



FiberOptic Digital Voice User Guide

Your guide to manage Voicemail and settings from your Phone, Mobile App, Internet or TV.

Table of Contents

1 | Welcome to FiberOptic Digital Voice

1.1	Important 911 Information.....	4
1.2	Out of Service Back-up Phone Number.....	4

2 | FiberOptic Digital Voice Features Management

2.1	From the Web	5
2.2	From Your FiberOptic TV	6
2.3	From Your Smartphone or Tablet	7

3 | Making Calls from Your FiberOptic Digital Voice Phone Line

Making Calls from Your FiberOptic Digital Voice Phone Line.....	8
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4 | Managing Your FiberOptic Digital Voice Features

4.1	Call Forwarding.....	11
4.2	Recent Calls Log	13
4.3	Call Notification.....	15
4.4	Call Return	16
4.5	Call Waiting	16
4.6	Caller ID.....	17
	Caller ID on TV	18
	Caller ID Block.....	18
4.7	Do Not Disturb	20
4.8	Incoming Call Block/Anonymous Call Rejection.....	22
4.9		
4.10	Locate Me	24
4.11	Simultaneous Ring	25
4.12	Speed Dial	26
4.13	Three-Way Calling	27

5 | Voicemail

- 5.1 Set Up Your Voicemail 28
- 5.2 Individual Voicemail Boxes 29
- 5.3 Retrieving Your Voicemail Messages 33
- 5.4 Changing Your Greeting 34
- 5.5 Caller Invitation..... 34
- 5.6 Changing Your Voicemail Passcode 35
- 5.7 Other Mailbox Options..... 36
 - Language Options..... 36
 - Message Preferences36
 - Messaging with Other Users on Your Account37
 - Notification Options38
 - Ring Count Change39
 - Voicemail Screening40
 - Wake Up Call and Reminder Messages41

6 | More FiberOptic Digital Voice Options

- 6.1 Frontier Pages Business Search 42
- 6.2 Contacts..... 43
- 6.3 Time Zones 43
- 6.4 Back-up Number 44
- 6.5 International Call Block..... 44
- 6.6 Fax Capability 44

- Appendix A—Frequently Asked Questions.....45
- Appendix B—Voicemail Menu Maps (California, Texas and Florida users) 48
- Appendix C—Voicemail Menu Maps (Indiana users)50
- Appendix D—Telephone Star Code Reference Chart.....51
- Appendix E—Feature Access Summary52

1 | Welcome to FiberOptic Digital Voice

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

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 FiberOptic Digital Voice service. Once you set up your Voicemail, check out your Frontier Digital Voice Web Portal from any Internet connection at www.frontier.com. Log in using your Frontier ID and password. If you do not have a Frontier ID, you will be able to create one.

We hope you enjoy exploring your new phone service.

1.1 Important 911 Information

As a reminder, in the case of an electrical outage, the Battery Back-up Unit (BBU) will power your basic FiberOptic 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 voice 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.

Note: It is your responsibility to provide electrical power necessary for your voice service to function. To accommodate possible power outages, Frontier offers battery back-up options.

1.2 Out-of-Service Back-up Phone Number

FiberOptic Digital Voice allows you to choose a number where your calls can be forwarded in the case of an outage (e.g., an area-wide outage or you've lost power and do not have battery back-up). Once service has been restored, the forwarding will automatically be stopped.

Back-up numbers can be set up using your Frontier Digital Voice Web Portal under Account Settings. Refer to Section 6.4.

Note: If you have enabled Call Forwarding Selective or Call Forwarding, the numbers you have set for Call Forwarding will override the Back-Up Number. If you have Voicemail activated to take your calls or have Simultaneous Ring or Locate Me enabled, your call will go to your specified Back-Up Number.

2 | FiberOptic Digital Voice Features Management

You can manage your features anywhere, anytime. Experience a whole new level of control over your voice communications from your computer, FiberOptic TV or mobile device.

- Turn on Do Not Disturb while you watch Video on Demand on FiberOptic TV using your set-top box remote control!
- Share Voicemail by forwarding as an email attachment!
- Turn Call Forwarding or Simultaneous Ring on/off from your mobile device!

Changes made on the Web Portal online will be reflected on your FiberOptic TV applications and vice versa.

2.1 From the Web

Your Web Portal can be used to access and control your Call Log and Calling Features, Voicemail and Voicemail Features and more:

- View the Call Log (Call Back using your FiberOptic Digital Voice line, Block, *Delete, add to Contacts)
- View Voicemails (Play messages, Call Back using your FiberOptic Digital Voice line, Block, Delete and more)
- 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)
- Contacts
- Business Search using Frontier Pages

*Available in California, Texas and Florida only.

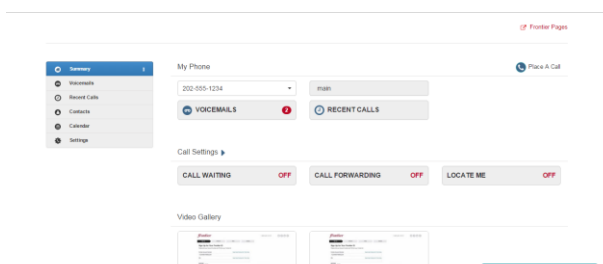
You can access your Web Portal from any computer with a broadband Internet connection that supports Internet Explorer 11 (or higher), or a recent version of the Chrome, Firefox or Safari browsers. However, you must first register your account and set up a Frontier ID comprising an email address and password. If you have not yet established a Frontier ID or have forgotten it, simply go to Frontier.com and click on Create a Frontier ID to begin the registration process or retrieve your credentials.



