Welcome to the ACN First Aid tool.

Please remember that all the documents (including Quick Installation guide and Manuals) are available on myacn.eu under the Information Centre tab.

If your device does not register please click here

If you are unable to make or receive calls please click here

If you have call quality issues please click here

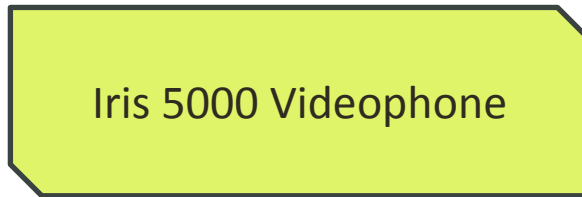For any other issues please click here

Registration Issues

Please confirm the ACN device that you are using:

Iris X Videophone
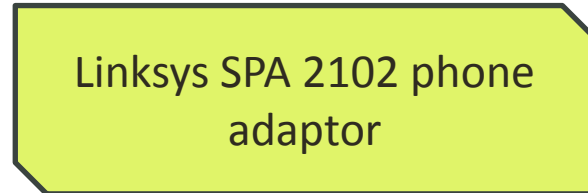
Iris 5000 Videophone

Iris 3000 Videophone

Grandstream HT 701 phone adaptor

Linksys SPA 2102 phone adaptor

Start Again

ACN®

1
- Please make sure that the ethernet cable is connected to the NETWORK port on the back of your ACN IRIS X Videophone and connect the other end to the first available port on your modem/router. Also, please plug the power adaptor into the ACN IRIS X Videophone and to an electrical outlet.

2
- Please go to Menu->System Settings->Network->Ethernet and make sure that "DHCP" option is selected.

3
- Please turn off your modem/router and your Iris X Videophone and leave everything off for approximately 1 minute. If you have a modem only, please leave it off for approx. 10 minutes. Then, please power up the modem, wait 1 minute, power up the router and after an additional minute, please power up the ACN Iris X Videophone. When you see the main screen of the device, please check if it registers. - the telephone number in the main screen widget will be green: 02080807B0

If your service was recently reactivated please click here

Still not registering!

My device is registering

Start Again

IRIS 5000 registration Issues

1
- Please make sure that the ethernet cable is connected to the WAN (blue) port on the back of your ACN IRIS 5000 Videophone and connect the other end to the first available port on your modem/router. Also, please plug the Power Adaptor into the ACN IRIS 5000 Videophone and to an electrical outlet.

2
- Please go to Menu->Settings->Network->IP settings and make sure that in the field "Get IP" the option "DHCP" is selected.

3
- Please turn off your modem/router and your Iris 5000 Videophone, leave everything off for approximately 1 minute. If you have a modem only, please leave it off for approx. 10 minutes. Then, please power up the modem, wait 1 minute, power up the router and after an additional minute, please power up the ACN Iris 5000 Videophone and check if it registers.(Please check if the upper left LED is lit)

If your service was recently reactivated please click here

Still not registering!

My device is registering

Start Again

ACN

1 • Please make sure that the ethernet cable is connected to the WAN (blue) port on the back of your ACN IRIS 3000 Videophone and connect the other end to the first available port on your modem/router. Also, please plug the Power Adaptor into the ACN IRIS 3000 Videophone and to an electrical outlet.

2 • Please go to Menu->Settings->System Settings->Network->Interface and make sure that "DHCP" is selected.

3 • Please turn off your modem/router and your Iris 3000 Videophone, leave everything off for approximately 1 minute. If you have a modem only, please leave it off for approx. 10 minutes. Then, please power up the modem, wait 1 minute, power up the router and after an additional minute, please power up the ACN Iris 3000 Videophone and check if it registers. (Please check if the LED labelled Register is lit)
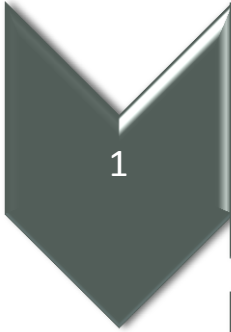
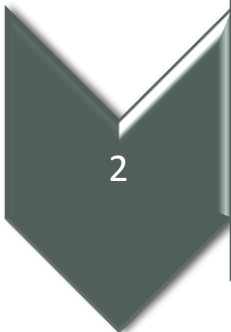If your service was recently reactivated please click here

Still not registering!

My device is registering

Start Again

ACN®

1

- Please make sure that the ethernet cable is connected to the ETHERNET port on the back of your ACN Grandstream HT 701 phone adaptor and connect the other end to the first available port on your modem/router. Also, please plug the power adaptor into the ACN Grandstream HT 701 and to an electrical outlet.

