

Fi PhoneSM

**Quick Start
Guide**



The area's **ONLY** 100% fiber optic network

epbFi.com

Welcome to Fi PhoneSM from EPB Fiber OpticsSM

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.

Make and Take Phone Calls

Dial from Your Phone

Make calls directly from your existing home phone.

Local calls: Dial the 7- or 10-digit phone number.

Long distance calls: Dial 1 + area code + 7-digit phone number.

International calls: Dial 011 + country code + city code + local phone number.

Note: Depending on your Fi Phone calling plan, long distance calls may be subject to a charge.

Call Waiting

Easily switch between two calls:

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

To talk without interruptions, you can temporarily deactivate Call Waiting for a single call:

1. Press ***70**.
2. Dial the number.

To cancel Call Waiting during an active call:

Press **Flash** (or depress receiver), then press ***70 + Flash**

Three-Way Calling

With Three-Way Calling, you can bring a third caller into any phone conversation:

1. Press **Flash** (or depress the receiver) to place the first call on hold.
2. When you hear the dial tone, dial the new number.
3. When that person answers, press **Flash** to connect all three parties. If there is no answer, press **Flash** to return to the first call.

4. Press **Flash** 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

With Call Transfer, you can send your calls to a different phone number:

1. Press **Flash** (or depress the receiver) to place the first call on hold.
2. Dial the number you want to transfer the call to.
3. 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.

Speed Calling

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; just follow these steps:

1. Dial ***75** plus the speed dial number you'd like to assign the phone number to (any number between 20-49).
2. 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 dial call:

1. Listen for dial tone.
2. Dial the speed call code (20-49) assigned to the number you want to call.
3. Press **#**.
4. Your call will be connected after a short pause.

To change a Speed Dial code:

Repeat the steps for recording a phone number. The new number will automatically replace the old one.

Find Me Follow Me (Subscription required)

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.

1. Dial ***312#** to enable Find Me Follow Me. Then follow prompts.
2. Dial ***313#** to disable Find Me Follow Me.

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	Push flash (or depress receiver) + dial number + flash to hang up				
Call Return	*69#				
Repeat Dial	*66#	*86#			
Call Waiting: Mid-call Cancel	Push flash (or depress receiver) + *70 + flash				
Call Waiting: Pre-call Cancel	*70#				
Caller 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	Push flash (or press receiver) + dial number + flash				

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

Manage Your Voicemail

Create Your Voice Mailbox

Setting up your voice mailbox by phone is easy, and it only takes a few minutes. First, be sure you have your temporary PIN handy; it's your new Fi Phone 7-digit number. For help locating your PIN, please call us at 423-648-1EPB (1372). Then follow these simple steps:

1. Dial ***98** from your home phone.
2. Enter your 7-digit phone number (your temporary PIN).
3. Follow the prompts to set up a mailbox.
4. You'll be prompted to change your PIN.

You can also access the voice mail system by dialing your home number from any touch-tone phone and pressing *****. Keep in mind that when dialing into voice mail remotely, you may incur additional access charges for non-local calls, hotel services charges, or cellular charges.

Secure Your Voice Mailbox

For your security, you should immediately change your temporary PIN, even if you're not yet ready to set up your voice mailbox. Follow these tips for increased security:

- Your new PIN should be at least four digits.
- Don't include any part of your phone number.
- Don't repeat digits (e.g., 444444), use sequential digits (e.g., 123456), or use easily identifiable numbers like ZIP codes.
- Guard your mailbox PIN as you would your ATM PIN.
- Periodically change your PIN.

By phone:

1. Dial into the voice mail system and enter your mailbox PIN when prompted.
2. Press **4** for Mailbox Settings.
3. Press **3** for Security Options and then follow prompts.

Record Greeting and Reminders

It's easy to personalize what people hear when they reach your voice mail. There are several types of mailbox greetings to choose from.

Decide on a Type of Greeting

- **Name Announcement:** Other Fi Phone Messaging users hear your name (e.g., John Smith) when they send you a message or when you send them a voice message. It's also used in the System Greeting.
- **System Greeting:** This default greeting includes a generic message and can include your recorded name and/or your telephone number.
- **Personal Greeting:** Record and activate a personal greeting to replace the generic system greeting.
- **Extended Absence Greeting:** Use this temporary greeting when you go on vacation and switch back to your personal greeting anytime without having to re-record it. You can choose not to receive messages when this greeting is active.
- **Group Greeting (directed mailbox):** When there is more than one mailbox on the account, you can instruct callers to leave a message in the general mailbox or in an individual's sub account mailbox. The main mailbox is mailbox 1, and sub accounts are given their own numbers (e.g., mailbox 2, 3, etc.). For example, "You have reached the Jones home. To leave a message for John, press 1 or wait for the tone; for Sue, press 2..."

Note: You must subscribe to Enhanced Voicemail to enable this option.

Greetings can be up to three minutes long. If friends and family members call you frequently, they can skip your greeting and record their messages immediately by pressing # as soon as they hear your greeting. For more information call us at 423-648-1EPB (1372).

Record Your Greeting

To record your name and greeting, just follow these steps:

1. Dial ***98** from your home phone.
2. Enter your PIN. (Your temporary PIN is your 7-digit phone number.)
3. Press **3** for Greetings.
4. Choose the type of greeting to record:
 - Press **1** for Personal Greeting.
 - Press **2** for Extended Absence Greeting.
 - Press **3** for Name/System Greeting.
 - Press **4** for Group Greeting.
5. Follow the prompts to record your message. When you're done:
 - Press **1** to save.
 - Press **2** to re-record.
 - Press **3** to cancel.

