



DIGITAL PHONE SERVICE

Customer Reference Guide



Scottsboro Electric Power Board

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Office Hours: Monday - Friday
8:00 am - 4:30 pm

Phone: 256-574-2680 or 256-574-2682

SEPB Phone Menu



PRESS **1** for Electric

PRESS **2** for Cable, Internet
or Phone

PRESS **3** for Electric, Cable,
Internet, Phone Outage

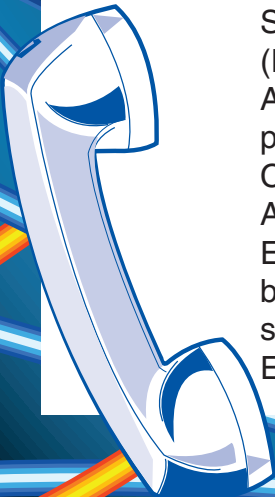
PRESS **4** for a DIAL BY NAME
Directory

Welcome to SEPB **DIGITAL PHONE**

Thank you for choosing SEPB **DIGITAL PHONE**, the residential **DIGITAL PHONE** service from SEPB. We believe you will experience a level of value, features, and convenience never before offered from your residential phone service.

This customer reference guide contains a detailed listing of your **DIGITAL PHONE** features, a section of Frequently Asked Questions and a basic Trouble Shooting Guide.

SEPB **DIGITAL PHONE** provides the same quality and clarity that you expect from a SEPB product. SEPB's **DIGITAL PHONE** travels on our *secure and private data network*. **DIGITAL PHONE** offers full Quality of Service priority routing for phone traffic and delivers phone calls to your final destination with the same reliability you have come to expect from SEPB.



SEPB will install an EMTA (Embedded Multimedia Telephone Adapter) that will activate your phone or phones and will act as the Cable Modem for your Internet Access. If your power goes out, the EMTA is equipped with a battery back-up (up to 8 hours) so that 911 services can be reached in an Emergency.

DIGITAL PHONE

SEPB Digital Phone offers clear and reliable phone service with Unlimited Long Distance and 14 popular calling features.

UNLIMITED LONG DISTANCE

CONTINENTAL U.S. Calling including Canada & Puerto Rico

CALLING FEATURES:

- Voice Mail - with Message Indication
- Caller ID - Name and Number
- Call Waiting - with Caller ID
- Anonymous Call Rejection
- Call Block
- Call Forward (4 different options)
- Call Return
- Call Trace
- 3 Way Conferencing
- Hold
- Redial
- Speed Dial
- 900/976 Call Block

VOICE MAIL - WITH MESSAGE INDICATION

Digital Phone voice mail will let you know you have a message by 3 rapid tones when the receiver is picked up. By dialing *09 from your phone, you can listen to your New Messages, play Saved Messages and make changes to your Personal Greetings.

CALLER ID NAME & NUMBER

If you have Caller ID capabilities, displays the calling party's name and number will be displayed.

CALL WAITING

If your phone is configured with Call Waiting, you answer an incoming call without disconnecting the current call.

CALL WAITING - WITH CALLER ID

If you have both the call waiting and caller ID capabilities, you can see the name and number of a call waiting call on your caller ID.

ANONYMOUS CALL REJECTION

When enabled, this feature rejects calls from callers who block their display of their caller ID information.

FEATURES AND BENEFITS

CALL BLOCK

Call Block, also known as selective call rejection, allows you to compile a list of numbers to reject when they attempt to call you. Callers from these numbers will hear a message stating that you are not receiving calls.

CALL FORWARD - DIFFERENT OPTIONS

ALL CALLS - Allows you to forward your home telephone calls to a different number. This option will not ring your home phone.

BUSY - Forward calls that come into your home phone while it is busy to another number.

NO ANSWER - Phone calls that go un-answered at your home phone, can be forwarded to a number of your choice.

OUT OF SERVICE - Forward calls to a different number if your home phone is out of service.

CALL RETURN

Gives the ability to listen to and dial back the last number that called your home phone.

CALL TRACE

Call Trace allows you to record the phone number of an Offending call. (Contact SEPB for information and assistance with this feature.)

3 WAY CONFERENCING

Allows you to have a three way conversation between you and two other numbers at the same time.

HOLD

The ability to place your Current call on hold.

REDIAL

Allows you to redial the last number you dialed.

SPEED DIAL

Program your favorite numbers to dial from your phone with a push of a button.

