

USER GUIDE

Get the most from your Frontier High-Speed Internet and Frontier Voice services

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- Learn more about Frontier Communications products and services at **Frontier.com**

HIGH-SPEED INTERNET

Now that your Frontier High-Speed Internet service is installed, every networked computer in your home can share the same connection on a Wi-Fi home network. Need to set up Internet-connectable devices, such as a surveillance camera, game console or other remote-access tool? If yes, then go to FrontierHelp.com/faq.cfm for easy set-up instructions.

Frontiernet.net

At home or on the go, Frontier customers get more with Frontiernet.net.

On Frontiernet.net, you get breaking and local news, a personalized view for weather, sports with your favorite teams, your stock portfolio, daily games and exclusive video entertainment!

Plus, you can watch videos including movies and TV shows online and manage your Frontier services.

Stay Connected

- > Access Frontiernet.net mail from any computer, tablet or mobile device. Simply log in at Frontiernet.net using your Frontier primary member ID (email address) or sub-account member ID and password and click the Mail button
- > Integrate and use all your email services from one convenient place with Frontiernet.net webmail
- > Connect to Facebook friends and text messages from your Frontiernet.net inbox

Stay Informed

- > Get breaking news, entertainment, finance, sports and lifestyle
- > Personalize with your favorite teams, financial portfolios and local weather

Be Entertained

- > Watch TV shows, movies, sports and music videos online
- > Play games, get game memberships, discounts and a lot more

Get Software & Tools

- > Instant Messenger, Frontiernet.net Toolbar for quick access to your email, weather and news from any web page
- > Frontiernet.net software settings restore tool sets, browser and Frontiernet.net mail settings—useful if you have new service or a new computer

SET UP EMAIL ON YOUR HOME COMPUTER

Client-based email* (POP/SMTP) uses software like Outlook Express to download email directly to your computer.

Open the email software you plan to use and enter the following information in the account setup window:

- > Email address: MemberID@Frontiernet.net
- > Incoming (POP): pop3.Frontier.com
- > Outgoing (SMTP): smtp.Frontier.com (requires authentication)
- > Incoming mail server: POP3
- > Incoming mail port number: 995 [make sure Secure Connection (SSL) is checked]
- > Outgoing mail port number: 465 [make sure Secure Connection (SSL) is checked]
- > Set password authentication for outgoing mail

Note: When updating the secure server settings, check the SSL checkbox first and then update the port number if necessary.

*There are numerous client-based email products supplied by non-Frontier third-party vendors. You may incur a fee if you require Premium Tech Support for these products. Alternatively, Frontier also provides online self-help at [Frontier.com/helpcenter/frontiersecure/premium-technical-support](https://frontier.com/helpcenter/frontiersecure/premium-technical-support) for these applications. As always, we recommend that our customers use Frontier Homepage powered by Yahoo! access via Frontiernet.net, which provides a broad set of functionality to manage and access email anywhere and at any time.

For more email support information, visit [Frontier.com/helpcenter/internet/using-your-email](https://frontier.com/helpcenter/internet/using-your-email).

Wi-Fi instructions

Locate your **Wi-Fi Network Name (SSID)** and **Wi-Fi Password (Wireless Network Key)**.^{*} This information is on your Starter Kit envelope. It can also be found on the side of your Wireless Router.

Now configure your Wi-Fi network:

- ➊ Go to your computer's "Wireless Network Settings" and refresh the network list.
- ➋ Select your **Wi-Fi Network Name (SSID)** from the list. You may need to scroll through the list to find your SSID.
- ➌ Enter the **ten-digit Wi-Fi Password** in the Password field to connect to your network.

^{*}See [Frontier.com/helpcenter/internet/wireless-network-setup](https://frontier.com/helpcenter/internet/wireless-network-setup) for details and locations.

FREE PC SECURITY SCAN

Free PC Security Scan is a free, easy-to-use diagnostic tool that will quickly assess the health of your PC and its connection settings, as well as recommend solutions to fix potential performance issues. Come back often and use our spam-free PC Health Check to get peace of mind to help prevent issues and check on your computer performance. Visit us at ftrsecure.com.

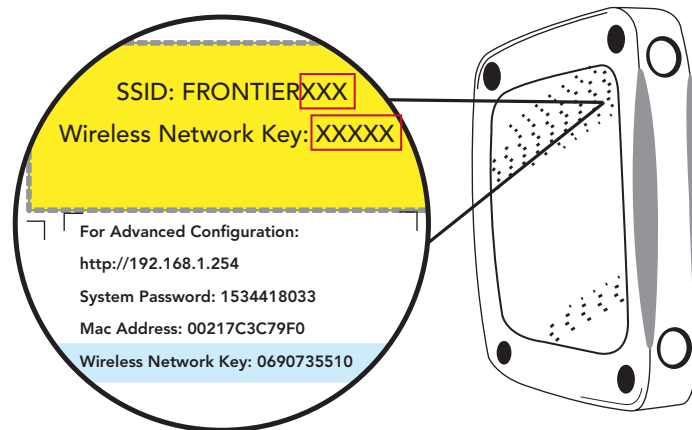
What is your Internet connection speed?

