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Important Information

Web Interface

<https://oss.itsmyphone.com>

Telephone Number

Username

Password

Technical Support Number

1-888-729-AEON (1-888-729-2366)

Frequently Asked Questions

Basics

What is VOIP?

Voice over IP, or VoIP, allows you to make telephone calls using a computer network, over a data network like the Internet. VoIP converts the voice signal from your telephone into a digital signal that travels over the internet then converts it back at the other end so you can speak to anyone with a regular phone number. When placing a VoIP call using a phone with an adapter, you'll hear a dial tone and dial just as you always have. VoIP may also allow you to make a call directly from a computer using a conventional telephone or a microphone.

What kind of equipment do I need?

A broadband (high speed Internet) connection is required. This can be through a cable modem, or high speed services such as DSL or a local area network. You can hook up an inexpensive microphone to your computer and send your voice through a cable modem or connect a phone directly to a telephone adaptor.

What is an ATA?

An analog telephone adapter (ATA) is a device that connects regular telephones to a broadband network for voice over IP (VoIP) service. The ATA provides the conversion from analog voice signals to IP packets and vice versa. It also delivers a dial tone and manages the call setup.

What types of telephones work with It's My Phone?

Most analog phones of your choice can be used with your It's My Phone service. Typically household phones are analog. Corded or cordless telephones work exceptionally well.

Can I use multiple phone extensions with the phone adapter?

There are four ways to plug multiple handsets into your Phone Adaptor. Please note that currently only phone port 1 is used by our service.

You can purchase a multi-line jack adapter, and then connect it to the phone port of the Phone Adaptor. This will allow you to have multiple phones wired on a single It's My Phone line. These adapters are readily available at retail locations that sell home telephone accessories, such as RadioShack.

You may also use cordless phone systems that come with a base unit and extra handsets. The base station of the cordless telephone plugs directly into the Phone Adaptor. Multiple handsets can be placed anywhere in the house. Cordless phone systems are available at most major consumer electronic retail locations.

You can purchase wireless phone jacks. The base unit connects to the Phone Adaptor and the wireless jacks plug into your household electrical outlets. A telephone connects to the wireless jack. Please note that only the phone attached to the base unit will display Caller ID information. Although wireless phone jacks may accomplish multiple phone extensions, you may periodically experience dropped calls on the extension phones and an inability to talk on more than one phone at a time. Wireless phone jack equipment is available at RadioShack and other telephone accessories retailers.

Some of our customers have considered plugging the Phone Adaptor directly into the existing telephone wiring in their homes, attempting to distribute It's My Phone service to all the existing phone jacks throughout their home. The manufacturer of the adapter does not recommend hooking anything to the adapter other than a telephone, It's My Phone recommends that you seek advice and direction from an electrician or someone who is familiar with internal telephone wiring on how to best connect it to your current household wiring to take advantage of multiple handsets. We would advise that you pre-check the wiring on the jacks to make sure you don't have live PSTN voltage on the jacks before connecting them to the Phone Adaptor (this can be easily done by using a line tester such as those that are available at Radio Shack). Be advised that any damage resulting from practices contrary to manufacturers recommendations for the Phone Adaptor will not be covered by warranty.

Technical

What is a router, and do I need one?

A router is a network device that manages the distribution of data to and from multiple devices on that network. You may already have a router attached between a DSL/Cable modem and a PC or you may need to purchase and install a DSL/Cable router in your network. Most likely you will want to be able to access your computer and use your It's My Phone service without disconnecting cables. A router will allow you to use both your It's My Phone service and computer to surf the web and get email at the same time.

Make sure that your router is DSL/cable web-safe and that it provides NAT (Network Address Translation) and DHCP for your network. Most routers support this functionality. It's My Phone does not currently sell routers. Visit your regular computer supplier for more information about routers, safely using routers with the web and to purchase a router that best fits your needs. Although It's My Phone service will work with most routers available for purchase today, we do not recommend a specific brand.

Which router should I use?

It's My Phone recommends that you purchase a DSL/cable web-safe router that will provide NAT and DHCP for your network. Although It's My Phone service will work with most routers available for purchase today, we do not recommend a specific brand. If you are having trouble with your It's My Phone service on an older model router, It's My Phone recommends that you download and install the router's latest firmware from the manufacturer's web site.

