. Due to the “nomadic” nature of vTone service (service can be moved to any location with broadband Internet access), a caller must identify his/her location to the 9-1-1 call taker in order for the call to be routed to the correct PSAP and for emergency services to be dispatched to the correct location.
- Subscribers of Vianet’s vTone service are required to ensure that all potential users of the VoIP service understand the 9-1-1 service limitations identified in this notice.



# vTone Information Sheet

## 9-1-1 EMERGENCY ACCESS

### Limitation of Liability

Neither Vianet nor their employees shall be held liable for any claims, losses, damages, penalties, fines and expenses and you hereby waive any and all such claims or causes of action arising from the absence, outage or failure of the VoIP service, including the inability to be able to dial 9-1-1 to access emergency personnel.

You agree to defend, indemnify and hold harmless, Vianet and its employees and any other third party service provider who furnishes service to you or to Vianet in connection with VoIP services, including 9-1-1 service from and against any claims, losses, damages, penalties, fines and expenses (including, without limitation, legal fees and expenses), by or on behalf of you or any third party or user of your VoIP local line service relating to the absence, outage, failure or degradation of voice quality of the VoIP service, including the inability to be able to dial 9-1-1 to access emergency services, the inability to complete a 9-1-1 call, the inability to correctly route a 9-1-1 call to the appropriate PSAP or to correctly dispatch emergency services to the location from which the 9-1-1 call originated.

## 5 Additional Service Information

*Please note that vTone service does not support placing or receiving collect calls or calls from 1-900 numbers.*