Welcome to FiOS®
This is going to be exciting.
And easy.

In this handy guide, you’ll find everything you need. Simple, step-by-step directions.

You can find even more information such as handy tips and hints and frequently asked questions along with a number of video demonstrations and tools we have created at Frontier.com/helpcenter. Just select TV then select FiOS TV. There you will find not only more details about how to use your new FiOS TV but special articles and videos about special features such as Voice Control, Netflix integration and the most current channel lineups for your area.

You can also learn all about our FrontierTV mobile App by selecting FrontierTV everywhere in the Help Center.

As a Frontier video customer you can watch live TV channels that are included in the FiOS TV package.
• Browse listings
• Rent
• Watch On Demand content anywhere and everywhere.

Check it out at tv fronter.com

We even made the guide easy to navigate with color-coded sections to ensure you quickly find just the info you need.

- FiOS TV starts on page 4
- FiOS Internet starts on page 18
- FiOS Equipment starts on page 20
- FiOS Digital Voice starts on page 22
FiOS® remote—everything you need to do it all.

This is FiOS TV. It’s so easy, all you have to do is “Press the button.” These are the buttons and what they do.

- **Power** turns devices on or off
- **Guide** accesses the TV listing
- **Menu** shows the Main Menu
- **Exit** closes any on-screen display and returns you to regular viewing
- **Widgets** provides instant access to local weather, traffic updates and more
- **On Demand** provides access to Video On Demand
- **FiOS TV** returns to live TV programming
- **DVR** launches DVR menu
- **Skip Back** activates instant replay
- **Rewinds** media and also jumps back to previous day’s TV listings
- **Stops** media
- **(CC)** switches between closed-caption options
- **A/V** selects video source for some TV, DVD, VCR or home theater systems
- **STB** activates set-top box
- **Info** displays description of show you are watching
- **OK** selects item highlighted in blue
- **Options** provides service options
- **Favorites** displays your favorite channel listings
- **Last** returns to last selected channel; press again to return to current channel
- **CH +/-** changes channels or moves up/down through menu screens and TV listings
- **Skip Forward** jumps forward in recorded TV
- **Fast Forward** fast-forwards media and also advances to next day’s TV listings
- **Records** to DVR
- **Size** changes display aspect
Pay-Per-View
The latest hit shows and events, such as concerts and wrestling matches, are yours at the push of a button with your FiOS® remote. To see what’s playing and to order, press the menu button on your remote and:

• Select Pay-Per-View.
• Highlight a title in Upcoming Shows.
• Press OK.
• Follow the instructions to purchase.

If you’ve pre-purchased a presentation, you can easily set a reminder so you don’t miss a minute of it. Just go to the Main Menu and:

• Select the event through Search or with the guide button.
• Select Set Reminder on the event information screen.

FiOS TV Global Search
What was the comedy with the two mismatched roommates? Or the name of the guy who played Igor? Find that movie, show, favorite actor, play or presentation in seconds. Simply use either the on-screen keypad, scroll wheel or cell phone pad. Type in a keyword (or just initials, if that’s all you know). Our Global Search will tear through TV DVR listings, HD VOD and Pay-Per-View* and give you results by:

• Category (movies, children, sports, music).
• Keyword (program title, actor, topic).
• Content type (TV listings, PPV, DVR, HDTV and VOD).

*Your search may find programming to which you are not subscribed.

Favorite Channels
You can easily create and use a list of your Favorite Channels:

• Select Menu on your remote.
• Select Settings from the Main Menu.
• Select System, then Favorite Channels.
• Highlight them using the up and down buttons.
• Press OK to add or remove channels.

To access your favorite channels, press the heart button. Scroll using the up and down buttons and click OK after highlighting the channel you want to watch.

Set Flip by Favorites to only scroll through the channels you set in your Favorites folder.

To access Flip by Favorites:

• Go to Settings > Favorites > Flip by Favorites.
• Select which Favorites folder you would like to use.

After this, you will only be able to scroll through channels in that particular Favorites folder.

Message Center
The Message Center keeps you informed about important information that affects your TV service such as upcoming changes, new features and channel information. If there are messages in the Message Center, the Message Waiting icon will be flashing. To access your messages, press the menu button on the remote control, select Messages and then OK/Select. Here you can save messages, go back and review or simply delete them.
Parental Controls
Want to make sure your kids watch only the programming you want them to? No problem. Creating a PIN (Personal Identification Number) will help you block their access to channels, ratings, programs and things you’ve recorded, as well as their ability to purchase. Putting it in place takes just a few minutes.

Using Your FiOS® TV Remote to Learn About Parental Controls:
• Press Menu.
• Select Help.
• Select Help Videos.
• Scroll across to Settings folder.
• Select the Parental Controls Video.

To create your PIN:
• Press Menu.
• Scroll down to Settings on the Main Menu.
• Select Parental Controls.

Please note: You will need to create a PIN on each set-top box that you would like to have Parental Controls on.

Tips:
• You can set up two separate PINs, one to block programming, the other to block purchases for VOD, PPV, packages or premiums.
• You can temporarily disable the blocks by using the On/Off quick setting. Your settings will be saved.
• You can record shows/movies on your DVR set-top box using a PIN, but you’ll need the PIN to play them back.

