

# EPB Hosted UC Softphone

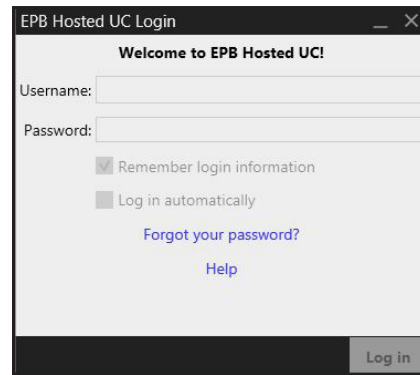
## Quick Reference Guide — Windows desktop edition

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 Windows desktop.

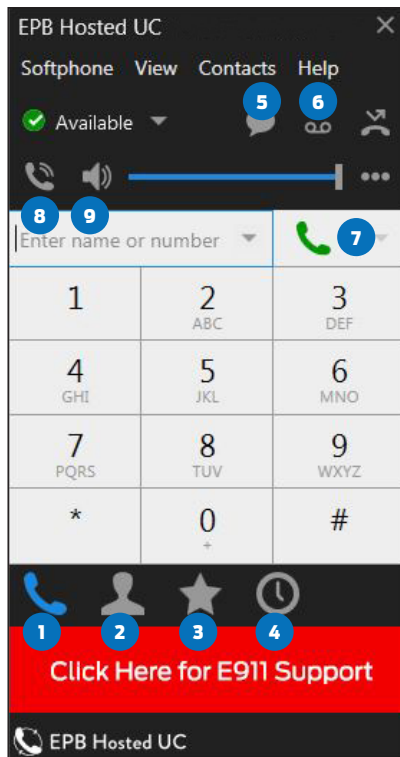
**IMPORTANT NOTE:** Users are required to have a Hosted Phone Solution VoIP account with EPB Fiber Optics to make calls via the Hosted UC application.

### Downloading the application:

- Go to [https://admin.epbfi.com/downloads/EPB\\_Hosted\\_UC\\_5.6.3.1\\_100637.exe](https://admin.epbfi.com/downloads/EPB_Hosted_UC_5.6.3.1_100637.exe)
- Once the software is loaded you will have an icon on your desktop. Click to launch application.
- Sign in using your credentials



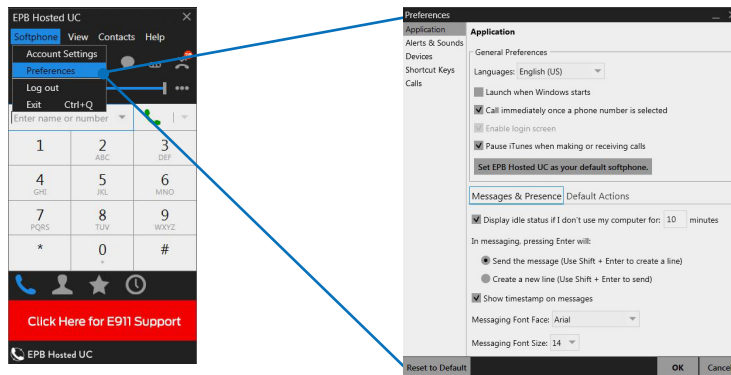
### Navigation features



- 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 instant messaging window
- 6 Retrieve voicemail
- 7 Make a call
- 8 Speakerphone/headset mode
- 9 Mute button

## Application Preferences

To establish your Hosted UC preferences, click on the “Softphone” tab and choose “Preferences”



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