EMERGENCY SERVICES - 911 DIALING

Registration of Physical Location Required

For each phone number that you use for the Service, you must register with It's My Phone the physical location where you will be using the Service with that phone number. When you move the Device to another location, you must register your new location. If you do not register your new location, any call you make using the 911 Dialing feature may be sent to an emergency center near your old address. You will register your initial location of use when you subscribe to the Service. For purposes of the 911 Dialing feature, you may only register one location at a time for each phone line you use with the Service.

Technical Support

Step-by-Step Installation Guide



Figure 1 – HandyTone-286

Step 1

Connect the Ethernet cable to the HandyTone-286 RJ-45 port. This port is wider than the traditional phone ports. Connect the other end of the Ethernet cable into your router (see Figure 1).

Step 2

Connect a telephone cable to the RJ-11 port on the HandyTone-286. The other end of the phone cable will connect to your traditional analog phone.

Step 3

Connect the power adaptor to the Handytone-286, and then plug the other end into a grounded outlet or surge protector.

Step 4

The LED on top of the HandyTone-286 will blink for approximately two minutes (this could take longer depending on network traffic). Do not shut off the power during this time.

Step 5

Once the LED stops blinking, you are ready to make a call.

Configuring the Router

Step 1

Some routers do not require any additional configuration. After completing the above steps, check if you have a dial tone and try to make a call. If successful, then no further configuration is required.

Step 2

Ensure that you are using your router's latest version of firmware. Consult your router's documentation.

Step 3

If you still cannot make calls successfully, then you may need to setup port triggering for your router. Please consult your router's user manual or call our Technical Support hotline at 1-888-729-AEON (1-888-729-2366).

Step 4

If port triggering does not work, then setup port forwarding for your router. Consult your router's documentation or call our Technical Support hotline at 1-888-729-AEON (1-888-729-2366).

Installation with Multiple Computers

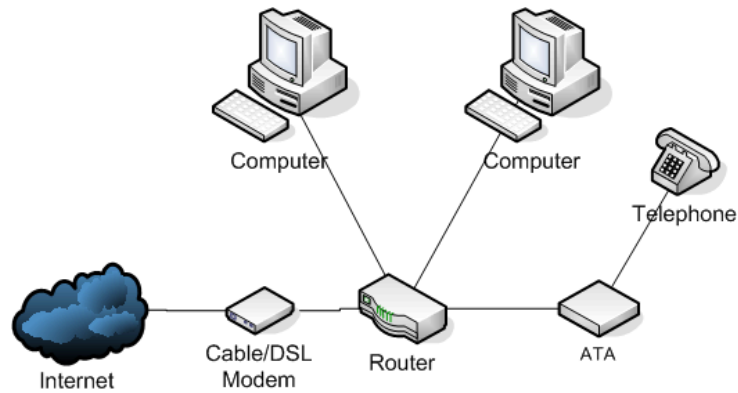


Figure 4 – Installation with Multiple Computers

Step 1

Disconnect the power from all devices on your network. This includes your Cable/DSL modem, router, and computers.

Step 2

Connect an Ethernet cable from the Cable/DSL modem's Ethernet port to the WAN port on the router.

Step 3

Connect an Ethernet cable from the LAN port on the router to the WAN port on the Phone Adapter.

Step 4

Connect a telephone to the LINE 1 port of the Phone Adapter using a standard phone line.

Step 5

Connect the appropriate Power cable to the Cable/DSL modem.

Step 6

Wait about two minutes for the Cable/DSL modem to boot up before continuing.

Step 7

Connect the appropriate Power cable to the router.

Step 8

Wait about two minutes for the router to boot up before continuing.

Step 9

Connect the Power cable provided with the Phone Adapter to the POWER port on the Phone Adapter.

Step 10

Wait at least five minutes for the Phone Adapter to boot up. There may be updates that need to be downloaded such as new firmware or changes to your features. Do not interrupt the configuration process by unplugging the power or lifting the receiver on your phone during the startup process. Interruption of the startup may result in interruption of service.

