

VOIP Installation and Troubleshooting



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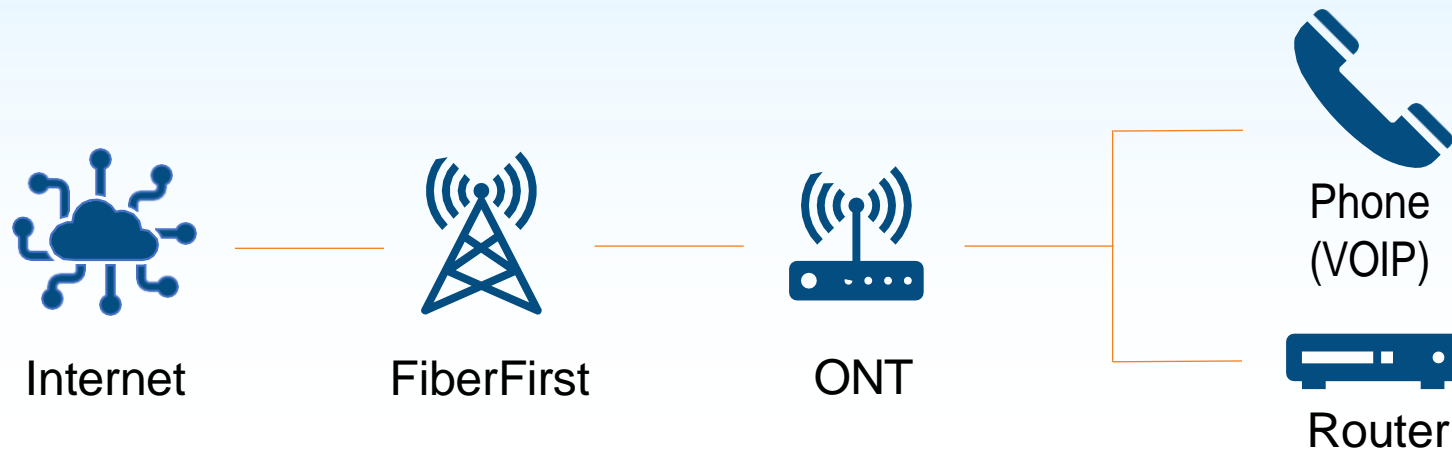
Overview

- What is VOIP?
- Installation Process
- Troubleshooting
- Q&A



What is VOIP?

- VOIP stands for "Voice over Internet Protocol." It is a technology that enables voice and multimedia communication over the internet and other IP-based networks. Instead of using traditional analog phone lines, VoIP allows voice data to be transmitted in digital form as data packets over the internet.



Installation

1. When the customer orders VOIP service with their internet package, VOIP will be set up during installation by the Technician. **Customer should provide phone and RJ-11 cable at time of install.** During the provisioning portion of the installation, the 'POTS1' port (or 'TEL1' port for outside of Texas) on the back of the ONT will be activated.
2. The Installation Technician will check to make sure there is a Dial Tone.
3. After the Dial Tone has been verified, the customers phone will be plugged into the back of the ONT, into the 'POTS1' port (Texas customers) or 'TEL1' port (outside of Texas).
4. The Technician will then verify that the phone can receive and make outgoing calls.



ONT Equipment for
outside of Texas customers



ONT Equipment for
Texas customers



Ordering VOIP After Fiber Internet has Already Been Installed

1. If the customer orders VOIP after they have already been installed with Fiber Internet, then the order will process, and the “POTS1” port will activate. The customer will then need to plug their phone in.
2. A Technician should not have to go out unless the customer is experiencing any problems in getting their phone to connect.



**ONT Equipment for
outside of Texas customers**



**ONT Equipment for
Texas customers**



Troubleshooting

1. Check Your Internet Connection:

Ensure that your internet connection is working correctly. VoIP relies on a stable and sufficient internet connection. If your internet is down or slow, it can affect the quality of your VoIP calls.

2. Restart Your VoIP Device:

Reboot your VoIP equipment, including your VoIP phone, and ONT. Sometimes, a simple restart can resolve temporary glitches.

3. Check for Hardware Issues:

Inspect your hardware connections to ensure everything is properly plugged in. Make sure cables are secure, and there are no physical issues with your VoIP equipment.



Q&A

- **Question:** Will FiberFirst offer phones or RJ-11 cables?
 - **Answer:** FiberFirst will not provide phones or RJ-11 cables. Please have available at time of install.
- **Question:** Is the cable to plug in my phone the same one I use with my router?
 - **Answer:** No. VOIP uses an RJ-11 cable, not the common RJ-45 (Ethernet) cable. The RJ-11 is smaller in comparison to the RJ-45 cable.



RJ-11 RJ-45

- **Question:** What do I do if my VOIP is still not working after these troubleshooting steps?
 - **Answer:** Please contact Customer Care at 833-FIBRGIG (833-342-7444). If they cannot resolve over the phone, a service call will be scheduled with a Technician.

