

Optional Home Wiring Do-It-Yourself Guide

Use this page if you have a **single phone line** coming into your home that you are going to switch to AT&T CallVantage Service

- This guide is optional and not necessary to activate your service.
- If you have two phone lines coming into your home and you want to switch only one of them to AT&T CallVantage Service, see the other side of this sheet.

1005

Legal Disclaimer:

AT&T MAKES NO EXPRESS WARRANTY REGARDING THE INSTRUCTIONS BELOW, THE SERVICES OR EQUIPMENT OR ANY INSTALLATION SERVICE AND DISCLAIMS ANY IMPLIED WARRANTY, INCLUDING ANY WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. AT&T ALSO MAKES NO WARRANTY THAT THE SERVICES WILL BE UNINTERRUPTED OR ERROR FREE. AT&T DOES NOT AUTHORIZE ANYONE, INCLUDING, BUT NOT LIMITED TO, AT&T EMPLOYEES, AGENTS OR REPRESENTATIVES, TO MAKE A WARRANTY OF ANY KIND ON OUR BEHALF AND YOU SHOULD NOT RELY ON ANY SUCH STATEMENT. IN NO EVENT WILL AT&T CORPORATION OR ITS SUPPLIERS OR DISTRIBUTORS BE LIABLE FOR ANY INCIDENTAL, CONSEQUENTIAL, SPECIAL, PUNITIVE OR INDIRECT DAMAGES (INCLUDING, BUT NOT LIMITED TO, DAMAGES FOR LOSS OF PROFITS) REGARDLESS OF THE THEORY OF LIABILITY (INCLUDING NEGLIGENCE) ARISING OUT OF THE INSTALLATION WORK PERFORMED BY YOU, OR BY THIRD PARTIES, INCLUDING, WITHOUT LIMITATION, ANY WIRING OR OTHER WORK ASSOCIATED WITH ENABLING AT&T CALLVANTAGE (sm) SERVICE OR CREATING EXTENSIONS THERETO, EVEN IF AT&T CORPORATION OR ITS AUTHORIZED REPRESENTATIVES HAVE BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. BECAUSE SOME STATES DO NOT ALLOW THE EXCLUSION OR LIMITATION OF LIABILITY FOR CONSEQUENTIAL OR INCIDENTAL DAMAGES, THE ABOVE LIMITATION MAY NOT APPLY TO YOU. IN SUCH STATES, AT&T CORPORATION'S LIABILITY IS LIMITED TO THE GREATEST EXTENT PERMITTED BY LAW.

AT&T recommends connecting no more than five telephones to your AT&T CallVantage Service.

IMPORTANT These instructions will work for most home wiring configurations. If your jacks are not functioning correctly after following these instructions, contact AT&T Inside Wire or another qualified service technician to rewire your jacks.

When to Use This Guide

Use this guide if:

- You have a **single phone line** coming into your home on which you previously received local phone service (or your home was pre-wired during construction and you have not yet set up local phone service) and you connect to the Internet on a **cable modem**.
- You do **not** have a home alarm system connected to your phone line. AT&T CallVantage® Service does not support home alarm systems.
- You want to change all phone jacks in your home to work with AT&T CallVantage Service
- All your phone jacks are in correct working order
- You have a standard Network Interface Device (NID)

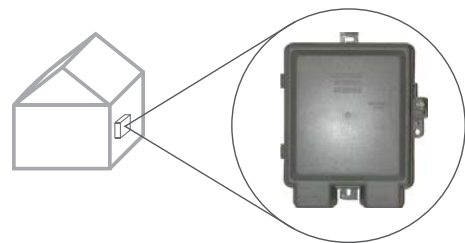
If you live in a multiple-dwelling unit, contact your building supervisor for permission prior to rewiring your phone jacks.

If you prefer to use an expandable cordless telephone system with multiple cordless handsets, and your AT&T CallVantage Service, you **do not** need to use this guide.

IMPORTANT If your phone jacks are not in correct working order, you should contact AT&T Inside Wire or another qualified service technician to rewire your jacks. Call 1-866-596-8464, to schedule an AT&T Inside Wire service technician visit.
Note: It is important that you install and activate your TA/Router and ensure your service is working prior to scheduling a service technician visit.