Step 11

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 calls.

Step 12

Connect an Ethernet cable from the LAN ports on the router to each of your computers. Power up each computer. Your Internet connection should work as it did before you installed the Phone Adapter.

Installation with Multiple Phone Adapters

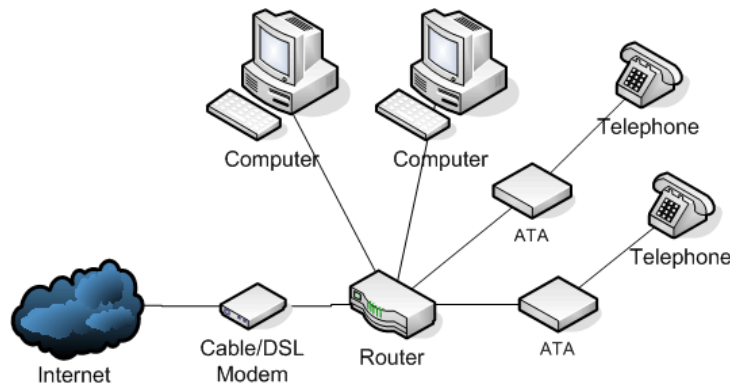


Figure 5 – Installation with Multiple Phone Adapters

Step 1

Disconnect the power from all devices on your network. This includes your Cable/DSL modem, router, and computers.

Step 2

Connect an Ethernet cable from the Cable/DSL modem's Ethernet port to the WAN port on the router.

Step 3

Connect an Ethernet cable from any LAN port on the router to each of the WAN ports on the Phone Adapters.

Step 4

Connect a telephone to the LINE 1 port of each Phone Adapter using a standard phone line.

Step 5

Connect the appropriate Power cable to the Cable/DSL modem.

Step 6

Wait about two minutes for the Cable/DSL modem to boot up before continuing.

Step 7

Connect the appropriate Power cable to the router.

Step 8

Wait about two minutes for the router to boot up before continuing.

Step 9

Connect a Power cable provided with the Phone Adapter to the POWER port of a Phone Adapter.

Step 10

Wait at least five minutes for the Phone Adapter to boot up. There may be updates that need to be downloaded such as new firmware or changes to your features. Do not interrupt the configuration process by unplugging the power or lifting the receiver on your phone during the startup process. Interruption of the startup may result in interruption of service.

Step 11

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 calls.

Step 12

Repeat steps 9 through 12 for each phone adapter you will be connecting.

Connect an Ethernet cable from the LAN ports on the router to each of your computers. If you do not have any available LAN ports on the router, you can connect your PC's to the PC Port on each Phone Adapter. Power up each computer. Your Internet connection should work as it did before you installed the Phone Adapter.

Phone Configuration

Configuration by Phone

Menu navigation from the main menu

The main menu can be accessed by pressing **#1 (Pound-One)** or by pressing 1-1-4. (Some phones may not support dialing #, except after the phone is connected).

Menu Navigation Tables

Main Menu	
Number	Description
1	Voicemail management menu
2	Call forwarding menu
3	Speed dial 8 menu
4	Speed dial 100 menu
5	Turn on "do not disturb"
6	Turn off "do not disturb"
#	Exit menu

Table 1 - Menu Navigation, Main Menu

Call Forwarding Menu	
Number	Description
1	Enable call forwarding
2	Disable call forwarding
3	Enable call forwarding while busy
4	Disable call forwarding while busy
5	Enable call forwarding while unavailable
6	Disable call forwarding while unavailable
#	Exit menu

Table 2 – Menu Navigation, Call Forwarding Menu

Main Voicemail Menu	
Number	Description
2	Change folders
3	Advanced options
0	Mailbox options
*	Repeat menu
#	Exit menu

Table 3 – Voicemail Menus, Main Voicemail Menu

Mailbox Options Menu	
Number	Description
1	Record your unavailable message
2	Record your busy message
3	Record your name
4	Change your password
*	Return to voicemail main menu

Table 4 – Voicemail Menus, Mailbox Options Menu

Voicemail

Voicemail Notification by Email

This feature must be configured from the web browser. The email address that is entered is notified whenever a new voicemail has been left in the system. No attachment is sent with the email, which makes this suitable for use with pagers.