Audible Navigation on FiOS Quantum TV
To enable Audible Navigation on FiOS Quantum from the remote:
• Select Menu button.
• Press up arrow to select Settings.
• Press right arrow three time to select System.
• Press down arrow twice to select Accessibility.
• Press right arrow to select Audible Navigation.
• Press down arrow to select On.
• Press OK button to save.
• Press Exit button.
• To turn audible navigation off, follow same steps above.

Widgets
These handy little windows can give you up-to-the-minute information in your area—weather, community events and more. Setting them up is easy:
• Press the button on your remote to launch the Main Menu.
• Enter your Zip Code using the remote’s buttons.
• Press OK.
• Choose the Widgets you want the first time you use them.
• Press button or button to turn the Widgets on or off.
Features and Enhancements

Introducing Music Choice ETV!
Quantum customers have access to 100 channels of music with Music Choice ETV. Enjoy up to 75 channels of music videos with over 20,000 Video On Demand music video titles.

Music Choice ETV* can be launched from the Widgets menu or from On Demand. You can find more information on how to navigate at Frontier.com/helpcenter. Select FiOS® TV and look for Enhanced Music Choice in the Articles section.

*Frontier Internet required.

Watch TV without the TV
As a Frontier Video customer watch Live TV channels, browse TV Listings, rent and watch On Demand content anywhere and everywhere. Learn More at tv.frontier.com

Pair up your Amazon Echo devices with your FiOS Quantum TV Set-Top Box and start talking.*
Quantum TV customers who have Amazon Echo devices can ask Alexa to:
• Change Channels
• Search the Program Guide
• Search Video On Demand
• Control playback functions

FiOS Quantum TV combines your top-of-the-line TV experience with the hands-free, easy-to-use Alexa cloud-based voice service platform you love to use. Today, ask Alexa to change the channel, search your viewing guide and Video On Demand as well as control the video playback itself (pause, fast-forward, rewind).

Go directly to the programming you want to watch, without all the clicks of your remote.

Come back to this page often to check on updates to your service, with more skills and features. You don’t have to do anything to add new commands. It happens automatically.

What can I ask Alexa to do?
• Change channels
• Search the program guide
• Search Video On Demand
• Control playback functions

How to pair Alexa
STEP 1: Be sure that your Frontier Set-Top Box (STB) is connected to the Internet. Every STB will be paired with its own Alexa device.

STEP 2: Enable Frontier TV in the Alexa App on your smartphone
• Open Alexa App on your mobile device. Login if not already logged in.
• Tap Music, Video, & Books from the side menu.
• Tap Frontier from the Video section of the list.
• Tap Enable Skill.

STEP 3: Pair Internet-connected STB with Amazon Alexa
• Using Frontier remote and STB, press the Menu button.
Select **Voice Assist** from left side menu.
Select **Amazon Alexa** and then select **Get Code** from this screen.
The screen will show Activation Code and Device Name. Make a note of both.
Now, in your Amazon Alexa mobile app, enter the Activation Code that shows on your TV Screen.
Tap **Pair**. When you see green checkmark, tap **Continue**. Close the screen by tapping X.
App will search for discoverable devices. Choose the device that matches your STB. Tap **Continue**.
Then, choose the Alexa device you are linking, then tap **Link Devices** to complete the pairing.

**Voice Command Examples**
Alexa will respond to a variety of channel-change commands such as:

**Channel Changes**
- “Alexa, tune to TNT”
- “Alexa, go to Channel 900”
- “Alexa, change the channel to NBC”

**Search the Guide and Video On Demand**
- “Alexa, search for *Fixer Upper*”
- “Alexa, find the Tom Cruise movies”
- “Alexa, show me *Texas Rangers*”

**Playback Control**
- “Alexa, pause” or “Alexa, resume”, or “Alexa, play”
- “Alexa, fast-forward” or “Alexa, skip forward”
- “Alexa, go back one minute”, or “Alexa, skip 10 seconds”

**Adding more functions**
There’s nothing for you to do. New commands will be added automatically. Check back here often to see what’s new.

To pair your Alexa-enabled device, make sure you have FiOS Quantum TV.

Supported Devices: VMS1100 (Quantum DVR), IPC1100 and IPC815W. This product does not work with our older QIP platform.

*Frontier Internet required.

**Self-Service**—Take control of your entertainment
You can add services to your FiOS* experience using your remote control.

**Self-services available include:**
- Upgrade your TV package, for example, upgrade from your old FiOS package to a current package
- Add premium channels such as HBO, Showtime, Starz
- Order PPV and VOD
- Sign up for auto-pay
- Check on the status of orders and trouble tickets
You can find more information on how to navigate at Frontier.com/helpcenter. Select FiOS® TV and look for Using Self-Service in the Articles section.

*Frontier Internet required.

**FrontierTV Mobile**

FrontierTV: Control your DVR—don’t let it control you. To install FrontierTV on your smartphone or tablet, go to the Apple App Store or the Google Play Store and download at no charge.

With the FrontierTV App, you can set your DVR from the office, the street or anywhere else you have Internet access or a mobile device.

Browse TV listings, record shows, search On Demand—all for free with your DVR service.

You can find more information about the free FrontierTV app at Frontier.com/helpcenter under the TV tab. Click on Frontier TV Everywhere.

