



**HELIX Telecom Inc.**

*Keeping you ahead of the Curve!*

## Welcome

Thank you for choosing Helix Telecom! Please follow the simple steps in this Quick Start Guide to begin using your new Atcom A series phone with Helix Telecom service. For more information, visit us Online at:

<http://www.helixtelecom.com>

## Schedule A Phone Appointment

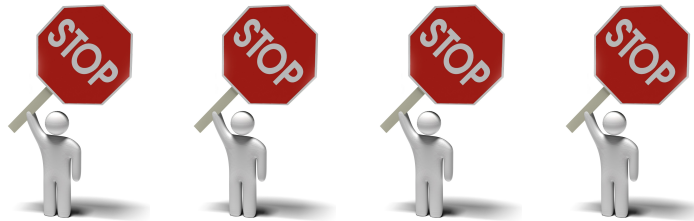
Helix Telecom requires all customers to schedule a phone appointment for installation and activation support. If you need assistance completing the installation or activation process please visit **<http://schedule.helixtelecom.com>** to schedule your appointment.

If you need your phones activated without any additional support please visit **<http://fixmyphonesystem.com>** and chat with the Helpdesk Department. You will need to provide the MAC address of the phone and extension number to assign to the phone.



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If you received more than 1 brand new device, please open and install 1 device for testing before opening or tampering with any additional devices. If the first device does not work then schedule an appointment for installation support before opening any additional devices. Helix Telecom charges a 50% restocking fee on all new equipment returned opened. Please see the Terms & Conditions section of your invoice for more information.



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## Package Contents

- 1 x Atcom A Series phone
- 1 x Handset
- 1 x Coiled Handset Cord
- 1 x Power Adapter
- 1 x Ethernet Cable
- 1 x Phone Stand
- Quick Start Guide

## Setup Requirements

To connect your Atcom A Series phone to Helix Telecom, you'll need the following items:

- An electrical power outlet
- Properly configured, commercial high speed internet connection



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## Getting Started

Please follow the instructions below to get started. An illustration is also included to help guide you through the process.

- The phone stand is a single plastic piece with a wider end and narrower end. The phone base contains a LCD display and keypad. Locate the two notches on the wider end of the phone stand piece. Insert these two notches into the corresponding notches found on the rear of the phone base, below the LAN and PC ports. Connect the narrow end of the phone base to the matching two notches found above the white, bar coded label on the back of the phone base.
- Connect one end of the black coiled handset cable to the HANDSET port on the base of your phone. Connect the other end to the telephone handset. Do NOT connect the coiled handset cable to the HEADSET port.
- Plug the circular end of the power cable into the POWER port on the base of the phone. Plug the other end of the cable into a suitable 110V outlet.
- The phone will power on.



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## Connect to Wireless Network

- Visit <http://youtube.helixtelecom.com>
- Watch the video labeled *Connect the Atcom A10W, A20W, A41W, A48W or A68W to WiFi*
  - If you received your Helix Telecom Welcome Email with your Activation Codes then lift the handset and dial 611# to proceed. If you do not have your account number, activation pin and extension numbers, please visit **<http://fixmyphonesystem.com>** during normal business hours and click the option to chat with our Helpdesk Department. The Helpdesk Department can provide your account number, activation pin and extension numbers.



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## Common Problems

If you experience technical difficulty review these tips for easy solutions to common problem.

- Visit <http://youtube.helixtelecom.com> and watch the video labeled "New Customer Basic Network Setup Instructions".
  - Do not you use Linksys or Belkin routers.
  - Use an approved router.
  - Do not use firewall appliances including Sonicwall or Barracuda without support of a network professional.
  - Bridge Mode should be enabled on DSL modems in conjunction with a customer supplied router.

If you need assistance with internal wiring or ISP issues please email **[sales@helixtelecom.com](mailto:sales@helixtelecom.com)** for referral to a qualified computer repair or network professional.



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## Questions?

Contact the Helix Telecom Sales Department at **[sales@helixtelecom.com](mailto:sales@helixtelecom.com)** or schedule a phone appointment for further assistance.

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