



SKYBEAM Texas VoIP Manual



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Porting a Phone Number

- At the time of install what is generally referred to as “temporary number” as well as a Voicemail PIN assigned to your adapter. This allows you to make and receive calls from that adapter the day telephone service is installed. If for some reason you are unable to port your phone number the “temporary number” can be used as your new telephone number with our service.
- 1. In order to port your telephone number it must be active with your current telephone provider. You have to continue your service with your telephone provider until your number port is completed. If it is discontinued for any reason your port will be canceled.
- 2. You must have submitted a “Letter of Authorization” aka LNP form via www.aircanopy.net/lnp with all the information exactly as it appears on the copy of your most recent bill (within the past 30 days) from the telephone provider you are porting away from. Please fill out the information exactly as it appears on your most recent invoice from your current phone carrier that you are porting away from.
- 3. All the information that appears on the Letter of Authorization form will be from the telephone provider you are porting away from except your SKYBEAM Texas account number.
- 4. Ensure that the completed LNP form and the copy of the most recent telephone bill from your current provider you are porting away from is faxed to 1-866-409-PORT (7678). These can also be scanned and sent by email to support tx-support@skybeam.com.
- 5. Plug a phone directly into your adapter in “Line 1”. Upon port completion the telephone directly connected into “Line 1” on the telephone adapter will begin to ring instead of the phones in your home with your ported number. You will not be able to make or receive calls with the telephones connected into the wall jack in your home at this time. Please follow the steps under “Number Port Completion” to complete the steps necessary to make the existing telephone jacks as well as telephones in your home work with the new service.
- **IMPORTANT:**
 - YOU ONLY KEEP YOUR EXISTING NUMBER IF YOU FILL OUT THE LNP FORM TO REFLECT THE COPY OF YOUR MOST RECENT BILL WITHIN THE PAST 30 DAYS FROM THE CARRIER YOU ARE PORTING YOUR NUMBER AWAY FROM.
 - IF YOU DO NOT FILL OUT AND SUBMIT THE NUMBER PORT ON WWW.AIRCANOPY.NET/LNP YOUR NUMBER WILL NOT BE PORTED.

- FILLING OUT A NUMBER PORT DOES NOT GUARANTEE THAT YOUR NUMBER IS PORTABLE.
- NUMBER PORTS TAKE 30 BUSINESS DAYS TO COMPLETE AS LONG AS ALL THE CORRECT INFORMATION IS GIVEN ON LNP FORM AND THE COPY OF THE MOST RECENT BILL WITHIN THE PAST 30 DAYS IS PRESENT.

Checking Port Status

- To check your port status you will need to visit www.aircanopy.net/lnp_staus.
 - This page is designed to allow customers to view the status of their port. To check the status of your port please provide us with your lnp form number located in the top right corner of your copy of the Letter of Agency. **No personal information is submitted or provided as a result of a submission.**

Telephone Service Provider

inc. to act on Customer's behalf to Port the numbers listed below.

LNP Form #: 2201

- If you are having difficulties checking the status of your port or if you need to cancel your port please contact us at tx-support@skybeam.com or at 1-866-411-FAST (3278).

