



TELEPHONE ADAPTER INSTALLATION & USER GUIDE

WARNING: During the set up process do not disconnect the Rogers Voice Adapter while the LED lights are flashing.

Inside you'll find everything you need to make calls using your Rogers Telephone Adapter over your internet connection and get the most out of the *Rogers One Number™* experience.

What's included in the box:

- Rogers Telephone Adapter (model Mediatrix 4102S)
- Power Cord
- Network Cable
- North American power supply
- Rogers Telephone Adapter Installation & User Guide
- *Rogers One Number* Terms & Conditions

GENERAL INSTALLATION INSTRUCTIONS

The following are general steps to follow for connecting your device.

STEP 1

Using a telephone cable, connect the telephone(s) you want to use into Port 1 (Phone) and/or Port 2 (Fax) found on the back of the Rogers Telephone Adapter.

STEP 2

Connect one end of the network cable to the WAN port on the Rogers Telephone Adapter. Connect the other end of the network cable to an active internet port.

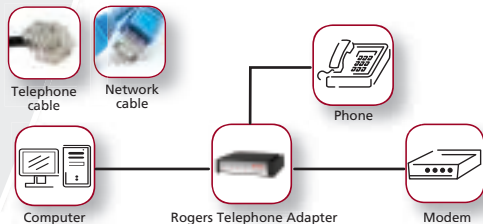
STEP 3

Using the power cord connect the Rogers Telephone adapter to an electrical outlet.

NOTE: For your convenience the LAN port on the Rogers Telephone Adapter is available for you to connect another device to the internet.

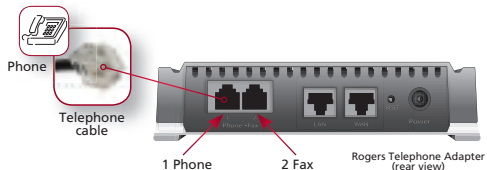
INSTALLATION WITHOUT ROUTER

The following steps describe how to properly connect your device if you have a modem (i.e. for your cable or DSL high speed internet provider) but no router.



STEP 1

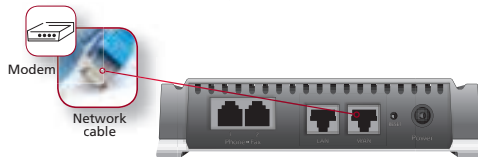
Using a telephone cable, connect the telephone(s) you want to use into Port 1-Phone and/or Port 2-Fax found on the back of the Rogers Telephone Adapter.



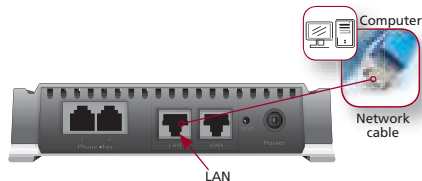
NOTE: Make sure your telephone is set to use tone setting (not pulse).

STEP 2

Take the network cable that came in the box and connect one end to the WAN connector of the Rogers Telephone Adapter. Connect the other end of the network cable to the WAN/Ethernet connector of your modem.

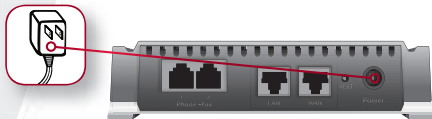


NOTE: If your modem only has one WAN/Ethernet connector and it's already being used to connect your modem to your computer via a network cable, first restart your modem, then unplug the one end of this network cable from your modem and connect it to the LAN connector of the Rogers Telephone Adapter instead (the other end of this network cable should still be connected to your computer). Then complete Step 2 above.



STEP 3

Connect the power cord to the Rogers Telephone Adapter and then connect the other end to an electrical outlet.



IMPORTANT: Do not disconnect the power from the Rogers Telephone Adapter from now on unless instructed.

After completing the above steps, wait 10 minutes (or until the Ready and Power LED lights on the Adapter remain solid and the ETH LED light is steady flashing.), then, pick up your telephone handset and listen for a dial tone. On your computer, verify that you can browse the web. If you hear a dial tone and can browse the web, you have finished the installation and can begin making calls over your broadband access using your *Rogers One Number* telephone number provided to you by Rogers.