IMPORTANT If you have DSL, you can only rewire a second (standard) phone line to be used with AT&T CallVantage Service, not your DSL line. For instructions see other side of this sheet.

Step 1: Locate NID

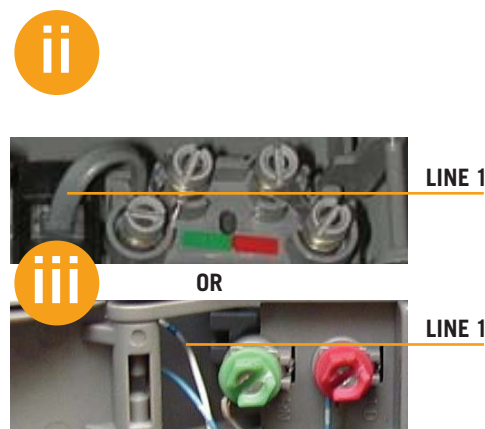


Locate your telephone Network Interface Device (NID). This is usually a grey, black, or green plastic box on the outside of your home where telephone service enters. It may also be in your basement or garage

Step 2: Identify and Unplug Phone Line



A Open the "customer" side of your NID (i). You should see one or more phone lines plugged into phone jacks (ii) or one or more sets of wires connected to terminals (iii); these are the phone lines coming into your home. If you have one phone line there will likely be only one connection.

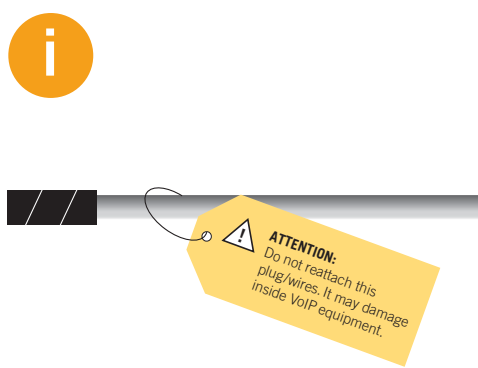


B Unplug the phone line for your home's primary line (ii), or if no plug is present, remove the red or green wire or the white/blue or blue/white wire from its terminal (iii).



C Verify the line is disconnected by checking to see there is no white noise or dial tone on a phone plugged into a jack for that line (iv).

Step 3: Tape Off and Label Wires



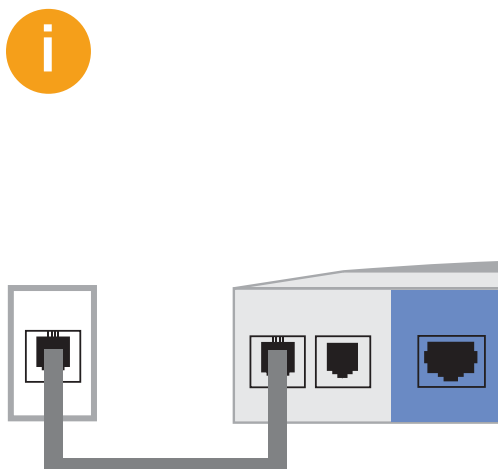
A Once you have confirmed this is the correct line, leave the phone plug disconnected (or if there is no plug, remove both wires from their terminals).

B Wrap black electrical tape around exposed connections (if you removed wires from terminals, be sure to wrap each exposed connection SEPARATELY), and attach a label to unplugged wires (i). This will warn technicians not to mistakenly reconnect the plug.

ATTENTION: Do not reattach this plug/wires. It may damage inside VoIP equipment.

