



**East-Central Vermont
Community Fiber-Optic Network**
www.ecfiber.net support@ecfiber.net

TELEPHONE SERVICE USER GUIDE

Your ECFiber telephone service is an advanced Voice Over Internet Protocol (VOIP) system that, in addition to unlimited calls in the USA and Canada, provides a wide range of standard and optional features. This guide gives the information to use the most common of these services. If you need more information, you can call our office (802-763-2262) or send an email to support@ecfiber.net.

Phone Portal

You can manage many of your voicemail and other phone options on the web, at <http://phone.ecfiber.net>. You login with your ten digit phone number, and use your PIN as the password. The default PIN is 0000. (Set up your voicemail first. Instructions are on page 5 of this document.)

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-includes forwarding voicemail files to one or more email addresses!	

CALLER ID - automatic

Caller ID allows the recipient of the call to identify the caller placing the call. The phone number, date and time of the call will display on a device or telephone if it has Caller ID capabilities. The name will display unless the number is private or unable to be identified, in which case the display will say private or unavailable/out-of-area.

CALL WAITING - automatic

The Call Waiting feature allows you to talk to one party and receive another incoming call. Pressing the flash button transfers to the incoming call and puts the original caller on hold; pressing the flash button again will disconnect the caller. (If there is no flash button, then, pressing the receiver button one time will connect to the incoming call and will put the original caller on hold.) When Call Waiting notification is being received, Caller ID allows you, while on a call, to receive information about a party calling in to the Call Waiting line. The name and number of the caller displays on the Caller ID box so you can decide whether to take the new call or not. This combines the benefits of both the Call Waiting and the Caller ID services.

CANCEL CALL WAITING (*70)

Cancel Call Waiting is activated by dialing *70 before placing a call. It can be activated during a call by using flash to put the call on hold and then dialing *70 to cancel, and flash to pick up the call again.

CALL REJECTION – Anonymous (*80)

A person with Caller ID can have calls blocked that are not identified. The call will be routed to a message that enables them to identify themselves either by name or by unblocking their telephone with a code. The telephone does not ring at the recipient's number until the caller identifies himself. This feature is accessed by dialing *80.

CALL FORWARDING (*72/*73)

The Call Forwarding feature allows you to forward calls to another number so that an important call is not missed. Call Forwarding is activated by dialing *72 before the number to which you wish to receive calls. For example: *7218025551212# (where the number that will receive calls is 1-802-555-1212 and # tells the system you are done). To de-activate, dial *73 wait for confirmation tones and dial tone that indicates Call Forwarding was de-activated.

SELECTIVE CALL FORWARDING

This feature allows you to forward calls from telephone numbers identified on your Selective Call Forward list (up to 10 phone numbers) to another phone number. Only the incoming calls on the list are forwarded to the remote location.

To activate Selective Call Forwarding: press *63 or *83 to turn on or off. The first time the service is used, an announcement will ask for the phone number to forward the calls to, followed by #. The subscriber can choose to press 3 to turn the service on or off. Press # to add an entry or * to delete an entry. Press 1 to review the list of entries or 0 to hear the announcement from the beginning.

THREE WAY CALLING

This feature allows you to add a third party to the call without operator assistance. Three Way calling can be used whether the first call was placed or received by you. To add a third party to the call, press flash once to place the connected party on hold; the waiting line has a dial tone and you dial the third party's number. After the call is answered, you flash again to establish the Three Way connection. Press the flash button once to disconnect the last call or hang up to terminate the Three Way connection. Wait four seconds before making another call.

SPEED DIALING

Speed Dial allows you to call a pre-selected directory of phone numbers by dialing a one or two digit code instead of the entire phone number. Speed Dial 8 refers to the single digit codes (2 to 9) which can hold up to 8 phone numbers and Speed Dial 30 refers to the two digit codes (20 to 49) that can hold up to 30 phone numbers. This allows you to have a capacity of 38 speed dial numbers.

To assign or change the codes dial *74 for Speed Dial 8 or *75 for Speed Dial 30, then, dial the code and the phone number assigned to that code. To use the Speed Dial feature, the subscriber after hearing the dial tone, dials the speed dial code then #.

LAST CALL RETURN (*69)

This feature allows you to place a call to the number of the last call that was received. To access this service, dial *69 and the system dials the number of the last incoming call. If the number called is busy, you will not hear a busy signal but are notified by a tone, after which the system continues to dial for up to 30 minutes. When the phone number dialed rings through, the system rings a distinctive ring to allow you to pick up the telephone.

To de-activate: dial *89.

CONTINUOUS REDIAL (*66/*86)

Continuous Redial (or Call Back) allows you to automatically recall the last phone number dialed by dialing an activation code *66 after hanging up with the call. When the call is completed by the calling station, a distinctive ringing pattern alerts you to pick up the phone at which time the call is automatically completed to the called number.

If the phone number is busy, you do *not* hear a busy signal, but are notified by a tone after which automatic call back of the number continues for up to 30 minutes or until the call is completed. Both you and the called party can make or receive calls during this time without affecting the Call Back service.

To de-activate: Take the phone off-hook and dial *86, an announcement plays letting you know that the service was de-activated.

