VoIP General FAQ's

What is VoIP?
Voice over Internet Protocol is a technology that allows voice to be sent over the Internet versus traditional copper wires. Using EH!tels Highspeed Internet connection and subscribing to VoIP Home Phone allows you to make phone calls over the Internet.

How Does VoIP work?
First, voice is converted by equipment, provided to you by EH!tel, from an analog signal to a digital signal. It is then sent over the Internet and converted back to an analog signal for the person on the other end of the line to hear.

What are the advantages of VoIP?
There are several advantages to VoIP over traditional phone service, such as price, extra features and the convenience of one bill. The taxation and regulations of VoIP are much less than traditional phone service over copper, making VoIP a more cost-effective option.

Can I use my computer when I am on the VoIP phone?
Yes, you can browse the internet while on the VoIP phone. The equipment provided by EH!tel reserves 100 kbps of bandwidth for phone calls. This means your internet and telephone calls will not conflict when using both simultaneously.

What Internet speed do I need for VoIP?
VoIP service only requires 100 kbps of bandwidth. EH!tel offers multiple internet speeds offering enough bandwidth to support web browsing along with VoIP telephone calls.

Does EH!tel have usage caps?
No, EH!tel does not have usage caps like other providers.

If I lose power, will I still be able to make phone calls with VoIP?
Losing power can cause your Internet connection to be interrupted. If this happens you will not be able to make calls.

If it is critical that you have the ability to make phone calls even during a power outage, we recommend having a cell phone as an alternative option.

Technical FAQ's

Do I need to install any software on my computer?
No software is needed for your computer. EH!tel will mail you the necessary equipment for your internet and VoIP service, along with all necessary cabling and set up instructions. All you need is an EH!tel Internet connection and a regular wired or portable telephone set.

Can I use another providers' Internet connection with EH!tel VoIP service?
No, you must have a EH!tel Internet connection to use our VoIP service. Our equipment is programmed to only work with our connection.

How is the voice quality and sound clarity?
There are many different factors affecting voice quality with VoIP.
Bandwidth tops the list of factors affecting voice quality in VoIP conversations. The more bandwidth, the better the sound and voice quality.

The VoIP equipment used can greatly impact your quality as well. EH!tel will provide you with all the hardware you need to experience high-quality service.

The frequency of your phone may cause interference with other VoIP equipment. The equipment provided emits a 5.8 GHz frequency which may interfere with 5.8 GHz phones. Switching to a 2.5 GHz phone can sometimes resolve this issue.

At times, the voice is distorted by something called static, which is a small 'dirty-weed' static electricity generated on broadband lines due to thunderstorms, heavy rain, strong wind gusts, electrical impulses etc. This static is not very noticeable when you surf the net or download files, but when you are listening to voice, it becomes disturbing. It is easy to get rid of static: unplug your equipment and plug it back in again.

What are the common VoIP sound issues and how do I deal with them?
For any call quality issues or bandwidth issues, our Technical Support Team can assist. They can be reached at 519-594-0946.

Some of the common sound issues are:
Stuttering: In general, stuttering during calls or "choppy" calls are the result of latency or packet loss in your Internet Service Providers network. In other words, for a period of time your connection may not be fast enough to send and receive voice data, resulting in lost information. This situation is called "Packet Loss". Packet Loss may occur when connection speeds are compromised by temporary ISP problems, network congestion, or heavy bandwidth

usage such as online gaming or the upload/download of files. Sever Packet Loss can cause "dropped" calls.

Static: Static or Buzzing on your line are produced from analog equipment in your phone system (your phone and phone cable). When the phone adapter receives the sound data, it digitizes the data and eliminates the possibility of producing static or buzzing. Try using a different phone or replacing the phone cable and test if that resolves the issue.

Delay: Delay is caused when packets of data (voice) take more time than expected to reach their destination. This causes some disruption in the voice quality. When a packet is delayed, you will hear the voice later than you should. If the delay is not big and is constant, your conversation can be acceptable. Unfortunately, the delay is not always constant, and varies depending on some technical factors. This variation in delay is called jitter, which causes damage to voice quality. Delay causes echo in VoIP calls.

Echo: Echo is due to possible latency on your Internet connection causing delayed playback of your voice. Delay already exists in traditional phone service over copper wires, but it is more noticeable in VoIP because the latter has more delay. Traditional phone calls function with a delay of no more than 10 milliseconds, which VoIP can have up to 400 milliseconds of delay.

Customer Care FAQ's

Will 911 work with VoIP?
Emergency 911 service is part of your VoIP service. VoIP providers are required to supply E911 numbers and service. With traditional phone services, your 9-1-1 call is sent directly to the nearest emergency response centre. With VoIP phone service, your 9-1-1 call is forwarded to a third-party service provider that will automatically or manually route your call to the emergency response centre. Because you can move your VoIP phone between locations and because, for technical reasons, the emergency operator may not have your name, location or contact information available, you must immediately inform the emergency operator of your location and contact particulars any time you call 9-1-1. For a complete description of our VoIP 9-1-1 service, please see [EH!tel's Terms of Service](#) on our website.

What does Porting a number mean?
This refers to moving your telephone number from one provider to another provider.

How will I know if I can port my phone number away from my current provider?
EH!tel is currently able to port multiple different providers phone numbers. To have your number qualified, contact our Customer Care team at 519-594-0946.

If I qualify, how long with it take to Port my number?

Porting will typically take 10 business days to complete. You will receive your equipment a few days before your due date with the instructions on how to connect all the cables. At that time, you are required to phone our Technical Support team. They will confirm everything is connected properly, log in to your device remotely, and confirm the service is set up correctly. Once completed, you will receive a test call from a representative at EH!tel on the due date. They will instruct you to plug your phone into the voice device and wait for their test call.

What if I move out of town?

If you are planning a move out of the area, you may be required to cancel our services, or cancel only the Internet and have your VoIP telephone number ported to another provider. If cancelling is required, we will mail you a return package containing a postage paid box to return all equipment and cabling.

How do I access my voicemail?

Pick up your handset and dial *98 to access your voicemail. On your first log in to the voicemail system, you will be prompted to set up a PIN to be used on future logins. For further instructions please contact our Technical Support team at 519-594-0946.