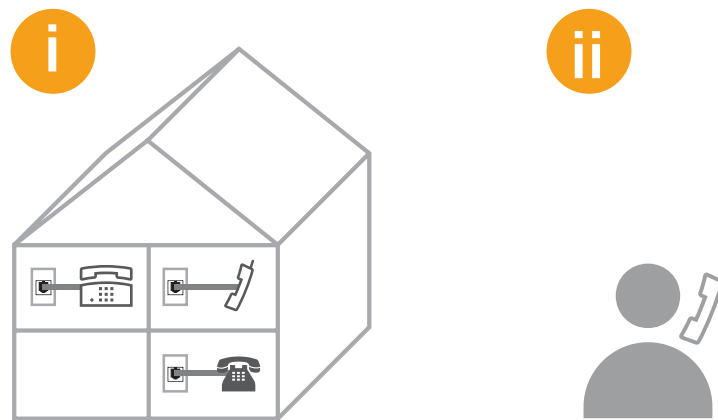
You may cut out and use the tag above to label your taped-off wires.

Step 4: Connect TA/Router to Phone Jack



Plug the phone jack on the back of your TA/Router into a wall phone jack (i). The jack on your TA/Router could be labeled "1", "Phone1" or "VoIP1".

Step 5: Connect Phones



A Ensure all phones you want to use with your AT&T CallVantage Service are plugged into wall phone jacks (i).

B Test your phones by listening for dial tone in each, and ensuring you can place and receive calls on each (ii).

If one or more of your phone jacks is not working, we recommend contacting our AT&T Inside Wire service center or another qualified service technician. AT&T Inside Wire can be reached at 1-866-596-8464.

Optional Home Wiring Do-It-Yourself Guide

Use this page if you have **two or more phone lines** coming into your home and you are going to switch one of them to AT&T CallVantage Service

- This guide is optional and not necessary to activate your service.
- If you have a single phone line coming into your home and you want to switch it to AT&T CallVantage Service, see the other side of this sheet.

Legal Disclaimer:

AT&T MAKES NO EXPRESS WARRANTY REGARDING THE INSTRUCTIONS BELOW, THE SERVICES OR EQUIPMENT OR ANY INSTALLATION SERVICE AND DISCLAIMS ANY IMPLIED WARRANTY, INCLUDING ANY WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. AT&T ALSO MAKES NO WARRANTY THAT THE SERVICES WILL BE UNINTERRUPTED OR ERROR FREE. AT&T DOES NOT AUTHORIZE ANYONE, INCLUDING, BUT NOT LIMITED TO, AT&T EMPLOYEES, AGENTS OR REPRESENTATIVES, TO MAKE A WARRANTY OF ANY KIND ON OUR BEHALF AND YOU SHOULD NOT RELY ON ANY SUCH STATEMENT. IN NO EVENT WILL AT&T CORPORATION OR ITS SUPPLIERS OR DISTRIBUTORS BE LIABLE FOR ANY INCIDENTAL, CONSEQUENTIAL, SPECIAL, PUNITIVE OR INDIRECT DAMAGES (INCLUDING, BUT NOT LIMITED TO, DAMAGES FOR LOSS OF PROFITS) REGARDLESS OF THE THEORY OF LIABILITY (INCLUDING NEGLIGENCE) ARISING OUT OF THE INSTALLATION WORK PERFORMED BY YOU, OR BY THIRD PARTIES, INCLUDING, WITHOUT LIMITATION, ANY WIRING OR OTHER WORK ASSOCIATED WITH ENABLING AT&T CALLVANTAGE (sm) SERVICE OR CREATING EXTENSIONS THERETO, EVEN IF AT&T CORPORATION OR ITS AUTHORIZED REPRESENTATIVES HAVE BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. BECAUSE SOME STATES DO NOT ALLOW THE EXCLUSION OR LIMITATION OF LIABILITY FOR CONSEQUENTIAL OR INCIDENTAL DAMAGES, THE ABOVE LIMITATION MAY NOT APPLY TO YOU. IN SUCH STATES, AT&T CORPORATION'S LIABILITY IS LIMITED TO THE GREATEST EXTENT PERMITTED BY LAW.

AT&T recommends connecting no more than five telephones to your AT&T CallVantage Service.

IMPORTANT These instructions will work for most home wiring configurations. If your jacks are not functioning correctly after following these instructions, contact AT&T Inside Wire or another qualified service technician to rewire your jacks.