**Your Remote = Digital Video Recorder**

![Remote Control Diagram]
Frontier’s DVR Service

Digital Recording service for one to ten* rooms.

Frontier® offers a DVR service that can provide recording capability for 1 to 10 rooms with the capability of recording 2 to 12 shows at a time.

Frontier’s Multi-Room DVR service with 500 GB of storage can record 2 shows at one time and view on up to 6 additional TVs.

Frontier’s Multi-Room service lets you view what you’ve recorded in multiple rooms.

With the Multi-Room DVR, you can:
• Watch what you’ve recorded on up to 2 additional set-top boxes at the same time.
• Watch the same program in up to 3 different rooms.
• Watch different live programs in 3 different rooms.
• Two set-top boxes at most can access recorded content from the DVR at the same time. An error message will flash after 2 tries.
• Remote set-top boxes cannot pause or rewind live TV.

Step up to one of Frontier’s FiOS® Quantum DVR Services and Advanced Interactive Media Guide

Frontier’s FiOS Quantum TV Enhanced DVR service and FiOS Quantum TV Premium DVR service act as a video services gateway, providing connectivity to the recording and playback capabilities for all the other TVs connected to the home network.
• Record up to 12 shows at once.
• Enjoy more than 300 hours of HD storage capacity.
• Pause, play and rewind live TV on up to 10 screens.

Frontier’s FiOS Quantum TV Enhanced DVR service with 1 Terabyte of storage can record up to 6 shows at one time on up to 5 TVs.

Frontier’s Premium DVR service with 2 Terabytes of storage can record up to 12 shows at one time on up to 10 TVs.

With Frontier Enhanced and Premium DVR services, you can:
• Pause, play, rewind and playback live TV on any connected TV.
• Record more than 300 hours in HD.*

*More than 300 hours of HD recording capacity, up to 12 simultaneous recordings; homes with more than 5 TVs require additional equipment.

Accessing What You’ve Recorded
It’s easy to spread the fun and entertainment around. After you’ve recorded on your Multi-Room DVR, simply:
• Choose DVR from the Menu.
• Select a program using the arrow keys.
• Press OK.

You’ll be able to use your normal DVR playback controls (Pause, Rewind, Fast Forward) on your remote. When you’re done watching a recorded program, just press the button.
Multi-Room DVR Parental Controls
Parental Controls for remote set-top boxes only manage live TV viewing. Parental Controls for watching recorded programs on remote set-top boxes are set up on the DVR by creating a PIN. A PIN must be set up for each set-top box.

Good to Remember
• Program recordings cannot be set from remote set-top boxes, only from the DVR.
• You cannot delete content from the DVR while another set-top box is accessing that content.

Quick Tip #1
How to reboot your router:
• Press Power button or unplug the power cord to your router.
• Plug it back into the electrical outlet and wait 30 seconds.
• Always reboot your router first since it might be all that is required to correct the problem.

Quick Tip #2
How to reboot your set-top box:
• Just unplug the power cord from the wall outlet for 30 seconds and plug it back in.
• If you still have the problem, disconnect the power cord from your router and wait a few minutes before reconnecting it.

Quick Tip #3
Where do I go for on-screen TV help?
• For on-screen help, look at the TV Help Videos—just press Menu on the remote and scroll down to Help. Also check out Channel 131 to see what’s new!

Here’s How to Record Live TV

Recording TV Shows
To record a show that’s currently playing:
• Press the REC button on the remote.

To schedule recording of an upcoming show or series:
• Press Menu on your remote.
• Go to TV listings or use Search to find the show.
• Use the and buttons to highlight the show you want to record.
• Press REC and a green check will appear next to the show.
• Press REC a second time to record a series.
• Press REC a third time to cancel a scheduled recording.
Series Manager
This smart feature ensures that all the shows are recorded, even if the show’s time slot or length is changed by the broadcaster. The folder with a red dot on your screen tells you the Series Manager has been scheduled. It will enable you to:

• Record only first-run episodes.
• Add extra time before and after a show.
• Permanently save a show.
• Rank the series you want to record.

Recording Pay-Per-View Programs
This is an option available on some Pay-Per-View programs. Just press REC when the Pay-Per-View program begins. If you’d prefer to automatically record future Pay-Per-View shows, choose the Purchase and Record option when you select a show. Then, enjoy it any time you’d like.

Tips:
• Your Digital Video Recorder (DVR) recording hours are dependent on the model and definition of programming.
• Programs recorded in Hi-Def can only be played back on High-Definition DVRs or High-Definition Set-Top Boxes.

Reviewing Scheduled Recordings
Simply press the DVR button on your remote or select DVR from the Main Menu. You’ll see the list of shows you’ve scheduled to be recorded under View Schedule. If you’ve scheduled to record a series, choose Series Manager to view listing. As a helpful reminder, you’ll also see how much recording time you have left.

Canceling Scheduled Recordings
It’s easy to undo what you’ve done. Just:

• Select View Schedule from the DVR menu.
• Highlight the program you want to cancel.
• Press OK.
• Then press Cancel.

Playing a Recorded Show
Here’s all you have to do:

• Select Recorded Programs from the DVR menu.
• Highlight the program you want to watch.
• Press OK.
• Then press Play.

