



Unlimited Phone – Troubleshooting

877-573-6763 Option 3

My Phone Doesn't Work

The Skybeam Unlimited Phone uses your Skybeam Internet connection. Please confirm that your Internet connection is working. Do this by opening a Web browser on your computer and viewing www.cnn.com or a similar Webpage that posts both today's date and the current time. If it is not working, please call Technical Support.

If it is working, please do the following:

Check Power

Please make sure that the green lights are active on the Linksys phone adapter (ATA). Power cycle the adapter by unplugging the power, waiting a full 90 seconds, then plugging it back in. Wait for 1-2 minutes for it to reset. If this does not resolve the problem, continue to the next steps below.

Check Wiring

Verify the wiring is correct by confirming the Ethernet plug on the Motorola Antenna Power Supply is plugged into the Internet (blue) jack. Also check to make sure the phone wire is plugged in the "Phone 1" jack.

Check lights

The normal light configuration on the adapter should be:

1st light (power) solid green

2nd light (Internet traffic) flickering green

3rd light ("Phone 1" jack) solid green when the phone is on the hook or flashing when the phone is off the hook.

If the lights *are not* in this configuration, contact Technical Support. If the lights *are* in this configuration and you do not hear a dial tone, plug a single phone directly into the phone adapter "Phone 1" jack to verify a dial tone. If you still don't hear a dial tone, try using a different phone and cable to verify if the phone is malfunctioning. Contact Technical Support if you continue to have problems resolving the problem.

Is the porting (transferring) of my phone number completed? Can I install by ATA yet?

Typically you will receive a proactive notification from Skybeam that your number has ported. However, if you would like to verify yourself that the porting is complete, call your ported number on a phone *different* than the one your ported number will be assigned to (such as a cell phone or work phone). If you go directly to voicemail, your number has ported. Alternatively, you may call Technical Support who can confirm that your number has ported.

Once your number has ported, you may install your phone adapter (ATA) which you should have received in the mail.

Installation

Your phone adapter (ATA) will be sent with information on setting up your phone service. You may also watch a video at www.skybeam.com/support for instructions. If you have followed the steps and are still having difficulty, please contact Technical Support. If you want to have an installer install your ATA, please call the Skybeam Sales to schedule. (Installation fees will apply).



Caller ID

Caller ID is available for both inbound and outbound calls. Inbound caller ID should work properly when connected to a phone that supports caller ID. If the inbound caller ID quits working, please dial *65 to enable it.

Outbound caller ID is also provided, but it may take several weeks for your name to properly display on the phones that you are calling. Be sure to enable outbound caller ID by dialing *68 from you phone which unblocks outbound caller ID. If your name does not display properly after 30 days, please contact the Technical Support for resolution.

Call Quality

If you are having call “break up” or “dropout” issues, (the audio goes out for several seconds) there may be several causes.

One possibility is home interference from multiple wireless devices. The Skybeam antenna is located on the roof of your home and the frequency it uses is very close to some of the frequencies used in cordless phones and routers. To test this resolution, use a corded phone to make calls and unplug the power from all cordless phones when making calls. Unplug the power from the cordless phones to see if the problem goes away.

If you have tested the problem by unplugging the cordless phones and the problem does not go away, then most likely the issue is being caused by wireless interference in your home. Try relocating the cordless home base as far away as possible from the Skybeam antenna on the roof and away from a wireless router to see if that fixes the problem. There are other things that we can do to attempt to resolve this issue. Please contact Technical Support for options.

Voicemail

If someone has left a voicemail message on your phone, you will hear a “stutter” dial tone when you pick up the phone. To set up and access your voicemail, please review the blue sheet which is the instructions sent to you for your digital phone service.

Lost Password

If you cannot access your voicemail or have forgotten your pin, please call Technical Support.

Canceling Phone Service

If you are porting your phone number to another provider, please don't return the phone adapter (ATA) until the porting process has been completed. We don't want to prematurely disconnect your phone number. You are responsible for returning your ATA to Skybeam. This can be done via the mail or dropping off the ATA to the Skybeam office.

Canceling Phone Service *and* Internet Service

If you are canceling your Skybeam phone service *and* your Skybeam Internet service, a Skybeam installer can pick up the ATA at your home when removing the Internet radio equipment. Please call the Skybeam office to coordinate the process at 1-877-573-6763 Option 5.