



comwave[®]

Home Phone - VoIP



Installation Guide

Package Contents

Package Contents



D-link DG-102S
VoIP Adapter



Serial Cable



Ethernet Cable



Power Adapter



①



②



③



④



⑤



⑥



- ① **Power Adapter**
- ② **Serial Cable** Used only if instructed by Comwave to assist with troubleshooting.
- ③ **WAN** Use the Ethernet cable provided to connect your internet modem to the "WAN" port of the Comwave D-link router.
- ④ **LAN** Use the Ethernet cable from your computer to connect to the "LAN" port of the Comwave D-link router (If you are not using a wireless router).
- ⑤ **Phone 1** Used to connect to your telephone handset, using your existing telephone cord.
- ⑥ **Life Line** Dial "#" to activate this port. Used to:
 - a) Connect to an existing phone jack to access the building intercom functions in apartment buildings.
 - b) Connect to a back-up non-VoIP land line in the event of Internet loss, if a back-up line is available.

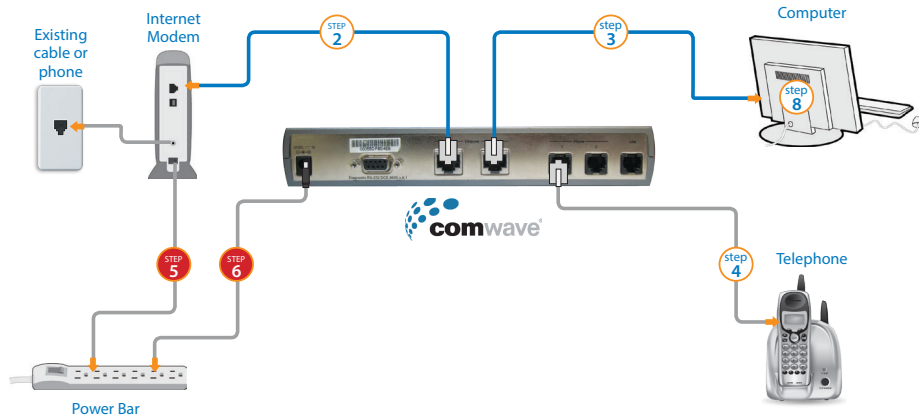
Step by step videos

Watch our step by step
videos at

www.comwave.net/videos



Installation



Continue to **step 1**

- step 1** To begin installation, turn off your computer and disconnect the power adapter to your Internet modem.
- step 2** Connect an Ethernet cable from the Internet modem to the **WAN** port of the Comwave VoIP Adapter.
- step 3** Connect a second Ethernet cable from the **LAN** port of the VoIP Adapter to your computer.
- step 4** Connect your telephone handset to the **PHONE 1** port of the VoIP Adapter.
- step 5** Connect the Internet modem to a power outlet.
Note: wait 2 minutes before continuing to the next step.
- step 6** Connect the VoIP Adapter to the power bar and **wait 5 minutes**.
Note: Do not disconnect as you could cause damage to the Adapter.
- step 7** Your phone should now work.

Can't make calls?

If you do not hear dial tone or are unable to make or receive calls, try the following steps to resolve the issue quickly.

- 1** Disconnect the power from both the Internet modem and VoIP Adapter and **wait 1 minute**.
- 2** Retry **step 5** and **step 6**.
- 3** Start your computer
- 4** Still unable to make a call?
Contact us at 1-866-350-5656.

VoiceMail

Comwave's VoiceMail stores 20 messages and allows you to listen to your messages by phone or email.

To access VoiceMail from home or office

From your Comwave Phone press ***98**

Enter your passcode
Refer to your welcome letter

1 Voice Messaging Menu

1 Play Messages

- 1** Save
- 2** Delete
- 3** Play
- 4** Previous
- 5** Date/Time
- 6** Next

2 Change Busy Greeting

3 Change No Answer Greeting

4 Change Passcode

5 Personalize Name

- 1** Record
- 2** Listen
- 3** Use default greeting

To access VoiceMail when away from home or office

Dial your Comwave Phone Number.
Press ***** during the greeting

Enter your passcode
Refer to your welcome letter

To access VoiceMail from your email

The voice messages can be automatically forwarded to your email account. Set up this feature by logging in to My Account at

My Account



www.comwave.net

Popular Features

Caller ID

Comwave's Caller ID service allows you to see the identity of the person calling you and they can see your identity when you call them.

How it works: Your telephone number and name were set when you signed up to Comwave and will appear as first-initial last-name (example: J. Smith).

Tip: If you wish, you can "hide" your ID (name and phone number) on a call-by-call basis by keying *67 before the number being dialed.

Call Waiting

Comwave's Call Waiting service allows you to answer a second incoming call without disconnecting your original call.

How it works: To answer the second call and toggle between two callers, simply press the "Flash" or "Switch Hook" button on your telephone set.

Tip: If you subscribe to Call Waiting service and wish to engage in a phone call without being interrupted by Call Waiting, you can disable it for that call by keying *70, followed by the number you wish to call.

There are many more features available.

For a complete description and setup instructions, visit www.comwave.net/features

Comwave 9-1-1

Take a moment to review the 9-1-1 terms at www.comwave.net/911.

Be sure that your 9-1-1 address is up to date. Log into your account at www.comwave.net/myaccount to verify or update your 9-1-1 address.

IMPORTANT: Every time you change your billing address or travel with your Comwave VoIP Adapter you will need to update your 9-1-1 address.

D-Link

Have more questions?
Let us help 1-866-350-5656