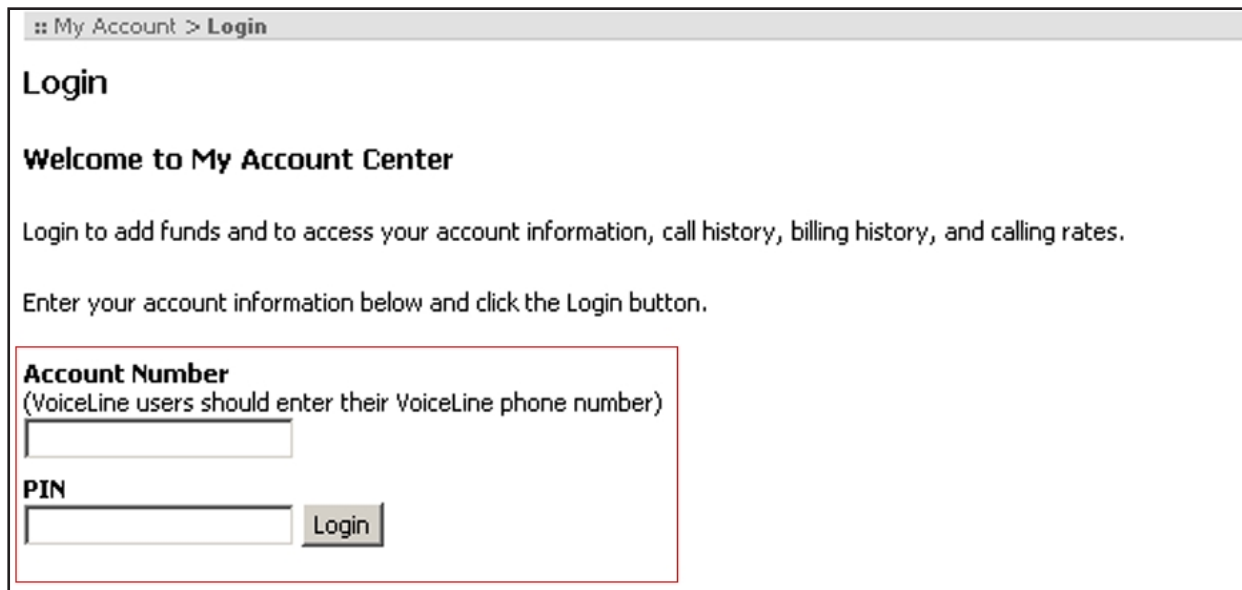


# VoiceLine Technical Bulletin: Optimizing Call Quality

VoiceLine users have the ability to change their audio compression settings in order to optimize call quality. Simply follow the process outlined below:

## **Step 1: Log into [www.myaccountcenter.net](http://www.myaccountcenter.net)**

- a) Visit [www.myaccountcenter.net](http://www.myaccountcenter.net).
- b) Enter your account number and PIN to login.



:: My Account > Login

### Login

**Welcome to My Account Center**

Login to add funds and to access your account information, call history, billing history, and calling rates.

Enter your account information below and click the Login button.

**Account Number**  
(VoiceLine users should enter their VoiceLine phone number)

**PIN**

 Login

## **Step 2: Click on "Manage Features"**



My Account Logout

### My Information

**Welcome, Valued Customer**  
Account Number: **4927876380** (Active)

Your calling plan is: **US/CA 350 (US Toll-Free Phone Number)**  
Your Phone Number: **17325558019**  
Your Device ID: **001099006822**

[Click here](#) to add funds to your account with your Recharge Code.

**Current Usage**  
Period: **Unavailable**  
Calling Plan Usage: **300** minutes used / **0** minutes remaining  
Reserve Funds: **US\$17.75** remaining

Information based on the last 30 days of transactions

Call History    Billing History    Find Rates    Add Funds    VoiceMail

**Easy access to My Account features:**  
These buttons give you easy access to the main My Account features. You can view your call and billing history, and check our low calling rates.

Manage Features

### **Step 3: Click on "Manage Device"**

My Account > Manage Service Features Logout

#### Manage Service Features

Manage your VoiceLine service features by clicking the links below:

<p><b>Caller ID</b> With VoiceLine, you have the ability to display -- or not display -- your own telephone number to others when making outgoing calls.</p>	<p><b>Call Forwarding</b> VoiceLine Call Forwarding allows you to stay in touch even when you are away from your VoiceLine phone.</p>
<p><b>VoiceMail</b> VoiceLine VoiceMail can answer your calls when you are not available and take a message.</p>	<p><b>Call Blocking</b> VoiceLine Call Blocking gives you control over your incoming calls. You can decide who can call you or who cannot call you.</p>
<p><b>Service Language</b> Select the language used for the telephone prompts you hear when using VoiceLine.</p>	<p><b>Account Balance Announcement</b> VoiceLine's Account Balance Announcement can tell you how much talk time you have used before you make your next call.</p>
<p><b>Dial Plan Country</b> In order to make local and international calls with your VoiceLine service, you must select the correct Dial Plan Country.</p>	

These are the VoiceLine features that you can manage online. There are additional features that are included with VoiceLine, such as Call Waiting and 3-Way Calling. See your User Guide for more information.

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**Manage Device**

[Click here](#) to modify the way your telephone adapter works with your VoiceLine service.

### **Step 4: Click on "Optimize Call Quality"**

My Account > Manage Device Logout

#### Manage Device

Manage how your device interacts with your VoiceLine service by using the following links:

**Optimize Call Quality**  
If your broadband connection has a large amount of bandwidth, you can change these settings and improve your call quality.

### **Step 5: Select your type of broadband connection**

- a) If your Internet connection has an upstream speed of at least 80 Kbps, select "High bandwidth broadband connection".
- b) If your Internet connection has an upstream speed of less than 80 Kbps, select "Medium or low bandwidth broadband connection".
- c) Click on the "Save Settings" button.

My Account > Manage Device > Optimize Call Quality Logout

#### Optimize Call Quality

**Your current settings:**  
Your telephone adapter is currently configured for use with a **high bandwidth** broadband connection.\*

If you have a medium or low bandwidth broadband connection, you may experience better call quality by switching to the "medium or low bandwidth" option below:

High bandwidth broadband connection  
 Medium or low bandwidth broadband connection

**IMPORTANT: After clicking the Save Settings button, you will need to reboot your telephone adapter for the changes to take effect immediately.**