Number Port Completion

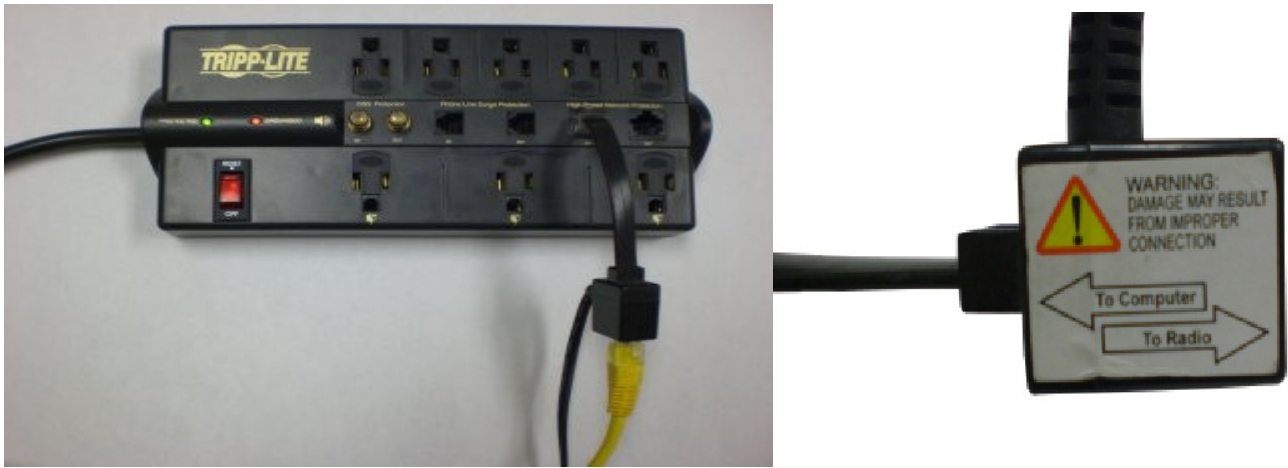
- In order to make use of all the telephones as well as telephone jacks in your home when your number port is complete follow the steps below.
 1. Equipment you will need.
 - a) Linksys SPA2102 also known as a “Analog Telephone Adapter”.



b) A network surge suppressor. More information available on our site http://aircanopy.net/surge_suppressors.



2. Connect the Motorola “pig tail” into the “In” port on the network surge suppressor.



3. If you haven't already, plug in the Motorola power supply into an available electrical outlet.
4. Connect one end of an ethernet cable into the “Out” port on the network surge suppressor and the other end into the “Internet” port on the Linksys SPA2102.



5. Connect one end of an ethernet cable into the “Ethernet” port on the Linksys SPA2102 and the other end into the “Internet”, “Uplink”, or “WAN” port (will vary depending on model) on your router (not shown).



6. If you haven't already, plug in the power to the Linksys SPA2102.



7. Plug one end of a telephone cable into the “Phone 1” port on the SPA2102. The “Phone 2” port is available for use if you have a second phone number configured.



8. Plug the other end of the telephone cable into a phone and check to see that you have a dial tone. If you have no dial tone review steps above.
9. Once you have ported your home phone number or you have decided to use a number assigned by SKYBEAM Texas for your home follow the steps below.
10. Locate the demarcation box on the outside of your house. This is usually near the electrical utility meter.



11. You will be able to gain access to the customer side with a flathead screwdriver.



12. There will be something similar to picture below. All you need to do is unplug the telephone cable, this physically disconnects yourself from your current phone provider. This is **important** because when phone calls are made voltage is passed through the phone lines, if you are connected to your current provider as well as receiving service through SKYBEAM Texas improper configurations can potentially cause hardware damage to the Linksys SPA2102 as well as hardware on your current provider's end.



13. Once you have disconnected yourself we will need to review the actions taken in step 7.
14. Connect one end of a telephone cable into “Phone 1” of the Linksys SPA2102 and the other end into any available port in your home. All phone lines in your home should now be chained together, if you do not have a dial tone review the steps above.

Voicemail

- Voicemail is enabled by default on your “temporary telephone number”. At the time of install the install team will provide the temporary telephone number as well as the randomly generated voicemail pin.
- Voicemail can be configured to answer your calls if you do not. You can also configure voicemail to deliver a copy of all messages as an audio file attachment to an email address of your choice, or the details of the message to a text message address of your choice.
- To access your voicemail simply dial your number, press the * key during the voicemail greeting, and then follow the prompts. If you are calling from your VoIP phone line, and your caller ID number is not blocked, your mailbox number will be detected and you will only need to enter your password.
- To turn voicemail on or off, configure the amount of times before voicemail picks up, and set an email address and/or text message address for delivery of messages, use the One Number Access Configuration page available online at <http://voice.skybeam.net>.
- To change your pin you will simply dial your number, press the * key during the voicemail greeting, and then follow the prompts. If you are calling from your VoIP phone line, and your caller ID number is not blocked, your mailbox number will be detected and you will only need to enter your password.
- Please note that deleting a voicemail message from your email does not delete the message from your voicemail box. Your voicemail box has a storage limit of 50 messages.
- To change your personal voicemail greeting dial your number, press the * key during the voicemail greeting, press “0” for mailbox options, followed by “4” to record temporary greeting.