Voicemail Messages by Email

This feature must be configured from the web browser. The email address that is entered is sent via a reasonably sized wav file attachment.

Voicemail Retrieval by Web Browser

Voicemail left in the system will be accessible from the web browser.

Call Notification by Email

This is different from the voicemail notification in that the email address specified will be sent an email every time a call is made, and not just when a voicemail is left. This feature must be configured from the web browser.

OSS Features

Web-based Call Detail Record Reports

This feature allows you to browse the records of the calls you have made and received from a web browser interface.

Anonymous Call Rejection

This lets you specify whether or not callers who do not have caller ID are automatically rejected. This feature must be configured from the web browser.

Toll-free Number Call Rejection

This lets you specify whether or not callers who have a caller ID of an 800/866/877 number are automatically rejected. This feature must be configured from the web browser.

Anonymous Call Forward to Voicemail

This lets you specify whether or not callers who do not have caller ID are automatically forwarded to voicemail. This feature must be configured from the web browser.

Toll-free Number Call Forward to Voicemail

This lets you specify whether or not callers who have a caller ID of an 800/866/877 number are automatically forwarded to voicemail. This feature must be configured from the web browser.

Call Forwarding Always

This is standard call forwarding that will always forward callers to a specified number. This may be configured from the main menu by navigating: #1 -> 2 -> 1, or it may be configured by pressing *72. It may also be configured from the web browser. Once set, this feature may be disabled from the main menu by navigating: #1 -> 2 -> 2, or it may be disabled by pressing *73. It may also be disabled from the web browser.

Call Forwarding Busy

This is standard call forwarding that will forward callers to a specified number when the current number is busy. This may be configured from the main menu by navigating: #1 -> 2 -> 3, or it may be configured by pressing *90. It may also be configured from the web browser. Once set, this feature may be disabled from the main menu by navigating: #1 -> 2 -> 4, or it may be disabled by pressing *91. It may also be disabled from the web browser.

Call Forwarding No Answer

This is standard call forwarding that will forward callers to a specified number when the current number is busy. This may be configured from the main menu by navigating: #1 -> 2 -> 5, or it may be configured by pressing *92. It may also be configured from the web browser. Once set, this feature may be disabled from the main menu by navigating: #1 -> 2 -> 6, or it may be disabled by pressing *93. It may also be disabled from the web browser.

Do Not Disturb

Do not disturb allows the user to send all callers to their voicemail. This may be enabled from the main menu by navigating: #1 -> 5, or it may be enabled by pressing *78. Once set, this feature may be disabled from the main menu by navigating: #1 -> 6, or it may be disabled by pressing *79. It may also be enabled or disabled from the web browser.

Last Number Redial

This allows the user to dial the last caller by pressing *69.

Speed Dial 8 & Speed Dial 100

This is a way to store numbers so that they can be retrieved quickly. There are two types, speed dial 8 and speed dial 100. Speed dial 8 numbers can be accessed by pressing the number of the slot (which is 2 through 9) followed by the pound key. Speed dial 100 numbers can be accessed by pressing pound followed by the two digit number of the slot (which can be 00 through 99). The process for recording each is detailed below.

The speed dial 8 process

1. Choose a slot 2-9 followed by the pound key
2. Confirm slot by pressing #
3. Enter 10 digit number
4. Confirm number by pressing #
5. To dial the number selected press pound

The speed dial 100 process

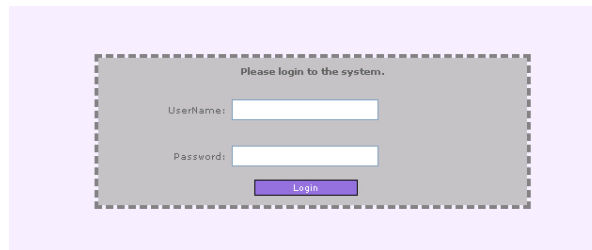
1. Choose a slot 00-99 followed by the pound key
2. Confirm slot by pressing #
3. Enter 10 digit number
4. Confirm number by pressing #
5. To dial the number selected press pound

Highlights of Your OSS Features

- You can use it to submit your monthly payments to It's My Phone
- You can use it to add to your toll funds—a fund that our customers use to prepay for their International calls.
- You can use the OSS to listen to your voice mail on your computer.
- You can use your OSS to find out about any new VoIP services being offered by It's My Phone
- You can view online details for every call sent and received on your phone.
- You can review your invoice history
- You can use the OSS to create and submit a trouble ticket to It's My Phone.

