

Thank you for your business, we are confident that VoiceEclipse is the service that will overshadow all traditional phone companies in quality and support. To say thank you, we have developed a referral program "Refer-A-Friend" by which you can earn credits towards your monthly service.

Included you will find 3 referral coupons that can be given to friends and family. For each person who signs up for StarNet™ VoiceEclipse service, you will receive \$10 off of your upcoming monthly invoice. All they must do is enter your phone number in the designated field on the coupon, mail it in, and you are off and running on the road to free service...

Sincerely,
The VoiceEclipse Team.

✓ Things to check before contacting Tech Support:

Is your Cable/DSL connection working?

In order for your phone service to work it requires a broadband connection. If you are unable to browse the internet you will need to contact your Internet Service Provider and have them troubleshoot your connection.

Do you hear a dial tone?

The hardware included with the VoiceEclipse service is called the Grandstream ATA and it generates it's own dial tone. If you do not hear a dial tone, ensure that your phone line is connected to both the Grandstream ATA and to your telephone.

You are unable to place a call, but hear a dial tone:

If you are using a router, please ensure that the ethernet cable is connected to both the Grandstream ATA and to the router. Check your router port and the Grandstream ATA LAN port for a green light. If you do not have a green light, change to another port in the router and/or replace the Cat-5 RJ-45 network cable connecting the two devices.

If you do not use a router, check the port on your Cable/DSL modem and your Grandstream ATA WAN port. Check your modem port and the Grandstream ATA WAN port for a green light. If you do not have a green light, replace the Cat-5 RJ-45 network cable connecting the two devices.

When dialing a phone number, you'll notice it may take 5-10 seconds to dial. The VoiceEclipse service allows extra time before completing a call. To speed up the dialing process, simply press "#" and it will dial immediately.

When contacting VoiceEclipse Tech Support please have the following items ready to help shorten your call with us.

- Type of internet connection
Cable, DSL, Wireless
- Your VoiceEclipse Phone number
- Account Holder's name
- If you use a router, the make and model

Standard Setup

* Keep the Grandstream ATA unplugged until instructed otherwise.

1. Unplug the power cord for your Cable/DSL modem and turn off your computer.
2. Disconnect the ethernet cable from the back of your computer and then connect it into the WAN port on the Grandstream ATA.
3. Connect the second ethernet cable (included) from the computer's ethernet port into the Grandstream ATA's LAN port.
4. Connect your telephone to the 'phone' port of the Grandstream ATA using a phone line.
5. Power on the Cable/DSL modem. Wait until the modem is completely powered up before continuing (usually two minutes).
6. Power on the Grandstream ATA by plugging the power cord into the wall outlet and your Grandstream ATA.
7. Check that the POWER light on the Grandstream ATA is on. Wait at least five minutes for the Grandstream ATA to start up. You may also turn your computer back on at this time.
8. At this point your phone will be working. Pick up your telephone receiver and listen for a dial tone. If you hear a dial tone, you have finished the installation and can begin making and receiving calls. Note: VoiceEclipse service requires 11-digit dialing (i.e. 1-Area Code-xxx-xxxx)



Step 1: Power off Equipment



Step 2: Connect WAN port to modem



Step 3: Connect computer to LAN port



Step 4: Connect phone



Step 5: Power on

Router Setup

* In order to utilize your Grandstream ATA with your router you will need an unused LAN port on your router. Keep the Grandstream ATA unplugged until instructed otherwise.

1. Power off your Grandstream ATA, your router, and all of your other equipment connected to your router i.e. (computer, modem, printer, etc.)
2. Connect one end of an ethernet cable into an available LAN port on your router. Connect the other end of this ethernet cable into the WAN port on the Grandstream ATA.
3. Connect a telephone to the 'phone' port of the Grandstream ATA using a phone line.
4. Power on the Cable/DSL modem and router. Wait until the modem and router are completely powered up before continuing (usually two minutes).
5. Power on the Grandstream ATA by plugging the power cord into the wall outlet and your Grandstream ATA.
6. Check that the POWER light on the Grandstream ATA is on. Wait at least five minutes for the Grandstream ATA to start up. You may also turn your computer back on at this time.
7. At this point your phone will be working. Pick up your telephone receiver and listen for a dial tone. If you hear a dial tone, you have finished the installation and can begin making and receiving calls. Note: VoiceEclipse service requires 11-digit dialing (i.e. 1-Area Code-xxx-xxxx)



Step 1: Power off Equipment



Step 2: Connect WAN port to router LAN port



Step 3: Connect phone



Step 4: Power on

VoiceEclipse™



Equipment Overview

1. Power Cable

2. WAN Port

Router:	Connect this with an ethernet cable to an available WAN port on the router.
No Router:	Connect this with an ethernet cable to your computer's ethernet port.

3. LAN Port

Router:	Not Used.
No Router:	Connect the ethernet cable from the Cable/DSL modem to this port.

4. Phone Port

Connect a phone into this port or for multiple lines, such as additional phones or fax machine, you can purchase a phone splitter from your local home improvement store.

5. Line

This port can be used if you have existing phone service from your local telephone company. This can be used in case of a power outage or for a backup.

Installation Instructions

Phone Number: _____

Configured By: _____

Configured On: _____

Serial Number: _____



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support@voiceeclipse.comTechnical Support
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Feature	Number	Helpful links:
Vicemail	your number	www.voiceeclipse.com
Call-Forward	*16x disable	www.grandstream.com
Do-Not-distub	*10 disable	www.linksys.com
Block Number	*18x disable	www.dlink.com
	*19	www.netgear.com
x = insert 10 digit number to Call-Forward to or Block.		
For a list of more features please visit our website.		

For further technical assistance, please contact the VoiceEclipse Tech Support group at 866-444-0795 or visit our support documents at <http://www.voiceeclipse.com/support/>

