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 3
FiOS® Internet starts on page 13
FiOS® Equipment starts on page 15
FiOS Digital Voice starts on page 17
# All You Need to Know About FiOS® Service

## FiOS TV
- FiOS Remote .................................................. 3
- Features and Enhancements ......................... 7
- Your Remote = Digital Video Recorder .............. 8
- Frontier’s DVR Service ..................................... 9
- Here’s How to Record Live TV ......................... 10
- All About Video On Demand (VOD) .................... 12

## FiOS Internet
- Home Network Connections ............................. 13
- Support .......................................................... 14

## FiOS Equipment
- FiOS Equipment .............................................. 15
- Battery Backup (BBU) Audible Alarms .................. 16

## FiOS Digital Voice
- FiOS Digital Voice .......................................... 17
- FiOS Digital Voice Features ............................. 21
- Telephone Feature Map—California, Texas and Florida users .................. 22
- Telephone Feature Map—Washington, Oregon and Indiana users ............. 24
- Calling Features—Telephone Star Codes ................. 25
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.
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

A/V selects video source for some TV, DVD, VCR or home theater systems

( CC ) switches between closed-caption options

Stops media

Plays or Pauses current DVD, VOD or DVR media

DVR launches DVR menu

Rewinds media and also jumps back to previous day’s TV listings

Skip Back activates instant replay
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.

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 and buttons.
• Press OK to add or remove channels.

To access your favorite channels, press the button. Scroll using the and 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.

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.

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.

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. You can find more information in the online How to Take Control with Self-Service Options.

*Frontier Internet required.

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

You can find more information on how to pair Alexa and a FiOS Quantum TV Set-Top Box at frontier.com/voice-control

*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:
- Add premium channels such as HBO and Showtime
- 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 Self-Service at frontier.com/helpcenter.

*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 and 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 FrontierTV Everywhere.

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

Your Remote = Digital Video Recorder
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 be viewed on up to 6 additional TVs.

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

Frontier’s FiOS Quantum TV Enhanced DVR service or 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.
- Have more than 300 hours of HD recording capacity.*

*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.

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.

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

Playing a Recorded Show
Here’s all you have to do:
• Select View Recordings 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 Delete.

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 the program you want to save, then select Save Until I Delete.

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 button once to freeze the action. Press Play to resume the show.

Rewinding Live TV
Press the 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 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 \( \) then \( \) or \( \) 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 \( \) button to view the previous 30 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 \( \) 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? Now it’s just one click away! FiOS* Quantum TV customers who have a current Netflix subscription can access Netflix by clicking the \( \) in the center of the remote. If your remote does not have a Netflix button, 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

Get all you need to know about Video On Demand by going to frontier.com/help. Select TV and then FiOS TV. Look for All About Video On Demand (VOD) in the FiOS TV User Guide.
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 that 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 (ESSID) is located on the back or side of your router.

3. Enter your password. Your password is 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?
You can always find help by visiting frontier.com/helpcenter.
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 a minimum of 24 hours 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. 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 visiting frontier.com/batterybackup.
  **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.

**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.
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 a period of time. 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.

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. Remember to dial the entire 10-digit telephone number when you make a call. 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. 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/batterybackup.

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 the 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
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>X</td>
<td>X</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Call Notification</td>
<td></td>
<td></td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Call Return/Call Back</td>
<td>X</td>
<td>X</td>
<td>X</td>
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<tr>
<td>Text Back</td>
<td></td>
<td></td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Call Trace</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Call Waiting</td>
<td>X</td>
<td>X</td>
<td></td>
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<tr>
<td>Caller ID</td>
<td></td>
<td></td>
<td></td>
<td>X</td>
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<tr>
<td>Caller ID Block</td>
<td>X</td>
<td>X</td>
<td>X</td>
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<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>X</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Locate Me</td>
<td></td>
<td></td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Speed Dial</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Three-Way Calling</td>
<td></td>
<td></td>
<td></td>
<td>X</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></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></td>
</tr>
<tr>
<td>Ring Count</td>
<td>X</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Send Messages</td>
<td></td>
<td></td>
<td></td>
<td></td>
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<tr>
<td>Set Up Main and Individual Mailboxes</td>
<td></td>
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<tr>
<td>Sort Order of Messages</td>
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<tr>
<td>Voicemail Screening</td>
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<tr>
<td><strong>Other Service Features</strong></td>
<td></td>
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</tr>
<tr>
<td>Time Zone</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Wake Up Call/Reminder Message</td>
<td></td>
<td></td>
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<td>X</td>
</tr>
<tr>
<td>Contacts</td>
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<td>X</td>
</tr>
<tr>
<td>Frontier Pages Business Directory</td>
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<td></td>
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<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.
### Post Record

| 1 | Send |
| 2 | Mark Private |
| 3 | Future Delivery |
| 4 | Return Receipt |
| 5 | Mark Urgent |
| 6 | Hear Message |
| 7 | Record |

### Reminder and Wake Up

| 1 | Schedule Wake Up |
| 2 | Schedule Reminder |

### 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 |
| 7 | Previous Menu |

### Wake Up Menu

| 1 | Schedule Weekday Wake Up Call |
| 2 | Schedule Weekend Wake Up Call |
| 3 | Review Wake Up Call |
| 4 | Previous Menu |
Telephone Feature Map—Washington, Oregon and Indiana users

To access this menu, dial *100 from your handset.

### Review Messages Menu
1. Review Messages

#### Mailbox Settings Menu
1. Group Lists
2. Hands-free and Time-saver Options
3. Security Options
4. Group Mailbox Settings
5. Notification Settings
6. Additional Settings
7. Advanced Call Feature Settings
8. Exit Menu

### Reminders Menu
1. Reminders Settings
2. Add New Reminder
3. Recurring Reminders Settings
4. One-Off Reminder Settings

### Select Message Type
1. Voicemail
2. Email
3. Faxes

### Greeting Options Menu
1. Personal Greeting
2. Extended Absence
3. Sys-Gen Greetings and Name Recording
4. Group Mailbox Greetings
5. Busy Greetings
6. Out-of-office Hours Greeting
7. Shared Greetings
8. Forward All Calls to Voicemail Greeting
9. Exit Menu

### Erased Messages

### Helpful Hints
# Next Hint
* Return to Main Menu
1. Replay from Start Menu
# Calling Features—Telephone Star Codes

<table>
<thead>
<tr>
<th>FIOS Digital Voice Feature</th>
<th>Telephone Access Code</th>
</tr>
</thead>
<tbody>
<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 #

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

*Additional features are available using your online Web Portal.*

*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.
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 frontier.com/helpcenter to access the following information:

• Account and Billing
• Using Your Email
• Calling Features
• Troubleshooting