

[« Back](#)

Before You Sign Up

Getting Started

Video Phone Support

Phone Adapter Support

Documentation

Contact Customer Care

Installing Your Video Phone

- Connect the handset to the main unit.
- Connect one end of the blue Ethernet cable to the blue WAN port on the back of your video phone and the other end to an open Ethernet port on your router.
- Connect the power adapter to the power port on the back of your video phone and then plug into an electrical outlet.
- Turn your video phone power switch to ON. Once your phone is setup and ready to use, the register light on the front of your video phone will turn green.

NOTE: The phone's first boot up may take up to 30 minutes. Please do not press any keys or try to make a call until the registration light turns green. Interrupting the registering process can cause damage to your video phone.

[User Manual](#) | [Quick Installation Guide](#)*images are simulated*

Installation & Equipment FAQs

- [How will I know when my Digital Phone service has been activated?](#)
- [How do I know if my ACN Digital Phone Service is unavailable?](#)
- [Can I use multiple phone handsets with ACN Digital Phone?](#)

How will I know when my Digital Phone service has been activated?

You will receive an Alert Message in the "Alerts" area of your ACN Digital Phone Service Online Account. An email will also be sent to the email address provided in "Account Info".

[Back to Top](#)

How do I know if my ACN Digital Phone Service is unavailable?

If you do not hear a dial tone when you lift the receiver, your ACN Digital Phone Service may be unavailable due to an Internet service outage or malfunction of networking equipment in your home. You can check the status lights on the front of your ACN Phone Adapter. Please refer to the [ACN Phone Adapter user manual](#) for status light indicator information.

[Back to Top](#)

Can I use multiple phone handsets with ACN Digital Phone?

Many of our customers use cordless phone systems that include a base unit and extra handsets. The base station of the cordless telephone plugs directly into the ACN Phone Adapter. Multiple handsets can be placed anywhere in the house. ACN offers a [Digitally Enhanced Cordless phone and extensions](#).

[Back to Top](#)***Important 911 and E911 Notice***