

Welcome to ImpactConnect

impact
...telecom

Clear calls at a dependable rate are just a few steps away.

Thank you for choosing ImpactConnect.

This package includes your ImpactConnect VoxBox, the easiest way to connect your home phone to the ImpactConnect service. Please review the attached instructions.

If you have any questions about your account or about the installation of your VoxBox, please visit www.impactconnect.ca/support or call us at **855-732-3568** or email us at customercare@impactconnect.net. We can answer any questions you have about the VoxBox or any of your ImpactConnect features.

You can access your MyAccount page at any time at <https://myaccount.impactconnect.net>.

3 Easy Steps to Start Calling the Way You Want

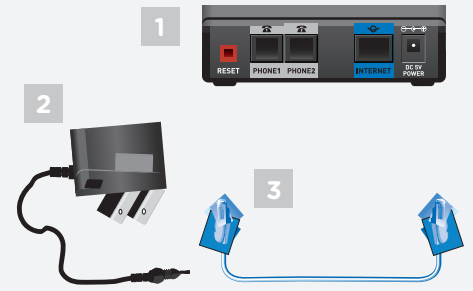
Step 1

Unpack

> Unpack all the contents in VoxBox package.

> You should have the following:

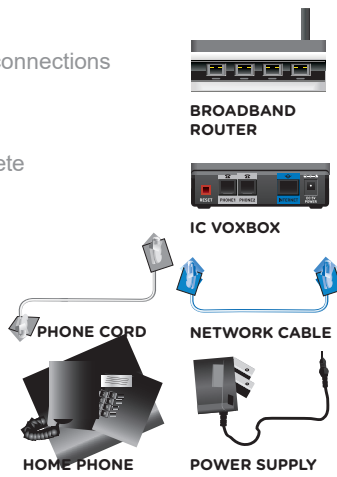
- 1 The ImpactConnect VoxBox
- 2 A VoxBox Power Adapter
- 3 A Network Cable



Getting Started

You will need the following to start using your ImpactConnect service.

- ▶ An ImpactConnect Account
- ▶ A working, broadband internet connection
ImpactConnect will work with DSL, Cable and Fibre connections
- ▶ A broadband router
This is supplied by your internet provider. You'll need to access the back of your router to complete the setup process.
- ▶ A home telephone and a telephone cord
A wireless home phone base station will also work
- ▶ The ImpactConnect VoxBox
Provided in this package
- ▶ The ImpactConnect VoxBox Network cable
Provided in this package
- ▶ The ImpactConnect VoxBox power supply
Provided in this package



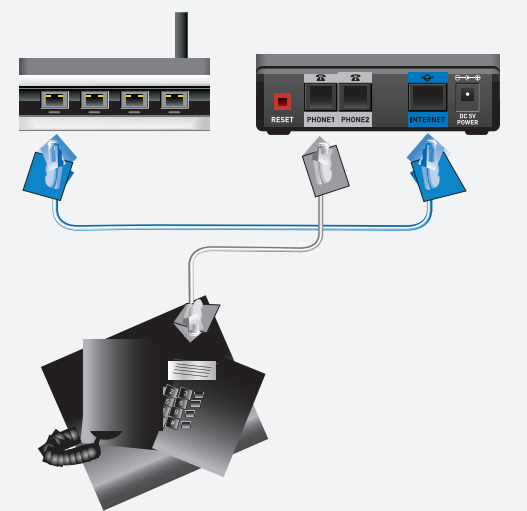
Step 2

Connect

> Connect one end of the network cable to your broadband router LAN port.

> Connect the other end to the VoxBox Internet port.

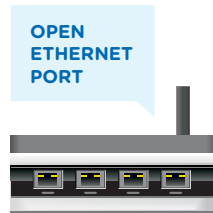
> Connect the phone cable from your telephone to the VoxBox Phone 1 Port.



Check Your Equipment

Review the following checklist before connecting your VoxBox to the internet.

- ▶ Make sure your internet connection is working.
Using your web browser, navigate to a commonly used web page like www.google.ca or www.yahoo.ca.
- ▶ Make sure your internet router has an open Ethernet (LAN not WAN) port.
You will typically have four LAN ports on your router. One must be unused.
- ▶ Make sure you have an extra power outlet.
Your ImpactConnect VoxBox will need its own power outlet.
- ▶ Make sure your ImpactConnect Account is current and activated.
Visit <https://myaccount.impactconnect.net> to confirm.



Step 3

Power Up

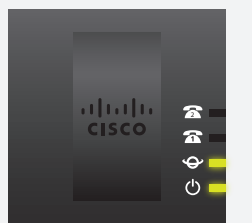
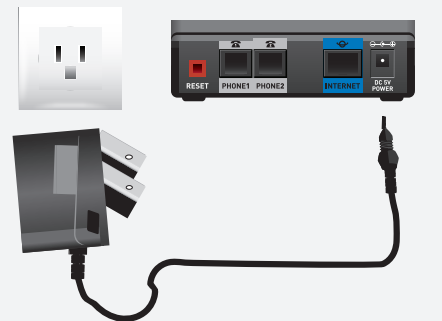
> Plug the Power Adapter into a wall outlet or power strip.

> Plug the Power Adapter into the DC 5V port on the back of the VoxBox.

> Allow approximately 2 minutes for the VoxBox to fully power up.

If you have successfully completed the setup process, these lights on your VoxBox should be lit up and green:

- Internet
- Power



We are Here to Help

The ImpactConnect support team is always available at www.impactconnect.ca/support or at **855-732-3568** or by email at customercare@impactconnect.net. We can answer any questions you have about this letter or any of your ImpactConnect features.

You can access your account, manage features and update account details at any time at MyAccount by visiting <https://myaccount.impactconnect.net>. To learn more about managing your ImpactConnect service and features visit www.impactconnect.ca/support. Terms and Conditions apply. Your ImpactConnect services is provided by Vancouver Telephone Company. Thank you for choosing ImpactConnect.

www.impactconnect.ca

To set up and use your voicemail, dial *98



To manage features visit myaccount.impactconnect.net



To download the ImpactConnect App visit the Apple App Store or Google Play