INTERNET PHONE PORTAL – <http://phone.ecfiber.net>

You can manage many of your voicemail and other phone options on the web, at **<http://phone.ecfiber.net>**. You login with your ten digit phone number, and use your voicemail PIN as the password.

Other features accessible via the portal:

Messages and Calls

Call History

Contacts

Speed Dial

Call Manager

Call Forwarding – immediate, busy/no answer, selective, follow me

Call Screening – selective rejection (below), anonymous rejection, priority call ringing

Settings

Change email address for forwarding voicemails, change # of seconds of ringing before voicemail picks up, etc.

Selective Call Rejection

We recommend that our phone users who want to avoid “junk” phone calls go to <http://www.donotcall.gov> and sign up there. The selective call rejection we offer allows you to manually block only up to 10 numbers – whereas the government list will at least stop law-abiding companies from calling you.

To block individual numbers:

1. Log in to your online acct at <http://phone.ecfiber.net> with your phone number and voice mail PIN
2. Go to ‘Add Services’ (top right)
3. Choose ‘Selective Rejection’ and click the ‘Sign me up’ box (if you don't see it as an option you may have signed up already) - ignore the warning - this is a free service
4. Go to Call Manager

5. Choose Screening
6. In 'Selective Rejection', click the box that says 'Reject calls if they are from selected callers'
7. Click 'Edit List' in bottom left corner
8. Add your 10 digit numbers to block - click 'Add New' for each number, then 'OK' when you are done
9. Click 'Apply' in bottom right

VOICEMAIL (*99)

Setting Up Your Voice Mailbox

When you sign in for the first time, you must set up your mailbox. This can *only* be done from your home phone. Follow the instructions below to complete the process.

When you dial *99 the Voice Mailbox instructions will talk you through the numbered steps below (in order). Please read the following instructions *before* beginning so you are prepared. You may even wish to write your personalized greeting down on a piece of paper so you are ready for that step. Doing so can reduce re-recording your outgoing greeting.

First time sign-in requires three steps listed below.

To begin dial *99. If requested, enter the default code of "0000" followed by the # sign.

1. **Change your PIN** (This is very important. Do not skip this step.)
 - You will be prompted to enter a new PIN. Select one that is easy to remember.
 - You will be asked to re-enter your new PIN to confirm (if you have lost your PIN, call Customer Service to reset your PIN).
2. **Record your name:**
 - You will be prompted to record your name and to press # when you are done.
 - Your name will be played back to you.
 - If you do not like the way you said or recorded your name, follow the voice instructions to re-record.
 - The voice instructions will also explain how to save your name recording by pressing #.
3. **Record your greeting:**
 - You will be prompted with options for your outgoing greeting and you can select the options by number. The options you are given are:
 1. Record your own greeting. This is in your voice, and may be helpful for callers to let them know they reached the correct number.

2. Use a system generated greeting which includes your own recording name. This will use an automated voice greeting not your own voice, but will include your spoken name from step 1 above.
3. Use a system generated greeting which includes your phone number. This will use an automated voice greeting not your own voice, and will speak your phone number.
4. No greeting.
 - After you have made your choice it will be played back to you.
 - Follow the voice instructions to either record (or choose) a new greeting.
 - Press # to finish recording, and press 1 save.

Once you have completed the steps above, you will be redirected to the Main Menu.

Accessing Your Mailbox

The notification that you have a voicemail message is a stutter tone before the dial tone and/or a lamp on your phone may be lit if your phone has that option. To use and manage your voicemail box:

1. From your home phone, dial *99 or your own number. Away from home, dial your ten digit phone number and when your voicemail begins, press the * key to go to the voicemail menu. If you wish to avoid ringing your handset at home, you may also dial 207-518-2990 and provide your telephone number when prompted.
2. Enter your PIN and then press #.
 - To listen to your voice messages, press 1.
If you do not have any messages, you will not hear this prompt at the Main Menu.
 - To create or forward a message, press 2
Only available between ECFiber Voicemail users
 - To change your mailbox settings, press 4
 - To manage deleted messages, press 6
Note that if you do not have any recently erased messages, you will not hear this prompt on the Main Menu.
 - To log in again as a different subscriber, press 7
 - To listen to helpful hints, press 0
This is recommended for first time users.
 - To end the call, hang up or press *

Voicemail to Email

The ECFiber phone service allows you to have voicemails you receive sent to one or more email addresses. These are sent as a .wav file and you can listen to them anywhere in the world where you have internet access.

To set up this service:

1. Log in to your online account at <http://phone.ecfiber.net>. You login with your ten digit phone number, and use your voicemail PIN as the password.
2. Click **Settings** then **Messages**.
3. Click the box next to: **Forward messages and faxes as emails**.
4. Click **add an email address**, enter the email address and click **Add**.
5. Repeat step 4 to send the message to one or more additional email addresses
6. If you want your messages to remain in your Voicemail Mailbox as “new messages” the click **Leave original in inbox**. If this box is unchecked, each message will be moved to “saved messages.”
7. When you are done, Logout clicking the little gear box at the top right of your window.