



*Verizon FiOS<sup>®</sup> Digital Voice*

# USER GUIDE

**FiOS**

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## Welcome to Verizon FiOS® Digital Voice

Congratulations! You are about to experience an exciting new generation of voice technology. Your new FiOS Digital Voice service comes with many easy-to-use features that can be managed by phone, via the internet, and from your FiOS TV. You can turn on features like Call Forwarding and Do Not Disturb, set up voice mail notification by email or text message, listen to your voice mail messages, and review call logs.

To get started, read this guide carefully so you'll be able to get the most out of all the new and exciting features of your FiOS Digital Voice service. Once you set up your voice mail, check out your FiOS Digital Voice Account Manager from any internet connection at [www.verizon.com/fiosvoice](http://www.verizon.com/fiosvoice). Log in using your Verizon Online User Name and Password. If you don't have a Verizon Online logon, you'll be able to create a new one.

We hope you enjoy exploring your new phone service.

## Important E911 Information

As a reminder, in the case of an electrical outage, the Battery Backup Unit (BBU) will power your basic FiOS Digital Voice services, including 911 dialing, for up to eight hours if a fully-charged battery is inserted in the Unit. If the battery is exhausted or there is no battery present, the Service will not function for any purpose. In the welcome kit provided by the technician during installation, you will find stickers with this information. We strongly recommend you apply them to your phones so all users are aware of this possible limitation.

**Please Note: If you are a TTY customer and use your Pick Your Own Area Code (PYOAC) number to dial 711 and need to reach an emergency operator, it is possible that the telecommunications relay service operator will not be able to direct your call to the appropriate emergency service provider. If you are a TTY customer, we urge you to call 911 to reach emergency assistance.**

## Out of Service Back-Up 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.

*NOTE: In the event you have enabled Call Forwarding Selective or Call Forwarding, the numbers you have set for Call Forwarding will override the Back-Up Number. In the event you have Voice Mail activated to take your calls or have Simultaneous Ring or Locate Me enabled, your call will go to your specified Back-Up Number.*

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## FiOS Digital Voice Account Manager

### Managing your features anywhere, anytime!

Experience a whole new level of control over your voice communications from your computer, FiOS TV or Smartphone.

**Want to turn on Do Not Disturb while you watch Video On Demand on FiOS TV?** Use your set-top box remote control!

**Wish your sister could hear the voice mail you just got?** You can forward it as an email attachment!

**On vacation and forgot to turn on/off Call Forwarding or Simultaneous Ring?** Just grab your smartphone!

Changes made on the Account Manager online will be reflected on your smartphone and FiOS TV applications and vice versa. There is no additional charge for using FiOS TV or a smartphone to access FiOS Digital Voice!

### From the Web

You can access your Account Manager from any computer with a broadband internet connection that meets the following system requirements:

- Operating System - Microsoft® Windows® 2000/2003, Windows 7, XP, Vista; Mac System: MAC OS X, Version 10.5.2
- Browser - Internet Explorer® 6.0 or above, Firefox 3.0 or Safari 3.1 or above
- Plug-ins - Macromedia Flash Plug-in® 7.0
- Screen Resolution - 800 x 600 or greater

Go to [www.verizon.com/fiosvoice](http://www.verizon.com/fiosvoice). Log in with your Verizon Online username and password. If you have not yet established a username and password or have forgotten it, simply click on the appropriate link to get started.

Once you have logged in, you can access and control your Call Log, Voice Mail, Calling Features and more:

- View the Call Log (Call Back using your FiOS Digital Voice line, Block, Delete)
- View Voice Mail Inbox (Play messages, Call Back using your FiOS Digital Voice line, Block, Delete)
- Call Forwarding (Turn On/Off and change settings)
- Do Not Disturb (Turn On/Off and change settings)
- Simultaneous Ring (Turn On/Off and change settings)
- Call Block (Turn On/Off and change settings)
- Phone Book
- Calendar
- Yellow Pages Directory

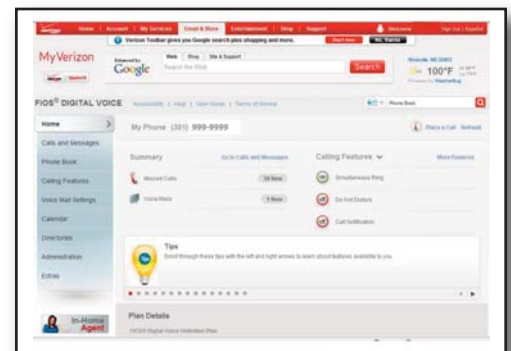


Figure 1. Verizon FiOS Digital Voice Account Manager Home Page

### Customize your FiOS Digital Voice Account Manager (See Figure 2)

With FiOS Digital Voice, you can choose which three calling features you want to see on your Home Page at any time and quickly turn them on and off. Refer to the applicable section of the user guide for feature details.

#### To select the three features for the Home Page:

1. Sign in to your **FiOS Digital Voice Account Manager**.
2. Click the downward arrow to the right of the "Calling Features" section.
3. A pop-up box appears
4. Select the three features you would like to see on the Home Page and click "Save".



Figure 2. Personalize features on your FiOS Digital Voice Account Manager

## From Your FiOS TV

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

- 1) Enable CallerID on TV if you haven't done so already (see instructions on [page 10](#)).
- 2) From the Main Menu, go to FiOS Digital Voice (Figure 3).
- 3) The first time you access your account, you will be prompted to activate Parental Controls (see below).
- 4) You're ready to access your Call Log History, Voice Mail, and some Calling Features using your set-top box remote control (Figure 4).
  - View the Call Log (Call Back using your FiOS Digital Voice line, Block, Delete)
  - View Voice Mail Inbox (Play messages\*, Call Back using your FiOS Digital Voice line, Block, Delete)
  - Call Forwarding (Turn On/Off and change settings)
  - Do Not Disturb (Turn On/Off and change settings)
  - Simultaneous Ring (Turn On/Off and change settings)
  - Call Block (Turn On/Off and change settings)

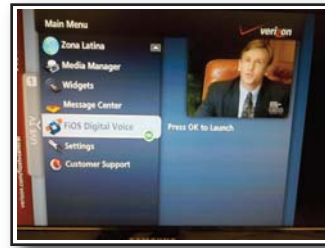


Figure 3. FiOS Digital Voice



Figure 4.

\*Voice Mail playback is not available on Motorola 2500 P3 standard definition STB.

**See each individual feature section in this document for step-by-step instructions for accessing features from your TV.**

## Parental Controls on TV

### To Activate Parental Controls

The first time you access FiOS Digital Voice on your FiOS TV, you will be prompted to activate Parental Controls. Parental Controls allows you to add a PIN which restricts others from accessing your FiOS Digital Voice account from your TV. You will be prompted for each TV so you can decide who has access from each TV.

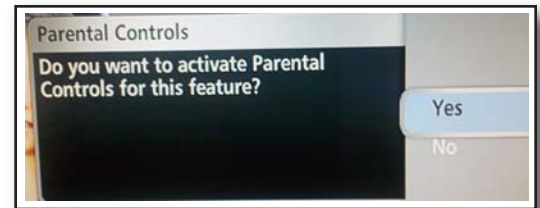


Figure 5.

If you wish to add this control, select "Yes" and use the number pad on your remote control to enter a PIN. If you do not want to add Parental Control, simply select "No". (You can always deactivate Parental controls at any time.) You will be prompted to enter the PIN each time you access the features.

### To deactivate Parental Controls:

1. Using your set-top box remote control, go to the Main Menu on your FiOS TV.
2. Select Settings.
3. Select Parental Controls.
4. Arrow over to Controls are ON.
5. Press OK to turn Parental Controls OFF.

## From Your Smartphone

If you have an Android smartphone, you can download the FiOS Digital Voice mobile app through your app store. With the app you can access the same features as with FiOS TV:

- View the Call Log (Call Back using your FiOS Digital Voice line, Block, Delete)
- View Voice Mail Inbox (Play messages, Call Back using your FiOS Digital Voice line, Block, Delete)
- Call Forwarding (Turn On/Off and change settings)
- Do Not Disturb (Turn On/Off and change settings)
- Simultaneous Ring (Turn On/Off and change settings)
- Incoming Call Block (Turn On/Off and change settings)

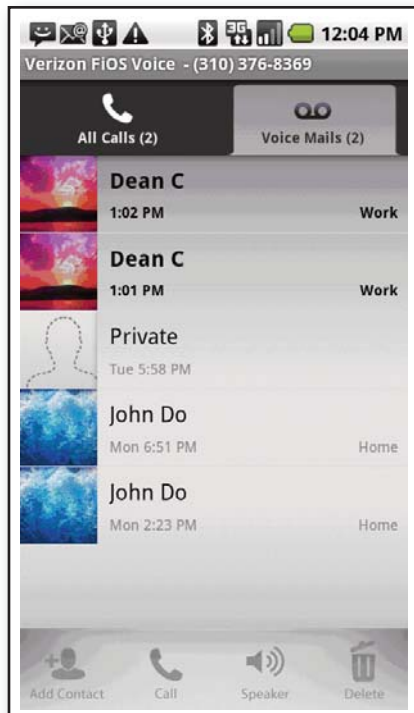


Figure 6. Call Log






Figure 7. Calling Features

**NOTE:** Changes made on your Account Manager online will be reflected on your smartphone and FiOS TV applications and vice versa. There is no additional charge for using FiOS TV or a smartphone to access FiOS Digital Voice.

## Making Calls From Your FiOS Digital Voice Phone Line

The FiOS Digital Voice Unlimited Plan offers unlimited domestic calling. International calls do incur a charge.

The Per Minute Plan charges for each minute of domestic use. Calls to other FiOS Digital Voice customers and calls to Verizon residential wireline local phone service customers are considered "In-Network" calls and do not incur a per minute charge. All other domestic and international calls incur a charge.

<b>Phone</b> 	<b>Online Account Manager</b> 	<b>TV</b> 
<p><b>Domestic Calls and Calls to Canada</b> For calls to locations in the U.S., U.S. territories (American Samoa, Guam, Mariana Islands and U.S. Virgin Islands), Puerto Rico and Canada: Dial the 3-digit area code + the 7-digit phone number. There is no need to dial a "1" before the area code.</p> <p><b>International Calls</b> For calls to most international locations, dial 011 + country code + city code (if applicable) + phone number.</p> <p>For calls to the following locations dial 1 + the 10-digit phone number: Anguilla, Antigua &amp; Barbuda, Bahamas, Barbados, Bermuda, British Virgin Islands, Cayman Islands, Dominica, Dominican Republic, Grenada, Jamaica, Montserrat, St. Kitts &amp; Nevis, St. Lucia, St. Vincent &amp; Grenadines, Trinidad &amp; Tobago and the Turks &amp; Caicos Islands. FiOS Digital Voice makes it easy for you to find information on international rates and country code.</p> <p>Information on international rates and country codes can be found in your online <b>Account Manager</b>.</p> <p><b>Collect Calls</b> You can make collect or third number billed calls from your FiOS Digital Voice line but cannot receive them.</p> <p><b>Blocked Numbers</b> You cannot make 0+, 00, 01, 500, 10-10XXX, 700, 900, 950, 976 calls from your FiOS Digital Voice line; however, you can receive them.</p>	<p><b>To place a call using Calls and Messages Log:</b></p> <ol style="list-style-type: none"> <li>1. Sign-in to your <b>Account Manager</b>.</li> <li>2. Click on the name or telephone number of the person you would like to call from the "Calls and Messages" Log.</li> <li>3. A pop-up window will appear. Select "Call Back" from the menu.</li> <li>4. A second pop-up window will appear asking if you want to dial that specific number or enter a new number. Click "Dial".</li> <li>5. Your phone line will ring once the call is placed. Pick up your phone and wait for the person on the other end to pick up.</li> </ol> <p><b>To place a call using your Phone Book:</b></p> <ol style="list-style-type: none"> <li>1. Sign-in to your <b>Account Manager</b>.</li> <li>2. Select "Phone Book".</li> <li>3. Find the name of the person you would like to call.</li> <li>4. Click on the name and select "Call" from the drop-down menu.</li> <li>5. A second pop-up window will appear asking if you want to dial that number or enter a new number. Click "Dial".</li> <li>6. Your phone will ring once the call is placed. Pick up your handset and wait for the person on the other end to pick up.</li> </ol> <p><b>To place a call from your Account Manager icon:</b></p> <ol style="list-style-type: none"> <li>1. Sign-in to your <b>Account Manager</b>.</li> <li>2. Click the "Place a Call" icon.</li> <li>3. You can             <ol style="list-style-type: none"> <li>a. select a recently called number by using the dropdown menu (the last five numbers recently dialed will be displayed) ,</li> <li>b. manually enter a number, or</li> <li>c. Click "Browse Phone Book" to select a number.</li> </ol> </li> <li>4. Once the number is entered, click "Dial".</li> <li>5. Your FiOS Digital Voice phone line will ring once the call is placed.</li> <li>6. Pick up your handset and wait for the person on the other end to pick up.</li> </ol> <p><i>NOTE: If the number you are attempting to dial is busy, you will hear a busy tone.</i></p> <p><b>International Rates and Country Codes:</b></p> <ol style="list-style-type: none"> <li>1. Sign-in to your <b>Account Manager</b>.</li> <li>2. Select 'Extras'.</li> </ol> <p><b>To Block international calls on your FiOS Digital Voice line:</b></p> <ol style="list-style-type: none"> <li>1. Sign-in to your <b>Account Manager</b>.</li> <li>2. Select the "Administration" link on the left side of the screen.</li> <li>3. Select the "International Call Block" tab.</li> <li>4. Check the number(s) on which you would like to block international calls.</li> <li>5. Click "Save Settings".</li> </ol>	<p><b>To call someone from your Call Log:</b></p> <ol style="list-style-type: none"> <li>1. Using your FiOS TV set-top box remote, select "FiOS Digital Voice" from the Menu and click OK to launch.</li> <li>2. Select "Call Logs".</li> <li>3. Select the person you would like to call by using the up and down arrows on your remote control and press OK.</li> <li>4. The system will automatically dial the number and ring your phone. Pick up your phone and you'll be connected to the called party.</li> </ol>




NOTES: "In-Network" calling does not include calls to Verizon Wireless, Verizon Business customers, or Verizon long distance-only customers.

