

ECFiber - Services

Telephone Service User Guide

Summary

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.

Standard Features

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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 put your current call on hold and accept a second incoming call. Pressing the flash button transfers to the incoming call and puts the original caller on hold; pressing the flash button again will switch between calls. (If there is no flash button, then, pressing the receiver button for approximately ½ second 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. This combines the benefits of both the Call Waiting and the Caller ID services. If you wish to disable Call Waiting you will need to call the office or send email to support@ecfiber.net.

DO NOT DISTURB (*78 to activate, *79 to deactivate)

If you do not wish to receive any calls, this feature will send all incoming calls to voicemail if you use ECFiber's voicemail service, or to a busy signal otherwise. *78 is used to turn the feature on, *79 is used to turn it off.

CALL FORWARDING (*72 to activate /*73 to deactivate)

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, then entering the forwarding destination. For example: Dial *72, the announcement asks for you to enter the destination telephone number, then enter the number to which you'd like to forward. To de-activate, dial *73 wait for confirmation prompt that indicates Call Forwarding was deactivated.

CALLING NUMBER DELIVERY BLOCKING (*67)

If you just need to block your caller ID for one call, you can add a prefix (*67) to the number when dialing it to temporarily block your caller ID. You'll need to enter this prefix whenever you call the number to continue blocking your caller ID. As an example, you would dial *678025551212 to block your caller ID for the call to 802-555-1212. As soon as that call ended caller ID would return to its normal state.

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 will be speaking only with the third party while the original connected party remains on hold. To join all together, press 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 4 seconds before making another call.

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 will immediately send a call to the caller who called you most recently.

INTERNET PHONE PORTAL – <https://ecfiber.ourtel.net>

Customers who have voice mail can access it by dialing *99 and/or by creating a web portal account and accessing it via a web browser. If you need access to the phone web portal for voice mail or other services, please contact the ECFiber office to have the portal activated.

Using the phone portal (<https://ecfiber.ourtel.net>) one can manage voicemail, view call history and other phone options. Once you have contacted the ECFiber office to have the portal activated, you log in with your ten-digit phone number as the username, and the password provided to you by an ECFiber staff member/installer. If you do not know or can't recall your password, you can contact the office to have it reset.

Other features accessible via the portal:

- **Call Detail Records**
 - Received calls
 - Placed calls
 - Missed calls

- **Call Routing**
 - Call Forwarding
 - Immediate (standard)
 - Busy (forward only when line is busy)
 - No answer (forward only after line is unanswered after designated number of seconds)
 - Follow me (ring multiple destinations simultaneously or in a specific order)

Password for ECFiber Portal:

VOICEMAIL (*99)

Dial *99 from your home phone to access voicemail. See page 4 for a quick guide to get started with voicemail or pages 5-6 for all options available in the voicemail system.

Password Voice ECFiber Voicemail:

Quick Voicemail Setup

1. Dial *99 from your home phone to reach the voicemail system.
2. Enter your password. The default is 123456.
3. Press 5 to reach Advanced Options and record your greeting.
4. Press 1 to record a greeting.
5. Press 1 to record greeting #1.
6. Record your greeting at the tone and press any key to stop the recording.
7. Press 1 to listen to the recording you just made.
 - a. If you like the recording, press 2 to save and continue to step 8.
 - b. If you don't like the recording, press 3 to re-record and return to step 6.
8. Press 6 to change your password.
9. Enter at least four digits then press #.
10. The system will play your password back to confirm. You may now hang up.

To listen to messages, dial *99, enter your password, then press either 1 to listen to new messages or 2 to listen to saved messages.

Remote voicemail access

To access your voicemail from another telephone line, dial your own number. After the ring cycle is complete and your greeting starts to play, press star (*). You will be asked for your password as if you dialed *99 from your home phone and then will be granted access to your voicemail box.

If you wish to reach the voicemail system without causing your home phone to ring, dial 802-763-0611. The system will ask for your ID. Enter your ten digit telephone number (no "1" at the beginning) and the system will prompt you for your password, then give you access to your voicemails.

Extended Voicemail System Guide

Dial *99 to reach voicemail. The system asks for your password, enter it (default is 123456) then press # as instructed. Below is a tree explaining the options presented by the voicemail system.

1 Listen to new messages (only offered if you have new messages)

The system plays your messages. For each message, you are given the following options. After each message is played, it is moved to Saved Messages unless you delete it. For each message, you may press:

1 Listen to the recording – listen to the message again if you missed something the first time it played.

2 Save the recording – Send the message to Saved Messages; this will also happen if you don't press anything.

5 Return call now – The system moves the message to Saved Messages, exits voicemail and calls the person who left the message back immediately.

7 Delete the recording – the system will announce “Message deleted” to confirm.

8 Forward this message (ONLY to other ECFiber telephone numbers)

Enter the number to which you would like the message forwarded and press #. You are then presented with the following options.

1 Add introduction – Optionally add some explanatory text before forwarding the message.

The system asks you to record your greeting which is added to the beginning of the message you are forwarding. After dictating your introduction and pressing any button (or staying quiet for a moment) the system announces “Message saved” which means it has been forwarded.

2 Send message – Forward message as-is with no introductory text.

The system announces “Message saved” which means it has been forwarded.

The system then moves the message to Saved Messages and continues playing any other messages.

9 Forward recording to your email

The system forwards the voice message to the email address configured on your line. If there is no email address configured this will not work. Whether an email address is configured on your account or not, the system announces “Emailed,” moves your message to Saved Messages, then returns to playing your messages.

2 Listen to Saved Messages (only offered if you have saved messages)

The options in Saved Messages are exactly the same as in New Messages above. Messages cannot be moved from Saved to New.

5 Advanced Options – change settings for your voicemail box.

1 Record Greeting – record a greeting that callers will hear when reaching your voicemail.

The system asks you to “Choose a greeting between 1 and 9.” You may record up to 9 different greetings that you can switch between.

Record, then press any key or stop talking to end recording. After recording, you may press:

1 To Listen – Listen to the message you just recorded.

2 To Save – Save the recording. This automatically sets it as the recording callers hear when reaching your voicemail.

3 To Re-record your greeting if you don’t like how it sounds.

000 returns you to advanced options without saving the recording.

The system returns you to the Advanced Options menu after your greeting has been recorded.

2 Choose Greeting if you have recorded multiple greetings and want to change which greeting is played when a caller reaches your voicemail.

Choose a greeting between 1 and 9. If you have recorded a greeting using the chosen number, it will play the greeting, otherwise it will say “invalid value.”

If you choose a value that does have a recorded greeting, the system will say “Greeting __ selected” then return to the Advanced Options menu.

3 Record Name

The system asks to record your name, then press any key or stop talking to end recording. After recording your name, you may press:

1 To Listen – Listen to the name you just recorded.

2 To Save then return to the Advanced Options menu.

3 To Re-record your name if you don’t like how it sounds.

000 returns you to Advanced Options without saving the recording.

6 Change Password

The system asks you to enter new password then press #. The system announced that your “password has been changed to [the password you chose] and takes you back to Advanced Options. We recommend you change your password as soon as possible after activating ECFiber telephone service.

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