Deleting a Recorded Show
To delete, select Recorded Programs from the DVR menu. Highlight the program you want to delete and select Remove.
Once the recording space is full, the DVR will automatically delete the oldest shows to make room for new recordings. If there’s a show you want to be sure isn’t deleted, select Recorded Programs from the DVR menu, highlight a program you want to save, then select Protect.

**Controlling Live TV**
With FiOS TV, you can control live TV in some cool new ways:

- Pause the current channel viewed.
- Switch to another channel.
- Go back to the previous channel.
- Resume viewing the program that was previously paused.

You can continuously switch between two channels, pausing, fast-forwarding and rewinding on both channels. FiOS TV lets you control live TV in the ways described below.

**Pausing or Resuming Live TV**
Press the [ⅈ] button once to freeze the action. Press Play to resume the show.

**Rewinding Live TV**
Press the [ائه] button to go back to any part of a show already stored. Then press Play and resume watching the show. While you’re doing this, you won’t miss a thing because the DVR will continue to store the show.

**Fast-Forwarding Live TV**
Press the [ぽ] button to skip past a previously viewed portion of a live TV show. Then press Play to resume watching.

**Watching in Slow Motion**
Want to see all the detail of that car chase crash? Or catch something you missed in the background? Press [ⅈ] then [زة] or [ز] to see the action in slow-motion, frame by frame.

**Instant Replay**
Why should the sports broadcasters have all the fun? With FiOS TV, you can do your own instant replay. Press the [زة] button to view the previous 10 seconds of a show you’re watching live or have recorded.

**Resume Watching Live TV**
If you’re watching a live program delayed by pausing or rewinding live TV, press the [زة] button and you’ll jump forward to the point in the show currently being broadcast.

**Status Bar**
Whenever you pause, fast-forward or rewind a live or recorded program, this helpful feature appears. It shows you how much of a current show is stored in memory, what point of the show you’re watching now and how far behind the live broadcast you are.

**Netflix Integration** (Quantum customers only)
Love your Netflix subscription? FiOS Quantum TV customers who have a current Netflix subscription no longer need to change remotes to view Netflix. Simply tune to Channel 888 and access Netflix directly from the Set-Top Box.

Don’t have a Netflix subscription? Tune to Channel 888 and order from the Set-Top Box.

You can find more information regarding Netflix integration at Frontier.com/netflix.

* Frontier Internet required.
All About Video On Demand (VOD)

VOD

Customers will be able to choose from a vast library of thousands of à la carte features and again be in complete control of their TV viewing experience with the convenience of selecting any available program, any time they want.

As with subscription options, they will also have the ability and flexibility to pause, resume play, fast-forward and rewind as many times as they like within a 24-hour period.

There are several categories of VOD available including:
- Free
- Premium
- Transactional
- HD

Free On Demand

Free On Demand allows customers to choose from thousands of titles and programs, including sports, home and leisure, music, pop culture and more with our FiOS® TV library.

Frontier’s selection of free On Demand programs and films crosses many genres and touches all age groups and interests, including one of the largest selections of children’s programming in the industry.

Free On Demand channels include Disney, Discovery, ESPN, Home & Garden, MTV and many others. Available content is controlled by the network providing the content and not Frontier.

Premium VOD

When you subscribe to FiOS TV Premium with options like HBO, Cinemax or the Movie Package, you automatically have access to many past and present episodes of original programming and shows. Not to mention, the hottest movie releases—any time you want.

The Premium or Subscription On Demand options provide for even greater value and flexibility for subscribers, at no additional cost beyond the monthly package rate.

Transactional VOD

Transactional On Demand provides for even more exciting à la carte features, including Movies, Events and Adult Entertainment, for a minimal one-time fee.

With Movies On Demand, you can find the hottest blockbuster movies, in addition to old favorites, at the press of a button, for a fraction of the cost of a movie ticket. Hundreds of titles are available every month, including studio movies from Sony, Fox, Universal, Paramount, MGM, DreamWorks, Artisan, New Line, Disney and WB.

With Event VOD, programming varies every month, offering access to special concerts or sporting events at a designated cost. Rates will vary and are accessible through the IMG.

Adult VOD offers adult programming and is available from several content providers. The content varies monthly and each selection has a designated cost.

Rates vary and are accessible through the IMG. Mature content can be blocked if desired.

Please note that all rates quoted are subject to change.
HD VOD
FiOS® TV now brings together the best of both worlds by joining two exciting entertainment options—High Definition and Video On Demand.

With FiOS TV, customers have the ability to get many of their favorite titles, offered with crystal-clear picture and sound quality that is unparalleled.

Frequently Asked Questions

There is no display on my TV. What can I do?
• Check to make sure your TV and set-top box are powered on. Make sure your TV has proper input settings (e.g., HDMI 1, Video 1 or channel 3 or 4).
• Your installation technician determined the proper input or channel your TV should be tuned to when the service was installed; if those settings were changed, they must be restored.
• After you have verified you are on the correct input settings on your TV, check the cable from your STB to your TV—make sure it’s plugged in correctly and that it’s securely fastened.
• Make sure that your batteries are charged.