Record Greetings and Reminders Remotely

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

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

Greetings and reminders cannot be recorded online.

Listen to & Manage Your Voicemail Messages

With Fi Phone, you don't have to be at home to check your voicemail—you can check it remotely. Plus, you can choose which messages to listen to and in what order.

Listen to Messages by Phone

There are two easy ways to listen to your voice messages by phone:

Dial from home:

The fastest way to access your voice mail is to dial ***98** from your home phone.

1. When prompted, enter your mailbox PIN.
2. Press **1** to listen. As the message plays:
 - Press **1** to repeat.
 - Press **8** to pause; press **8** again to resume.
 - Press **#** to return to main menu.
3. When the message is finished playing:
 - Press **2** to save the message.
 - Press **3** to delete the message. It will remain in your trash for 24 hours.
 - Press **5** to forward a copy of the message to a telephone number or distribution list.
 - Press **#** to mark the message as new.

Dial from Anywhere:

If you're away from home, you can access your voicemail two ways:

1. Dial your home number, press ***** to skip the voice mail greeting, and use the same steps for listening to voice messages from home. Keep in mind that when dialing into voice mail remotely, you may incur additional access charges for non-local calls, hotel services charges, or cellular charges.
2. Dial 423-648-MAIL (6245), then enter your home phone number, and when prompted, enter your mailbox PIN.

Manage Your Voicemail Online/Help

With EPB Fiber Optics, you can listen to and manage your voicemails online at <http://phone.epbFi.com>.

Frequently Asked Questions

What type of phone can I use?

You can use any corded or cordless touch-tone phone, even those with multiple handsets, with Fi Phone. The only phones that won't work with Fi Phone are rotary/pulse phones. IP-based phones, including Wi-Fi-compatible phones, will be supported in the future. Cordless phones require power and will not work during a power outage unless they have their own battery backup.

Can I browse the Web and make calls at the same time?

Yes, with EPB Fiber Optics services you can talk on the phone, use your Fi-Speed Internet and watch Fi TV all at the same time.

Is Caller ID included?

Yes. If your phone is equipped with Caller ID, you'll see it on your phone.

Can I connect a home alarm system?

Yes, Fi Phone will work with many home alarm systems. If you have an existing home alarm system, remember to contact your home alarm company both before and after installation of Fi Phone to test the system.

If you want to install a home alarm system after Fi Phone has been installed, please call EPB first. We'll work with you to make sure your Fi Phone service and alarm system are compatible.

Can I make 911 calls?

Yes, 911 service is included with your Fi Phone service. Battery backup helps maintain voice services during short-term power outages. However, you will not be able to make any outbound calls during network service outages or network interruptions.

What happens in the event of a power outage?

Your Fi Phone will still work up to eight hours in the event of a power outage. A battery backup unit was set up in the box on the outside of your home during installation of your Fi Phone.

Can I make toll-free (e.g., 800, 877, 866) calls?

Yes. Toll-free calls do not affect any minute allotments on your monthly calling plan.

Can I make 900 or 976 calls?

Yes. If you would like to disable this feature please call us at 423-648 1EPB (1372). Please note 900 and 976 call rates vary based on the provider.

Can I make calls using a calling card number or prepaid calling card?

Yes. However, dialing a calling card access number that is not toll-free will cause you to incur per-minute charges if the minutes-per-month plan is exceeded.

Can I make 411 calls?

Yes. 411 directory assistance gives you access to both White Page and Yellow Page listings. A \$0.99 per-call charge will apply.

How do I make international calls?

Dial 011, the country code, the city code, then the local phone number.

Can I block outgoing calls to international phone numbers?

Yes, by using the International Call Blocking feature. Although calls to Canada, Puerto Rico, the U.S. Virgin Islands, Northern Marianas, most Caribbean nations, and any other countries that do not require 011 or 010 dialing will not be blocked.

Can I use a fax machine or make TDD calls?

Yes, the service works with most commonly used fax machines, and you should be able to make TDD calls.

Can I change my Fi Phone monthly plan?

Yes. Please call us at 423-648-1EPB (1372).

Can I take my Fi Phone service with me when I move?

To check for availability of EPB Fi Phone service at your new address, please call 423-648-1EPB (1372). If service is available at your new address you may certainly take your Fi Phone with you.

What's the fastest way to access my voice mailbox?

Dial ***98** from your home phone.

If I have a sub account mailbox, can anyone in the group access my mailbox?

Only if they have your PIN.

Can I access my mailbox remotely?

Yes. Although calls can be placed only from your home phone, you can listen to your voicemail and manage features from any touch-tone phone. Please remember, you will be responsible for any access charges for non-local calls, hotel service charges, or cellular charges that may apply. You can also access your mailbox online at <http://phone.epbFi.com>.

What is the maximum length of any voicemail message?

Each message can be up to three minutes long.

What if my service isn't working?

Outages can be reported at any of EPB's three branches (Downtown, Brainerd Village and Hixson) or by calling 423-648-1EPB (1372).

Current Long Distance Rate Info

For current long distance rate information, please call 423-648-1EPB (1372) or visit epbFi.com.



PO Box 182255 | Chattanooga, Tennessee 37422
423-648-1EPB (1372) | epbFi.com