If your telephone is connected to your ATA device, and you have access to the Internet, you are ready to access the It's My Phone OSS.

1. Type in this URL address:
<https://oss.itsmyphone.com>
2. Type in your user name which is your telephone number including area code.
3. Type in your Password
4. Select the purple login box.



Please login to the system.

UserName:

Password:

Home Page, Navigation, Standard Features

It's My Phone Home Page

The first page to appear after you Login is the It's My Phone Landing page. The information on this landing page is updated by the folks at It's My Phone on a regular basis. Be sure to skim it for new detail about added services and special promotions before moving on.

Navigation and Standard Features

You may navigate the It's My Phone OSS using the menu at the left of the display.

Making Payments to It's My Phone

According to your billing cycle, to which you agreed upon sign up with It's My Phone, you will receive an invoice from us for your VoIP services via your email. Depending upon the prior payment type arrangements that you have made with It's My Phone, you must submit your payments **on or before** that stated due date on the invoice in order to ensure continued services. Billing at It's My Phone is not set up to accommodate a grace period. When payments for services are not received on or before the stated due date our OSS is designed to disable your connection at midnight of the due date.

Make Payments to It's My Phone

1. Select *My Billing* from the End User Menu or the Navigation bar.
2. Select *Make Payment* from the End User Menu
3. Note the total amount due.
4. Type that amount in the *Payment Amount* field.
5. Select arrow beside the *Method* field.
6. Select from the drop-down menus the payment type as appropriate.
7. Select the *SUBMIT* box to submit your payment.

IMPORTANT NOTES REGARDING SUCCESSFUL AND FAILED PAYMENTS

After selecting Submit at step 7, your screen will automatically display one of two messages to indicate that the submission of your payment was successful. If you receive a message that indicates that your payment submission failed, you must try again until your payment is confirmed as successful and/or call the It's My Phone help desk for assistance. Any failed payment submission is the same as a no payment and the OSS will automatically respond by shutting down your services at midnight on the due date.

To View all the Invoices that You have Received from It's My Phone:

1. Select **My Billing** from the End User Menu. (If you are already in a feature of **My Billing**, select **My Invoices** from the menu.)

Your screen will display **My Invoices**—a listing of all the invoices that you have received from It's My Phone.

TO VIEW RELATED DETAIL FROM YOUR INVOICE HISTORY:

1. Click on the date of the invoice that you wish to view and a display of that related invoice will appear in a popup window.

Pre-paying for Your International Calls

It's My Phone International Call Service

It's My Phone offers its customers the opportunity to make and receive international calls using their It's My Phone VoIP telephone service. However, payment for these calls is not included as part of any of our plans. In order for you to make International calls, you must already have the funds available in a prepaid account. Your It's My Phone OSS will automatically deduct from your prepaid account according to standard International rates (A rate sheet is available on the It's My Phone website.) and according to the length of the call.

A record of all your calls—USA and International—is kept by the It's My Phone OSS and is available for you to view if you have any questions regarding the length, date time, of your calls.

Add Funds for Your International Calls

1. Select My Billing from the menu or the navigation bar.
2. Select "Add Toll Funds"
3. Type in the amount in dollars and cents that you want to add to your International calling account.
4. Select the SUBMIT box.

Note: *The credit card from which these funds will be taken is the same credit card for which you entered the information when you set up your account.*

After selecting SUBMIT, your screen will display a successful or a failed message to indicate whether the system accepted your payment and credited your International Call Funds account. To see the amount credited, select My Account and view the amount showing for your International Toll Funds on your User Details page.