900/976 CALL BLOCK

Block your phone from anyone dialing 900 or 976 calls.

FEATURE REFERENCE

VOICE MAIL

If you have any voice mail messages, when you lift the handset you will hear a stutter dial tone.

To access your voice mail from your phone:

- Dial *09
- Follow the prompts to use the voice mail system

To access your voice mail from a different location:

- Dial *
- Follow the prompts to use the voice mail system

CALL WAITING

Lets you put one call on hold while you answer a second call. You may then alternate between the two calls.

TO TOGGLE BETWEEN CALLS

- Flash the receiver button. You will be connected to the incoming call and the first call is put on hold. Repeat to toggle between calls.

TO DISCONNECT A CALL

- Hang up the phone while on that line. The phone will ring so you can answer the remaining call.

TO TEMPORARILY CANCEL CALL WAITING:

- Dial *70
- Dial the desired number

ANONYMOUS CALL REJECTION

Anonymous Call Rejection prevents inbound calls from callers who block the display of their Caller ID.

TO ENABLE ANONYMOUS CALL REJECTION

- Dial *77
- Listen for the conference tone and hang up

TO DISABLE ANONYMOUS CALL REJECTION

- Dial *87
- Listen for the conference tone and hang up

FEATURE REFERENCE

ANONYMOUS CALL BLOCK

Anonymous Call Block allows you to place a call and block your phone number from being displayed to the person you are calling.

TO ENABLE ANONYMOUS CALL BLOCK

- Dial ***67**
- Then dial the phone number you wish to call.

CALL BLOCK (SELECTIVE)

Selective Call Rejection lets you program your phone to reject calls from a list of telephone numbers.

TO CONFIGURE YOUR CALL BLOCK LIST

- Dial ***60**
- Follow the voice prompts to enable or disable the feature, or add the last caller to the blocked list, and add, delete, or list numbers to be blocked.

CALL FORWARD (ALL CALLS)

Call Forward (All Calls) lets you forward incoming calls to another number.

TO ENABLE/MODIFY CALL FORWARDING

- Dial **72***
- Enter the phone number for the forwarding destination followed by #
- Press # to confirm followed by 2 to exit
- Hang up

TO DISABLE CALL FORWARDING

- Dial **73***
- After hearing the verification, hang up

CALL FORWARD (BUSY)

Call Forward (Busy) forwards calls to another number when you are already on a call.

TO ENABLE/MODIFY CALL FORWARD (BUSY)

- Dial **76***
- Enter the phone number for the forwarding destination forwarded by #
- Press # to confirm followed by 2 to exit
- Hang up

TO CANCEL CALL FORWARD (BUSY)

- Dial **77***
- Hang up

FEATURE REFERENCE

CALL FORWARD (NO ANSWER)

Call Forward (No Answer) lets you forward calls to another number when you don't answer.

TO ENABLE/MODIFY CALL FORWARD (NO ANSWER)

- Dial **78***
- Enter the extension or number for the forwarding destination followed by #
- Press # to confirm followed by 2 to exit
- Hang up

TO CANCEL CALL FORWARD (NO ANSWER)

- Dial **79***
- Hang up

CALL FORWARDING (OUT OF SERVICE)

Call Forward (Out of Service) automatically forward calls to another location when your phone goes out of service.

TO ENABLE CALL FORWARDING (OOS)

- Dial **70***
- Press # to confirm followed by 2 to exit
- Hang up

TO CANCEL CALL FORWARDING (OOS)

- Dial **71***
- Hang up

CALL RETURN

Dials the number of the last incoming call received on your phone.

TO RETURN A CALL

- Dial ***69**
- Verify the number and press 1 to return the call
- Wait for the called party to answer

NOTE: If your phone has Toll Restrictions, you will not be able to return restricted calls.

CALL TRACE

Traces an offending call immediately after it comes in.

TO TRACE A CALL

- Hang up from the offending call
- Dial ***57**
- Wait for the announcement indicating that Call Trace was successful

NOTE: Tracing a call sends the call information to SEPB for follow-up.

FEATURE REFERENCE

REDIAL

- Dial *07

SPEED DIAL

You can assign up to seven numbers to a one digit speed dial number.

PROGRAMMING A SPEED DIAL NUMBER

- Dial 74*
- At the prompt, press 1 to program a Speed Dial digit
- Press the desired Speed Dial digit (i.e., 1-7)
- Enter the phone number you want to assign to this Speed Number and press #
- After the prompt, press # and hang up

DIALING A SPEED DIAL NUMBER

- Get dial tone.
- Press the Speed Dial digit (i.e., 1-7) followed by #
- Wait for the called party to answer

VERIFYING A SPEED DIAL NUMBER

You can verify what phone number is assigned to a Speed Dial number at any time.

- Dial 74*
- After the prompt, press 2 to verify a Speed Number
- Press the Speed Dial digit you wish to verify

CONFERENCING

Conferencing enables you to talk to multiple parties simultaneously.

TO ADD A PARTY TO THE CURRENT CALL

- Inform the current party that you'll be starting a conference
- Flash the receiver button
- The call is placed on hold and you will hear a dial tone
- Dial the phone number of the party you wish to dial
- Inform them of the conference
- Flash the receiver button to bring in the third party

You are now in conference with both parties.

HOLD TO PLACE THE CURRENT CALL ON HOLD

- Press the Flash button or flash the receiver button
- Hang up or place another call

TO RETRIEVE A HELD CALL

- Lift the handset or flash the receiver button

NOTE: While on-hook, a new incoming call has priority over the call on hold and rings through first. If you answer the phone, you get the new call first.

ONLINE CUSTOMER SUPPORT



For additional help on any of the SEPB Digital Phone services or features, please visit our website at www.scottsbtorpower.com.

FREQUENTLY ASKED QUESTIONS

Q. What is my calling area?

A. SEPB **Digital Phone** comes with Nationwide Unlimited Long Distance that includes: Continental U.S., Canada & Puerto Rico. Domestic Offshore and International Calls are offered at competitive rates.

Q. What features are included with my service?

A. SEPB **Digital Phone** includes all 14 popular calling features listed in this guide. They are designed to allow you to cater your phone experience to your families needs (all available features including voice mail. SEPB's voice mail is convenient and easy to use.)

Q. Can I use my answering machine with SEPB service?

A. If you would like to use an answering machine just set it to pickup before SEPB voice mail and use SEPB as a fail-safe backup. (If you want to still use your answering machine, you can set your answering machine to pick-up before SEPB voicemail. You can use SEPB voicemail as a back-up in case your answering machine fails.)

Q. Can I connect all my current phones to SEPB Digital Phone Service?

A. Yes, all your phones can work using one phone number.

Q. Can I use my Digital Phone while using the Internet?

A. Yes, as long as you are using a Broadband connection (not dial-up) for your Internet service.

Q. Will my Digital Phone work during a power outage?

A. The **Digital Phone** Modem is equipped with a battery back-up good for up to 8 hours. If you have a phone that is plugged into your electrical outlet (such as a cordless phone) and your power goes out, the phone will not work. If your phone draws its power from the SEPB phone line it will continue to work until the **Digital Phone** Modem battery back-up drains.

FREQUENTLY ASKED QUESTIONS

Q. Can I call 911 in case of an emergency?

A. Yes, Enhanced 911 is fully supported. In the case of an extended power outage or network outage, 911 service and phone service will not be available. If you move your EMTA/Cable Modem to a different address without contacting SEPB, 911 will not have the proper address location information to send a response.

Q. Can I have a fax machine?

A. Yes, the SEPB EMTA/Cable Modem comes with the ability to purchase 2 separate phone lines. One of these lines can be used for your fax machine.

Q. Who do I call if I have a problem with a service or feature?

A. Call SEPB at 574-2682, we have highly skilled employees trained to answer your questions 24 hours a day, 365 days a year. ***Welcome to your dependable hometown network.***

BASIC TROUBLESHOOTING

1. Is the Power Indicator Light on?

The SEPB EMTA/Modem is equipped with a Battery Back-up for up to 8 hours. If the power cord is accidentally unplugged, after 8 hours, your phone service will go down.

2. Are the connections tight?

If the EMTA/Modem is moved, it is easy to not completely plug in all connections. Double check to insure all are connected securely.

3. Do not Move or Un-plug your EMTA/Cable Modem!

The SEPB EMTA/Modem is connected to a selected phone jack and cable outlet to ensure the highest quality of service. If the EMTA is moved, it may cause interruption of service and could cause dispatching of your 911 call to an incorrect address. Please contact SEPB before moving your EMTA/Modem, so that we can assist you with a move so your services will not go down.



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