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FI PHONE FOR BUSINESS

Quick Start Guide

FI PHONE QUICK START GUIDE

This guide answers some frequently asked questions about how to get the most out of your business telephone service.

If you find that you need help with your service, we make it easy to get in touch with the technicians in our Customer Service department.

You can reach EPB Fiber Optics Customer Service 24 hours a day, seven days a week:

423-648-1500
support@epbFi.com

With your new Fi Phone service, you'll enjoy crystal clear call quality and many great features thanks to the area's only 100% fiber optic network.

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FI PHONE QUICK KEYS

Feature	Activate via Phone	Deactivate via phone	Activate via Web**	Deactivate via Web**	Manage via Web**
Anonymous Call Rejection	*77#	*87#	Yes	Yes	
Call Forwarding	*72 + phone number to forward to + #	*73#	Yes	Yes	Yes
Call Forward No Answer	*92#	*93#	Yes	Yes	Yes
Call Forward Busy	*90#	*91#	Yes	Yes	Yes
Call Transfer	Press Flash (or depress receiver) + dial number + Flash to hang up				
Call Return	*69#	*89#			
Repeat Dial	*66#	*86#			
Call Waiting: Mid-call Cancel	Press Flash (or depress receiver) + *70 + Flash				
Call Waiting: Pre-call Cancel	*70#				
Call ID Blocking (per call)	*67 + dial number + #	*82# + dial number + #			
Call Trace	*57 + press 1 to activate trace, + #				
Call Screening (selective call acceptance)	*64#	*84#	Yes	Yes	Yes
Call Blocking (selective call rejection)	*60#	*80#	Yes	Yes	Yes
Find Me Follow Me (subscription required)	*312#	*313#	Yes	Yes	Yes
International Call Blocking			Yes	Yes	
Directory Assistance Blocking			Yes	Yes	
Three-Way Calling	Press Flash (or press receiver) + dial number + Flash				

**You can activate via the Web at phone.epbFi.com

CREATE YOUR VOICE MAILBOX

Setting up your voice mailbox by phone is easy, and it only takes a few minutes. Follow these simple steps:

- Dial ***98** from your business phone.
- Enter your temporary PIN number (**it's the last 4 digits of your new EPB Fiber Optics account number, written on the back of this guide**).
- Follow the prompts to set up your mailbox, and change your PIN number.

You can also access the voicemail system by dialing your business number from any touch-tone phone and pressing *****.

Keep in mind that when dialing into voicemail remotely, you may incur additional access charges for non-local calls, hotel services charges, or cellular charges.

SECURE YOUR VOICE MAILBOX WITH A NEW PIN NUMBER

For your security, you should immediately change your temporary PIN, even if you're not yet ready to set up your voice mailbox.

- Dial ***98** and enter your mailbox PIN when prompted.
- Press **4 for Mailbox Setting**, then **3 for Security Options**.
- Follow the prompts.

Your new PIN should be at least four digits. For increased security, we recommend you do not include any part of your phone number, repeat digits (e.g. 4444) or use sequential digits (e.g. 1234).

Guard your mailbox PIN as you would your ATM PIN, and periodically change it.

RECORD GREETINGS

Personalize what people hear when they reach your voicemail, by choosing from several types of mailbox greetings – Generic System Greeting, Name Announcement, Personal Greeting or Extended Absence Greeting.

You can even create a Group Greeting, when there is more than one mailbox on an account – instructing callers to leave a message in the general mailbox or an individual’s sub-account mailbox.

Note: You must subscribe to Enhanced Voicemail to enable Group Greetings. To subscribe, call Customer Service at **423-648-1500**.

To record your name and greeting, dial ***98** from your business phone, then enter your PIN. Your temporary PIN is the last four digits of your account number. Follow the prompts.

You can access the voicemail system to record greetings and reminders by dialing your business number from any touch-tone phone, pressing and following the instructions above.

Keep in mind that when dialing into voicemail remotely, you may incur additional access charges for non-local calls, hotel services charges, or cellular charges. Greetings cannot be recorded via the web.

LISTEN TO AND MANAGE VOICEMAIL MESSAGES

From your business phone:

Dial ***98** from your business phone, then follow the prompts.

From a phone other than your business phone:

Dial your business number, press ***** to skip the voicemail greeting, and follow the prompts. Keep in mind that when dialing into voicemail remotely, you may incur additional access charges for non-local calls, hotel services changes, or cellular charges. You can access voicemail at **phone.epbFi.com** with no additional charges.

Or dial **423-648-MAIL (6245)**, then enter your 10-digit business phone number and your PIN, and follow the prompts.

Manage Your Voicemail Via the Web

At **phone.epbFi.com**, you can:

- Listen to voicemails
- See the last ten missed, dialed and received calls
- Make a contact list
- Set up speed dial
- Activate and deactivate Call Forwarding
- Activate and deactivate Selective and Anonymous Call Rejection
- Activate Call Blocking, including but not limited to 900, operator, and international calls
- Change voicemail password
- Forward voicemails to an email address

CommPortal

Manage your Fi Phone service anywhere with internet-enabled devices.

