

## WELCOME

Thank you for selecting XMission Voice for your digital phone service.

For fifteen years, Utah residents and businesses have trusted XMission to provide them with the highest-quality Internet services available; now, we feel privileged to offer you multi-featured, reliable phone service paired with the friendly, responsive customer support you deserve.

Unlike traditional phone companies, XMission has employees ready to assist you 24/7 from our local, Salt Lake City office. Because we thoroughly test all of our services - and use them ourselves - we know that you will have a positive experience with XMission Voice. However, if you do require help at any time, please feel free to contact our technicians via phone, email, or chat. You won't wait on hold for hours, and we won't leave your issue unresolved.

With XMission Voice, you receive the best features of traditional phone service plus several exciting new features available only through Voice over IP technology. You can access features by either entering access codes using your touch-tone phone, visiting the XMission Voice customer portal, or by contacting XMission tech support to enable additional advanced features.

You can find all of the information in this brochure - and more - on our website at **[www.xmission.com/products/voice](http://www.xmission.com/products/voice)**.

Please don't hesitate to contact us with any questions.

Enjoy your service!

## ABOUT XMISSION

XMission is one of the oldest and most experienced Internet service companies in the United States, and Utah's leading independent Internet service provider (ISP). Headquartered in Salt Lake City, XMission provides broadband Internet connectivity, digital phone service, web hosting, and colocation services to residents and businesses.

In 2007, XMission became the first Internet service provider in Utah to upgrade to 100% renewable energy through Rocky Mountain Power's Blue Sky program.

XMission also proudly supports hundreds of Utah's nonprofit organizations by providing free web hosting services, in-kind donations, and sponsoring community-based events and facilities, including the Living Planet Aquarium, the Utah Arts Festival, Living Traditions Festival, and the Twilight Concert Series.

## CONTACT INFO

Detailed descriptions of XMission's services are available online at [www.xmission.com](http://www.xmission.com). XMission can be reached by email at [sales@xmission.com](mailto:sales@xmission.com) or by phone at 877.964.7746.



# *“Hello!”*

*Welcome to digital voice service.*



## BASIC INSTALLATION INFORMATION

### For DSL

1. Please examine the contents of the box you received from XMission.

You should have received at least:

- 1 x Integrated Access Device (IAD)  
(your Voice adapter)
- 1 x Power adapter
- 1 x Ethernet cable

2. Remove the IAD from its box. As you examine the device, you will notice that it has at least one port for a telephone line (some models have two ports for telephones), a port for Ethernet, and a power jack.

3. Insert the Ethernet cable into the IAD Ethernet port. You will plug the other end of the Ethernet cable into a free Ethernet port on your DSL modem, or router.

4. Insert the power adapter cable into the IAD power jack. Then, plug the adapter into a power source, preferably a UPS.

Note: If you do not have a free Ethernet port, please do not unplug anything. Call or email XMission for additional recommendations.

5. Once you have your Ethernet cable inserted, you can plug your telephone line into the remaining port on the IAD. Customers with the Linksys IAD can connect a second phone if they choose (Line 2). The other end of the telephone line should be connected to your telephone.

6. After you have connected the phone line, please pick up your telephone and check for a dial-tone. When a dial-tone is present, your XMission Voice installation is complete. If you cannot hear a dial-tone, please contact XMission tech support for additional assistance.

7. You can begin to use your new XMission Voice service.

## BASIC INSTALLATION INFORMATION

### For UTOPIA

1. A UTOPIA installation team will return to your residence and run a second CAT5 Ethernet cable from the device on your wall (access portal) to an Integrated Access Device (IAD), your Voice adapter.

2. The installers will now connect your telephone to the IAD. Installers can run a second phone line from the IAD, simply plug your phone directly into the device, or connect to your home phone system through an isolated NID. When a dial-tone is present, your UTOPIA Voice installation is complete.

3. You can begin to use your new UTOPIA Voice service from XMission.

### ACCESS CODES

- Voice Mail - \* 98
- Call Waiting – FLASH KEY<sup>1</sup> ( \* 70 to deactivate)
- Call Forward - \* 72 + second phone number ( \* 73 to deactivate )
- Anonymous Call Blocking - \* 77 ( \* 87 to deactivate)
- Caller ID Block - \* 67 + outgoing phone number
- Last call return - \* 69
- 3-way Calling – FLASH KEY<sup>1</sup> + third party's number + when they answer, press FLASH KEY<sup>1</sup> once.

Features available via <http://voice.xmission.com> include:

- Selective Call Blocking
- Voice Mail to Email
- Outgoing Call Restriction
- Emergency Forward
- Caller ID Block
- Busy Buster
- Selective Call Forwarding

## ENHANCED 911

XMission provides reliable Enhanced 911 (E911) emergency access. Please note: if you change addresses you must immediately notify XMission. Because of the portability of XMission Voice, XMission must keep a current address on file at all times to ensure that emergency personnel can locate your residence.

Also please remember that you must have power and an Internet connection for 911 service to work. XMission cannot guarantee service in the event of a network or power outage, or during account suspension.

To comply with federal regulations, XMission has included E911 stickers with your IAD. Please adhere these stickers to any device used in conjunction with XMission Voice.

### LOCAL NUMBER PORTABILITY (LNP)

If you have decided to keep your current phone number, please remember to keep your existing telephone service active with call forwarding enabled for approximately one month while we port your number over to XMission. As soon as you have finished installing XMission Voice, please forward your existing phone number to the temporary number provided by XMission. This ensures that you will never experience a gap in your phone service. While XMission transfers your number, you may hear a special ringtone indicating that you still have call forwarding activated on your old service. If your ringtone has changed, it will revert to a standard ring when XMission has successfully transferred your existing telephone number.

(<sup>1</sup>) – If your phone does not have a FLASH KEY, quickly tap the hook.