When to Use This Guide

Use this guide if:

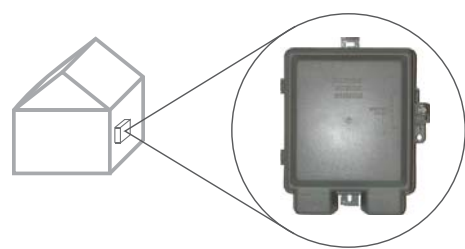
- You have **two or more phone lines** coming into your home on which you previously received local phone service (or your home was pre-wired during construction and you have not yet set up local phone service)
 - You do **not** have a home alarm system connected to the phone line you are changing to AT&T CallVantage Service. AT&T CallVantage® Service does not support home alarm systems. If you have a home alarm system connected to other phone lines, you may wish to test it after completing this home wiring.
 - You want to change the phone jacks for **one of these phone lines** to work with AT&T CallVantage Service
 - All your phone jacks are in correct working order
 - You have a standard Network Interface Device (NID)
- If you live in a multiple-dwelling unit, contact your building supervisor for permission prior to rewiring your phone jacks.
- If you prefer to use an expandable cordless telephone system with multiple cordless handsets, and your AT&T CallVantage Service, you **do not** need to use this guide.

IMPORTANT If your phone jacks are not in correct working order, you should contact AT&T Inside Wire or another qualified service technician to rewire your jacks. Call 1-866-596-8464, to schedule an AT&T Inside Wire service technician visit.

Note: It is important that you install and activate your TA/Router and ensure your service is working prior to scheduling a service technician visit.

IMPORTANT If you have DSL, you can only rewire a second (standard) phone line to be used with AT&T CallVantage Service, not your DSL line. Use the instructions on this sheet to rewire the jacks for a second line.

Step 1: Locate NID

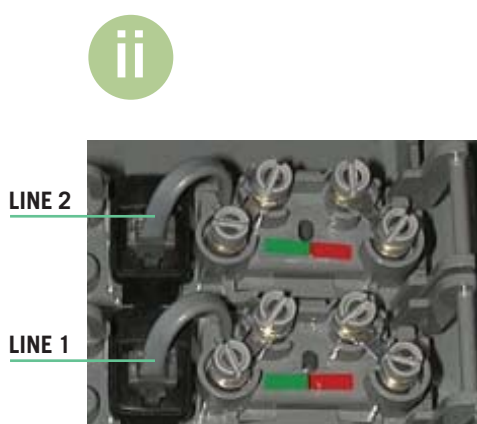


Locate your telephone Network Interface Device (NID). This is usually a grey, black, or green plastic box on the outside of your home where telephone service enters. It may also be in your basement or garage

Step 2: Identify and Unplug Phone Line

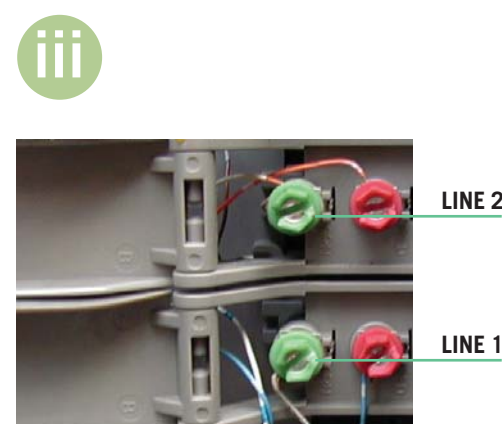


A Open the "customer" side of your NID (i). You should see several phone lines plugged into phone jacks (ii) or several sets of wires connected to terminals (iii); these are the phone lines coming into your home.

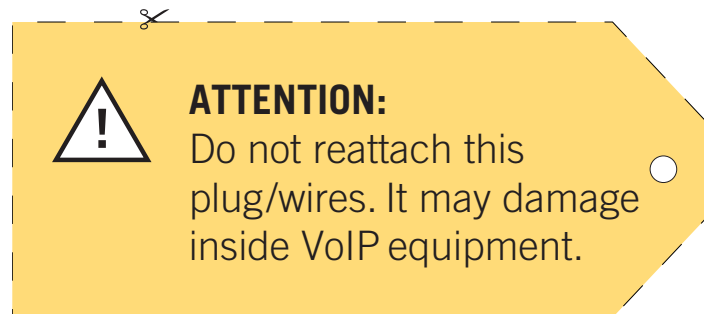


B Identify the phone line for the jacks to change. They may be labeled, or you may need to disconnect each and check your phone handsets. (Note: primary lines are usually green and red or blue/white and white/blue; secondary lines are usually black and yellow or orange/white and white/orange).