The Frontier Speed Test is available to help you gauge the performance of your online experience. Visit [Speedtest.Frontier.com](https://speedtest.frontier.com) to determine the speed at which data is sent to or from your computer.

ASSURE RELIABLE SECURITY FOR YOUR Wi-Fi HOME NETWORK

The ten-digit number printed inside the brackets on your residential/Wi-Fi Router is the Wi-Fi Password (Wireless Network Key) needed to connect your computers to the Router. WPA (Wi-Fi Protected Access) is the underlying security technology for the Wi-Fi (802.11b/g/n/ac) standard on the residential/Wi-Fi Router.

Location of your Router's ten-digit Wireless Network Key code



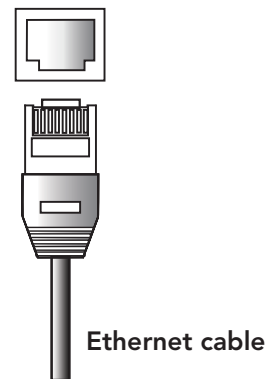
Mac® OS X users: You may need to enter the "\$" character on the Wireless Network Key (for example, \$0690735510). For directions on connecting Mac computers via USB cable, visit Frontier.com/helpcenter/internet/wireless-network-setup.

Mac and Macintosh are registered trademarks of Apple Inc.

CONNECT MORE COMPUTERS TO YOUR Wi-Fi HOME NETWORK

You can connect more computers by Ethernet or wirelessly.

- > Connect an Ethernet cable from any available Ethernet port on the residential/Wi-Fi Router to your computer's Ethernet port
- > Connect wirelessly with a wireless enabled notebook or a computer with an 802.11b/g/n/ac wireless network adapter installed



Note: You will need to use your ten-digit Wireless Network Key code (see illustration above).



Get more out of digital living...



Backup and Sharing
Save and share the things you love.



Identity Protection
There's only one you—we help keep it that way.



Computer Security
Keep your systems safe and secure.



Premium Technical Support
Get expert tech answers day and night.



Equipment Protection Plans
Protect the devices you use every day.



Convenient, Affordable Bundles
Choose a bundle and save! You'll get great value—plus friendly technical support from our U.S.-based experts.

Call 1.888.620.3663 now or visit ftrsecure.com.



Frontier Secure is part of Frontier Communications, a leader in Internet, TV and Phone services for residential and business customers across the country. We pride ourselves on unmatched customer service, community involvement and a 100% U.S.-based workforce.





FRONTIER VOICE


IMPORTANT INFORMATION




Frontier Voice, including 911 dialing, will not function during a power outage without battery backup power. Frontier Voice service is compatible with many monitored home alarms and medical monitoring systems, however, please check with your external system's provider to ensure compatibility. In the case the external system is not compatible with VoIP, a traditional telephone line can be added to support the external systems.

To manage Phone or Unified Messaging Features online, log in to the Frontier Voice Web Portal at <https://um.Frontier.com> using your ten-digit phone number (no dashes) and your pin.

HOW TO MANAGE OR CHANGE VOICEMAIL SETTINGS




Services	Description	Manage Online	How to Activate from Your Phone
VoiceMail Setup	Instructs you on how to set up VoiceMail.	 Go to Settings	<ul style="list-style-type: none">• Dial *100 or *98 from your home phone• Follow the prompts to set up a mailbox
Change VoiceMail Greeting	Allows you to choose the greeting callers will hear when they reach your voice mailbox.	 Go to Settings	Dial *100 or *98 from your phone, press 3 "Work with Greetings Menu" and follow the prompts


Services	Description	Manage Online	How to Activate from Your Phone
Change PIN for Voicemail	Allows you to change your existing personal identification number (PIN) that is used to access your mailbox over the phone. Your PIN must be six to 13 digits in length and cannot contain any form of the phone number, more than two sequential numbers (example: could be 12 but not 123), or more than two repetitive numbers (example: 11 but not 111).	 Go to Settings	<p>From home:</p> <ul style="list-style-type: none"> • Dial *100 or *98 • Press 4 for Mailbox Settings, then 3 for Security Options and then 1 • Follow the prompts <p>From any touchtone phone:</p> <ul style="list-style-type: none"> • Dial your phone number and once you hear your greeting, press * • Enter your PIN • Press 4 for Mailbox Settings, then 3 for Security Options and then 1 to change PIN <p>Any touch-tone phone (forgot password):</p> <ul style="list-style-type: none"> • Dial your Voice home phone number and once you hear your greeting, press * • Enter your PIN • If you have forgotten your PIN and do not have access to your home phone or the portal, you can call 1.800.219.6877 for a representative to reset your pin