I am seeing a blue screen. How can I remedy this?
Change your DVD or VCR’s channel to 3 or 4. If changing the DVD or VCR’s channel did not change your TV screen, make sure the TV is not in Video mode. Try one of the following to correct:
• Press the Input button.
• Scroll through the options and select TV.
• Press the Video button to change your TV’s mode from Video to TV.
• Or press the Menu button and locate the mode for Audio/Video setup and select the TV option.
• Make sure that your remote control batteries are charged.

My remote is not working. What may be causing this?
Your remote needs a clear visual path to the sensor on the home entertainment equipment you are trying to operate. Make sure:
• There are no obstacles between you and the remote.
• You are trying to use the remote from within 25 feet of the device.
• You are pointing the device directly at the sensor on your entertainment device.
• That your remote control batteries are charged.

What if I can’t power on and off from my TV and set-top box using the remote after I have programmed it?
It may be because either your TV or set-top box isn’t receiving the infrared signal from the remote.

How can I program the STB button to turn on both the TV and STB?
Your remote has separate power buttons for the TV and STB. You can program the key to turn on/off both your TV and STB at the same time.

1. Turn both your TV and STB on.
2. Press and hold the OK and 2 buttons together, then release both.
   • The RED LED will blink twice and then stay on.
   • The RED LED will blink twice and remain on.
4. Press **STB**.
   - The **RED LED** will blink three times and then turn off.

5. Test that the **STB** button now turns on the TV and STB at the same time.

6. If you want to reset the remote so that the **STB** button controls only the STB, follow the same steps as above but press **OK** in Step 4.

**What if the Power button on the remote doesn’t always turn my TV on and off?**

Try the following steps:
- Make sure the TV and set-top box are near each other.
- Make sure nothing is blocking the front of either device.
- If your TV is plugged into the power outlet on the back of the set-top box, try plugging your TV directly into a wall outlet.
- Press the **TV** button to control the TV alone.

**Control TV Volume through STB**

If the volume control keys don’t work with your TV, you can program the remote so that the STB will control the volume.

1. Press and hold the **2** and **OK** buttons together, then release both.
   - The **RED LED** will blink twice and then stay on.

2. Press **9–5–5**.
   - The **RED LED** light will blink twice and remain on.

3. Press **STB**.
   - The **RED LED** will blink three times and then turn off.

4. If you want to change it back again so that volume buttons control the TV, follow the same steps as above but press **TV** in Step 3.

**Key Fix**

If your remote control is programmed for your TV, but the or keys do not work correctly, then you can try using the **Key Fix** feature to fix the buttons.

1. Press and hold the and **OK** buttons simultaneously.
   - The **RED LED** will blink twice and then stay on.

2. Press and hold the key that does not work correctly. The remote control will try a new code every second.

3. Once the TV responds correctly, release the button.

4. Press **OK** to save the current settings and finish programming your remote control.

**Reset the Remote Control Original Settings**

1. Press and hold the **2** and **OK** buttons together and release.
   - The **RED LED** will blink twice and then stay on.

2. Press **9–0–0**.
   - The **RED LED** will blink three times and then turn off to indicate original settings are restored.

3. **CAUTION**, all previous programming in the remote control will be lost if you follow this procedure.
What if I see the message “Press MENU to watch FiOS TV?”

- This means that your TV is on and your STB is off.
- You can either power off the TV individually or press MENU on the remote to turn the STB back on.
- When MENU is pressed, if the set-top box does not turn on, press STB on the remote, then press MENU.

I don’t see any Guide information or I’m unable to access Video On Demand. What should I do?

- Make sure your router is powered on.
- If your router is on and you still don’t see the Guide, try rebooting your router. See Quick Tip #1 on Page 11.

Help! Just press Menu on the remote and scroll down to Help for further assistance with any features of the remote.
Welcome to FiOS Internet

Home Network Connections

As part of your FiOS® service, you received a router. Your router lets you create a home network, so that multiple devices can be online at the same time. This can be done on either a wired or a wireless connection. Before connecting any device, confirm your router is plugged in, powered on and all cables are firmly connected.

Adding a device to a wireless network:
1. Connect your device using your Wi-Fi Settings. On a computer, this can be typically found with a stacking bar icon in the lower-right corner of your screen that will take you to the Network and Sharing Center. On a wireless phone or tablet, this is usually found under Settings > Wi-Fi.
2. Select your wireless network. The name of your wireless network is the five-digit ESSID located on the back or side of your router.
3. Enter your password. Your password (unless you have changed it to something else) is your WPA2 KEY or WEP KEY, also located on your router.
4. On a computer, you will see Connected next to the stacking bars and on a wireless phone, your 4G or LTE symbol will change to a Wi-Fi symbol to indicate you are connected to your wireless network.

Adding an additional computer to a wired network:
1. Connect one end of an Ethernet cable (an Ethernet cable looks similar to a regular phone jack, but is slightly larger) to the back of your computer and the other end to the yellow port on the back of your router (tip—make sure it’s in the yellow port).
2. Once connected, wait 60 seconds—now you’re ready to open up your Internet connection.

Support

Need Help?

Quick Tip #1
How to reboot your router.
• Unplug the power cord to your router.
• Plug it back into the electrical outlet and wait 30 seconds.
• Always reboot your router first since it might be all that is required to correct the problem.

