

epb HOSTED Uc Softphone Apps User Guide

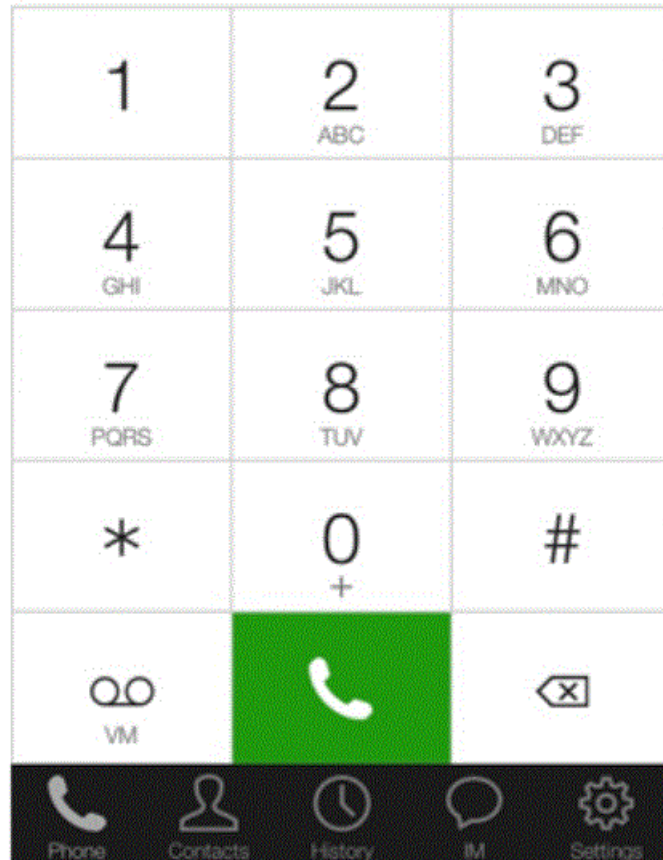
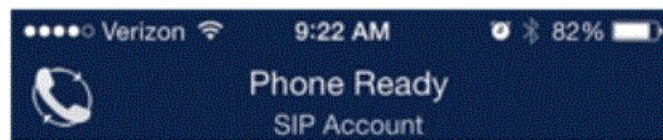
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epb HOSTED Uc Softphone Apps



Product Overview

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 Mac desktop.

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 APPLICATION

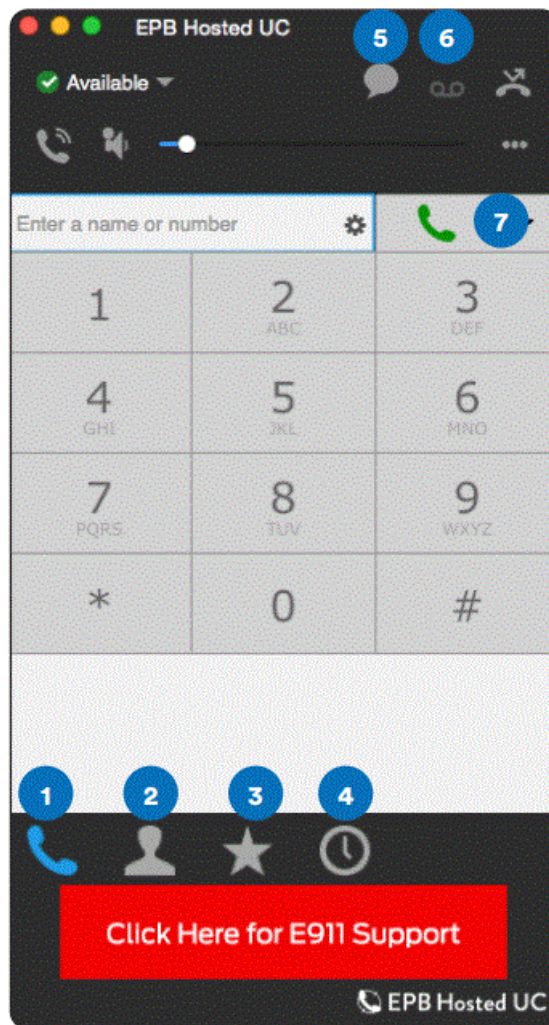
- Click [here](https://bit.ly/3KOoAzI) to download the application or paste the following URL into your browser to download Hosted UC version 6.5.2.0 — <https://bit.ly/3KOoAzI>
- Download the software and follow the prompts



- Open the software from your applications folder and sign in using your credentials

A login window titled "EPB Hosted UC" with a dark header bar. The main area is light gray. It contains a "Welcome!" message, followed by instructions to enter login details. There are two input fields: "Username:" with a placeholder "Username or Phone Number" and "Password:". Below the password field is a blue link "Forgot your password?". Further down are two checkboxes: "Remember details" and "Sign in automatically". At the bottom right is a "Login" button. A blue link "Need help logging in?" is located below the checkboxes.

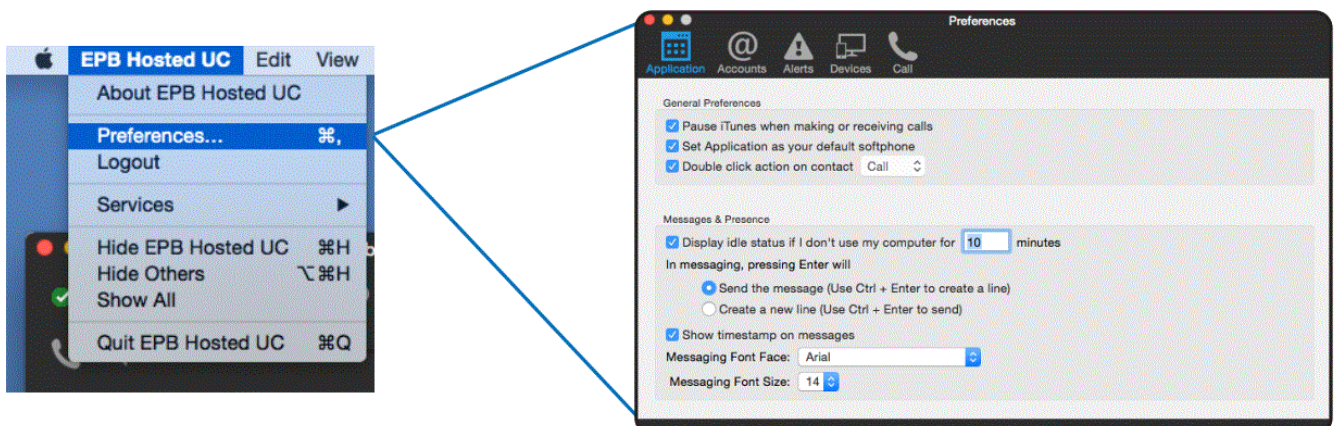
NAVIGATION FEATURES



1. View phone keypad
2. View directory contacts
3. Displays contacts you've marked as "favorites"
4. View outgoing, incoming, and missed calls
5. Open the instant messaging window
6. Retrieve voicemail
7. Make a call

APPLICATION PREFERENCES

To establish your Hosted UC preferences, select "Preferences" from the "EPB Hosted UC" menu.



TROUBLESHOOTING

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

- Verify you are not on Do Not Disturb
- Completely close the EPB Hosted UC software and restart it
- Verify you are running the most current version of EPB Hosted UC software. Updates to software will be emailed to you for download.
- Change your data connection
 - If you are on a wired connection, try to switch to WiFi if available or vice versa
- Restart your machine

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

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

Documents / Resources

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