USE YOUR COMPUTER TO LISTEN TO YOUR VOICEMAIL AND CREATE TROUBLE TICKETS

Perhaps you are at work, at a friends, on vacation, and you don't want to use a phone to listen to the voicemails that have been left on your VoIP home phone. No problem. You can use your It's My Phone OSS to listen to these calls. Perhaps you are online and have a question or a problem with your service, you can send the folks at It's My Phone a ticket via your OSS in a matter of seconds.

To Play Your Voice Mail

1. Access your End User OSS.
2. Select **My Account** from the End User Menu (or you may select the Voice Mail Icon from the gray tool bar)
3. Select **Voice Mail** if you selected My Account at step 2. (The screen will display a list of all voicemails in your box.)
4. Select on message date/time that you want to listen to, and the Voicemail Play function will display. (You may also delete voice mails by selecting the purple delete box beside a message.
5. Select Play button to hear the message
6. Select the BACK box to return to your list of voice mail messages.

Create Trouble Tickets

In addition to calling the 24/7 It's My Phone Help desk, you may also use the support function of the End User OSS to report or solve your problems online.

1. Select SUPPORT from the End User Menu.
2. Select Contact Support
3. Select down arrow in the category box.
4. Select the problem category (Voice, Data, Other) as the one most accurately describing the problem that you are reporting.
5. Type a brief, but concise description of the problem in the problem box.
6. Select the SAVE box to submit your problem description to the It's My Phone Support Desk.

You may view the My Tickets selection from your Support menu to see that this problem ticket has been registered.

Calling Features

Calling Features	
Key	Call Feature
*30	Block Caller ID (for all subsequent calls)
*31	Send Caller ID (for all subsequent calls)
*67	Block Caller ID (per call)
*82	Send Caller ID (per call)
*50	Disable Call Waiting (for all subsequent calls)
*51	Enable Call Waiting (for all subsequent calls)
*70	Disable Call Waiting (per call)
*71	Enable Call Waiting (per call)
*72	Unconditional Call Forward To use this feature, dial “*72” and get the dial tone. Then dial the forward number and “#” for a dial tone, then hang up.
*73	Cancel Unconditional Call Forward To cancel “Unconditional Call Forward”, dial “*73” and get the dial tone, then hang up.
*90	Busy Call Forward To use this feature, dial “*90” and get the dial tone. Then dial the forward number and “#” for a dial tone, then hang up.
*91	Cancel Busy Call Forward To cancel “Busy Call Forward”, dial “*91” and get the dial tone, then hang up.
*92	Delayed Call Forward To use this feature, dial “*92” and get the dial tone. Then dial the forward number and “#” for a dial tone, then hang up.
*93	Cancel Delayed Call Forward To cancel this Forward, dial “*93” and get the dial tone, then hang up.
Flash/Hook	When in conversation, this action will switch to the new incoming call if there is a call waiting indication. When in conversation without an incoming call, this action will switch to a new channel for a new call.

ATA Voice Prompt Menu

The Grandstream HandyTone ATAs have stored a voice prompt menu for quick browsing and simple configuration. To enter this voice prompt menu, simply pick up the phone and press the button or pick up the phone and dial “***”. The following table shows how to use the voice prompt menu to configure the device.

Menu	Voice Prompt	User's Options
Main Menu	“Enter a Menu Option”	Enter “*” to next option and “#” back to main menu, or Dial 01 – 06, 47, 86 or 99 Menu option.
01	“Static IP Mode” or “Dynamic IP Mode”	Dial ‘9’ to toggle the selection. <i>If user selects “Static IP Mode”, user needs to configure the all IP address information through menu 02 to 05. If user selects “Dynamic IP Mode”, the device will retrieve all IP address information from DHCP server automatically when user reboots the device.</i>
02	“IP Address” + IP Address	The current WAN IP address is announced. Enter 12-digit new IP address if in Static IP Mode.
03	“Subnet” + Subnet Mask	Same as Menu option 02.
04	“Gateway” + IP Address	Same as Menu option 02.
05	“DNS Server” + IP Address	Same as Menu option 02.
06	“TFTP Server” + IP Address	Same as Menu option 02. TFTP server is used to update the firmware of the device.
	“Invalid Entry”	Automatically return to Main Menu