



**VESTALINK**  
BYOD HOME PHONE SERVICE

## SETUP GUIDE

Setup your home phone service using your new Vestalink phone adapter in 5 easy steps.

# ACTIVATE YOUR DEVICE

Go to <https://www.vestalink.com/activate> to begin service.

**Vestalink**

Sign Up - Step 1 of 6

1 Account 2 Number 3 E911 4 Device 5 Shipping (if applies) 6 Confirm

Provide your internet details

What kind of Internet connection do you have?

Do you already have a Router?

Provide your login details (For Customer Portal)

Email\*  Provide your email address

Password\*  Provide your password

Confirm Password\*  Confirm your password

## 1. Activate your device at [Vestalink.com/activate](https://www.vestalink.com/activate)

Fill out the information necessary to create an account with Vestalink and activate your new device.

# HARDWARE INSTALLATION

Please familiarize yourself with your new device before installation

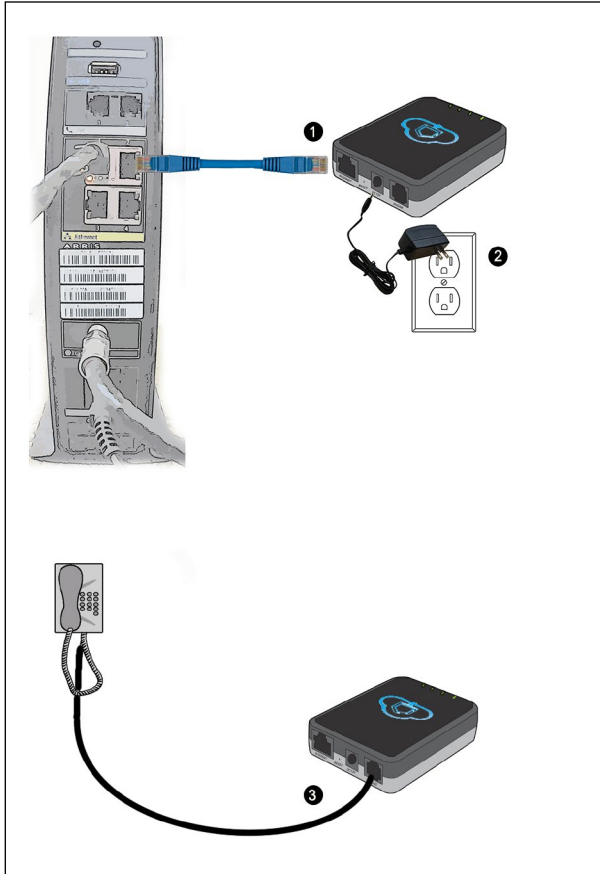
**HT-701  
Front View**



**HT-701  
Back View**



## HOW TO HOOK UP YOUR NEW VESTALINK DEVICE



### **2. Connect the device to your high speed router**

Connect the device's internet connector to an available jack on your internet router.

### **3. Connect the device to power**

Connect the Power Supply port with the included 12 volt wall adapter to a power outlet.

### **4. Connect your phone to your device**

Connect your phone to the device's phone jack. Using a phone cord (not included)

### **5. Wait for your device to provision and boot**

When the LED lights begin to blink the device is connecting to our network. If at any time the internet and phone light blink in unison this means the device is updating its settings with our network. Do not unplug your device at any time during this final process. Within 5 minutes your Vestalink device will be ready to make and receive phone calls.



Need help? Just click the "Chat" button on the bottom right corner of every page on [www.vestalink.com](http://www.vestalink.com) between the hours of 8am-4pm PST. Or go to [support.vestalink.com](http://support.vestalink.com) and send an email to [support@vestalink.com](mailto:support@vestalink.com)



# IMPORTANT 911 INFORMATION

## E911 SERVICE

THERE IS AN IMPORTANT DIFFERENCE BETWEEN THE VESTALINK SERVICE AND THE PHONE SERVICE PROVIDED OVER A TRADITIONAL PHONE LINE -- THIS DIFFERENCE IS THAT THE 9-1-1 DIALING FEATURE WITH VESTALINK HAS IMPORTANT LIMITATIONS THAT YOU SHOULD BE AWARE OF AND THAT YOU ADVISE OTHERS THAT MAY USE THE VESTALINK SERVICE IN YOUR RESIDENCE OR BUSINESS.

YOU ARE RESPONSIBLE FOR ACTIVATING THE 9-1-1 DIALING FEATURE BY TAKING AFFIRMATIVE STEPS TO REGISTER THE ADDRESS WHERE YOU WILL USE THE VESTALINK SERVICE BY LOGGING INTO YOUR CONTROL PANEL AND PROVIDING A VALID PHYSICAL ADDRESS.

IF YOU MOVE THE LOCATION OF WHERE YOU USE THE VESTALINK SERVICE, YOU MUST AFFIRMATIVELY ACTIVATE THE 9-1-1 DIALING FEATURE AT THAT LOCATION BY REGISTERING THE ADDRESS. IF YOU FAIL TO REGISTER YOUR LOCATION OR CHANGE THE ADDRESS TO A NEW LOCATION, THE 9-1-1 DIALING FEATURE WILL NOT FUNCTION PROPERLY AND POTENTIALLY NO EMERGENCY SERVICE WILL BE SENT TO YOUR LOCATION.

## ADDITIONAL LIMITATIONS ARE AS FOLLOWS:

MOBILE APP: IF YOUR 3G MOBILE OR WIFI INTERNET CONNECTION IS LOST, SUSPENDED, TERMINATED OR DISRUPTED, NEITHER VESTALINK NOR THE 9-1-1 DIAL FEATURE WILL FUNCTION UNTIL THE INTERNET CONNECTION IS RESTORED.

