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Broadband Voice Frequently Asked Questions

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Will my phone work if there is a power outage?

There are two ways for your Broadband Voice phone to work in the event of a power outage. An Analog Telephone Adaptor (ATA) is available that has built in failover capabilities provided you have an available traditional analog phone line. If you are using that model ATA (Sipura SPA-3000), plug an analog phone line into the "Line" port on the right side of your Broadband Voice ATA, your phone will automatically switch to the analog line in the event of a power outage. Alternatively, assuming your Internet connection is still working, you can use a UPS (Uninterruptible Power Supply - basically, battery backup power) so that your broadband Internet device and the Broadband Voice ATA can continue to receive power in the event of an outage. Consumer UPS solutions can range between \$75 to over \$200 depending on the number of devices connected and the amount of runtime/reserve power capacity desired.

Is the call quality guaranteed?

While it is expected that call quality will be excellent, Internet usage and variations in network traffic can affect call quality. Thus, quality cannot be guaranteed.

How long can my greeting message be?

Your greeting message can be up to 3 minutes long, if needed.

How do I retrieve my voicemails from my phone?

Dial the voicemail retrieval number supplied to you by your service provider. Follow the prompts to check your voicemail.

Can I check my voicemails from an outside line?

Yes. Dial your home telephone number, and when you hear your voicemail greeting, press (*). At the prompt, enter your password.

How many messages can be saved on my voicemail?

Your voicemail box will limit you to 30 minutes total for saved messages. Each message is limited to 2 minutes.

Can I use my fax machine or modem with this service?

No, any fax machine or modem performance is available on a best effort basis only. It is anticipated fax and modem support will become standard at some point in the future.

What is the cause of dropped calls?

Dropped calls can be caused by a number of different things.

Persistent: If you experience persistent dropped calls, it could be a result of DHCP conflicts with other equipment on your internal network. For this, you should reboot your router, if you're using one. There could also be a problem with the ATA device and the way it is configured. This can be fixed by calling your service provider.

Intermittent: If the problem is intermittent dropped calls, the issue may be with Internet connectivity. If you are on a call and lose Internet connectivity, the call may be dropped. Intermittent outages can also be caused by heavily using your Internet connection while you are on the phone. Downloading large files or watching streaming video could reduce the amount of bandwidth available for voice calls. If intermittent outages occur frequently, contact your service provider for support.

What is the cause of choppy calls, and is there anything that can be done to fix this?

Choppy calls are usually caused by latency variations in the network or lost packets.

Latency is the time it takes a data packet to make a round trip over the Internet. If the hops in a network have inconsistent latency, the packets will arrive at different intervals, causing choppiness. Contact your service provider to verify latency or lost packets on your Internet connection.



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Why is there static on the line?

The main cause of static is actually the telephone, not the Broadband Voice service. On a cordless phone, the static may be caused by the connection between the base of the phone and the handset. Static and hum are sometimes caused when the base of the cordless phone is placed too close to the ATA device.

For a corded phone, the issue usually reflects a loose connection between the handset and the base.

Try out a different telephone set. If you are still experiencing static, please contact your service provider for support.

There was a power outage, but the power is back on – and my phone is not working any more.

You may have to reboot your router and/or the ATA device. Unplugging the power adapters from their outlets and plugging them back in will reset the devices. If this does not restore service, please contact your service provider for support.

Can I use multiple phones in my house with your service?

There is only one phone port on the ATA device, but there are a few ways to plug multiple extensions into it. You can purchase a multiple jack extension connector, and then connect it to the Phone port on the right side of the ATA device. This will allow you to have multiple phones on a single line. Some customers use cordless phone systems that come with a base unit and extra handsets. The base station of the cordless telephone plugs directly into the ATA device. Multiple handsets can be placed anywhere in the house.

You can also purchase wireless phone jacks. The base unit connects to the ATA device, and the wireless jacks plug into your household electrical outlets. A telephone connects to the wireless jack. Please note that only the phone attached to the base unit will display Caller ID information.

How can I get technical support if I have a problem?

If you have a technical problem, please refer to the Frequently Asked Questions guide. If you need further assistance, contact Enterpoint by dialing 218-751-0040.

I forgot my password for my login to the Web portal; what do I do?

Please contact Enterpoint by dialing 218-751-0040 to obtaining assistance in resetting your password.

Do I need to provide an Ethernet switch or hub ports?

You must have sufficient switched Ethernet ports available to support any PCs you wish to connect to the network, as well as one available port for connectivity for the ATA device that is supplying Broadband Voice service.

Ethernet hubs are not recommended; switches are inexpensive, readily available and will provide a better experience. Using WiFi for connecting the ATA to your broadband modem is also not recommended but will work quite well depending on the WiFi connection being used (be sure to test the local WiFi connection you will be using), as any issues with WiFi connectivity could degrade voice service.