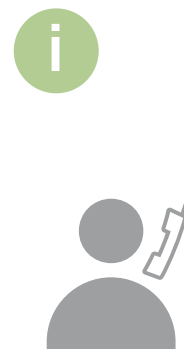
Once you have identified the correct line, disconnect it. To disconnect a line, unplug the wire for that line (ii) or if no plug is present remove the wires from the terminal (iii).



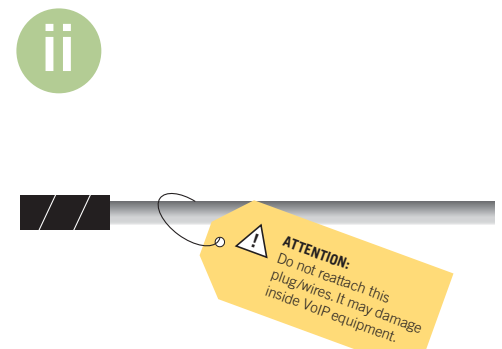
Step 3: Tape Off and Label Wires



You may cut out and use the tag above to label your taped-off wires.



A Verify that you disconnected the correct line by picking up a handset plugged into it and checking to see that there is no white noise or dial tone (i). Leave the phone plug disconnected (or if there is no plug, confirm you removed both wires from their terminals).

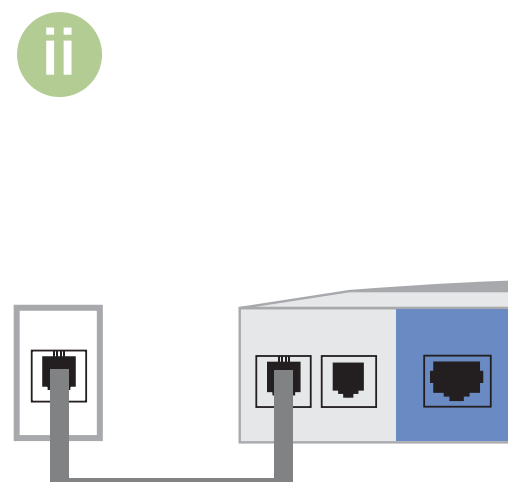


B Wrap black electrical tape around exposed connections (if you removed wires from terminals, be sure to wrap each exposed connection SEPARATELY), and attach a label to unplugged wires (ii). This will warn technicians not to mistakenly reconnect the plug.

Step 4: Connect TA/Router to Phone Jack



A In the room with your TA/Router, identify a jack that is wired to work with the **changed line ONLY**. Many jacks are wired for two phone lines, and if you have one of these jacks you will need to purchase a telephone line splitter (i) to separate Line 1 and Line 2 (if you use both lines on a two-line phone and have a single phone cord plugged into the wall, then that jack is wired for two lines). **You must not plug your TA/Router into a jack wired for two lines.**



B Once you have identified a wall jack that works with the changed phone line only, plug the phone jack on the back of your TA/Router into this jack (ii). The jack on your TA/Router could be labeled "1", "Phone1" or "VoIP1".

Step 5: Connect Phones



A Ensure all phones you want to use with your AT&T CallVantage Service are plugged into phone jacks wired to the changed line (i). You can also plug a dual line phone into any dual line jacks you may have. Line 1 should work with your current local telephone line and Line 2 should work with your AT&T CallVantage Service (or vice versa).



B Test your phones by listening for dial tone on each, and ensuring that each rings appropriately when calls are placed to your current local phone line and your AT&T CallVantage line (ii).
If one or more of your phone jacks is not working, we recommend contacting our AT&T Inside Wire service center or another qualified service technician. AT&T Inside Wire can be reached at 1-866-596-8464.