See the **Terms of Service** found at [www.verizon.com/fiosvoice](http://www.verizon.com/fiosvoice) for additional information on monthly and per use charges as well as International rates. [insert hyperlink to Terms of Service]

## Directory Assistance





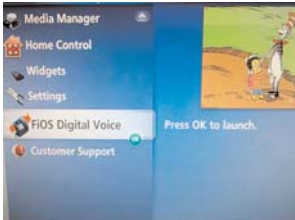
Your primary FiOS digital Voice telephone number is automatically listed in the Verizon National Directory Assistance database and your local Verizon Phone Book book at no charge. If you'd like to have that number not listed or not published for a small charge, please contact your local business office or refer to the FiOS Digital Voice Terms of Service at [www.verizon.com/fiosvoice](http://www.verizon.com/fiosvoice).

**NOTE:** If you have selected a Pick Your Own Area Code number as your primary line, it will not be listed in your local phone book but it will be listed in the Verizon National Directory Assistance database.

Phone 	Online Account Manager 	TV 
<p><b>411 Dialing</b> When you dial 411, you will initially be queried for your first listing by an automated Directory Assistance service. A directory assistance fee will apply. Callers may request a second listing, at no additional charge, by remaining on the line after receiving their first listing. Directory Assistance Operators can also provide enhanced services such as reverse search, country codes, sports scores, restaurant guides, weather and more.</p>	<p>You can look up business names or categories in the Yellow Pages.</p> <ol style="list-style-type: none"> <li>1. Sign-in to your <b>Account Manager</b>.</li> <li>2. Select 'Directories'.</li> <li>3. Enter the business name or category. Extent of search (within 5, 10, 15 miles, etc.) Then enter the street, city, state or zip.</li> <li>4. Click on 'Search'</li> <li>5. Names and addresses will be displayed.</li> <li>6. To call the business or add the number to your phone book, click on the name, address or phone number.</li> </ol>	<p>You can look up a listing by name or category.</p> <ol style="list-style-type: none"> <li>1. Using your FiOS TV set-top box remote, select "FiOS Digital Voice" from the Menu and click OK to launch.</li> <li>2. Select Visual 411.</li> <li>3. Browse the categories (e.g., restaurants, plumbers, etc.), do a name search, or view a recent search.</li> <li>4. Click ok to dial the number.</li> <li>5. Pick up your telephone when it begins ringing to be connected.</li> </ol> <p>You can also click the <b>C</b> button to call Directory Assistance. A Directory Assistance charge applies.</p>

## FiOS DIGITAL VOICE FEATURES

Features can be managed by phone, using your online Account Manager, or on your TV. Not all features can be managed using all access methods. See each feature for options.

Phone 	Online Account Manager 	TV 
<p>Call 1.888.234.6786 or *86 from your home phone</p>	<p>Sign-in to your Account Manager at <a href="http://www.verizon.com/fiosvoice">www.verizon.com/fiosvoice</a> using your My Verizon user name and password.</p> 	<p>Using your FiOS TV set-top box remote, select "FiOS Digital Voice" from the Menu and click OK to launch.</p> 






## Call Forwarding

You can forward your calls to any number you wish. When Call Forwarding is turned on, you will not receive calls at your home number until you turn the feature off. This feature will always override any other forwarding option (e.g., Call Forwarding to Voice Mail when your line is busy or you don't answer).

You can choose to forward all calls or calls from specific phone numbers. You can also schedule forwarding for specific times.




If you are not on the Unlimited Domestic Calling Plan, you will be charged usage for forwarded calls that are not in-network. Calls forwarded to international numbers incur per minute rates. To learn how to check rates for international calls, please see the **"International Calls"** section of this guide on **page 4**.

When you turn Call Forwarding on/off using one of the options below, it will change any setting previously set using any of the other options.

<b>Phone</b> 	<b>Online Account Manager</b> 	<b>TV</b> 
<p><b>To set up Call Forwarding:</b></p> <ol style="list-style-type: none"> <li>Pick up handset.</li> <li>Dial <b>*72</b>.</li> <li>Wait for second dial tone.</li> <li>Enter the destination telephone number.</li> <li>You will hear a confirmation tone when Call Forwarding has been enabled.</li> </ol> <p><b>To cancel Call Forwarding from your phone:</b></p> <ol style="list-style-type: none"> <li>Pick up handset.</li> <li>Dial <b>*73</b>.</li> <li>You will hear a confirmation tone when Call Forwarding has been disabled.</li> </ol>	<p><b>To set up Call Forwarding:</b></p> <ol style="list-style-type: none"> <li>Sign-in to your <b>Account Manager</b>.</li> <li>Select "Calling Features" from the menu.</li> <li>Select "Call Forwarding".</li> <li>In the box next to "Forward my incoming calls to", choose a destination telephone number already on your list or add a number.</li> <li>Click the button to             <ol style="list-style-type: none"> <li>"Forward all my calls", or</li> <li>"Forward calls only from certain numbers". You can add up to 10 numbers manually or from your Phone Book.</li> </ol> </li> <li>Click "Activate Call Forwarding" and click OK to start forwarding calls.</li> </ol> <p><b>To forward calls according to a schedule:</b></p> <ol style="list-style-type: none"> <li>To forward calls according to a schedule,             <ol style="list-style-type: none"> <li>Check the "Forward Calls According to Schedule" box.</li> <li>Enter your start/end dates and times.</li> <li>If you want the schedule to repeat, click on the box, choose the frequency, and fill in the "Repeat Until box."</li> <li>Click on "Add Schedule" and click OK.</li> </ol> </li> <li>Do NOT click on "Activate Call Forwarding". Clicking on this button will immediately turn on Call Forwarding and override the schedule.</li> <li>You can view the schedule by returning to "Call Forwarding" or on your Calendar.</li> </ol> <p><b>To turn off Call Forwarding or to change settings:</b></p> <ol style="list-style-type: none"> <li>Sign-in to your <b>Account Manager</b>.</li> <li>Select "Calling Features" from the menu.</li> <li>Select "Call Forwarding".</li> <li>Click on             <ol style="list-style-type: none"> <li>"Stop Call Forwarding" and click OK or</li> <li>"Change Settings" to change the forward to number, add a schedule, or to change all calls/calls only from certain numbers setting. Then Click on "Save Settings".</li> </ol> </li> </ol>	<p><b>To Set up Call Forwarding:</b></p> <ol style="list-style-type: none"> <li>Using your FiOS TV set-top box remote, select "FiOS Digital Voice" from the Menu and click OK to launch.</li> <li>Use the down arrow ↓ to select "Calling Features" and click OK.</li> <li>Select "Call Forwarding" and click OK.</li> <li>Using the number pad on your remote control, enter the destination telephone number or arrow down to choose a number previously used and click OK.</li> <li>Click OK to save.</li> <li>Use the <b>C</b> button on your remote control to turn Call Forwarding On and Off.</li> </ol> <p><b>NOTES:</b></p> <ul style="list-style-type: none"> <li>Telephone Numbers on your online Account Manager list cannot be accessed from your TV. However, once you enter a number from the TV, it will be retained for future use from the TV.</li> <li>If you want to use the scheduling feature, you must program using your online Account Manager.</li> </ul>

## Call Logs

You can see a snapshot of your most recent calls on your online Account Manager or FiOS TV. The log includes incoming and outgoing calls, missed calls, and calls that went to Voice Mail.

<b>Online Account Manager</b> 	<b>TV</b> 
<p><b>To view your Call Log:</b></p> <ol style="list-style-type: none"> <li>1. Sign-in to your <b>Account Manager</b>.</li> <li>2. Select "Calls and Messages".</li> <li>3. Select the "Call Logs" tab.</li> <li>4. Your call log will be displayed with the last 100 incoming and outgoing calls. Each listing has the caller's name (if available), number, and date/time of call.</li> <li>5. You can sort calls by the type of call, the Call From number, Call to Number, or Date &amp; Time.</li> </ol> <p><b>To call someone from your Call Log:</b></p> <ol style="list-style-type: none"> <li>1. Click on the name or telephone number of the Contact you would like to call from the Calls and Messages Log.</li> <li>2. A pop-up window will appear. Select "Call Back" from the menu.</li> <li>3. A second pop-up window will appear asking if you want to dial that specific number or enter a new number. Click "Dial".</li> <li>4. Your phone line will ring once the call is placed.</li> <li>5. Pick up your FiOS Digital Voice handset and wait for the person on the other end to pick up.</li> <li>6. If the number you are attempting to dial is busy, you will hear a busy tone.</li> </ol> <p><b>To add a number from your Call Log to your Phone Book:</b></p> <ol style="list-style-type: none"> <li>1. Click on the caller's name or number.</li> <li>2. Select "Add to Phone Book/Update Entry" from the drop down menu.</li> </ol> <p><b>To block a caller from your Call Log:</b></p> <ol style="list-style-type: none"> <li>1. Sign-in to your <b>Account Manager</b>.</li> <li>2. Select "Calls and Messages"</li> <li>3. Select the "Call Logs Tab."</li> <li>4. Click on the name/telephone number you would like to block.</li> <li>5. Click on "Call Block" in the drop-down list.</li> <li>6. Click on the "add" button next to the phone number box where the number you want to block is displayed.</li> <li>7. You will receive a confirmation message.</li> </ol>	<p><b>To view your Call Log</b></p> <ol style="list-style-type: none"> <li>1. Using your set-top box remote, from the Main Menu on your FiOS TV select "FiOS Digital Voice" and press OK to launch.</li> <li>2. Select "Call Logs".</li> <li>3. Your most recent incoming and outgoing calls are displayed. You can press the  button on your remote control to refresh the Call Log.</li> <li>4. Use the Back or Left arrow on your remote control to return to the FiOS Digital Voice Menu. Press OK for Yes.</li> </ol> <p><b>To call someone from your Call Log:</b></p> <ol style="list-style-type: none"> <li>1. From the Call Log screen, select the person you would like to call by using the up and down arrows on your remote control and press OK.</li> <li>2. The system will automatically dial the number and ring your phone. Pick up your phone and you'll be connected to the called party.</li> </ol> <p><b>To delete calls from your Call Log:</b></p> <ol style="list-style-type: none"> <li>1. From the Call Log screen, select the call you would like to delete from the log using the up and down arrows on your remote control and press OK. Press OK again and the call is deleted.</li> <li>2. To delete all calls, from the Call Log screen press the Options button using your remote control. Select "Delete all calls" and press OK. Press OK and all calls will be deleted.</li> </ol> <p><b>To block a caller from your Call Log:</b></p> <ol style="list-style-type: none"> <li>1. Select the name/telephone number you would like to block.</li> <li>2. Click OK to block the caller.</li> <li>3. Click OK to "Do you want to add caller to blocked caller list".</li> <li>4. You will receive a confirmation message.</li> </ol> <p><i>NOTE: Missed incoming calls are identified with a red x, incoming calls with a blue left arrow, and outgoing calls with a green right arrow.</i></p>

## Call Notification

You can be notified by email if you get a call from a number you identified when enabling the feature. You can program up to ten numbers on a list and the notifications will be sent even if you do not answer the call. This feature can only be managed from your online Account Manager.

### Online Account Manager



#### To set up Call Notification

1. Sign-in to your **Account Manager**.
2. Select "Calling Features" from the menu.
3. Select "Call Notification".
4. Enter the email address where you would like to be notified in the "Notify me when calls arrive from these numbers at this email address" box.
5. Select
  - a. "Notify All Incoming Calls" or
  - b. "Notify calls only from certain numbers". Then enter up to 10 phone numbers.
6. Click on "Activate Call Notification" and click OK.

#### To set up Call Notification

1. If you would like to schedule notifications,
  - a. Select "Add Call Notification according to a Schedule".
  - b. Enter start/end dates and times.
  - c. If you want the schedule to repeat, click on the box, choose the frequency, and fill in the "Repeat Until" box.
  - d. Click on "Add Schedule" and click OK.
2. Do NOT click on "Activate Call Notification". Clicking on this button will immediately turn on Call Notification and will override the schedule.
3. You can view your schedule by selecting "Call Notification" or in your Calendar.