Quick Tip #2
How to factory reset your router.
If rebooting your router did not fix the issues, you can try a factory reset.
Note: Any settings you may have changed to the router will be lost.
• Hold down the Reset button on the back of the router for approximately 10 seconds.
• You will see the lights on the router flicker.
• Once the lights come back to normal, try to access the Internet as you usually would.
Frequently Asked Questions

My computer occasionally loses its connection to the Internet. How can I fix it?

• Check the coaxial or Ethernet connections between your computer and router.
• Check the connections between your router and wall jack.
• Make sure your router power cord is properly plugged in.
• Disconnect your power cord, wait a few minutes, then plug it in again.
• If you have a wireless connection, make sure there is no interference (2.4 GHz phones, microwaves, fluorescent lights) between your computer and router.
• Try moving your computer closer to the router for a stronger signal.
• If none of this restores your connection, please contact our help desk.

I forgot my Frontier Online username and password. What should I do?

For your protection, Frontier requires that you contact us directly for assistance in obtaining this information so we may verify your identity. Please call 1.877.462.0488 so we may assist you.

My service seems slow. What can I do?

• Clear your temporary Internet files by clearing the cache on your browser. Here’s how to do it for Microsoft Internet Explorer:
  1. Select Tools.
  2. Select Internet Options, Delete Files, click OK in the Delete Files box.
  3. Click OK to close the Internet Options window.
• Reboot your computer. You can do this by unplugging its power cord for a few minutes and then plugging it in again.
• Make sure your anti-virus software is running and that it has the most recent updates.

How can I optimize my wireless home network?

Does your Wi-Fi ever seem slow? Your router uses radio waves called Wi-Fi to connect your devices to the Internet and there are a number of factors that can impact performance including age of your computer or device, the number of devices connected, the distance from your router and household items that may cause interference. Here are some tips that may help.

• Place your wireless router at least 10 feet from other items that use radio waves such as cordless phones, baby monitors, refrigerators and microwaves to avoid potential interference.
• Place the wireless router as high as possible and to the center of your home.
• Keep the wireless router away from any large metal objects, as these will hinder its range.
• Turn off or disconnect devices from your Wi-Fi network that are not in use.
• Just like cell phones and TVs, routers have improved over time. If you have had your current router for longer than three years, you may want to consider upgrading to a newer router. Newer routers are better with overcoming interference than older ones.
• If you are experiencing dead spots or limited range, you may want to consider adding a wireless bridge or extender to create a larger, stronger network.
• Contact us to discuss router and extender options.
Welcome to FiOS Equipment

FiOS Equipment
Optical Network Terminal (ONT)
Think of this as a kind of electronic translator. FiOS® sends signals over our state-of-the-art network using laser-generated pulses of light. The ONT, installed either outside or inside your home, converts those pulses into electric signals.

ONT Power Supply Unit (OPSU)
This unit connects the ONT directly to a grounded electrical outlet in your home or garage. The OPSU’s green indicator light tells you it’s receiving power. Make sure it’s plugged in at all times and that the green light is on. The ONT requires very little power to operate. In fact, it’s as little as what it would take to operate a couple of night lights.

Battery Backup Unit (BBU)
In case the OPSU is accidentally unplugged, or there’s a commercial power failure, the BBU is here to help. Depending on the type of ONT installed, your ONT may have an internal Sealed Lead Acid battery or an external optional PowerReserve battery backup device. It will give you power for Voice service (not Internet or TV) for up to eight hours (or approximately 20-hour battery backup time if the PowerReserve is used). It’s installed in a location in your home or garage where you can easily monitor it. Its audible alarms and indicator lights tell you whether your service is being powered by your home’s electricity or the battery.

Good to remember:
• When your BBU needs to be replaced, you can purchase a battery at most major electronic outlets and home-improvement stores or by calling Frontier.
  Note: If you have the Frontier supplied Sealed Lead Acid battery, it is designed specifically for use with the FiOS Network. Use of a battery other than a 12-Volt 7.2 Ah SLA Sealed Lead Acid battery is not recommended since other battery types may impact the performance of your FiOS services. Frontier is not responsible for damages that result from use of an improper battery.
• Batteries need to be disposed of properly. Visit www.epa.gov/osw or call the EPA at 1.202.272.0167 for instructions.

Battery Backup (BBU) Audible Alarms
If there’s a problem with your BBU, an alarm will sound for two seconds and will be silent for 58 seconds. This will be repeated until you press the Alarm Silence button. Once you do, be sure to check the lights on the BBU to find the issue. On the next page are two of the most common reasons for the alarm to sound—and how you’ll know:

Low Battery—the alarm is silenced after electrical power returns, or when the battery is fully discharged or removed from the BBU.

Replace Battery—the alarm is silenced when the battery is removed.

FiOS Router
This unit enables more than one device in your home to be online at the same time. It’s been designed specifically to work with the FiOS network. Using routers not supplied by Frontier may impact the performance of your FiOS services.

Your router comes with diagnostic software that can help you troubleshoot and correct problems with your FiOS service.
BBU Indicator Signals
These are the sights and sounds you should know.

