

EPB HOSTED UC SOFTPHONE

Quick Reference Guide

iPhone edition

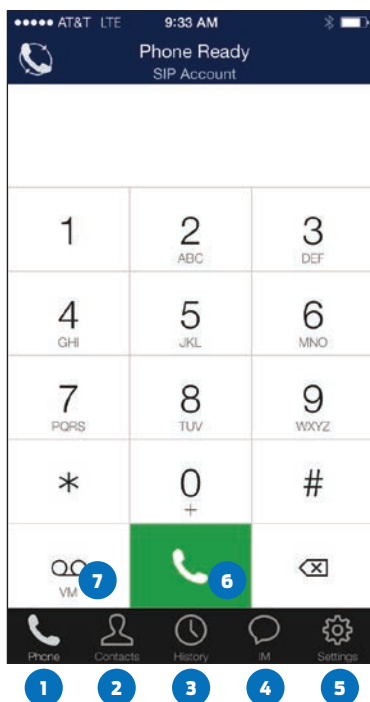
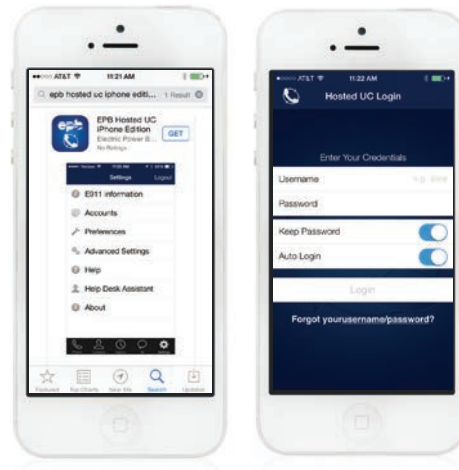


EPB Hosted UC is a softphone add-on to the EPB Hosted Phone Solution platform of products. It integrates voice telephony with other communications technologies into an intuitive user interface. Download the application to make and receive phone calls, chat and retrieve voice messages from your iPhone.

IMPORTANT NOTE: Users are required to have a Hosted Phone Solution VoIP account with EPB Fiber Optics to make calls via the Hosted UC application.

DOWNLOADING THE APP FOR IPHONE

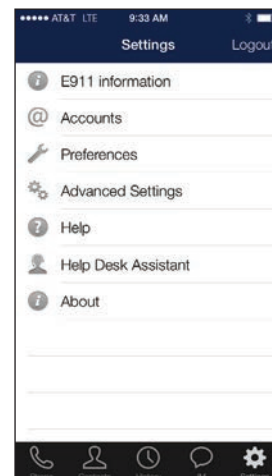
- Go to iTunes store and search for “EPB Hosted UC Phone Edition”
- Once you download and open the app, you will be prompted to enter your credentials
 - o User Name
 - o Password



NAVIGATION FEATURES

- 1 View phone keypad
- 2 View directory contacts
- 3 View outgoing, incoming and missed calls
- 4 Open instant messaging window
- 5 Go to app settings (see graphic 1)
- 6 Make a call
- 7 Retrieve voicemail

APP SETTINGS



Graphic 1

TROUBLESHOOTING

If you are experiencing trouble with your Hosted UC app functionality, please check the following:

- Verify you are not on Do Not Disturb. To check your availability, select the IM feature and “My Status”
- Completely close the EPB Hosted UC app and restart it
- Verify in the Apple Store that there are no pending updates for the EPB Hosted UC app
- Change your data connection
 - If you are already on WiFi, try your cellular carrier connection if available
 - Try a different WiFi network
 - If you are already on your cellular carrier connection, try WiFi if available
- Reset your device

If you continue to experience problems, please call EPB Technical Support at 423-648-1500, option 2.

E911

In order for 911 location determination services to work properly through VoIP calling, we must have your current location registered. When you dial 911 from your mobile device, your registered address will be the location provided to emergency responders. Updates to your 911 address will apply to any device you use with this phone number.

To update your 911 location information, please call our Network Operations Center at 423-648-1500, option 2. You must have your CPNI or tax ID information in order to make any changes to any telephone numbers on the business account. Please have a valid US address ready when you call. Network Operations will submit your request.

Technical assistance is available all day, every day.
Call **423-648-1500**, option 2