Services	Description	Manage Online	How to Activate from Your Phone
Turn On, Off Voicemail Notification	Allows you to control the call forwarding to your voice mailbox. When the feature is on, all calls not answered will go to your voice mailbox. When it is off, your Voicemail will not answer calls.	 Go to Settings	
Voicemail Access	Allows you to access your voice mailbox to retrieve voice messages.	 Go to Messages and Calls	From home: <ul style="list-style-type: none"> • Dial *100 or *98 Away from home: <ul style="list-style-type: none"> • Dial your phone number • Press the * when you hear your greeting • Enter your PIN • Press 1 and follow the prompts
Voicemail Viewer	Enables you to view, manage and listen to your Voicemail messages on qualifying computers or wireless devices. There is no need to log in to your account to view your messages or dial in to listen to your messages. Instead, they are automatically delivered to your computer or wireless device.	 Go to Messages and Calls	Go to the app store and search for "Frontier Voicemail Viewer"

HOW TO MANAGE OR CHANGE VOICE FEATURES




Services	Description	Manage Online	How to Activate from Your Phone
Anonymous Call Rejection	Allows you to reject incoming calls from callers who block their Caller ID. The calls will not be sent to Voicemail.	✓ Go to Call Manager tab in Web Portal	Manage online or to activate Dial *77 . To deactivate, dial *87
All Call Forwarding	Allows you to forward all incoming calls to another number.	✓ Go to Call Manager tab in Web Portal	Manage online or to activate Dial *72 , then enter a forwarding number. To deactivate, dial *73
Busy Call Forwarding	Allows you to forward all incoming calls to another number when your line is busy.	✓ Go to Call Manager tab in Web Portal	Manage online or to activate Dial *90 , then enter a forwarding number; to deactivate, dial *91
Selective Call Forwarding	Allows you to forward a list of specific phone numbers to an alternate phone number.	✓ Go to Call Manager tab in Web Portal	Manage online or to activate, Dial *63 ; to deactivate, dial *83
No Answer Call Forwarding	Sends any phone calls that aren't answered to either Voicemail or an alternate phone number.	✓ Go to Call Manager tab in Web Portal	Manage via web portal, or to activate, dial *92 , then a forwarding number; to deactivate, dial *93


Services	Description	Manage Online	How to Activate from Your Phone
Unavailable Call Forwarding	Allows you to forward incoming calls to another phone number if your main phone line has a service disruption.	 Go to Call Manager tab in Web Portal	Manage online
Selective Call Rejection	Selective Call Rejection allows you to prevent a list of phone numbers from ringing through to your phone.	 Go to Call Manager tab in Web Portal	Manage online or to activate, dial *60 ; to deactivate, dial *80
Caller ID Blocking	Allows you to hide your name and number on all outgoing calls.	 Go to Call Manager tab in Web Portal	Manage online
Caller ID Per Call Blocking	Blocks Caller ID display of your name and number to the phone number you are calling on a "per call" basis.		To activate, dial *67

Services	Description	Manage Online	How to Activate from Your Phone
<p>Caller ID on TV¹</p> <p>This is an “optional—no charge” feature. If you want this feature permanently removed from your line, for residential call 1.800.921.8101 or for business call 1.800.921.8102.</p>	<p>Allows members with Vantage TV and Frontier Voice services to receive Caller ID notifications on their TV. A small window will appear on the TV screen when a new call comes in and will automatically disappear after a few seconds.</p>		
<p>Call Screening</p>	<p>Accept calls from a list of priority phone numbers when “Do Not Disturb” feature is active.</p>	<p> Go to Call Manager tab in Web Portal</p>	<p>Manage online, or to activate, dial *64; to deactivate, dial *84</p>

¹Caller ID on TV requires subscription to **Vantage TV** and Frontier Voice.