LANDLINE ATA OR DESK PHONES: IF YOUR INTERNET CONNECTION IS LOST, SUSPENDED, TERMINATED OR DISRUPTED, NEITHER VESTALINK NOR THE 9-1-1 DIAL FEATURE WILL FUNCTION UNTIL THE INTERNET CONNECTION IS RESTORED.

IF YOUR VESTALINK ACCOUNT IS SUSPENDED, TERMINATED, EXPIRED, OR LEFT UNPAID, THE VESTALINK SERVICE WILL PREVENT THE 9-1-1 DIALING FEATURE FROM FUNCTIONING. THERE MAY BE A GREATER POSSIBILITY OF NETWORK CONGESTION AND/OR REDUCED SPEED IN THE ROUTING OF A 9-1-1 DIALED CALLS UTILIZING VESTALINK AS COMPARED TO TRADITIONAL 911 DIALING OVER TRADITIONAL PUBLIC TELEPHONE NETWORKS.

YOU ARE RESPONSIBLE FOR THE ACCURACY AND THE COMPLETENESS OF THE ADDRESS THAT YOU SUBMIT TO VESTALINK FOR THE LOCATION AT WHICH VESTALINK WILL BE USED AND TO WHICH EMERGENCY SERVICE WILL BE SENT IN THE EVENT THAT YOU USE THE VESTALINK 9-1-1 DIALING SERVICE. YOU ARE RESPONSIBLE FOR UPDATING AND OF THE ADVISING US OF ANY AND ALL CHANGES TO THE ADDRESS OR LOCATION AT WHICH VESTALINK WILL BE USED. VESTALINK USES A THIRD PARTY TO ROUTE THE 9-1-1 DIALED CALLS TO THE APPLICABLE LOCAL EMERGENCY RESPONSE CENTER OR TO THE NATIONAL EMERGENCY CALLING CENTERS. WE MAKE NO WARRANTIES OR GUARANTEES AS TO WHETHER, OR THE MANNER IN WHICH, 9-1-1 DIALED CALLS THAT YOU MAKE ARE ANSWERED OR RESPONDED TO BY THE LOCAL EMERGENCY RESPONSE CENTER OR BY THE NATIONAL EMERGENCY CALLING CENTERS. WE DISCLAIM ANY AND ALL LIABILITY OR RESPONSIBILITY IN THE EVENT THAT THE THIRD PARTY DATA USED TO ROUTE 9-1-1 DIALED CALLS IS INCORRECT OR YIELDS AN ERRONEOUS RESULT. NEITHER VESTALINK, ITS OFFICERS, DIRECTORS, STOCKHOLDERS, PARENT CORPORATION, ITS AFFILIATED OR SUBSIDIARY CORPORATIONS, EMPLOYEES, REPRESENTATIVES OR AGENTS MAY BE HELD LIABLE FOR ANY CLAIM, DAMAGE OR LOSS, AND YOU HEREBY WAIVE ANY AND ALL SUCH CLAIMS OR CAUSES OF ACTION, ARISING FROM OR RELATING TO VESTALINK 9-1-1 DIALING SERVICE UNLESS SUCH CLAIMS OR CAUSES OF ACTION ARISE FROM VESTALINK'S GROSS NEGLIGENCE, RECKLESSNESS OR WILLFUL MISCONDUCT. YOU AGREE TO RELEASE, INDEMNIFY, DEFEND AND HOLD HARMLESS VESTALINK, ITS OFFICERS, DIRECTORS, STOCKHOLDERS, PARENT CORPORATION, ITS AFFILIATED OR SUBSIDIARY CORPORATIONS, EMPLOYEES, REPRESENTATIVES OR AGENTS AND ANY OTHER SERVICE PROVIDER WHO FURNISHES SERVICES TO YOU FROM ANY AND ALL CLAIMS, DAMAGES, LOSSES, SUITS OR ACTIONS, FINES, PENALTIES, COST AND EXPENSES (INCLUDING, BUT NOT LIMITED TO, ATTORNEY FEES) OR ANY LIABILITY WHATSOEVER, WHETHER SUFFERED, MADE, INSTITUTED OR ASSERTED BY YOU OR BY ANY OTHER PARTY OR PERSON, FOR ANY PERSONAL INJURY TO OR DEATH OF ANY PERSON OR PERSONS, OR FOR ANY LOSS, DAMAGE OR DESTRUCTION OF ANY PROPERTY, WHETHER OWNED BY YOU OR OTHERS, OR FOR ANY INFRINGEMENT OR INVASION OR THE RIGHT OF PRIVACY OF ANY PERSON OR PERSONS, CAUSED OR CLAIMED TO HAVE BEEN CAUSED, DIRECTLY OR INDIRECTLY, BY THE OPERATION, FAILURE OR OUTAGE OF SERVICES, INCORRECT ROUTING, OR USE OF, OR INABILITY OF A PERSON TO USE, VESTALINK 911 DIALING FEATURE OR SERVICE OR ACCESS EMERGENCY SERVICE PERSONNEL.

911 SERVICES PROVIDED FROM THE VESTALINK APP (CLOUD SOFTPHONE) ARE PROVIDED AS-IS AND CANNOT ACCURATELY DETERMINE YOUR LOCATION IF USED FROM A LOCATION OTHER THAN YOUR PRIMARY E911 ADDRESS. FUTURE VERSIONS OF OUR SOFTWARE WILL USE GPS AND NEXT GENERATION 911 TO RELAY INFORMATION TO THE 911 CALL CENTERS. BUT FOR NOW YOU AGREE TO USE E911 FROM THE VESTALINK APP (CLOUD SOFTPHONE) AT YOUR OWN RISK.