Network Surge Suppression

- The “Analog Telephone Adapters” are only covered by warranty with SKYBEAM Texas if you have them connected correctly to a networking surge protector. Instructions on this are shown in the “Number Port Completion” portion of this document.

- Network surge suppressors are available for purchase from our SKYBEAM Texas office in Midlothian. These are also available for purchase from many electronic stores.

e911 Information

- e911 is updated at the time the telephone service is installed.
- To verify that your e911 address correct please call us at 1-866-411-FAST (3278) option #2.
- For more information on e911 please visit www.aircanopy.net/e911.

800 Number Information

- An 800 number is a toll-free special telephone number, in that the called party is charged the cost of the calls by the telephone carrier, instead of the calling party.
- 800 numbers require a local number with SKYBEAM Texas as well since 800 numbers only point to local numbers and are never provisioned as a line on a telephone adapter.
- The cost for an 800 number with SKYBEAM Texas is \$5.00 a month + \$0.05 per minute.
- In order to receive an 800 number you must request it from either our Sales or Technical Support teams. A form is also required to be filled out with street address, contact name, contact telephone number as well as the local number you want the 800 to point to. An 800 number is received anywhere from 2 weeks to 30 business days from the date the 800 number request form is submitted to SKYBEAM Texas.
- In order to receive a vanity 800 number for example “1-866-411-FAST” you must be a business customer paying business telephone rates.
- In order to port an 800 number you must fill out a separate porting form that can be request from our VoIP Administrator or our Business Sales Representative.
- For more information on 800 numbers please visit http://en.wikipedia.org/wiki/Toll-free_telephone_number.

Adapter Port Description

- The purpose of this portion of the document is to describe the ports on the SPA2102 also known as the "Analog Telephone Adapter".

- Each connection has a light it is associated to on the front of the adapter excluding the "ETHERNET" or yellow port on the back side of the adapter.
 - **INTERNET (BLUE PORT):**
 - Ethernet connection used to plug in an ethernet cable coming from the “Out” port on your network surge protector. This connection supplies Internet service to the telephone adapter.
 - **ETHERNET Light (Front of Adapter):**
 - This indicates if the adapter is receiving an Internet connection form the “pigtail” represented in the “Number Port Completion” section.
 - **ETHERNET (YELLOW PORT):**
 - Ethernet connection used to connect to the “Internet”, “Uplink”, or “WAN” port (will vary depending on model) on your router (not shown).
 - **PHONE 1 (GREEN PORT):**
 - This line is used to directly connect a telephone to until your number port is completed. Upon completion you will directly connect “Phone 1” into a telephone jack in your home ONLY after disconnecting the demarcation point explained in the “Number Port Completion” portion of this document.
 - **PHONE 1 LIGHT:**
 - This light indicates if the telephone adapter is connected to the VoIP server at the central office.
 - If this light illuminated you should be able to make and receive telephone calls.
 - **PHONE 2 (GREEN PORT):**
 - This line is only available for use if there is a second phone number provisioned either at the time of install or after calling in to have a second line added. If you are porting two numbers then the second line on the adapter will hold the second of the two numbers being ported.
 - **PHONE 2 LIGHT:**
 - This light indicates if the telephone adapter is connected to the VoIP server at the central office. This light will be light only if a second phone number was provisioned either at the time of install or after calling in to have a second line added. If this light is illuminated you should be able to make and receive telephone calls.
 - **POWER LIGHT (Power Symbol Front of Adapter):**
 - The power light is represented on the adapter with a power symbol. This indicates if the adapter is receiving power.