2

- Please turn off your modem/router and your ACN Grandstream HT 701 phone adaptor, leave everything off for approximately 1 minute. If you have a modem only, please leave it off for approx. 10 minutes. Then, please power up the modem, wait 1 minute, power up the router and after an additional minute, please power up the ACN Grandstream HT 701 phone adaptor and check if it registers

If your service was recently reactivated please click here

Still not registering!

My device is registering

Start Again

Linksys SPA 2102 phone adaptor registration issues

Connect a Telephone

Connect a PC

Connect to the Modem

Connect Power

1
- Please make sure that the ethernet cable is connected to the Network port on the back of your Linksys SPA 2102 phone adaptor and connect the other end to the first available port on your modem/router. Also, please plug the power adaptor into the Linksys SPA 2102 phone adaptor and to an electrical outlet.

2
- Please turn off your Modem/Router and your Linksys SPA 2102 phone adaptor, leave everything off for approximately 1 minute. If you have a modem only, please leave it off for approx. 10 minutes. Then, please power up the modem, wait 1 minute, power up the router and after an additional minute, please power up the Linksys SPA 2102 phone adaptor and check if it registers.

If your service was recently reactivated please click here

Still not registering!

My device is registering

Start Again

Oops!!... This didn't solve the issue.

Please prepare the following information:
- Account number and/or telephone number
- MAC Address (can be found on the sticker at the bottom of the device)
- Modem/Router brand and model
- Internet service provider name

And contact our dedicated Customer Services department via online Chat, by completing a contact form 24/7 here or on the telephone: (+44) 020 360 85 051 (09:00-17:00, Monday – Friday)

Start Again

Thank you for using the ACN troubleshoot tool!

If you have further queries, please don't hesitate to contact our dedicated Customer Services department via online Chat, or by completing a contact form 24/7 here or on the telephone: (+44) 020 360 85 051 (09:00-17:00, Monday – Friday)

Start Again

IRIS 3000 registration Issues

ACN®

1. Make sure your Iris 3000 is powered on and correctly connected to your network

2. Please press Menu->Settings->System Settings->Factory Reset

3. In Factory Reset box enter **7517517**

4. Press Down Key to highlight "Start Factory Reset" and press OK (Note: if 7517517 code is not accepted, please try again and leave the edit box empty)

5. Press OK for "Yes" and wait for Iris 3000 to restart completely.

Still not registering!

My device is registering

Start Again

ACN

1 • Make sure your Iris 5000 is powered on and correctly connected to your network

2 • Please press Menu->Settings->Admin Settings and press **OK**

3 • Enter password: **520827** (in some cases may have to use 1234) and press **Accept**

4 • Select **Factory Reset**, enter password:520827 (in some cases you may have to use 1234) and press **Accept**

5 • Press **Yes**, the phone will now reboot and reload its profile and software

Still not registering!

My device is registering

Start Again

ACN®

1. • Make sure your Iris X is powered on and correctly connected to your network

2. • Please press Menu->System Settings->Maintenance->Reboot

3. • Select the Factory Reset option and press OK

4. • The phone will reboot and perform a factory reset (Note: After factory reset, one or more calibration operations are required before the phone's main screen shows up. Please follow the instructions on the screen to finish calibration before using the phone)

Still not registering!

My device is registering

Start Again

Linksys SPA 2102 registration Issues

1
- Make sure your Phone Adaptor is powered on and correctly connected to your network

2
- Press ******** to activate the ATA IVR Menu (you will hear "Linksys configuration menu. Please enter the option followed by the # (pound) key or hang up to exit")

3
- Enter **73738#** using the keys on the phone handset (and press "send" or "call" if required by the handset to send the command to the ATA).

4
- The ATA will request confirmation (you will hear "Press 1 to confirm, press * to exit")

6
- Press **1** to confirm (you may hear either the full message "Option successful" or a part of it it) and hang up.

Still not registering!

My device is registering

Start Again

Grandstream HT-701 registration Issues

1 • Make sure your Phone Adaptor is powered on and correctly connected to your network

2 • Locate the **needle-sized hole** on the back panel between the power connection and the Ethernet port labelled "**Reset**"

3 • Insert a pin in this hole, and press for about **7-10 seconds** until the device lights flash

4 • **Take out** the pin

5 • Wait **2-4 minutes** while the device reloads its software and configuration

6 • Once the Power and the 4 Phone LEDs are solid, the device is ready to use

Still not registering!

My device is registering

Start Again

No Incoming/Outgoing Calls

1
- Make sure your ACN Videophone is registered as per information from the Quick Installation Guide. If it's not registered, please click here

2
- If you hear a message, that „*the line has been placed out of service"* when calling out/receiving calls, please go to your ACN Selfcare portal to see if you have an overdue and make a payment.

3
- Please confirm that the number you dialed is correct and you are using the necessary country code when calling abroad. If you call in-country, there's no need to use +44 country code.