If the Power LED light is still blinking and you have confirmed that your computer can access the internet over the same high speed connection, then call Rogers technical support. If the Power LED light is still blinking and you are unable to access the internet over your high speed internet connection, then contact your high speed internet provider for support.

INSTALLATION WITH ROUTER

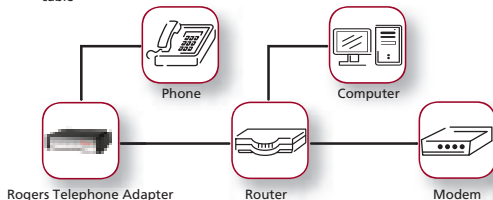
The following steps describe how to properly connect your device if you have a modem (i.e. for your cable or DSL high speed internet provider) and are also using a router.



Telephone cable



Network cable



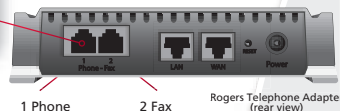
STEP 1

Using a telephone cable, connect the telephone(s) you want to use into Port 1-Phone and/or Port 2-Fax found on the back of the Rogers Telephone Adapter.



Phone

Telephone cable



1 Phone

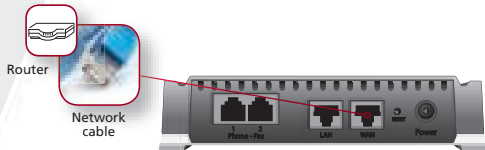
2 Fax

Rogers Telephone Adapter (rear view)

NOTE: Make sure your telephone is set to use tone setting (not pulse).

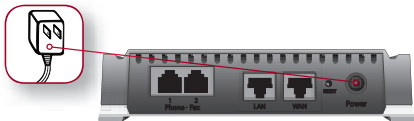
STEP 2

Take the network cable that came in the box and connect one end to the WAN connector of the Rogers Telephone Adapter. Connect the other end of the network cable to one of the Ethernet connectors of the router.



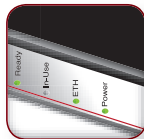
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Connect the power cord to the Rogers Telephone Adapter and then connect the other end to an electrical outlet.



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NOTE:

- To access your *Rogers One Number* voicemail press *98 on your home phone
- To transfer a call from another *Rogers One Number* device to your home phone, press *11 on your home phone.

Rogers One Number runs through your computer's IP address, this means you must enter your 9-1-1 information to help emergency personnel find you in case of an emergency. It is also a good idea to create an emergency backup plan. For example, if the power goes out and you don't have access to your computer and internet, you will need a secondary way to contact 9-1-1.

Installation Troubleshooting Tips

The following steps describe common troubleshooting tips to follow if you are experiencing issues connecting your device.

STEP 1

Power cycle the Telephone Adapter. Unplug the device wait 15 seconds and plug it back in; then begin the installation process again.

STEP 2

Power cycle the modem/router the Telephone Adapter is connected to; then begin the installation process again.

STEP 3

Check for an IP address. Dial ****#0** on your phone, an automated voice should come on providing the IP address. If nothing happens, the Telephone Adapter is not receiving an proper internet connection. In this case there is likely an issue with your internet connection and you should contact your internet service provider. If an IP address is provided and you have attempted steps 1 and 2 above, contact Rogers Technical Support for assistance.

Standard Calling Features

Now that you have completed the installation of your Telephone Adapter you can start making calls. Below you'll find a list of convenient features included with your *Rogers One Number™* Phone-Add on and Telephone Adapter.

1. Making and Receiving Calls

You can make and receive calls as you normally would. For details on how to make and receive calls refer to the hardware user guide of the telephone you connected to the Telephone Adapter.

All calls using the Telephone Adapter are VoIP calls and will be charged as if the call was made from the local calling area of your mobile number regardless of where the Telephone Adapter is set up.

2. Switch Call

You can seamlessly switch an active call from your Wireless Phone, Web Phone or *Rogers One Number* Devices to any other of these devices. For example switch a call from your Wireless Phone to the phone connected to your Telephone Adapter and vice a versa. Call rates will apply based on the device being used.

STEPS: Press ***11** and click **dial** on the device you want to switch the call to.