#### To turn **off** Call Notification or to change settings:


1. Sign-in to your **Account Manager**.
2. Select "Calling Features" from the menu.
3. Select "Call Notification".
4. Click on
  - a. "Stop Call Notification" and click OK or
  - b. "Change Settings" to change your email address, add/change a schedule, or to change all calls/calls only from certain numbers setting. Then Click on "Save Settings" and click OK.

#### You can also add a number to your notify list from your Call Logs:

1. Select "Calls and Messages".
2. Locate the number you'd like to add.
3. Click on the number or name.
4. Click "Call Notification".
5. Go to the Call Notification screen.
6. The number will be populated in the Phone Number box. Click on Add, then OK.



## Call Return

Call Return allows you to easily call back the last party who called without dialing the number, even if you answered the call.

Phone 
<p><b>To activate Call Return:</b></p> <ol style="list-style-type: none"> <li>1. Lift the handset and listen for dial tone.</li> <li>2. Dial <b>*69</b> and wait for the phone to ring to be connected to your last inbound caller.</li> </ol>

## Call Waiting

When you're already on a call and someone tries to call you, you will hear a Call Waiting tone. The person calling hears ringing until you answer, and the original caller doesn't even know you are receiving a second call. You can either answer the new call or let it go to Voice Mail if you've selected Voice Mail for your FiOS Digital Voice phone line. You can also temporarily disable the feature prior to making a call or turn the feature off.

Phone 	Online Account Manager 
<p><b>To accept a second call:</b></p> <ol style="list-style-type: none"> <li>1. Put the first caller on hold and answer the second call by clicking and releasing the flash or hang-up button.</li> <li>2. Return to the first call and put the second call on hold by clicking and releasing the flash or hand-up button again.</li> <li>3. You can alternate between calls as often as you like.</li> </ol>	N/A
<p><b>To temporarily disable Call Waiting (if you don't want to be disturbed during a specific call):</b></p> <ol style="list-style-type: none"> <li>1. Lift the handset and listen for dial tone.</li> <li>2. Dial <b>*70</b>.</li> <li>3. Listen for a confirmation announcement followed by a dial tone, then dial the number you want to call.</li> <li>4. When you hang up from your call, Call Waiting returns to your phone automatically.</li> </ol>	N/A
<p><b>To disable Call Waiting for an extended period of time:</b></p> <ol style="list-style-type: none"> <li>1. Lift the handset and listen for dial tone; then dial <b>*44</b>. This disables the Call Waiting feature until you reactivate it.</li> </ol> <p><b>To reestablish Call Waiting:</b></p> <ol style="list-style-type: none"> <li>1. Lift the handset and listen for dial tone; then dial <b>*43</b>. You'll be able to hear the Call Waiting tone when you receive calls.</li> </ol>	<p><b>To disable Call Waiting for an extended period of time:</b></p> <ol style="list-style-type: none"> <li>1. Sign-in to your <b>Account Manager</b>.</li> <li>2. Select "Calling Features" from the menu.</li> <li>3. Select "Call Waiting"</li> <li>4. Click on "Stop Call Waiting" and then OK. This disables the Call Waiting feature until you reactivate it.</li> </ol> <p><b>To reestablish Call Waiting:</b></p> <ol style="list-style-type: none"> <li>1. Sign into your <b>Account Manager</b>.</li> <li>2. Select "Calling Features" from the menu.</li> <li>3. Select "Call Waiting"</li> <li>4. Click on "Activate Call Waiting" and then OK. This enables the feature until you disable it.</li> </ol>

## Caller ID

Caller ID is included in FiOS Digital Voice and allows you to:

- see the name and phone number of an incoming call on your phone or Caller ID device and your FiOS TV when enabled. Caller ID will display either the number or both the name and number of most callers. Some calls may be shown as “Out-of-Area” or “Unavailable”. If the person calling you blocks the display of his/her name and number, the letter “P” or the word “Private” or “Anonymous” will appear. Caller ID will also display the name and number of a second caller when you have Call Waiting activated.
- send your name and number when you place calls.

**NOTES:**

- Some names and numbers that are displayed cannot be called back because they do not accept incoming calls.
- Your phone or device must be equipped to use this feature.

## Caller ID on TV

Alerts will display while you are watching live and recorded shows, looking at the guide, and playing games.

TV



### To activate CallerID on your FiOS TV:

1. Using your FiOS TV set-top box remote, press the Menu button.
2. Use the down arrow ↓ to select “Settings” and press OK.
3. Arrow over to “Caller ID”
4. Select “Check Availability” and OK.
5. A message will confirm that Caller ID is available. Arrow to “Yes” to enable. It can take up to 24 hours to activate.

### Customizing your CallerID on TV:

From the Caller ID menu you can:



1. Enable/disable alerts.
2. Choose how long alerts display (2, 5, 10, or 15 seconds)
3. Where alerts display (top left, bottom left, or bottom right).

*NOTE: CallerID on TV cannot be enabled for about 24 hours after your FiOS Digital Voice order completes. You will receive a message on the screen to check back later if you recently ordered service.*

## Caller ID Block





Caller ID Block allows you to block your telephone number from being displayed on the phone or Caller ID device of the person you are calling on a per-call basis or for all calls.

*NOTE: Remember that the person you are calling may not accept unidentified calls.*

<b>Phone</b> 	<b>Online Account Manager</b> 
<p><b>To use Outgoing Caller ID Block for one call:</b></p> <ol style="list-style-type: none"> <li>Lift the handset and listen for dial tone.</li> <li>Dial <b>*67</b> and wait for the confirmation tone.</li> <li>Dial the number of the person you are calling.</li> <li>Your Caller ID will be blocked to the person you are calling.</li> <li>After the call is completed, Caller ID will resume displaying on calls you make.</li> </ol>	<p>N/A</p>
<p><b>To turn on Outgoing Caller ID Block for ALL calls you make:</b></p> <ol style="list-style-type: none"> <li>Lift the handset and listen for dial tone.</li> <li>Dial <b>*31</b> and wait for the confirmation tone.</li> <li>Calls made from your phone will no longer display your Caller ID information.</li> </ol> <p><b>To remove Outgoing Caller ID Block for ALL calls you make:</b></p> <ol style="list-style-type: none"> <li>Lift the handset and listen for dial tone.</li> <li>Dial <b>*32</b>.</li> <li>Calls made from your phone will now display your Caller ID information</li> </ol>	<p><b>To turn on Outgoing Caller ID Block for all calls you make:</b></p> <ol style="list-style-type: none"> <li>Sign-in to your <b>Account Manager</b>.</li> <li>Select "Calling Features" from the menu.</li> <li>Select "Outgoing Caller ID Block".</li> <li>Click "Activate Outgoing Caller ID Block" and then OK.</li> <li>Caller ID information will no longer be sent with your calls until you reactivate it.</li> </ol> <p><b>To remove Outgoing Caller ID Block for all calls you make:</b></p> <ol style="list-style-type: none"> <li>Sign into your <b>Account Manager</b>.</li> <li>Select "Calling Features" from the menu.</li> <li>Select "Outgoing Caller ID Block".</li> <li>Click "Stop Outgoing Caller ID Block" then click OK.</li> <li>Caller ID information will now be sent with your calls.</li> </ol>
<p><b>To cancel your Outgoing Caller ID Block on a per-call basis (allows your Caller ID information to temporarily display on the person's device you are calling):</b></p> <ol style="list-style-type: none"> <li>Lift the handset and listen for dial tone.</li> <li>Dial <b>*82</b> and wait for the confirmation tone.</li> <li>Dial the number.</li> <li>Your Caller ID information will display on the called party's device.</li> <li>After the call is completed, Caller ID Block returns to its previous state, and your Caller ID information will not display on calls you make.</li> </ol>	<p>N/A</p>

## Do Not Disturb




When you have the Do Not Disturb feature activated, you will not receive any calls on your phone. You can choose to send all callers directly to Voice Mail or to a prerecorded system greeting, "The party you are trying to reach is not accepting calls at this time." If you choose the prerecorded option, you can create a list of up to 10 exceptions whose calls you would like to accept.

<b>Phone</b> 	<b>Online Account Manager</b> 	<b>TV</b> 
<p><b>To set up Do Not Disturb</b></p> <ol style="list-style-type: none"> <li>Pick up handset.</li> <li>Dial <b>*78</b>.</li> <li>You will hear a confirmation when Do Not Disturb has been enabled.</li> <li>If you have voice mail, calls will immediately forward to your mailbox. If you don't have voice mail, callers will hear a busy signal.</li> </ol> <p><b>To cancel Do Not Disturb:</b></p> <ol style="list-style-type: none"> <li>Pick up your handset.</li> <li>Dial <b>*79</b>.</li> <li>You will hear a confirmation when Do Not Disturb has been disabled.</li> </ol>	<p><b>To set up Do Not Disturb</b></p> <ol style="list-style-type: none"> <li>Sign-in to your <b>Account Manager</b>.</li> <li>Select "Calling Features" from the menu.</li> <li>Select "Do Not Disturb".</li> <li>Click on button to             <ol style="list-style-type: none"> <li>"Forward them to Voice Mail" (requires activated FiOS Digital Voice Mail) or</li> <li>"Play the system Do Not Disturb greeting". You can create a list of up to 10 exceptions whose calls you would like to accept. You can add them manually or from your Phone Book.</li> </ol> </li> <li>Click on "Activate Do Not Disturb" and click OK.</li> </ol> <p><b>To set up Do Not Disturb using a schedule</b></p> <ol style="list-style-type: none"> <li>Click on "Set Do Not Disturb According to a Schedule".</li> <li>Enter "Start/End" dates and times.</li> <li>If you want the schedule to repeat, click on the box, choose the frequency, and fill in the "Repeat Until" box.</li> <li>Click on "Add Schedule" and then OK.</li> <li>Do NOT click on "Activate Do Not Disturb". Clicking on this button will immediately turn on Do Not Disturb and will override your schedule.</li> <li>You can view the schedule by simply selecting "Do Not Disturb" on the menu or going to your Calendar.</li> </ol> <p><b>To turn off Do Not Disturb:</b></p> <ol style="list-style-type: none"> <li>Sign-in to your <b>Account Manager</b>.</li> <li>Select "Calling Features" from the menu.</li> <li>Select "Do Not Disturb".</li> <li>Click on             <ol style="list-style-type: none"> <li>"Stop Do Not Disturb" and click OK or</li> <li>"Change Settings" to add/change a schedule or to change the forward to Voice Mail or Play the system greeting setting. Click on "Save Settings" and click OK.</li> </ol> </li> </ol>	<p><b>To set up Do Not Disturb</b></p> <ol style="list-style-type: none"> <li>Using your FiOS TV set-top box remote, select "FiOS Digital Voice" from the Menu and click OK to launch.</li> <li>Use the down arrow ↓ to select "Calling Features" and click OK.</li> <li>Select "Do Not Disturb" and click OK.</li> <li>Use the arrow keys on your remote control to select             <ol style="list-style-type: none"> <li>"Forward Calls to Voice Mail"</li> <li>"Play the System Greeting"</li> </ol> </li> <li>Click OK.</li> <li>Use the  button on your remote control to turn on/off.</li> </ol> <p><i>NOTE: If you want to use the scheduling feature or create a list of exceptions, you must program using your online Account Manager.</i></p>

*NOTE: If you enable Do Not Disturb using \*78, you cannot disable or change options using your Online Account Manager or from your FiOS TV. If you enable this feature online or from your TV, you cannot turn it off using \*79. Also, when you enable Do Not Disturb using \*78 and don't have voice mail, callers will hear a busy signal. You cannot activate a Do Not Disturb message like you can when setting it up from your Account Manager or TV.*

## Incoming Call Block/Anonymous Call Rejection

Incoming Call Block allows you to reject calls from parties who have blocked their calling information (aka Anonymous Call Rejection). You can also block calls from up to 10 specific telephone numbers.

