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

Optional Features

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," "unavailable," or "out-of-area."

CALL WAITING - automatic

If Call Waiting is enabled and your number is dialed while you are already on a call, you will hear a tone and see caller ID for the second 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, pressing the receiver button for approximately ½ second works as an alternative. If you wish to disable Call Waiting you will need to call the office or send email to support@ecfiber.net.

CANCEL CALL WAITING (*70)

Cancel Call Waiting is activated by dialing *70 before placing a call. For example, dial *70 1 800 555 1212; anyone who calls you during this call will be directed to your voicemail, or a busy signal if voicemail is not enabled.

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

The Call Forwarding feature allows you to forward calls to another number. Call Forwarding is activated by dialing *72, then entering the forwarding destination. For example: Dialing *72 1 800 555 1212 will forward all calls to 1 800 555 1212. 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 *67 1 802 555 1212 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.

SELECTIVE CALL REJECTION (CALL BLOCKING) (*60)

If you need to stop unwanted callers from reaching your number, Selective Call Rejection allows you to block calls from up to 10 telephone numbers. Dial *60 and follow the prompts to add entries to your list of rejected callers. Blocked callers will hear "we're sorry, the person you are calling is not currently accepting calls from you" when attempting to call your telephone number.

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. The system will announce the last number to call you and given you an option to press 1 and complete a call to this number.

INTERNET PHONE PORTAL – https://www.myphoneportal.com/

Using the phone portal is used to 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.

The portal is able to perform any of the functions available via *99 and more, including first time set-up. We recommend using *99 for first-time setup unless your computer has a high quality microphone.

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)

        - Unavailable

        - Selected callers

        - SimRing (ring multiple destinations at once)

For your convenience, you may write your password for the Internet Phone Portal here:

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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.

For your convenience, you may write your PIN for voicemail here:

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Quick Voicemail Setup

1. Dial *99 from your home phone to reach the voicemail system.
2. Listen to the prompts.
3. Enter a PIN for your account between 6 and 20 digits that doesn't include part of your telephone number, then press #
4. Re-enter your PIN and press #
5. Record your name (just your name, not the whole greeting). To try again press 1, to accept press #
6. Choose a greeting:
   a. Press 1 for a personal greeting (your voice for the entire greeting)
   b. Press 2 for a greeting that includes the name your just recorded
   c. Press 3 for a greeting that includes your telephone number
   d. Press 4 for a greeting that does not include your telephone number or name

To listen to messages, dial *99, enter your PIN, then press #. Press 1 to listen to new messages.

Remote voicemail access

You must set up voicemail from your phone line by dialing *99 before you can check voicemail remotely. 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 207-699-4000. The system will ask for your area code and phone number. Enter your ten digit telephone number (no "1" at the beginning) followed by pound (#) and the system will prompt you for your PIN. Enter your PIN followed by pound (#) and you will gain access to your voicemail box.

Extended Voicemail System Guide

Dial *99 to reach voicemail. Enter your PIN and press #. Below is a tree explaining the options presented by the voicemail system.

1 Get your 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 Repeat the message** – Listen to the message again if you missed something the first time it played.

> **2 Save as new** – Keep the message in the Inbox as a "new" message

> **3 Delete –** Send the message to your Deleted Messages box

> **4 Reply –** Send a message back to the caller (only works for other ECFiber subscribers)

> **5 Send a copy –** Forward the message to one or more other ECFiber subscribers

> **# Leave as saved –** Keep the message in your inbox as a "saved" message

2 Send a message (only to other ECFiber subscribers)

3 Work with your greetings

> **1 Set up a personal greeting**

> **2 Work with your extended absence greeting**

> **3 Select a system generated greeting, or change your recorded name**

> **5 Busy greeting –** Set up a different greeting when your line is busy

> *** Exit greetings**

4 Change your settings

> **1 Work with your group lists**

> **2 Hands free & Time saver options**

>> **1 Autoplay settings** (then, press 1 to turn autoplay on/off)

>> **2 Urgent message settings** (then, press 1 to turn auto play for urgent messages on/off)

>> **3 Change your voicemail preferences**

>>> **1 Headers preferences** (then, press 1 to turn message header playback on/off)

>>> **2 Body preferences** (then, press 1 to turn message body playback on/off)

4 Change your settings (cont'd)

        3 Security Options

                1 Change PIN

                        2 Fast Login Feature – Allows checking of voicemail using *99 without entering your phone number. Enabled by default.

                        1 Turn Fast Login on or off

                        3 Skip PIN Feature – Allows checking of voicemail using *99 without entering your PIN. Disabled by default.

                        1 Turn Skip PIN feature on or off

        5 Notification options (then, press 1 to turn message waiting indicator on/off)

        6 Additional Options

        4 Broadcast options (then, press 1 to turn marketing broadcasts on/off)

        ***** Exit settings**

6 Get your deleted messages

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

        2 Restore the message – send the message to the Inbox as a "saved" message

        3 Permanently delete the message

        4 Reply – Send a message back to the caller (only works for other ECFiber subscribers)

        5 Send a copy – Forward the message to one or more other ECFiber subscribers

        # Next message

7 Login as another subscriber – Exit your voicemail box and enter the telephone number and PIN of another ECFiber subscriber to check messages for that mailbox

0 Help

***** Exit voicemail**