3. Call All

You can call your other *Rogers One Number* Devices (i.e. your IP Phone or other phones connected to a Telephone Adapter) your Web Phone and/or your Wireless Phone. So if you misplace your mobile, simply use the Call All feature and wait to hear your mobile ring.

STEPS: Pick up the phone and dial ****01**.

4. Call Display - Per Call Blocking

You can block your number from displaying on the phone of the person you are calling.

STEPS: Pick up the phone and dial **#31#** followed by the destination number. To enable Permanent or International Call Display Block, you must call Rogers Customer Service.

5. Conferencing

Connect with up to 5 other parties on one call. Conferencing can include your different *Rogers One Number Devices* (i.e. your IP Phone or other phones connected to a Telephone Adapter) your Web Phone and/or your Wireless Phone, however must include at least one party that is not using one of your *Rogers One Number Devices*. Conferencing is not available when you are receiving an incoming call using the Telephone Adapter.

STEPS:

- 1-Call the first party
- 2-Put them on hold
- 3-Call the second party
- 4-Bridge the parties (By pressing **conference/join calls** button)
- 5-Repeat the same process to add up to 5

6. Incoming Call/Name Display

If Call/Name Display is activated on your mobile number it will apply to all of your *Rogers One Number Devices*, Web Phone and Wireless Phone. When using a Telephone Adapter, the phone you connected to it must also support Call/Name Display functionality.

7. Call Waiting

For details on how to use Call Waiting, refer to the hardware user guide of the Telephone connected to the Telephone Adapter. During Call Waiting all of your *Rogers One Number Device(s)*, your Web Phone and Wireless Phone not in use will ring and can be answered.

8. Call Log

Your Call Log records every incoming, outgoing and missed call made, and is available from either your Wireless Phone, your Web Phone or your *Rogers One Number Devices*. And, there's nothing to set up or activate.

Note: this is only available if the Telephone you connected to the Telephone Adapter supports Call Log viewing.

9. Accessing Voicemail

Voicemail is an optional Rogers wireless feature. If you have voicemail activated on your wireless account you can also access voicemail from your Web Phone or your *Rogers One Number Devices* by dialing ***98**.

10. Fax - Adapter Port

This feature allows you to use a fax machine on the Telephone Adapter's fax port in order to send or receive faxes using your mobile number.

Note: The fax port will support only machines using the G.711 codec for fax for both terminating and originating, yet can still be used for voice.

Optional Features

Your Telephone Adapter is a *Rogers One Number* add-on component that can function on its own (providing you with the above features) or together with *Rogers One Number* online services (for enhanced features). Below is an overview of the optional enhanced features available to you. To access and set up these features, register and login to **www.rogersonenumber.ca** and click on **"My Settings"**. When you activate any of the below features online they will apply to your Wireless Phone, your Web Phone, and your *Rogers One Number* Devices.

1. Reach Me Rules & Block Number

With the *Rogers One Number*™ Reach Me Rules and Block Number features, you have the power to control who contacts you and when. This lets you control your availability, limit calls during certain times and block private, unknown or specific numbers. Once set up, you can even access and manage these unique and rich set of features from the convenience of your mobile device or computer.

2. 9-1-1 Emergency Address Online Management

When you purchased your Telephone Adapter you were required to provide us with a 9-1-1 Emergency Address. You can manage and update this address online. Please note if you make a 9-1-1 call from your Web Phone or *Rogers One Number* Devices (i.e. your IP Phone or other phones connected to a Telephone Adapter), any call backs from 9-1-1 will only ring on the specific device that the call was originally made from.

Important Information:

1. Broadband Requirements

To get the most out of the *Rogers One Number* service, you'll need high speed internet for making voice calls. A minimum of 100 Kbps is required; of course, the faster your connection, the better the quality.

Call Type	Download / Upload Speed	Recommended Rogers Tier
Voice	Greater than 100 kbps	Lite or above

2. Data Consumption

The table below illustrates data bucket sizes (in megabytes (MB)) associated with voice calling.

Call Bit rate (kbps)	Per Second	Per Minute	Per 30-Minutes	Per Hour
Voice @ 100	0.0125 MB	0.75 MB	22.5 MB	45 MB

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