4
- Please check if the number you wish to call is reachable from a different phone. If not, the problem may be caused by the dialed party and not our service.

5
- Please note the details of the unsuccessful call (the message you hear, day and time of the call and the dialed number). Please try to dial the number a few times during the day to rule out any temporary problems.

6
- If incoming calls are not possible, please confirm that you do nothave „do not disturb" option enabled by entering ***79** on the keypad and pressing Call Button

Escalate

Start Again

1 • Make sure your ACN Phone Adaptor is registered as per information from the Quick Installation Guide. If it's not registered, please click here

2 • If you hear a message, that „*the line has been placed out of service*" when calling out/receiving calls, please go to your ACN Selfcare portal to see if you have an overdue and make a payment.

3 • Please confirm that the number dialed is correct and you are using the necessary country code when calling abroad. If you call in-country, there's no need to use +44 country code.

4 • Please check if the number you wish to call is reachable from a different phone. If not, the problem may be caused by the dialed party and not our service.

5 • Please note the details of the unsuccessful call (the message you hear, day and time of the call and the dialed number). Please try to dial the number a few times during the day to rule out any temporary problems.

6 • If you are using Linksys SPA 2102 Adaptor, please confirm that the handset is connected to Phone 1 port and not Phone 2 port.

7 • If your telephone uses BT Phone Plug and there's no dial tone after picking up the handset, please click here for further details

END

Start Again

ACN®

- If you suspect that the problem may lie with the fact that the telephone is not fully compatible with our device, here is a link to the converter that may allow your phone to work with our Analogue Telephone Adaptor.

- "Broadbandbuyer US Plug to BT Socket Adapter w/Ring Capacitor - RJP/BTS", cost £2.26 (incl. VAT).

- http://www.broadbandbuyer.co.uk/Shop/ShopDetail.asp?ProductID=2370

- There are many well-known high street stores (e.g. http://www.maplin.co.uk/) that may stock this device or something similar. We recommend that you follow the link above, print off a copy of that webpage, and take a copy of the printout if you require assistance at the store.

- Please ensure that you then use the original telephone cable that came with your telephone when using the converter.

END

Start Again

Call Quality Issues

1. • When using the ACN Videophone, please confirm that the handset is connected to the proper port and the Volume is set to sufficient level

2. • Before escalating, please perform a Speed Test to check your internet connection.

3. • Please navigate to the website http://www.speedtest.net and choose option "Settings" in the right upper corner

4. • As the "Preferred Server", please choose "Amsterdam [NL] Ookla" and click "Save" button below.

5. • Click on "Take A Speed Test" and when page reloads, please click on "Begin Test Your Preferred Server"

6. • After the test is finished, please write down values for "Ping", "Download Speed" and "Upload Speed".

7. • Please navigate to the website http://www.pingtest.net and click on "Begin Test".

8. • After the test is finished, please write down values for "Packet Loss", "Ping" and "Jitter".

9. • Please write down time, day and description of at least three test calls during which the quality was affected

Escalate

Start Again

Before escalating, please also prepare the following information:
- Account number and/or telephone number
- MAC Address (can be found on the sticker at the bottom of the device)
- Modem/Router brand and model
- Internet service provider name

And contact our dedicated Customer Services department via online Chat, by completing a contact form 24/7 here or on the telephone: (+44) 020 360 85 051 (09:00-17:00, Monday – Friday)

Start Again

ACN®

1

- If your device is not powering up, please confirm that there is electricity in the socket by connecting a different device and if applicable, please try using a different power supply from the same type of device. Please do not use a supply from another type of device as it may damage the equipment.

2

- If you are experiencing operational issues (freezing up, general slowness) with the device, please press here to proceed with the factory reset.

3

- If your device shows a message about memory running low, please reboot the device, which should fix the problem.
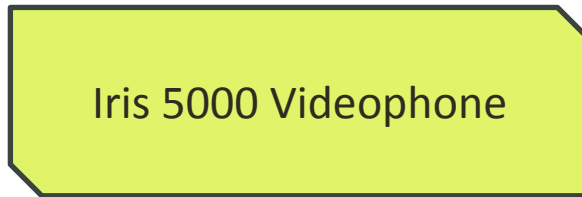
Escalate

Start Again

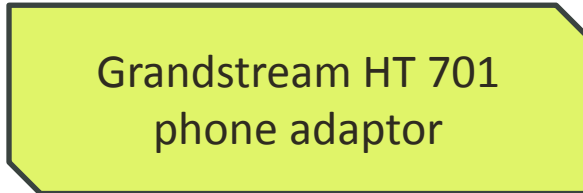# Factory Reset

Please confirm the ACN device that you are using:

Iris X Videophone

Iris 5000 Videophone

Iris 3000 Videophone

Grandstream HT 701 phone adaptor

Linksys SPA 2102 phone adaptor

Start Again