Lights

**System Status:**
- Green—normal operation
- Blinking Green—system fault

**Battery Power:**
- Red—ONT is operating off battery power; no AC power available
- Blinking Red—low battery power

**Replace Battery:**
- Red—battery needs to be replaced

**Auxiliary Power:**
- Green—auxiliary power available
- Red—auxiliary power not available

Buttons

**Alarm Silence:**
Press to silence audible alarm

**Battery Emergency Use:**
Press once to reboot ONT and get up to one hour of battery life for phone calls—all remaining battery life will be used

Optional PowerReserve
BBU available in select areas
FiOS Digital Voice

Advanced Calling Features and Voicemail
Your new FiOS® Digital Voice service comes with many easy-to-use features that can be managed by phone, via the Internet, from your mobile device or from your FiOS TV. You can turn on features like Call Forwarding and Do Not Disturb, set up voicemail notification by email or text message, listen to your voicemail messages and review call logs. Remember to dial the entire 10-digit telephone number when you make a call. You can sign up with the Nomorobo service to block unwanted robocalls. It’s free at www.nomorobo.com/signup.

To get started, review the following information to get an idea of all the new and exciting features of your FiOS Digital Voice service. Detailed usage and setup information is in the FiOS Digital Voice User Guide. Once you set up your voicemail, check out your FiOS Digital Voice Web Portal at www.frontier.com. Log in using your Frontier Online username and password. If you don’t have a Frontier Online ID and password, you will be able to create a new one. You also have access to your Voice service using the MyFrontier Mobile App.

Important 911 Information
As a reminder, your FiOS Digital Voice requires electrical power to function. In the event of a power outage, you will not be able to make or receive calls, including calls to 911, unless you have a functioning backup battery or an alternative means, such as a cellphone. In the case of an electrical outage, the optional Battery Backup Unit (BBU) will power your basic FiOS Digital Voice services, including 911 dialing, for a minimum of eight hours if a fully charged battery is inserted in the unit. More information can be found at Frontier’s website at Frontier.com/VoipLimitations/.

Out-of-Service Backup Phone Number
FiOS Digital Voice allows you to choose a number where your calls can be forwarded in the case of an outage (e.g., a network-wide outage in your area or you’ve lost power and do not have battery backup). Once service has been restored, the forwarding will automatically be stopped. Backup numbers can be set up using your FiOS Digital Voice Web Portal under Account Settings.

FiOS Digital Voice Features Management
You can manage your features anywhere, anytime! Experience a whole new level of control over your Voice communications from your computer, FiOS TV or mobile device.

- To turn on **Do Not Disturb** while you watch Video On Demand on FiOS TV, use your set-top box remote control.
- To share a voicemail, you can forward a message as an email attachment.
- Turn on/off **Call Forwarding** or **Locate Me** using your smartphone or tablet.

From the Web
You can access your Web Portal from any computer with a broadband Internet connection that meets the following system requirements:

- Internet Explorer 11 (or higher), or a recent version of the Chrome, Firefox or Safari browsers.

Go to www.frontier.com. Log in with your Frontier online username and password. If you have not established a username and password or have forgotten it, simply click on the appropriate link to get started.

Now you can access and control your Call Log, Voicemail, Calling Features and more:

- View the Call Log and return calls using the Call Back feature
- View Voicemail Inbox—Listen to voicemail messages and return calls using your FiOS Digital Voice line
- Call Forwarding
• Do Not Disturb
• Locate Me
• Call Block
• Free Nomorobo service to block unwanted robocalls
• Search for Business Listings using our Frontier Pages directory
• More great features are available when you log in

FiOS® Digital Voice Web Portal Summary Page

From Your FiOS TV
To access your FiOS Digital Voice account on your FiOS TV:

1. From the Main Menu, go to FiOS Digital Voice.

2. You’re ready to access your Call Logs, Voicemail and some Calling Features using your set-top box remote control.
   • Enable Caller ID on your TV
   • View the Call Log and return calls using your FiOS Digital Voice line
   • View Voicemail Inbox—Play messages, Call Back using your FiOS Digital Voice line, Block and Delete
   • Call Forwarding
   • Locate Me
   • Do Not Disturb
   • Incoming Call Block
From Your Smartphone or Tablet
If you have an Android or iOS smartphone or tablet, you can download the MyFrontier App through your app store. With the app, you can access the following features:

- View Call Log—Call/Text Back using your mobile service carrier, and Block
- View Voicemail Inbox—Play messages, Call/Text Back using your mobile service carrier, Block and Delete
- Call Forwarding
- Do Not Disturb
- Locate Me
- Incoming Call Block
# FiOS’ Digital Voice Features

