



How do I know if my VoiParty box is working? **MUST have 4 GREEN LIGHTS**

Here is some really helpful information from Ben, IT consultant, VIP2206, who wrote:

The best indication that all is connected correctly is:

- 1) That all **GREEN LED lights are ON**, AND,
- 2) You can surf the internet by connecting your PC\laptop to the "**Yellow Ethernet Port**", AND,
- 3) You should get a dial tone when you hook a regular phone to the "**Light Green Phone port**", AND, be able to dial to anyone in the US.

The caller ID is not active, so the receiver of the call will see "Unknown caller" in their Caller ID display;
And,

- 4) You should be able to receive a phone call to the "Light Green Phone Port" (the phone hooked to it should ring), and do a normal conversation.

Dial the number with your cell phone to check it.

Since we are in prelaunch, do not expect that all phone features are working, as they are not, and it is to be expected. It takes time to develop any system, especially of this magnitude. Even after launch, I expect some glitches, and "Bugs" that VOIPARTY will address in time. Patience will be important.

If you plug everything in and it seems to work and you lose your internet, then, unplug and power off everything and hook up your internet as it was originally. You should have your internet back on your computer.

THEN email support@voiparty.com

Give them your VIP number and contact information.

Tell what lights are on or what happened.

Go to www.teamviewer.com

On the home page, you will see, in the middle left, a grey button that says "**Start Full Version It's free.**" Click this and install the program for personal use.

Tech support can dial into your computer and make the proper adjustments.

Actually, anyone can help you on your computer using this software – pretty neat!

Don't let just anyone dial in however!

NO BOX YET? HAS IT BEEN MORE THAN 4 WEEKS SINCE YOU JOINED?

First, check your back office information and verify that your mailing information is correct.

Then, please email provisioning@voiparty.com and tell them that your box has not arrived.

Include your VIP number, contact information, date you joined and any other pertinent information.