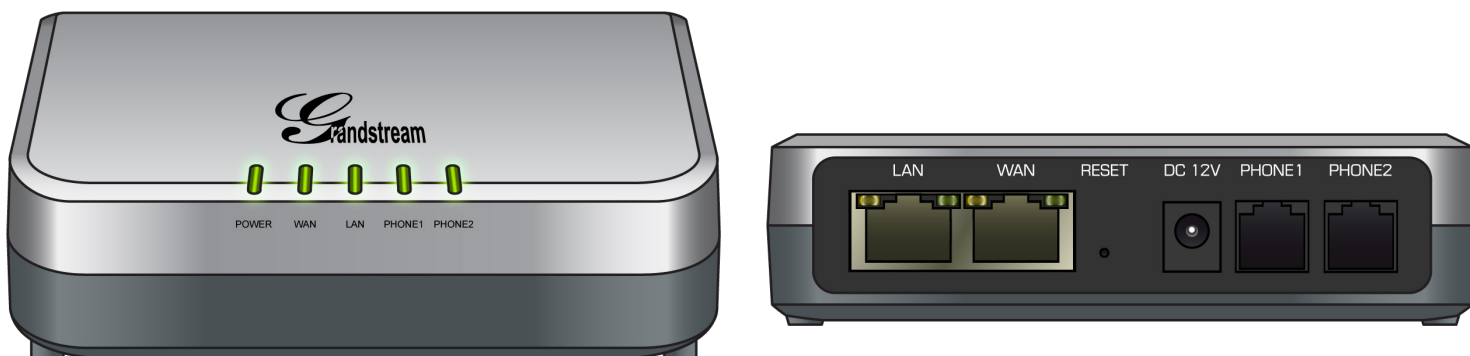
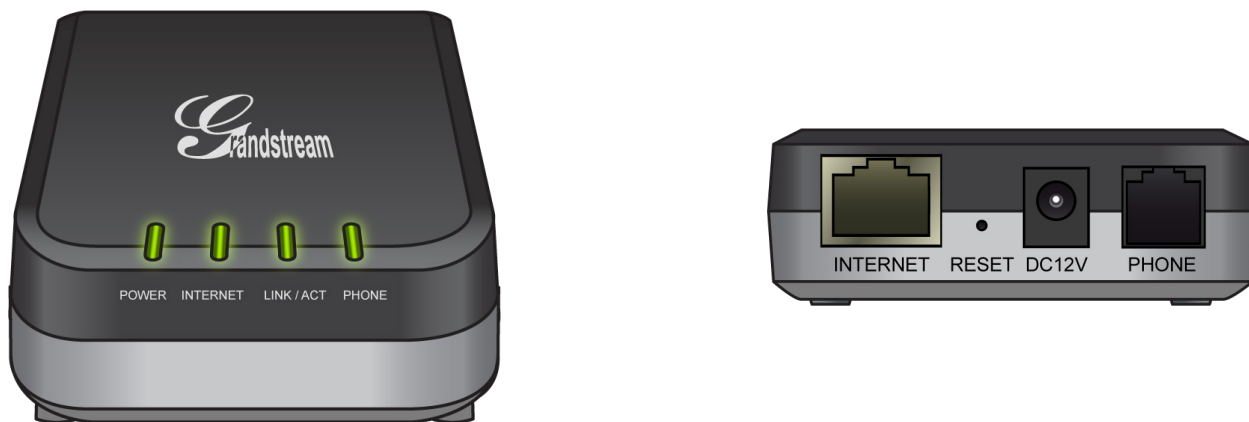


Here at Cyber Services, we offer Digital VoIP Phone solutions. What VoIP means, simply, is that it is phone service provided through an Internet connection. Since we provide VoIP service, we also use analog telephone adapters (ATA) to connect your telephone to our network.

An example of one of the ATAs we use is the Grandstream HT502:



The number of ports on this ATA has caused some customers to confuse their cabling at times, leading to troubleshooting calls. In an effort to help our customers and decrease these calls, we have started using a more simple ATA with fewer ports, the Grandstream HT701:

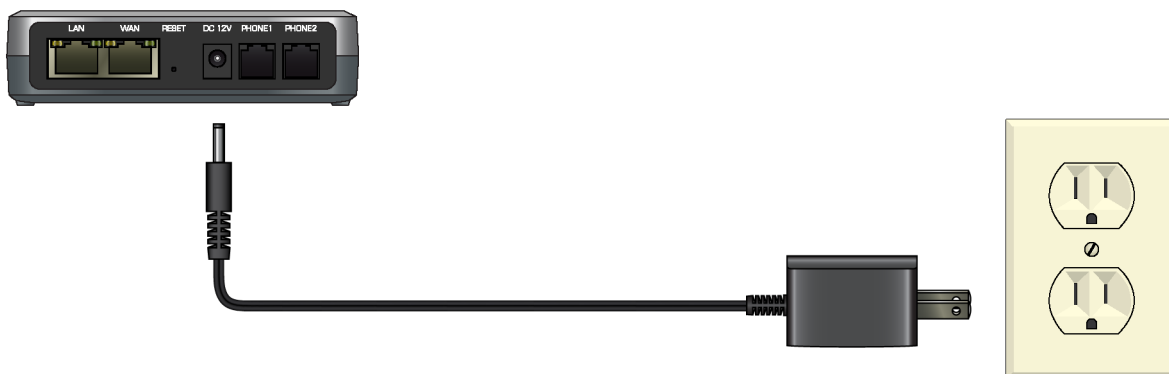


(For cabling issues, please refer to our MDU Cabling Set-Up Diagrams.)

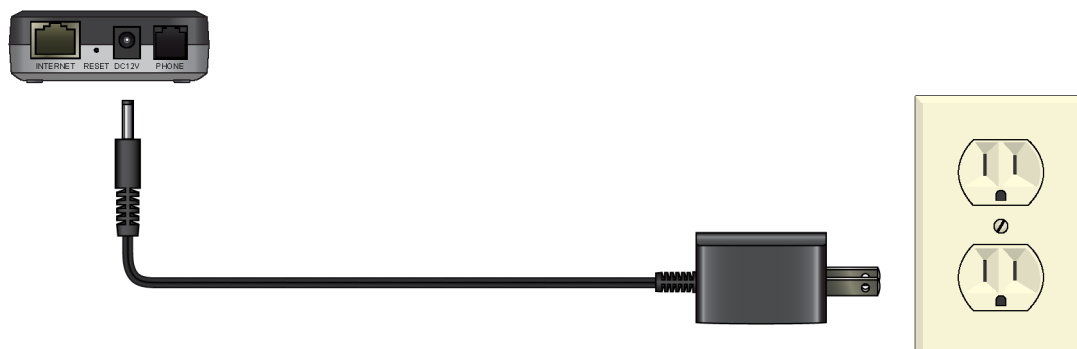
Beyond making sure all your cables are properly connected, most issues with you VoIP service can be resolved by power cycling your ATA. To do this, simply unplug your ATA's power cord from your power outlet. This can also be done by disconnecting the power cord from the ATA itself. Leave the ATA unplugged for about 60 seconds. After 60 seconds, plug the ATA back into the power outlet, or re-connect the power cord to the ATA. The ATA will begin rebooting, and your issue should be resolved.

The following diagrams show the power cord locations of our ATAs:

Grandstream HT502



Grandstream HT701



If power cycling does not resolve your phone issues, you will need to give us a call for further troubleshooting. We will then determine if the problem will require a service visit.

For help, call us at 1-800-278-8936 (Option 3).