<b>Phone</b> 	<b>Online Account Manager</b> 	<b>TV</b> 
<p><b>To set up Anonymous Call Rejection:</b></p> <ol style="list-style-type: none"> <li>1. Dial <b>*77</b> to activate</li> </ol> <p><b>To cancel Anonymous Call Rejection:</b></p> <ol style="list-style-type: none"> <li>1. Dial <b>*87</b> to disable</li> </ol> <p><i>NOTE: Blocking calls from specific telephone numbers cannot be done on your phone but can be done online or on your TV.</i></p>	<p><b>To set up Incoming Call Block:</b></p> <ol style="list-style-type: none"> <li>1. Sign-in to your <b>Account Manager</b>.</li> <li>2. Select "Calling Features" from the menu.</li> <li>3. Select "Incoming Call Block"</li> <li>4. Click on             <ol style="list-style-type: none"> <li>a. "Reject All Anonymous Calls" and/or</li> <li>b. "Reject calls" from certain numbers. You can reject calls from up to 10 numbers by entering a number in the Phone Number box and clicking Add. The number will be added to the list.</li> </ol> </li> <li>5. Click "Activate Incoming Call Block" and OK.</li> </ol> <p><b>To cancel Incoming Call Block or change the block list:</b></p> <ol style="list-style-type: none"> <li>1. Select "Calling Features" from the menu.</li> <li>2. Select "Incoming Call Block".</li> <li>3. Click on             <ol style="list-style-type: none"> <li>a. "Stop Incoming Call Block" to cancel the block.</li> <li>b. "Change Settings" to change numbers being blocked. You will be able to delete existing numbers or add new ones.</li> </ol> </li> </ol> <p><b>You can also add a number from your Call Logs:</b></p> <ol style="list-style-type: none"> <li>1. Sign-in to your <b>Account Manager</b>.</li> <li>2. Go to "Calls and Messages".</li> <li>3. Locate the number you'd like to block and click on it.</li> <li>4. Click "Call Block" in the dropdown box.</li> <li>5. Go to the "Incoming Call Block" screen.</li> <li>6. The number will be populated in the Phone Number box. Click on Add, then OK. The number is then added to your list.</li> </ol>	<p><b>To set up Incoming Call Block:</b></p> <ol style="list-style-type: none"> <li>1. Using your FiOS TV set-top box remote, select "FiOS Digital Voice" from the Menu and click OK to launch.</li> <li>2. Use the down arrow <b>↓</b> to select "Calling Features" and click OK.</li> <li>3. Select "Incoming Call Block" and click OK.</li> <li>4. Select             <ol style="list-style-type: none"> <li>a. "Block All Anonymous Calls" and click on ok to check the box, and/or</li> <li>b. To block specific numbers, click on "Use Blocked Caller List". Then click on "Manage Block" and click OK. Add the 10-digit number(s) you'd like to block or choose numbers already on your list. (Numbers added on your online Account Manager will also be displayed in the list.) Click OK to save.</li> </ol> </li> <li>5. Use <b>⏻</b> button on your set-top box remote to turn on/off.</li> </ol> <p><b>To cancel or Change Incoming Call Block:</b></p> <ol style="list-style-type: none"> <li>1. To cancel:             <ol style="list-style-type: none"> <li>a. If you are using both "All Anonymous Calls" and "Blocked Caller List" and want to cancel only one of the blocks, deselect the block to be turned off.</li> <li>b. If you want to turn off both blocks, use the <b>⏻</b> button on your set-top box remote..</li> </ol> </li> <li>2. To remove a telephone number from the list, use the down arrow <b>↓</b> button to scroll to the number you want to delete, then click OK.</li> <li>3. To enter a new number, use the Down Arrow key <b>↓</b> on your remote to move the number down to the list of blocked numbers. Use the Up arrow <b>↑</b> key to add another number in the Add a Number" box. Use the back arrow to return to the Incoming Block screen.</li> </ol>



## Locate Me

This feature allows incoming calls to ring up to three numbers, in sequence. When activated, the system automatically tries to reach you at the first number on the list whenever an incoming call arrives. If you don't answer the first number, the system will try the next number. If you have voice mail and the system is unable to locate you at any of the specified numbers, the call will be transferred to your mailbox.

### Online Account Manager



#### To set up Locate Me:

1. Sign-in to your **Account Manager**.
2. Select "Calling Features" from the menu.
3. Select "Locate Me".
4. Click the down arrow ↓ in the box under Phone Number. Manually add a number or choose one from your phone book. Click on Save and OK. Now when you click on the down arrow, the number should be in the dropdown. Click on the number and then specify the Number of Rings.
5. To add an additional number to the list, click on "Manage Forwarding Numbers", enter a nickname and phone number, then click Add and OK.
6. The original number will no longer be populated in the first box to allow you to reorder the sequence. Order the numbers in the sequence you prefer, and you can adjust the number of rings if desired.
7. Click "Activate Locate Me" and then OK.

#### To turn off Locate Me or change Forwarding Numbers:

1. Sign-in to your **Account Manager**.
2. Select "Calling Features" from the menu.
3. Select "Locate Me".
4. Click
  - a. "Stop Locate Me" to turn it off.
  - b. "To reorder the list, click on "Change Settings". Re-order the numbers. Then click on "Save Settings" and OK.
  - c. To delete a number from the sequence, click on "Stop Locate Me". Then click on "Manage Forwarding Numbers". Delete the number. Re-select a number for the Phone Number box. Then "Activate Locate Me".
  - d. To add a number, click on "Manage Forwarding Numbers". Add the number. Click on "Change Settings". The new number should be populated in the next available phone number dropdown box. Click on the number in the drop down and assign a number of rings. Then click on "Save Settings".

## Schedule A Call

Do you make calls to certain people on a regular basis or have a call you simply can't forget to make? With the Schedule Call feature, your phone will ring you at the scheduled time to initiate the call. No more forgetting important birthdays or letting too much time elapse before you call Mom!

### Online Account Manager



#### To schedule a call:

1. Sign-in to your **Account Manager**.
2. Select "Calendar".
3. Click on "Schedule Call"
4. Enter the number you want to call in the "Call to Number" box. Or you can browse your phone book, click on the button next to the number, and click OK. The number will be populated in the box.
5. Enter the date and time you'd like to schedule the call.
6. Click on "Save".
7. Your calendar will be updated with the call.
8. The system will call you at the specified time and connect you to the desired number.
9. If you want to check the status of your scheduled call or make changes, just click on that entry on your calendar.

Schedule Call Back allows you to set the date and time to make a call; when that time comes FiOS® Digital Voice will automatically ring your phone and then connect to the desired number. You'll never miss calling someone back again!!

## Simultaneous Ring

Never miss another important call. When you activate Simultaneous Ring, any incoming call you receive will automatically ring up to three unique phone numbers at the same time. For example, you could ring your cell, work, and a friend's line all at the same time. The first phone answered connects the call.

### Online Account Manager



#### To set up Simultaneous Ring

1. Sign-in to your **Account Manager**.
2. Select "Calling Features" from the menu.
3. Select "Simultaneous Ring"
4. Enter up to three numbers you would like to ring when you receive a call at home.
5. Click "Activate Simultaneous Ring"

#### To turn off Simultaneous Ring or to change numbers:

1. Select "Calling Features" from the menu.
2. Select "Simultaneous Ring"
3. Click on
  - a) "Stop Simultaneous Ring"
  - b) "Change Settings" to add/remove a number. Click on "Save Settings" and OK.

### TV



#### To Set up Simultaneous Ring:

1. Using your FiOS TV set-top box remote, select "FiOS Digital Voice" from the Menu and click OK to launch.
2. Use the down arrow ↓ to select "Calling Features."
3. Select "Simultaneous Ring" and click OK.
4. Click OK to "Change Settings".
5. Using the number pad on your remote control, enter up to 3 telephone numbers (use the down arrow ↓ to move to the next number). To clear a number, use the ← to remove a number.
6. Use the down arrow ↓ to select "Save Settings" and click OK.
7. Press **C** on your set-top box remote control to turn the feature on (or off)

## Speed Dial

Speed Dial lets you make calls faster by dialing a two-digit code for frequently called numbers. You can store up to 100 numbers.

### Phone



#### To add or change a number on your Speed Dial 100 list:

1. Lift the receiver and listen for dial tone.
2. Dial \*75. You will hear three quick beeps and a second dial tone.
3. For domestic and Canadian numbers, enter the two-digit Speed Dial number you want to use (00-99) + the 10-digit number, followed by #.
4. For most international numbers, enter the two-digit Speed Dial number you want to use (00-99) + 011+ the country code + the city code (if applicable) + the phone number, followed by #.
5. To change a Speed Dial number, simply repeat the process above.
6. See the FiOS Digital Voice Speed Dial List in the **Appendix** for a place to record your Speed Dial numbers.

#### To make a call using the Speed Dial 100 feature:

1. Lift the receiver and listen for dial tone.
2. Dial # + the two-digit Speed Dial number (00-99).

*NOTE: Domestic and International rates apply for calls made using Speed Dial. To learn how to check rates for international calls, see the "International Calls" section of this guide.*

## Three-Way Calling

Three-Way Calling allows you to add a third person to your conversation, so you can get family, friends or coworkers together anytime you like.

### Phone



#### To add a third person to your call:

1. Press and release your flash or hang-up button to put the first caller on hold.
2. Listen for the dial tone.
3. Dial the three-digit area code and seven-digit telephone number you want to add. (For international numbers, refer to the instructions on **page 4**.)
4. When that person answers, press the flash or hang-up button once, and all three of you will be connected.

#### To disconnect:





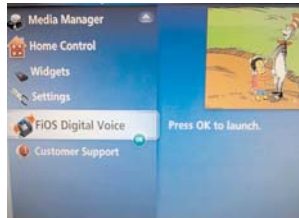
1. Either of the other two people on the call can leave the conversation by hanging up. You will still be connected to the remaining person.
2. You can remove the third person at any time by pressing the flash or hang-up button once.
3. To disconnect the entire three-way call, press your flash button to release the second caller and then hang up to release the third caller.

#### Other important points about Three-Way Calling:

- If the second line is busy or there is no answer, you can return to the first caller by pressing the flash or hang-up button twice.
- To avoid placing a three-way call accidentally, hang up your phone and wait for at least three seconds between every call, whether it's a three-way call or not.
- Hanging up on a three-way call will disconnect the other two callers.

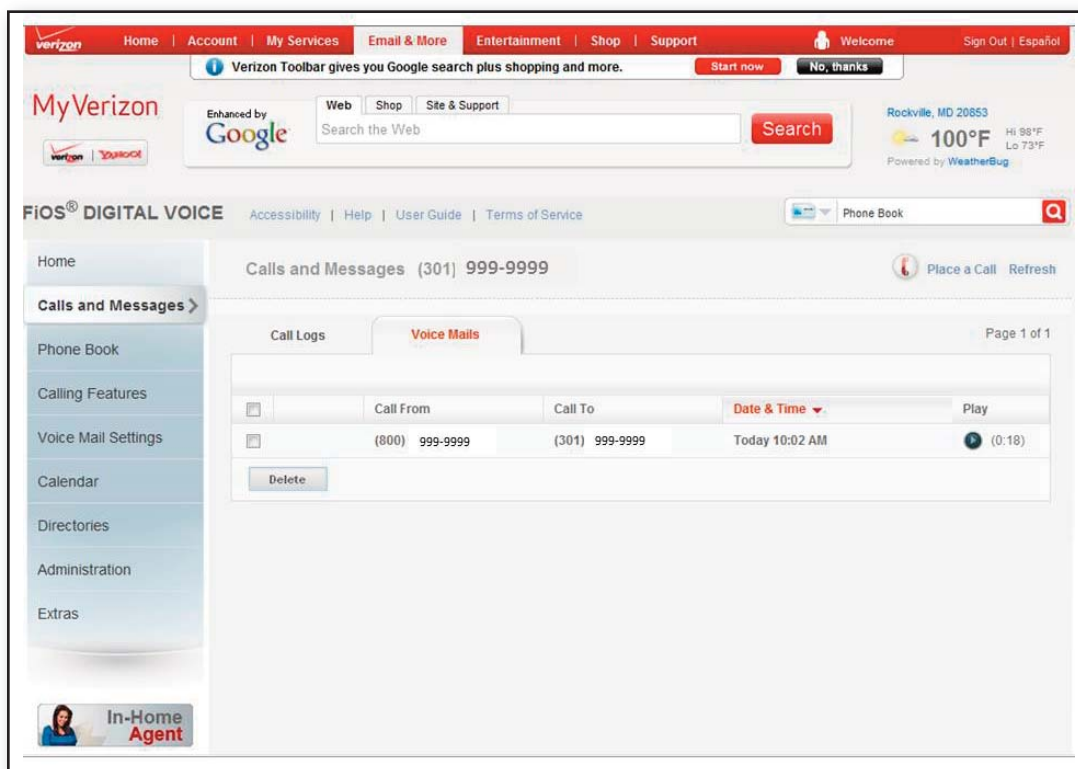
## VOICE MAIL

Voice Mail is a free optional service that allows callers to leave messages when your line is busy or you don't answer. Your mailbox can store 50 three-minute messages, and you can add up to 8 Individual Mailbox extensions for family members. You can retrieve messages by phone, online from your FiOS Digital Voice Account manager, or from your FiOS TV. Not all features can be managed using all access methods. See each feature for available options.

Phone 	Online Account Manager 	TV 
<p>Call 1.888.2FIOSVM (1.888.234.6786) or *86 from your home phone</p>	<p>Sign-in to your Account Manager at <a href="http://www.verizon.com/fiosvoice">www.verizon.com/fiosvoice</a> using your My Verizon user name and passcode.</p> 	<ol style="list-style-type: none"> <li>Using your set-top box remote, from the Main Menu on your FiOS TV, select FiOS Digital Voice and click OK to launch.</li> <li>Select Voice Mail.</li> </ol> 

**NOTE:** *FiOS Digital Voice mailboxes that have not been set up within 60 days of activation will be removed. Voice Mail service can be added back to your account at any time free of charge by calling 1.800.VERIZON (1.800.837.4966) or at Verizon.com by following these steps:*

- Go to [www.verizon.com](http://www.verizon.com) and sign in.
- Click on Account, Home Phone, Add or Change Services.
- Scroll to the Phone section and click on Change next to Voice Mail.



**Figure 8. Online Account Manager**

## Voice Mail Basics

### To set up your Voice Mail

Callers can leave you messages even before your mailbox has been set up; however, you will not be able to listen to your messages or use the other features in your mailbox until you complete the set up process.

#### Phone



#### To set up your voice mail:

1. Call the Verizon FiOS Digital Voice Mail system at 1.888.2FIOSVM (1.888.234.6786) or \*86 from your home phone.
2. If you are calling while away from home, enter your home telephone number followed by #.
3. Enter your starter passcode, followed by #. Your starter passcode is the last four digits of your FiOS Digital Voice telephone number.
4. Follow the voice prompts to select the default language, create a new passcode, and record your personal and busy greetings and name announcement.
5. You can make changes to your mailbox options at any time. When making changes by phone, follow the steps in the **menu map** on **pages 39 and 40**. Changes can also be made using your online Account Manager, and some options can be changed on your FiOS TV.

#### NOTES:

- If you exit the setup process before completing all the steps, the next time you call your Voice Mail you will be required to start the set up process from the beginning. However, anything you have previously changed will be stored.
- Your new Passcode must be 4-10 digits. It should be easy for you to remember, but difficult for others to guess. You cannot use repeating digits (e.g., 1111), sequential digits (e.g., 1234, 6543), or any part of your phone number.

## Individual Voice Mailboxes

By assigning Individual Mailboxes, up to eight family members can have their own personal mailboxes. As the host, you create the mailboxes and then your family members can record their own greetings, choose their own passcodes, and set up mailbox options.

#### Phone



#### Online Account Manager





#### To create a new Individual Mailbox:

1. From the main menu, press **4** for Personal Options.
2. Press **4** for Individual Mailbox
3. Press **1** to create an Individual Mailbox and follow the prompts.
4. After creating an individual mailbox you will again hear the prompt "To create an individual mailbox press 1". If you don't want to create another mailbox, you can press \* to return to the main menu to re-record the main greeting. Your greeting should instruct callers about keys to press to reach each family member. For example, "Hi. You've reached the Smith residence, for Mary press 1, for David press 2, or for Sean press 3."

**NOTE:** There are 8 Individual Mailboxes in addition to the main/base mailbox number which is mailbox 0. The temporary starter passcode for each individual mailbox is assigned by the system and is a single digit (e.g., 1 for mailbox 1; 2 for mailbox 2, etc).





N/A

## Individual Voice Mailboxes *(continued)*

<b>Phone</b> 	<b>Online Account Manager</b> 
<p><b>To set up each new Individual Mailbox:</b></p> <ol style="list-style-type: none"> <li>1. Call the Verizon FiOS Digital Voice Mail system at 1.888.2FIOSVM (1.888.234.6786) or *86 from your home phone.</li> <li>2. When prompted for a passcode, do not enter the passcode for the primary mailbox. Enter the starter passcode (1, 2, 3, etc.) for the individual mailbox, followed by #. (e.g., 1#).</li> <li>3. Enter the number of the individual mailbox you wish to set up (1, 2, 3, etc). You should hear "Welcome to your Verizon Voice Mailbox ."</li> <li>4. Follow the prompts for language options, creating a new 4-10 digit passcode, recording a new name for the mailbox, and recording greetings.</li> <li>5. Once the individual mailbox setup is complete, you can return to the main menu and/or exit the mailbox.</li> </ol> <p><b>NOTES:</b></p> <ul style="list-style-type: none"> <li>▪ You will need to repeat the above steps for each individual mailbox that you have created.</li> <li>▪ Don't forget to change your main greeting to give callers the mailbox numbers for your family members.</li> </ul>	<p><b>To Passcode Protect/Unprotect Individual Mailboxes when using the online Account Manager:</b></p> <ol style="list-style-type: none"> <li>1. Set up the Individual Mailbox(s) by phone.</li> <li>2. Sign-in to your <b>Account Manager</b>.</li> <li>3. From the main menu, select "Voice Mail Settings".</li> <li>4. Select "Individual Voice Mail Access".</li> <li>5. Click on "require passcode entry" or "do not require passcode entry".</li> <li>6. Click "Save Setting".</li> </ol>
<p><b>To delete an Individual Mailbox:</b></p> <ol style="list-style-type: none"> <li>1. When prompted for a passcode, enter the passcode for the main/base mailbox.</li> <li>2. From the main menu, press <b>4</b> for Personal Options.</li> <li>3. Press <b>4</b> for Individual Mailbox.</li> <li>4. Press <b>2</b> to delete an Individual Mailbox and follow the prompts.</li> </ol>	<p><b>To delete an Individual Mailbox:</b></p> <ol style="list-style-type: none"> <li>1. From the main menu, select "Voice Mail Settings".</li> <li>2. Go to "Individual Mailboxes".</li> <li>3. Click the box next to the mailbox you want to delete.</li> <li>4. Click "Delete" and OK.</li> </ol> <p><i>NOTE: By deleting a mailbox, you will lose all messages stored in that mailbox and they cannot be retrieved.</i></p>
<p><b>To Retrieve Voice Mail from an Individual Mailbox:</b></p> <ol style="list-style-type: none"> <li>1. When prompted for a passcode, enter the passcode for the individual mailbox, followed by #.</li> <li>2. Enter the number of your individual mailbox (1, 2, 3, etc).</li> </ol>	<p><b>To Retrieve Voice Mail from an Individual Mailbox:</b></p> <ol style="list-style-type: none"> <li>a) From the main menu, select "Calls and Messages".</li> <li>b) Click on the "Voice Mail" tab.</li> <li>c) Choose "Main Mailbox" or the mailbox number from the Mailbox box.</li> <li>d) Click on the message you want to hear.</li> </ol> <p>You can passcode protect Individual Mailboxes to require entry of the mailbox passcode to allow message retrieval.</p> <ol style="list-style-type: none"> <li>1. Sign-in to your <b>Account Manager</b>.</li> <li>2. Select "Voice Mail Settings".</li> <li>3. Click on "Individual Mailbox Access".</li> <li>4. Select "Require Passcode Entry".</li> <li>5. Click "Save Settings".</li> </ol>



## Retrieving Your Voice Mail Messages

Look for the message waiting light if one is provided on your telephone. Otherwise, when you pick up the handset, you will hear the “interrupted” dial tone when new messages have arrived.

<b>Phone</b> 	<b>Online Account Manager</b> 	<b>TV</b> 
<p><b>To listen to your messages:</b></p> <ol style="list-style-type: none"> <li>1. Dial the FiOS Digital Voice Mail system at 1.888.2FIOSVM (1.888.234.6786) or *86 from your home phone.</li> <li>2. When calling while away from home, you will have to enter your mailbox number (your 10-digit telephone number) followed by #.</li> <li>3. Enter your Passcode, followed by #.</li> <li>4. At the Main Menu, press <b>1</b> to listen to your messages.</li> <li>5. You can press <b>1</b> to replay the message, <b>2</b> to save it, or <b>3</b> to delete it. (See the <b>menu map</b> on <b>pages 39 and 40</b> for other options during and after message playback.)</li> </ol>	<p><b>To listen to your messages:</b></p> <ol style="list-style-type: none"> <li>1. Sign-in to your <b>Account Manager</b>.</li> <li>2. From the main menu, click on “Voice Mails” under Summary or select “Calls and Messages” and click on the “Voice Mails” tab.</li> <li>3. Click on the Play button next to the message you’d like to hear. An audio player window appears and your message plays automatically. You also have the option to stop, pause, rewind, or fast forward your message You can delete or forward the message from the play box or click on the X to close the box.</li> <li>4. Messages are automatically saved for 30 days unless you delete them.</li> </ol> <p><b>To renew a message after the 30 day period:</b></p> <ol style="list-style-type: none"> <li>1. Select “Calls and Messages”.</li> <li>2. Click on the “Voice Mails” tab.</li> <li>3. Click on a Voice Mail message, and select “Renew” from the drop down-menu.</li> </ol> <p><b>To permanently save Voice Mail messages:</b></p> <ol style="list-style-type: none"> <li>1. Play the message to open the audio box.</li> <li>2. Click on “Forward”.</li> <li>3. Enter your email address.</li> <li>4. Click on “Yes, I have read the disclaimer.”</li> <li>5. Click on “Send”.</li> <li>6. The Voice Mail message will be attached as a .wav file.</li> <li>7. You can then save the message to your PC or other device.</li> </ol>	<p><b>To listen to your messages:</b></p> <ol style="list-style-type: none"> <li>1. Using your set-top box remote, from the Main Menu on your FiOS TV select FiOS Digital Voice and press OK to launch.</li> <li>2. Select Voice Mail. <ol style="list-style-type: none"> <li>a. Your Voice Mails messages are listed. Unheard messages will be marked NEW.</li> <li>b. Select the Voice Mail you want to hear and press OK. Ensure that your TV is not on mute.</li> <li>c. Use the down arrow ↓ to select "Voice Mail"</li> <li>d. Your television program will be paused momentarily while the voice mail is played back on your TV</li> <li>e. You can <ol style="list-style-type: none"> <li><b>1. Block a Caller:</b> <ol style="list-style-type: none"> <li>a. From the Voice Mail screen, select the caller you would like to block by using the up and down arrows on your remote control.</li> <li>b. Using your remote control, press the Options button.</li> <li>c. Use the up and down arrows to select Block Caller and press OK.</li> </ol> </li> <li><b>2. Call Back:</b> <ol style="list-style-type: none"> <li>a. From the Voice Mail Screen, select the caller you would like to call back by using the up and down arrows on your remote control.</li> <li>b. Using your remote control, press the Options button.</li> <li>c. Use the up and down arrows to select Call Back.</li> <li>d. After pressing OK, your phone will ring.</li> <li>e. Answer your telephone to connect to the number you dialed.</li> </ol> </li> </ol> </li> </ol> </li> </ol> <p><b>To Delete a Single Voice Mail:</b></p> <ol style="list-style-type: none"> <li>1. From the Voice Mail screen, select the voice mail you would like to delete by using the up and down arrows on your set-top box remote control.</li> <li>2. To Delete, press Options on your remote control.</li> <li>3. Use the down arrow ↓ to select Delete All.</li> <li>4. Press OK.</li> </ol> <p><b>To Delete All Voice Mails Messages:</b></p> <ol style="list-style-type: none"> <li>1. From the Voice Mail screen, press the Options button on your remote control.</li> <li>2. Use the down arrow ↓ to select "Delete All.</li> <li>3. Press OK.</li> </ol> <p><b>To Refresh the Voice Mail Log:</b></p> <ol style="list-style-type: none"> <li>1. From the Voice Mail screen, press the  button on your set-top box remote.</li> </ol>

## To Change Your Greeting

When Voice Mail answers, callers will hear a personal greeting that you record or a system greeting that you select. You can change your greetings as often as you like.

<b>Phone</b> 	<b>Online Account Manager</b> 
<p><b>To change your Greeting:</b></p> <ol style="list-style-type: none"> <li>1. At the Main Menu, press <b>[4]</b> for Personal Options.</li> <li>2. Press <b>2</b> for Greetings.</li> <li>3. Press               <ol style="list-style-type: none"> <li>a. <b>1</b> for Name Recording.</li> <li>b. <b>2</b> for Busy Greeting.</li> <li>c. <b>3</b> for Personal or System Greeting.</li> <li>d. <b>4</b> for Extended Absence Greeting.</li> </ol> </li> <li>4. Follow the prompts to record and save your new greeting(s).</li> </ol>	<p>Although greetings cannot be recorded from your online Account Manager, you can change between your personal and busy greeting and turn your busy greeting on/off.</p> <ol style="list-style-type: none"> <li>1. Sign-in to your <b>Account Manager</b>.</li> <li>2. Select "Voice Mail Settings"</li> <li>3. Select "Greeting".</li> <li>4. Select which greeting to play.</li> <li>5. Click "Save Settings" to ensure your settings have been updated.</li> </ol>

*NOTE: When using a system greeting, you can choose to include your telephone number, name, or no name/number. Callers will hear, "You have reached 'name', 'number', or 'a voice mailbox' followed by the tone. You should also enable Caller Invitation (see below) which adds "Please leave a message after the tone, then press #." to create a complete greeting for your callers.*

## Caller Invitation

When you turn on Caller Invitation, your greeting is followed by a system recording that tells the caller to press # after recording their voice mail message to hear options. The message says:

To send your message now, press #.

To mark Private, press **1**.


To mark Urgent, press **4**.

To hear your message again, press **5**.

To request return call, press **6**.

To re-record, press \*.



When Caller Invitation is off, the caller just hears your greeting and can hang up after recording their message.

<b>Phone</b> 
<p><b>To Turn Caller Invitation on/off:</b></p> <ol style="list-style-type: none"> <li>1. At the Main Menu, press <b>4</b> for Personal Options.</li> <li>2. Press <b>2</b> for Greetings,</li> <li>3. Press <b>5</b> for Caller Invitation.</li> <li>4. To turn the Caller Invitation prompt on/off, press <b>1</b>.</li> </ol>



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## To Change Your Passcode

<b>Phone</b> 	<b>Online Account Manager</b> 
<ol style="list-style-type: none"><li>1. At the main menu, press <b>4</b> for Personal Options.</li><li>2. Press <b>1</b> for Personal Profile.</li><li>3. Press <b>1</b> to change the Passcode.</li><li>4. Enter the new 4-10 digit number and press <b>#</b>. Then Press <b>1</b> to confirm.</li></ol>	<ol style="list-style-type: none"><li>1. Sign-in to your <b>Account Manager</b>.</li><li>2. From the main menu, select "Voice Mail Passcode".</li><li>3. Enter your old Passcode.</li><li>4. Create your new Passcode.</li><li>5. Confirm your new Passcode.</li><li>6. Click "Save Settings" to ensure your new Passcode has been created.</li></ol>

*NOTE: Your new Passcode must be 4-10 digits in length. It should be easy for you to remember, but difficult for others to guess. You cannot use repeating digits (e.g., 1111), sequential digits (e.g., 1234, 6543), or any part of your phone number.*

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## Other Mailbox Options

### Language Options



Language Options allows you to choose language and gender for the prompts both you and your callers hear. The default language is English with a female voice. You can also choose full or quick prompts. Quick prompts minimize the words spoken for each command. For example:

*Full standard prompts:*

*"To listen to your messages, press 1. To Send a message, press 2. For your personal options, press 3."*

*Quick Prompts*



*"To listen, press 1. Send a message, press 2. Personal options press 3."*

<b>Phone</b> 	<b>Online Account Manager</b> 
<ol style="list-style-type: none"> <li>1. At the Main Menu, press <b>4</b> for Personal Options.</li> <li>2. Press <b>1</b> for Personal Profile.</li> <li>3. Press <b>2</b> to change Language.</li> <li>4. Press <b>1</b> for English or <b>2</b> for Spanish.</li> <li>5. Follow the prompts to select full male, full female, quick male, or quick female prompts.</li> </ol> <p><i>NOTE: If you only want to change the gender for the prompts, you must reselect the English/Spanish prompts to get to that choice.</i></p>	<ol style="list-style-type: none"> <li>1. Sign-in to your <b>Account Manager</b>.</li> <li>2. At the main menu, select "Voice Mail Settings".</li> <li>3. Select "Telephone Settings".</li> <li>4. Select English or Spanish and male or female voice.</li> <li>5. If you want full prompts, click the Standard prompts box. Otherwise, you will have Quick Prompts.</li> <li>6. Click "Save Settings" to ensure the changes are accepted.</li> </ol>

### Message Preferences

You can

- change the order in which your messages play,
- turn the envelope (date and time stamp) on/off before each message,
- use the Autoplay feature.

<b>Phone</b> 	<b>Online Account Manager</b> 
<ol style="list-style-type: none"> <li>1. From the main menu, press <b>4</b> for Personal Options.</li> <li>2. Press <b>5</b> for Message Preferences.</li> <li>3. Follow the prompts to:               <ol style="list-style-type: none"> <li>a. Turn off automatic envelope information playing before each message. You can choose to hear envelope information by pressing <b>6</b> after listening to a message.</li> <li>b. Turn Autoplay feature on/off.</li> <li>c. Change the sort order of messages (oldest to newest or vice versa).</li> <li>d. Hear your caller's number.</li> </ol> </li> </ol>	<ol style="list-style-type: none"> <li>1. Sign-in to your <b>Account Manager</b>.</li> <li>2. From the main menu, select "Voice Mail Settings".</li> <li>3. Select "Telephone Settings".</li> <li>4. You can turn off envelope information playing before each message. Just uncheck "Hear the date and time of Each Message". You can still hear envelope information by pressing 6 after listening to a message.</li> <li>5. Click on "Save Settings" and OK.</li> </ol> <p><i>NOTE: Autoplay and sort order can only be done by phone.</i></p>

## Messaging With Other FiOS Digital Voice Mail Customers

Mailbox to Mailbox Messaging lets you quickly and easily exchange messages with other Verizon FiOS Digital Voice Mail customers without calling them directly or ringing their phone. It's also a fun and convenient way to communicate with your family's Individual Mailboxes when there's something you don't want to forget to tell them.

You can even set up Group Lists to make it easy to send a message when you communicate with the same people on a regular basis. You also have delivery options:

- Private – prevents the message from being copied to another mailbox.
- Future Delivery – delivers your message at a future date and time you specify, up to one year in the future.
- Return Receipt - notifies you with a message in your mailbox when the recipient listens to your message.
- Urgent - plays the message before others.

### Phone



#### To send a Mailbox to Mailbox Message:

1. At the Main Menu, press **2**.
2. Listen for further instructions to:
  - a. Enter the recipient(s)' mailbox number(s), Individual Mailbox number or a Group List number (see Group Lists below).
  - b. Record your message.
  - c. Press **#** to send your message, **5** to hear what you have recorded, **\*** to re-record your message, or you can choose one of the delivery options:
    - [1]** for Private
    - [2]** for Future Delivery
    - [3]** for Return Receipt
    - [4]** for Urgent

#### To reply to a message or to send a copy of a message:

1. At the Main Menu, press **1** to listen to a message in your mailbox.
2. After listening to the message,
  - a. Press **4** to reply to a message sent from another FiOS Digital Voice Mail customer. If your caller is not also a FiOS Digital Voice Mail customer, you will not have this option.
  - b. Press **5** to send a copy of the message to another FiOS Digital Voice mailbox.

#### Group Lists



You can send a single message to every number in the group at one time. Be sure to update your list as the members of your group change.

#### To create a group list:

1. At the Main Menu, press **4** for Personal Options.
2. Press **3** for Group Lists.
3. Press **1** to create the Group List.
4. Listen for further instructions to:
  - a) Assign a Group List number.
  - b) Name your Group List.
  - c) Enter mailbox numbers you want on this list.



## Notification Options

You will be alerted at home when messages arrive by an interrupted dial tone and/or message waiting light on your phone (if equipped). You can also be notified by email, wireless SMS text notification, pager notification or Special Delivery (at another telephone number).

<b>Phone</b> 	<b>Online Account Manager</b> 
<p><b>To turn MWI on/off:</b></p> <ol style="list-style-type: none"> <li>1. From the main menu, press <b>4</b> for Personal Options</li> <li>2. Press <b>1</b> for Personal Profile</li> <li>3. Press <b>3</b> for Notification Options. The system will give a status of all notification options.</li> <li>4. Press <b>1</b> for MWI (Audible and Visual Message Waiting Indicator)</li> </ol> <p><i>NOTE: We recommend leaving these features turned on so that you have immediate notification of a new message.</i></p>	<p><b>To turn MWI off:</b></p> <ol style="list-style-type: none"> <li>1. Sign-in to your <b>Account Manager</b>.</li> <li>2. Select "Voice Mail Settings" from the menu.</li> <li>3. Select "Voice Mail Notifications"</li> <li>4. Deselect "Light message light and/or change dial tone to stutter (where available)".</li> <li>5. Click on "Save Settings" and OK.</li> </ol> <p><i>NOTE: We recommend leaving these features turned on so that you have immediate notification of a new message.</i></p>
<p><b>To turn Special Delivery, Email, Text and Pager Notification on/off (once set up using your Account Manager):</b></p> <ol style="list-style-type: none"> <li>1. From the main menu, press <b>4</b> for Personal Options.</li> <li>2. Press <b>1</b> for Personal Profile.</li> <li>3. Press <b>3</b> for Notification Options. The system will give a status of all notification options.             <ol style="list-style-type: none"> <li>a) Press <b>2</b> for Special Delivery at another number.</li> <li>b) Press <b>3</b> for Email Notification.</li> <li>c) Press <b>4</b> for Wireless SMS Text Notification.</li> <li>d) Press <b>5</b> for Pager Notification.</li> </ol> </li> </ol> <p><i>NOTE: Email and Pager Notification must be set up using the online Account Manager. Until they are set up, they will not be presented in the menu. Once enabled, you can change settings or disable the features by phone. If you disable these features by phone, you will have to set them up again online.</i></p>	<p><b>To set up and turn on/off Notification Options:</b></p> <ol style="list-style-type: none"> <li>1. Sign-in to your <b>Account Manager</b>.</li> <li>2. Select "Voice Mail Settings" from the menu.</li> <li>3. Select "Voice Mail Notifications"</li> <li>4. Click on             <ol style="list-style-type: none"> <li>a. "Send to this cell number" then enter the number.</li> <li>b. "Send to this pager number" then enter your pager number and select the provider from the drop-down list.</li> <li>c. "Sending me an email" and enter your email address. If you would like to have a copy of the voice mail attached as a .wav file to your email, check "Attach voice mail in email alert".</li> <li>d. "Send my message to this number" then enter the phone number (Special Delivery).</li> <li>e. "Warn me when my mailbox is nearly full".</li> </ol> </li> <li>5. If you only want to be notified of urgent messages, check "Urgent Messages Only" next to the option(s) you have chosen.</li> <li>6. Click on "Save Settings" and OK.</li> </ol> <p><b>NOTES:</b></p> <ul style="list-style-type: none"> <li>▪ Although you must create notification options from the FiOS Digital Voice Account Manager, once they are set, you may turn the Pager and Text Notification on/off by phone.</li> <li>▪ Voice Mail sent as a .wav file is not secure and may be intercepted by third parties during transmission over the Internet. Verizon is not responsible for the content of messages sent using the FiOS Digital Voice email feature or for messages that are lost or delayed during transmission.</li> </ul>

## Ring Count Change


You can decide how many times your phone will ring before calls forward to Voice Mail. Keep in mind your callers could hear one or two additional rings.

<b>Phone</b> 	<b>Online Account Manager</b> 
<ol style="list-style-type: none"> <li>At the Main Menu, press <b>4</b> for Personal Options.</li> <li>Press <b>1</b> for Personal Profile.</li> <li>Press <b>6</b> for Ring Count.</li> <li>Choose from 2 to 6 rings.</li> </ol>	<ol style="list-style-type: none"> <li>Sign-in to your <b>Account Manager</b>.</li> <li>From the Main Menu, select "Voice Mail Settings".</li> <li>Select "Telephone Settings".</li> <li>Choose the number of rings from the dropdown box (2-6 rings).</li> <li>Click on "Save Settings".</li> </ol>

*Note: Ring Count Change is only available from the Base/Main Mailbox. It is not available from Individual Mailboxes.*


## Voice Mail Screening

Voice Mail Screening allows you to listen to a person leaving you a message in real time similar to an answering machine. During the message, you can choose to interrupt the message and take the call live or have the message continue to be left on Voice Mail.

<b>Online Account Manager</b> 
<p><b>To turn on Voice Mail Screening:</b></p> <ol style="list-style-type: none"> <li>Sign-in to your <b>Account Manager</b>.</li> <li>Select "Voice Mail Settings" from the main menu.</li> <li>Select "Voice Mail Screening".</li> <li>Click "Activate Voice Mail Screening" and OK.</li> <li>You will now be able to listen to messages as they are being recorded.</li> </ol>
<p><b>To listen to a message while it is being left:</b></p> <ol style="list-style-type: none"> <li>After a call has forwarded to voice mail and your caller is leaving a message, your phone will ring.</li> <li>When you pick up the phone you will hear your caller. You can:             <ol style="list-style-type: none"> <li>press <b>[1]</b> to be connected to the caller (the message that the caller was leaving will NOT be retained in the mailbox once you are connected).</li> <li>Hang up and let the message be recorded in your Voice Mail.</li> </ol> </li> </ol>

## Wake Up Call & Reminder Messages

You have two options for sending reminders to yourself at home– Wake Up Call and Reminder Messages. For Wake Up Call, you can schedule a system message to be delivered weekdays or weekends. For Reminder Messages, you can record your own message and choose one-time, daily, weekday, weekend, or a specific day reminder.

<b>Phone</b> 
<p><b>To set up a Wakeup Call or Reminder Message:</b></p> <ol style="list-style-type: none"> <li>From the main menu, press <b>3</b> for Reminders and Wake Up</li> <li>To set up the reminder             <ol style="list-style-type: none"> <li>Press <b>1</b> to schedule a Wake Up Call</li> <li>Press <b>2</b> to schedule a Reminder Message</li> </ol> </li> <li>Follow the prompts to set up the schedule for your reminder and to record Reminder Messages.</li> <li>Press <b>1</b> to confirm.</li> </ol>

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## More FiOS Digital Voice Options

### Calendar

FiOS Digital Voice provides you with an online calendar where you can keep track of appointments and events.

#### Online Account Manager



##### To create a New Event:

1. Sign-in to your **Account Manager**.
2. Select "Calendar".
3. Select the "New Event" tab.
4. Enter the required information for your New Event.
5. Select a reminder if you want to be reminded of the New Event or check "Repeat this Event" for events that occur multiple times.
6. Click "Save".

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### Directories

FiOS Digital Voice allows you to easily search Yellow Pages for a business listing using your Online Account Manager.

#### Online Account Manager



##### To use Directories:

1. Sign-in to your **Account Manager**.
2. Select "Directories".
3. Enter the business name or category and click "Search".
4. Search results will be displayed, including the phone number and address.

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### Fax Capability

Need to send a fax? With FiOS Digital Voice, all you need to do is make sure your fax machine is plugged into your FiOS Digital Voice line. Dial out as you normally would to make a call and your fax will be sent.

If you experience difficulties sending or receiving a fax and you have ensured the problem is not with the machine, please contact our support center at 1.800.VERIZON to check if the line you are using is properly provisioned to support fax calling.

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## Phone Book

FiOS Digital Voice provides you with an online Phone Book. You can save frequently called contacts, as well as key information, such as email address, home address and much more. You can import contact information from an email program or phonebook.

### Online Account Manager



#### To add a contact to the Phone Book:

1. Sign-in to your **Account Manager**.
2. Select "Phone Book".
3. Select the "Add a Contact" tab.
4. Enter the information and click "Save".

#### To add or edit a Phone Book contact from the Call Logs or Voice Mails tabs:

1. Click on any telephone number.
2. A pop-up window will appear.
3. Click "Add to Phone Book/Update Entry".
4. You can create a new contact or update an existing contact by following the instructions.

#### To import contact information from an email program or phone book:

1. Create a CSV (Comma Separated Values) export file from your email account.
2. Sign-in to your **Account Manager**.
3. Select "Phone Book".
4. Click on "Import Contacts".
5. Select the .csv file you want to import.
6. Click "next".

## Pick Your Own Area Code

Since your FiOS Digital Voice service is VoIP-based, you aren't limited to a telephone number from your local area. Therefore, you can choose from telephone numbers outside of your local area as long as Verizon has them available. Call 1.800.VERIZON to discuss what areas are currently available for your existing lines. When ordering a new line, you can choose a local business number or a number outside your local area. (Charge applies)

**As a reminder, if you are a TTY customer and use your PYOAC number to dial 711 and need to reach an emergency operator, it is possible the telecommunications relay service operator will not be able to direct your call to the appropriate emergency service provider. If you are a TTY customer, we urge you to call 911 to reach emergency assistance.**

## Time Zone

You can customize your FiOS Digital Voice Account Manager by Time Zone.

### Online Account Manager



#### To change your Time Zone:

1. Sign-in to your **Account Manager**.
2. Select "Administration"
3. Select "Settings".
4. You can then select the Time Zone you wish.
5. Click "Save" to ensure your change is accepted.

*NOTE: Please be advised that changing the Time Zone will display the following features based on the Time Zone you selected: Call Forwarding with Scheduling, Call Forwarding Selective with Scheduling, Do Not Disturb with Scheduling, Do Not Disturb Selective with Scheduling, Call Back, Calendar, Call Logs, and Voice Mail Logs.*

## Vanity Numbers

Interested in having a unique number for your phone line? With FiOS Digital Voice, it is possible. You can search for a number that has your favorite digits or spells something out. Call 1.800.VERIZON to determine what is available. (Subject to availability. Charge applies.)

## Virtual Telephone Number

You can purchase up to five additional telephone numbers from any FiOS Digital Voice area code to give to callers. There are no physical lines for these numbers – all calls will ring on your FiOS Digital Voice line. This feature enables callers located in the same local calling area as your Virtual Number to only pay for a local call when calling you.

Once your Virtual Telephone Number has been activated, you can assign a “Distinctive Ring” so you’ll easily know when someone is calling you using that number.

### Online Account Manager



#### To assign a distinctive ring to a Virtual Number

1. Sign-in to your **Account Manager**.
2. Select “Calling Features”.
3. Click on “Distinctive Ring”.
4. Your Virtual Telephone Numbers will be displayed and you can choose from among four distinct ringing patterns for each Virtual Telephone Number.



## APPENDIX

### FiOS Digital Voice Feature Access

For additional information about features, see the Features section beginning on [page 5](#).

Feature	Phone <sup>1</sup>	Online Account Manager <sup>1</sup>	TV <sup>1</sup>
Calendar		X	
Call Forwarding	X	X	X
Call Logs		X	X
Call Notification		X	
Call Return	X		
Call Trace	X		
Call Waiting	X	X	
Caller ID			X
Caller ID Block	X	X	
Directory Yellow Pages		X	X
Do Not Disturb	X	X	X
Incoming Call Block/Anonymous Call Rejection	X	X	X
International Call Block		X	
International Calling Rates		X	
Locate Me		X	
Phone Book		X	
Simultaneous Ring		X	X
Speed Dial	X		
Three-Way Calling	X		
Time Zone		X	
Virtual Telephone Number <sup>2</sup>		X	

#### NOTES:

1. When a change is made from one access point, it will be reflected on all access points. Exception: If you enable Do Not Disturb by phone, you cannot make changes from your online account manager or TV. If you enable it online or from your TV, you cannot turn it off by phone.
2. Charge applies.

**FiOS Digital Voice Feature Access (continued)**

For additional information about Voice Mail, see the section beginning on **page 17**.

Feature	Phone <sup>1</sup>	Online Account Manager <sup>1</sup>	TV <sup>1</sup>
Voice Mail			
Autoplay	X		
Caller Invitation	X		
Envelope Information (time stamp before each message)	X	X	
Greetings	X	X	
Language Options (English/Spanish, gender, quick/full prompts)	X	X	
Notification options (MWI, Special Delivery, Email, SMS Text, Pager)	X	X	
Passcode	X	X	
Retrieve Messages	X	X	X
Ring Count	X	X	
Send Messages	X		
Set up Main/Base & Individual Mailboxes	X		
Sort order of messages	X		
Time Zone	X		
Voice Mail Screening		X	
Wake Up Call/Reminder Message	X		

**NOTES:**

1. When a change is made from one access point, it will be reflected on all access points. Exception: If you enable Do Not Disturb by phone, you cannot make changes from your online account manager or TV. If you enable it online or from your TV, you cannot turn it off by phone.
2. Charge applies.

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## FiOS Digital Voice Frequently Asked Questions

### General Product

#### 1. What is FiOS Digital Voice?

FiOS Digital Voice is an advanced voice service that works on Verizon's fiber-optic network, but uses traditional corded or cordless phones connected to your existing phone jacks. FiOS Digital Voice lets you make direct-dialed domestic calls (including direct-dialed calls to the U.S. territories [American Samoa, Guam, Mariana Islands and U.S. Virgin Islands], and Puerto Rico), and international calls at great low rates. (Canada calling is included at no additional cost with our Unlimited Plan.)

You can also manage your calls, voice mail, and features through an online Account Manager and your FiOS TV.

#### 2. What are some primary differences between FiOS Digital Voice and traditional voice service?

FiOS Digital Voice offers a number of advanced calling features that traditional voice services do not, such as scheduled call forwarding or simultaneous ringing on multiple phone numbers. The FiOS Digital Voice Account Manager also allows you to access your Voice Mail messages through any computer with Internet access.

**Your FiOS Digital Voice service requires electrical power to function. In the case of a power outage, the Battery Backup Unit (BBU) will power your basic FiOS Digital Voice services, including 911 dialing, for up to 8 hours if a fully-charged battery is inserted in the Unit. If the battery is exhausted or there is no battery present, the Service will not function for any purpose. If your home security system is currently using a jack in your house, those same jacks can be used for FiOS Digital Voice without impacting security services; however, in the event of a power outage, the power limitations apply to your alarm system. The BBU will not power your internet services, television services, or computer. You are responsible for purchasing and/or replacing the battery in the BBU.**

#### 3. How do I access my FiOS Digital Voice Account Manager online?

You can access the FiOS Digital Voice Account Manager by logging on at [www.verizon.com/fiosvoice](http://www.verizon.com/fiosvoice) with your Verizon Online username and password.

#### 4. Where do I find FiOS Digital Voice options on my FiOS TV?

From the FiOS TV Main Menu, click on "FiOS Digital Voice" and OK to see your Call Logs, listen to Voice Mail messages, and enable/disable features like Simultaneous Ring, Call Forwarding, Incoming Call Block, and Do Not Disturb.

#### 5. With FiOS Digital Voice, can I talk on the phone and use my computer at the same time?

Yes, your FiOS Digital Voice service will work even if you are simultaneously accessing the Internet. Therefore, surfing the Internet sending files, or instant messaging on your computer will not affect your ability to make and receive calls at the same time.

#### 6. Can I use a toll-free number to manage my FiOS Digital Voice features?

No. At this time, it is not possible for you to call a toll-free number to access your account and to manage your features; however, you can use a toll-free number (1.888.2FIOSVM) to access and retrieve voice mail messages.

#### 7. What features are included with FiOS Digital Voice plans?

All FiOS Digital Voice calling plans include the following calling features at no additional cost:

##### Calling Features

- Administrator Function (multi-lines)
  - Anonymous Call Rejection
  - Back-Up Number
  - Call Forwarding
  - Call Logs
  - Call Notification
  - Call Return
  - Call Waiting with Caller ID
-

- Caller ID Name and Number
- Distinctive Ring by Virtual Telephone Number
- Do Not Disturb
- Enhanced Call Forwarding
  - Scheduled
  - Selective
- Free “In-Network Calling” (applies only to the Per Minute Plan)
- Incoming Call Block
- Individual Phone Book & Calendar with Synchronization to Palm, Microsoft Outlook, Outlook Express and Lotus Notes
- International Call Block
- Locate Me
- Place a Call
- Schedule Call
- Simultaneous Ring
- Speed Dial 100
- Three Way Calling
- Voice Mail
- Voice Mail Screening
- Wake Up and Reminder Messages

#### **8. What other features are available with FiOS Digital Voice plans?**

The following features are also available with FiOS Digital Voice, for an additional fee:

- Virtual Telephone Number(s)
- Pick Your Own Area Code number(s)
- Directory Assistance
- Operator Assistance
- Directory Listing Plans
- International Single Rate Plans

To order these features, please call 1.800.VERIZON.

#### **9. Can I access my FiOS Digital Voice Account Manager from any computer?**

Your FiOS Digital Voice Account Manager can be accessed from any computer with an Internet connection. For optimal connection to your FiOS Digital Voice Account Manager, your computer should meet the following system requirements.

##### **PC System Requirements**

- Operating System – Microsoft® Windows® 2000/2003, XP, Windows 7, Vista; Mac System: MAC OS X Version 10.5.2
- Browser – Internet Explorer® 6.0 or above, Firefox 3.0 or Safari 3.1 or above
- Plug-ins – Macromedia Flash Plug-in® 7.0
- Screen Resolution – 800 x 600 or greater

#### **10. Does FiOS Digital Voice support TTY (Text Telephone Relay) for the deaf and hard-of-hearing?**

Yes, FiOS Digital Voice supports TTY services.

#### **11. Does FiOS Digital Voice work with satellite TV or DVR (e.g., TiVO) service?**

FiOS Digital Voice works with these services. We recommend you contact your provider for any special updates or directions associated with using a Voice over Internet Protocol (VoIP) phone service with these services.

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## Managing Your Account

### 1. How am I charged for FiOS Digital Voice?

For the FiOS Digital Voice Unlimited Plan, a monthly recurring fee will appear on your Verizon bill along with any additional charges (e.g., international calls, operator services, directory assistance) that you incurred. For the FiOS Digital Voice Per Minute Plan, a monthly recurring fee will appear on your Verizon bill along with charges for domestic calls you made (at the per-minute rate), except for calls that are considered "In-Network Calling". You will also be billed for any additional charges that you incurred (e.g., international calls, operator services, directory assistance).

### 2. Can I view my current and past billing statements online?

Yes. Sign-in to your FiOS Digital Voice Account Manager and click "My Bill". You will be redirected to [www.verizon.com](http://www.verizon.com), where you will be asked to re-authenticate by entering your verizon.com username and password to view your bill. You can also go directly to [www.verizon.com](http://www.verizon.com) to enter your username and password to view your bill.

### 3. What taxes and surcharges are applied to my FiOS Digital Voice bill?

Every FiOS Digital Voice customer is charged applicable federal, state and local taxes, fees, surcharges or other charges associated with using FiOS Digital Voice. These charges include 911 surcharges and federal Universal Service Fees.

### 4. How do I view the monthly taxes and surcharges I'm paying for on FiOS Digital Voice?

Sign in to your FiOS Digital Voice Account Manager, click "My Bill". You will be redirected to verizon.com where you will be asked to re-authenticate by entering your [www.verizon.com](http://www.verizon.com) username and password to view your bill. All taxes and surcharges can be found there.

### 5. What happens if I fail to pay my bill?

If you fail to pay your FiOS Digital Voice bill, your service will be suspended, you may lose any bundle service discounts, and your account will be sent to a collection agency. To restore service, please call FiOS Digital Voice Customer Service at 1.800.VERIZON (800.837.4966). A service restoral fee may apply.

### 6. How can I claim tax-exempt status?

Call FiOS Digital Voice Customer Service at 1.800.VERIZON (800.837.4966) to determine if you are eligible. You will be asked to provide a copy of your tax-exempt certificate.

### 7. Can I order multiple FiOS Digital Voice phone lines?

FiOS Digital Voice allows only one main telephone number for every FiOS Digital Voice account. If you subscribe to our FiOS Digital Voice Unlimited Plan, you have the option of purchasing up to five additional Primary Numbers (numbers that are capable of making and receiving calls) at an additional monthly charge per line. You can also order a Virtual Telephone Number for inbound-only calling. You may have up to five Virtual Telephone Numbers per primary number. It is not possible to order a Virtual Telephone Number without having first purchased a Primary Telephone Number. Call FiOS Digital Voice Customer Service at 1.800.VERIZON (800.837.4966) to order additional Primary or Virtual Telephone Numbers.

### 8. What can I do if I forgot my FiOS Digital Voice Online Passcode?

Go to the FiOS Digital Voice Account Manager, [www.verizon.com/fiosvoice](http://www.verizon.com/fiosvoice) and select the "Forgot Your Verizon Online Password?" link on the sign-in page to retrieve your Passcode.

### 9. How do I cancel FiOS Digital Voice?

If you want to cancel FiOS Digital Voice, please call FiOS Digital Voice Customer Service at 1.800.VERIZON (800.837.4966).

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## Optional Features

### 1. Can I have a distinctive ring on my Virtual Telephone Number?

Yes, once the Virtual Telephone Number is activated, you can sign into your online Account Manager to choose a distinct ringing pattern. This will allow you to easily know when a call is coming in on your Virtual Telephone Number.

### 2. Can I have a FiOS Digital Voice phone number with a different area code than my current home phone number?

Yes, when you order FiOS Digital Voice service, you will be asked to select an area code from the list of available codes. There is an additional charge for Pick Your Own Area Code Number (selecting an area code that doesn't serve your service address location).

*NOTE: People making calls to you from an area code different from the number you selected could be charged regional or long distance rates by their provider. Please have them check with their provider for calling area and rates.*

### 3. If the area code I select for FiOS Digital Voice is different from my home number area code, will I pay long distance charges for calls placed from my FiOS Digital Voice phone?

If you subscribe to the FiOS Digital Voice Unlimited Plan, all of your direct-dialed domestic calls, calls to U.S. territories and calls to Canada are included in the FiOS Digital Voice Unlimited Plan monthly fee. If you subscribe to the Per Minute Plan, all domestic outbound calls will be charged at a per minute rate (regardless of whether the call is local or long distance). For Per Minute Plan customers, calls to local Verizon residential customers and FiOS Digital Voice customers, and FiOS Digital Voice customers are considered "In-Network Calling" and do not incur a per-minute charge!

## Troubleshooting

### 1. If I lose power or have a broadband outage, will I still be able to use FiOS Digital Voice?

In the case of a power outage, the Battery Backup Unit (BBU) will power your basic FiOS Digital Voice services, including 911 dialing, for up to 8 hours if a fully-charged battery is inserted in the Unit. If the battery is exhausted or there is no battery present, the Service will not function for any purpose. The BBU will not power your internet services, television services, or computer. You are responsible for purchasing and/or replacing the battery in the BBU.

### 2. What if my FiOS Digital Voice calls are being directly routed to Voice Mail?

Go to your FiOS Digital Voice Account Manager and check to see if any of the following features have been enabled, which could forward calls directly to your Voice Mail:

- Call Forwarding to the Voice Mail access number
- Scheduled Call Forwarding to the Voice Mail access number
- Do Not Disturb is set to send callers to Voice Mail

If you are still experiencing problems, please call FiOS Digital Voice Customer Service at 1.800.VERIZON (800.837.4966).

### 3. What if I have no dial tone on my phone connected to FiOS Digital Voice service?

Follow these steps:

- Verify that your telephone is plugged into the wall jack.
- If your phone requires electricity (e.g., cordless phone), ensure the phone is plugged into a working power outlet.
- If your phone runs off batter power please ensure the battery is charged.
- If you are still experiencing problems please call FiOS Digital Voice Customer Service at 1.800.VERIZON (800.837.4966).

### 4. What if my phone connected to FiOS Digital Voice service is not ringing?

If your phone is not ringing when there is an incoming call, check your phone to ensure that the ringer is set to an appropriate level. Verify that Call Forwarding or Do Not Disturb is not enabled by going to the "Calling Features" section of your FiOS Digital Voice Account Manager. If you are still experiencing problems, please call FiOS Digital Voice Customer Service at 1.800.VERIZON.

### 5. Why am I getting a fast busy signal on my phone connected to FiOS Digital Voice service?

If you're experiencing a fast busy on your phone, please call FiOS Digital Voice Customer Service at 1.800.VERIZON (800.837.4966).

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**FiOS DIGITAL VOICE SPEED DIAL LIST**

00	25	50	75
01	26	51	76
02	27	52	77
03	28	53	78
04	29	54	79
05	30	55	80
06	31	56	81
07	32	57	82
08	33	58	83
09	34	59	84
10	35	60	85
11	36	61	86
12	37	62	87
13	38	63	88
14	39	64	89
15	40	65	90
16	41	66	91
17	42	67	92
18	43	68	93
19	44	69	94
20	45	70	95
21	46	71	96
22	47	72	97
23	48	73	98
24	49	74	99

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## Star Code Reference Chart

You can enable/disable some features by using access codes. Just pick up your handset and press \* plus the two digit code. For additional information about the features, please see the Features section beginning on [page 5](#).

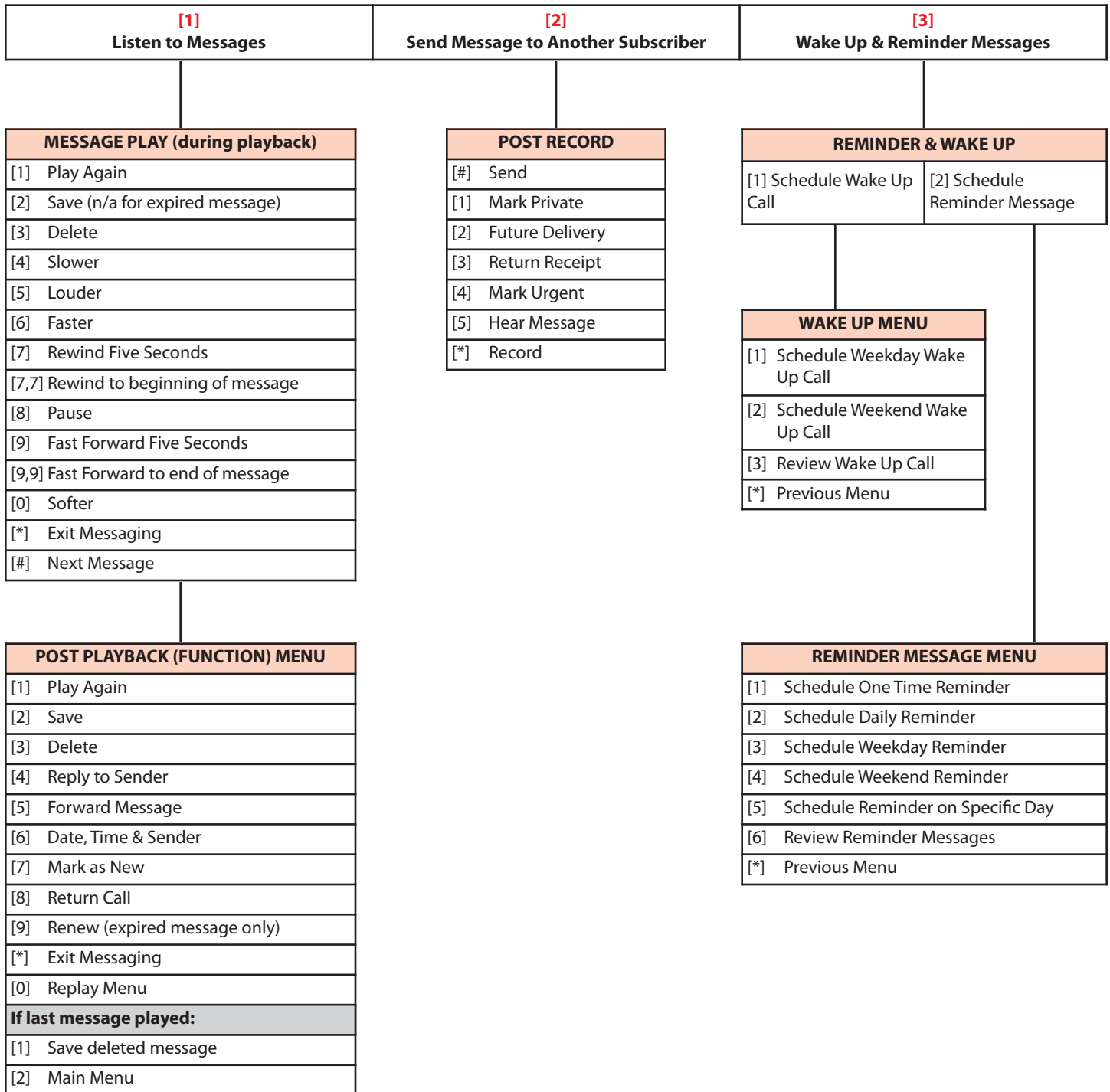
These are the access codes you can use to activate/deactivate these FiOS Digital Voice features. For additional instructions, please turn to the appropriate feature section.

FiOS Digital Voice Feature	Telephone Access Codes
Anonymous Call Reject - Activate	*77
Anonymous Call Reject - Disable	*87
Call Forwarding – Activate	*72
Call Forwarding – Disable	*73
Call Return	*69
Call Trace	*57
Call Waiting – Activate	*43
Call Waiting – Disable	*44
Call Waiting – Disable per Call Activate	*70
Do Not Disturb - Activate*	*78
Do Not Disturb - Disable*	*79
Outgoing Caller ID Block – Activate	*31
Outgoing Caller ID Block – Disable	*32
Outgoing Caller ID – Block Per Call Activate	*67
Outgoing Caller ID – Allow Per Call Activate	*82
Speed Dial 100 program <ul style="list-style-type: none"> <li>▪ To use, dial # + 2-digit speed dial code</li> </ul>	*75

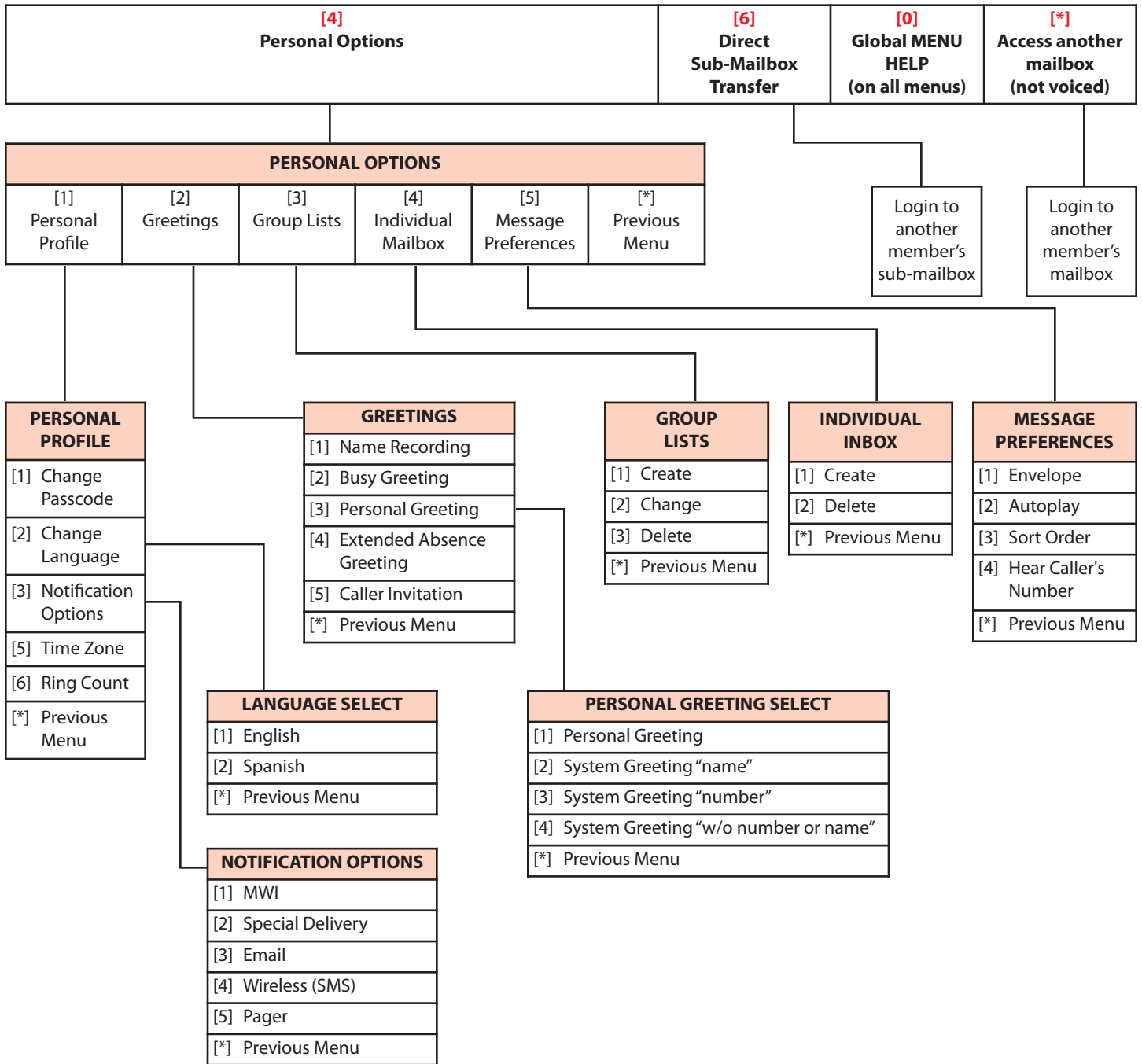
*\* NOTE: If you enable Do Not Disturb using \*78, you cannot disable or change options using your online Account Manager or from your TV. If you enable this feature online or from your TV, you cannot turn it off using \*79.*



## Verizon FiOS Digital Voice - Voice Mail Menu Map



## Verizon FiOS Digital Voice - Voice Mail Menu Map



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