Services	Description	Manage Online	How to Activate from Your Phone
Call Trace	<p>Traces the number of the last call you received—additional charge may apply for each use.</p> <p>Note: Only law enforcement officials have access to call records. A complaint must be filed to give law enforcement officials access to call records.</p>		*57#
Three-way Calling	Allows you to add a third party to an existing conversation.		To activate, press FLASH , dial the number you wish to add, then press FLASH again
<p>Call Waiting</p> <p>This is an "optional—no charge" feature. If you want this feature permanently removed from your line, call the Contact Center, for residential call 1.800.921.8101 or for business call 1.800.921.8102.</p>	Plays an audible tone indicating that an incoming call is waiting to be answered. You have the option to put the current call on hold and accept the other call. Or don't accept the call that's waiting and send the caller to your Voicemail message box. If you have Caller ID capability, then the number of the incoming caller will be displayed.		Press FLASH to activate during a call

Services	Description	Manage Online	How to Activate from Your Phone
Cancel Call Waiting	If you have Call Waiting, you can cancel Call Waiting for a specific call or during a current call.		Per-Call Cancel: *70 + dial number # Call Waiting Mid-Call Cancel: FLASH + *70# + FLASH
Directory Assistance Blocking	Allows you to prevent all outgoing calls to Directory Assistance (such as 411 or xxx-555-1212 information).	 Go to Call Manager tab in Web Portal	
Do Not Disturb	Gives you the option of rejecting all incoming phone calls without ringing your phone or feature can be set to ring your phone, once when a call is rejected. A busy signal will be heard by the caller when Do Not Disturb is turned on.	 Go to Call Manager tab in Web Portal	Manage online, or dial *78 to activate and *79 to deactivate.
International Call Blocking	International Call Blocking allows you to prevent all outgoing calls to international numbers (when dialing starts with 011 or 010).	 Go to Call Manager tab in Web Portal	Manage online, or dial *343 to activate and *353 to deactivate.

Services	Description	Manage Online	How to Activate from Your Phone
Find Me Follow Me	Never miss an incoming call again! Not only will your Frontier Voice number ring, but up to four other numbers will all ring at the same time or sequentially.	 Go to Call Manager tab in Web Portal	Manage online, or dial *371 to activate and *372 to deactivate.

CREATE SUB-ACCOUNT VOICE MAILBOXES ONLINE

Create up to ten sub-account mailboxes, one for everyone in the family—each with a unique PIN and greeting and notification options.

- 1 Log in to the Frontier Voice Web Portal at <https://um.Frontier.com> using your ten-digit phone number (no dashes) and your pin.
- 2 Select the “Settings” Tab.
- 3 Select “Group Mailbox” on the Settings window.
- 4 Select “New Mailbox” at the lower left-hand corner of the window and enter the information in the pop-up window for the new mailbox. Click “Apply.”

Record your important Frontier information here for easy reference.

With all your key information in one place, it's a snap to manage your account and get support when you need it. For your own security, if you need to record account passwords, write them down separately and keep them in a safe place.

GENERAL INFORMATION

Customer name on account

Billing Telephone Number

Frontier primary member ID (Frontier email address)

Frontier primary member password

VM PIN #

Frontier password hint, if applicable

Your Frontier services were installed by: _____

WE'RE ALWAYS HERE TO HELP:

Visit **Frontier.com** or call **1.800.219.6877**



WIRELESS (RESIDENTIAL) ROUTER INFORMATION

Manufacturer and model number

Wi-Fi Network Name (SSID)

Wi-Fi Password (required for home Wi-Fi access)

Your Frontier primary member ID allows you to manage your account online. You can view and pay your bill, enroll in paperless billing, sign up for Frontier AutoPay, upgrade your account, get updates regarding your Frontier service and so much more.

UPGRADE OR ADD SERVICES ANYTIME.

Visit **Frontier.com**.



ACCESSIBILITY SUPPORT

- > Customers with Disabilities: Voice Calls: 1.800.288.8303
TTY Calls: 1.877.462.6606
- > Customer Service: Residential Customers: 1.800.921.8101
Business Customers: 1.800.921.8102
- > Repair Center: Voice Calls: 1.800.921.8104
TTY Calls: 1.877.462.6606

Get answers 24/7 at [Frontier.com/helpcenter/contact-us](https://frontier.com/helpcenter/contact-us) or chat live with a Frontier representative.

Sign up for free paperless billing! Log in at [Frontier.com](https://frontier.com) to sign up.

LEARN MORE ABOUT FRONTIER COMMUNICATIONS PRODUCTS AND SERVICES AT FRONTIER.COM

Here are other ways you can quickly learn more:

- > Tune to video tutorials on Help Channel 411
- > Click [Frontier.com/helpcenter](https://frontier.com/helpcenter) for support including live chat



Take advantage of Frontier's 24/7 customer support
at **[Frontier.com/HelpCenter/Contact-Us](https://www.frontier.com/helpcenter/contact-us)** or for
Residential **1.800.921.8101** and for Business **1.800.921.8102**

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