Access the CommPortal Dashboard at **phone.epbFi.com**

Once you have entered your username and password, you can:

- Manage your voicemail messages
- Search contacts
- View missed calls
- Modify your settings, such as password, Call Blocking and personal alerts

You can also use the CommPortal tutorial by clicking the “help” option located in the upper right-hand corner of your screen.

KEY FEATURES

Call Waiting – *Easily switch between two calls.*

To answer an incoming call with Call Waiting, simply press the **Flash/Talk** button (or depress the receiver) to put your first call on hold and connect the new call. If you have a phone with Caller ID, the incoming number will be displayed. Press **Flash/Talk** again to return to the first call.

To talk without interruptions, you can temporarily deactivate Call Waiting for a single call. Press ***70** and dial the number. To cancel Call Waiting during an active call, press Flash (or depress receiver), then press ***70 + Flash/Talk**.

Three-Way Calling – *Bring a third caller into any phone conversation.*

Press **Flash/Talk** (or depress the receiver) to place the first call on hold. When you hear the dial tone, dial the new number.

When that person answers, press **Flash/Talk** to connect all three parties. If there is no answer, press **Flash/Talk** to return to the first call.

Press **Flash/Talk** to remove the third party, or hang up to disconnect both callers. Please note that **if your second call is to 911, you will not be able to add the original call to the conversation.**

Call Transfer - *Send a call to a different phone number.*

Press **Flash/Talk** (or depress the receiver) to place the first call on hold. Dial the number where you would like to transfer the call.

When you hear the line ring, hang up to transfer the call. You can also speak with the person you call before hanging up. This allows you to wait until the call is answered, speak and then hang up to complete the call transfer.

Find Me Follow Me (*Subscription required*) – *Have your calls follow you on multiple phones.*

You can specify a list of phone numbers that are rung whenever your line is called.

Each number is rung in order until one of them answers the call or the list is exhausted.

Dial ***312#** to enable Find Me Follow Me, then follow the voice prompts.
Dial ***313#** to disable Find Me Follow Me.

Speed Calling – *Fast two-digit dialing for your most frequently dialed numbers.*

You can store up to 30 of your most commonly used phone numbers on your Fi Phone with Speed Calling. Programming your speed call numbers is easy.

Dial ***75** plus the Speed Call number you'd like to assign (any number between 20-49). Dial the phone number you'd like to store. You will hear a tone confirming that the number has been stored.

To place a Speed Call, listen for dial tone. Dial the Speed Call code (20-49) assigned to the number you want to call. Press **#** and your call will be connected after a short pause.

To change a Speed Call code, repeat the steps for assigning or programming a phone number. The new number will automatically replace the old one.

Call Forwarding – *Have your calls follow you.*

Call Forwarding can be activated from your business phone. Dial ***72**, enter phone number and press **#** to activate. Dial ***73#** to deactivate.

If you are not at the office, call forwarding can be activated remotely from a mobile phone or another number. To activate, call **423-531-1237** and follow the prompts. Your PIN is the last four digits of the number to be forwarded. If you have any trouble accessing the PIN, please call Customer Service at **423-648-1500**.

After entering your PIN, enter the 10-digit phone number and follow the prompts to activate or deactivate Call Forwarding for the number.

Remote activation and deactivation of Call Forwarding can also be performed online through **phone.epbFi.com**.

FREQUENTLY ASKED QUESTIONS

Q: What types of phones may be used with Fi Phone?

A: Any phone.

Q: Can I connect an alarm system with Fi Phone?

A: Yes.

Q: What happens if there a power outage?

A: Your service has an 8 hour battery backup, so Fi Phone will continue to work unless system lines are damaged.

Q: Can we take our service with us if our business changes locations?

A: Of course! As long as your new address is in the EPB service area.

Q: Can I use a fax machine or make TDD calls?

A: Most will work.

Q: What is the maximum length of any voicemail message?

A: Each message can be up to three minutes long.

CALLER ID ON FI TV

This feature is available with Fi TV Select Gold service.

To access, press **GO INTERACTIVE** and choose Caller ID app/icon or press MENU and scroll to Apps > Caller ID. From here you can:

- Select **OPTIONS** to manage settings.
- Select **CALL LOG** to view calls. The call log, which holds up to 30 calls, will appear on the left-hand side of the TV screen while the program being viewed is still active on the rest of the TV screen.

At epb.com, you can also learn more about each of our EPB Fiber Optics services:

Fi TV
Fi Phone
Fi-Speed Internet

To speak with EPB Fiber Optics Customer Service at any time, please contact us at:

423-648-1500
support@epbFi.com

Your EPB Fiber Optics Account Number:

