



HOSTED VOICE QUICK START GUIDE COMMONLY ASKED QUESTIONS

WHAT DO I NEED TO KNOW ABOUT e911?

VoIP technology offers the convenience and flexibility for your users to take their Hosted Voice phone and any related products, hardware, or services including, but not limited to, computers or handsets (together, the “End-User Device”) wherever they are located. Because of this, there is no link between a particular telephone number and a physical address like a traditional phone line.

With Hosted Voice, 911 emergency calling services – the ability to contact emergency services including police, fire, and hospital medical services – is delivered using Enhanced 911 (E911). E911 attaches a dispatchable physical address to the Hosted Voice phone number, allowing the ability to identify where a person calling 911 is located. As a result, Smart City needs to enable a physical address for each End-User Device for the address to appear to the 911 dispatcher. Calls from the End-User Device to any E911 emergency center will report the physical address you provided when the service is initiated, even if the End-User Device is moved to another location.

It is important that all users be aware that E911 service will not be available under certain circumstances including, but not limited to:

1. If the broadband/Internet connection has failed or is disconnected.
2. If electrical power is disrupted.
3. If the End-User Device used to make Internet Phone calls is moved to a new physical location and the current, updated location of the End-User Device has not been registered with Smart City. E911 calls will be routed to the emergency responder associated with the physical address that has been registered with Smart City. Failure to update the physical address registered with Smart City will result in calls from the End-User Device to any E911 emergency center reporting the physical address provided when the service was initiated, and 911 calls may be misdirected to an incorrect emergency response site. When calling E911 emergency services, the caller should be prepared to provide their physical address.

To verify or change the physical service address, Administrator's should log into the portal as an administrator and update the physical location of the user's phone or contact Customer Support at 407-828-6400.

HOW DO I RESET MY PASSWORD?

PORTAL PASSWORD RESET

To reset your password for the portal, click the “Forgot Password” link on the login screen.

VOICEMAIL PASSWORD RESET

To reset your password for your voicemail, contact your Hosted Voice Administrator to reset it.

ADMINISTRATOR'S ONLY

If you are unable to reset the password, please open a ticket with support@smartcitytelecom.com.



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HOW DO I MANAGE CALL FORWARD?

ENABLE CALL FORWARD ON DESK PHONE

Dial *72 and the extension # or the 10-digit number, then the call button. You will hear the recording that call forward is enabled. Hang up. The Call Forward message will display at the top of the desk phone home screen.

OR

1. Select Menu> Features> Call Forward>. Select the type of call forward you desire and turn that on>. Enter the extension or the 10-digit number in the "Forward to:" field> Save. Go back to the phone's home screen. The Call Forward message will display at the top of the screen.

DISABLE CALL FORWARD ON DESK PHONE

1. Dial *73 then the call button. You will hear the recording that call forward is disabled. Hang up. The Call Forward message will disappear from the top of the desktop home screen.
2. Select Menu> Features> Call Forward>. Select the type of call forward you enabled and turn that off>. Hit Save. Go back to the phone's home screen. The Call Forward message will disappear from the top of the phone's home screen.

CAN I RECORD A CALL?

This is available with Call Recording, an optional feature. If you wish to add this feature, please contact your Account Manager at Smart City.

CAN I MAKE AND RECEIVE CALLS ON MY MOBILE PHONE?

To use your mobile phone, download the Hosted Voice mobile app in Apple's APP Store or Google Play. Search for Smart City Voice. Download and launch the Smart City Connect app. Your login information will be the same as the login for the portal.

HOW DO I ADD A NEW USER OR EXTENSION?

Please refer to the user guide found at <https://support.smartcityvoice.com/> for instructions on how to add a new user and/or extension if you are the administrator. Should you require additional seats for your business, please contact your Account Manager at Smart City to update your agreement and place to order.

WHY AM I UNABLE TO RECEIVE INCOMING CALLS?

Please check to ensure the Do-Not-Disturb feature is not enabled or the extension is not forward to an external number or another extension.

HOW DO I ACCESS VOICEMAIL?

Dial extension 5001 and listen to the prompts to enter your password.

WHY DOES THE PHONE DISPLAY SHOW "NO NETWORK AVAILABLE"?

Check to see if:

- The Internet is up.
- The cable is connected to the Internet port on the back of the phone.
- The cable is securely plugged into the jack on the wall or your router.

WHY AM I UNABLE TO MAKE OR RECEIVE CALLS?

Check your Internet router or switch to ensure the SIP-ALG feature is not enabled. SIP-ALG often prevents voice calls from going in and out of the network. If you do not know where to find the SIP-ALG or how to log into your equipment, contact your service provider.