<table>
<thead>
<tr>
<th>Feature</th>
<th>Phone</th>
<th>Web Portal</th>
<th>Mobile Devices</th>
<th>TV Set-Top Box</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Calling Features</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Call Forwarding</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>Call Logs</td>
<td></td>
<td></td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Call Notification</td>
<td>X**</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Call Return/Call Back</td>
<td>X</td>
<td>X</td>
<td>X*</td>
<td>X</td>
</tr>
<tr>
<td>Text Back</td>
<td></td>
<td></td>
<td>X*</td>
<td></td>
</tr>
<tr>
<td>Call Trace</td>
<td>X</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Call Waiting</td>
<td>X</td>
<td>X</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Caller ID</td>
<td></td>
<td></td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Caller ID Block</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Do Not Disturb</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>Incoming Call Block/Anonymous Call Rejection</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>International Call Block</td>
<td></td>
<td></td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>International Calling Rates</td>
<td></td>
<td></td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Locate Me</td>
<td></td>
<td></td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>Simultaneous Ring</td>
<td></td>
<td></td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>Speed Dial</td>
<td>X</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Three-Way Calling</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Voicemail Features</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Autoplay</td>
<td>X</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Caller Invitation</td>
<td>X</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Envelope Information (time stamp before each message)</td>
<td>X</td>
<td>X</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Greetings</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Language Options (English/Spanish, Gender, Quick/Full Prompts)</td>
<td>X</td>
<td>X</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Notification Options (MWI/Stutter Dial Tone, Phone Number, Email, Text [Smartphones only], Pager)</td>
<td>X***</td>
<td>X</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Passcode</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Retrieve Messages</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>Ring Count</td>
<td></td>
<td></td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Send Messages</td>
<td>X</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Set Up Main and Individual Mailboxes</td>
<td>X</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Sort Order of Messages</td>
<td>X</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Voicemail Screening</td>
<td></td>
<td></td>
<td></td>
<td>X**</td>
</tr>
<tr>
<td><strong>Other Service Features</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Time Zone</td>
<td>X</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Wake Up Call/Reminder Message</td>
<td></td>
<td></td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Contacts</td>
<td>X</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Frontier Pages Business Directory</td>
<td></td>
<td></td>
<td>X</td>
<td>X</td>
</tr>
</tbody>
</table>

*Uses your mobile service carrier for outgoing calls and text messages.
**Available in California, Texas and Florida only.
*** Customers in Washington, Indiana and Oregon—email feature only.
Telephone Feature Map—California, Texas and Florida users

To access this menu, dial *89 from your handset.

1. Listen to Message
   - Message Play (During Playback)
     1. Play Again
     2. Save (n/a for expired messages)
     3. Delete
     4. Slower
     5. Louder
     6. Faster
     7. Rewind Five Seconds
     7. Rewind to the Beginning of Message
     8. Pause
     9. Fast Forward Five Seconds
     9. Fast Forward to End of Message
     0. Softer
   - Post Playback (Function) Menu
     1. Play Again
     2. Save
     3. Delete
     4. Reply to Sender
     5. Forward Message
     6. Date, Time and Sender
     7. Mark as New
     8. Return Call
     9. Renew (Expired Message Only)
     * Exit Messaging
     # Next Message

2. Send Message to Another Subscriber
   - Post Record
     # Send
     1. Mark Private
     2. Future Delivery
     3. Return Receipt
     4. Mark Urgent
     5. Hear Message
     * Record

3. Wake Up and Reminder Messages
   - Reminder and Wake Up
     1. Schedule Wake Up
     2. Schedule Reminder
   - Wake Up Menu
     1. Schedule Weekday Wake Up Call
     2. Schedule Weekend Wake Up Call
     3. Review Wake Up Call
     * Previous Menu
   - Reminder Message Menu
     1. Schedule One-Time Reminder
     2. Schedule Daily Reminder
     3. Schedule Weekday Reminder
     4. Schedule Weekend Reminder
     5. Schedule Reminder of Specific Day
     6. Review Reminder Messages
     * Previous Menu

If Last Message Played:
1. Save Deleted Message
2. Main Menu
Telephone Feature Map—Washington, Oregon and Indiana users

To access this menu, dial *100 from your handset.
### Calling Features—Telephone Star Codes

<table>
<thead>
<tr>
<th>FIOS Digital Voice Feature</th>
<th>Telephone Access Code</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Enable</strong></td>
<td><strong>Disable</strong></td>
</tr>
<tr>
<td>Anonymous Call Reject</td>
<td>*77</td>
</tr>
<tr>
<td>Call Forwarding</td>
<td>*72</td>
</tr>
<tr>
<td>Call Return</td>
<td>*69</td>
</tr>
<tr>
<td>Call Trace</td>
<td>*57</td>
</tr>
<tr>
<td>Call Waiting (California, Texas &amp; Florida only)</td>
<td>*43</td>
</tr>
<tr>
<td>Call Waiting Disable per Call</td>
<td>*70</td>
</tr>
<tr>
<td>*Do Not Disturb (see note below)</td>
<td>*78</td>
</tr>
<tr>
<td>Outgoing Caller ID Block per Call</td>
<td>*67</td>
</tr>
</tbody>
</table>

**To use Speed dial, dial number and #**

**To enable:**
- California, Texas, Florida *75
- Washington, Oregon, Indiana *74 or *75

*Note: If you enable Do Not Disturb using *78, you cannot disable or change options using your online Web Portal or from your TV. If you enable this feature online or from your TV, you cannot turn it off using *79.

Additional features are available using your online Web Portal.
Contact Information

HELP BY PHONE
FiOS Repair/Support 1.877.600.1511
Customer Service/Billing 1.800.921.8101
Frontier Secure Support 1.888.620.3663

HELP ONLINE
Go to http://frontier.com/helpcenter to access the following information:
• Account and Billing
• Using Your Email
• Calling Features
• Troubleshooting

©2017 Frontier Communications Corporation. All Rights Reserved.
The FiOS marks are owned by Verizon Trademark Services LLC and used under license.