Frontier.com Sign In/Register Page

For all of the Web Portal instructions in this document, you must first access your Frontier Digital Voice Web Portal as follows:

1. Login to your account on www.Frontier.com using your Frontier ID.
2. Under My Services, click on FiberOptic Digital Voice.
3. The FiberOptic Digital Voice Summary Page will display. From here, you can view your calls and Voicemails and manage the various settings associated with your FiberOptic Digital Voicesservice.



Frontier Digital Voice Web Portal Summary Page

2.2 From Your FiberOptic TV

To access your FiberOptic Digital Voice service on your TV:

1. From the Main Menu, arrow to FiberOptic Digital Voice and click OK.
2. You can now access your Call Log, Voicemails and some Calling Features using your remote control.



- View the Call Log (Call Back using your FiberOptic Digital Voice line, Block *Delete)
- View Voicemails (Play, Call Back using your FiberOptic Digital Voice line, Block, and Delete)
- Call Forwarding (Turn on/off and change settings)



- Simultaneous Ring (Turn on/off and change settings)
- Do Not Disturb (Turn on/off and change settings)
- Incoming Call Block (Turn on/off and change settings)

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

*Available in California, Texas and Florida only.

2.3 From Your Smartphone or Tablet

If you have an Android or Apple smartphone or tablet, you can download the app through your app store. With the app, you can access the same features as FiberOptic TV:

- View the Call Log (Call/Text Back using your mobile service carrier, Block, Delete)
- View Voicemail messages (Play messages, Call/Text Back using your mobile service carrier, 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)









Smartphone



Tablet

3 | Making Calls from Your FiberOptic Digital Voice Phone Line

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

Phone	Web Portal	TV
<p>Domestic Calls and Calls to Canada For calls to locations in the U.S., U.S. territories, 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>International Calls For calls to most international locations, dial 011 + country code + city code (if applicable) + phone number. Information on international calling can be found on your Frontier Digital Voice Web Portal.</p> <p>Collect Calls You can make collect or third number billed calls from your FiberOptic Digital Voice line, but cannot receive them.</p> <p>Blocked Numbers You cannot make 0+, 00, 01, 500, 10-10XXX, 700, 900, 950, 976 calls from your FiberOptic Digital Voice line; however, you can receive them.</p> <p>Special Numbers You may dial any of the following numbers from your FiberOptic Digital Voice phone line*:</p> <ul style="list-style-type: none"> • 211—community services • 311—non-emergency local municipal services 	<p>To place a call using the Recent Calls Log:</p> <ol style="list-style-type: none"> 1. Access your Frontier Digital Voice Web Portal. 2. Click the Recent Calls button to open the log of calls. The icon next to each call indicates the type of call: <p> Missed Calls</p> <p> Received Calls</p> <p> Dialed Calls</p> <ol style="list-style-type: none"> 3. Click on the name or telephone number of the person you would like to call from the Recent Calls log. 4. A pop-up window will appear. Select Call Back from the menu. 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. <p>To place a call using your Contacts list:</p> <ol style="list-style-type: none"> 1. Access your Frontier Digital Voice Web Portal. 2. Select Contacts from the left navigation menu. 3. Use the alphabet tabs (A...Z) above the list to quickly 	<p>To call someone from your Recent Calls log:</p> <ol style="list-style-type: none"> 1. Using your FiberOptic TV set- top box remote, select FiberOptic Digital Voice from the Menu and click OK to launch. 2. Select Recent Calls. 3. Select the person you would like to call by using the up  and down  arrows on your remote control and press OK. 4. Use the down arrow  to select Call Back and press OK. 5. The system will dial the number and ring your phone. 6. Pick up your phone and you will be connected to the called party.

Phone	Web Portal	TV
<ul style="list-style-type: none"> • 511—travel and road weather information • 411—Directory Assistance • 711—telecommunications relay service • 811—“call before you dig” service for public utilities • 911—emergency services <p><i>*Availability and types of services may vary by location.</i></p>	<p>find the name of the person you would like to call.</p> <ol style="list-style-type: none"> 4. Click on the name and select Call from the drop-down menu. 5. 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. <p>To place a call from your Web Portal icon:</p> <ol style="list-style-type: none"> 1. Access your Frontier Digital Voice Web Portal. 2. Click the Place a Call icon. 3. You can: <ul style="list-style-type: none"> • manually enter a number, • search your Contacts by name to select a number, or • select a recently called number using the drop-down menu 4. Once the number is entered, click Call. 5. Your FiberOptic Digital Voice phone line will ring once the call is placed. 6. Pick up your handset and wait for the person on the other end to pick up. <p><u><i>Note:</i></u> If the number you are attempting to dial is busy, you will hear a busy tone.</p>	

Phone	Web Portal	TV
	<p>International Rates and Country Codes:</p> <ol style="list-style-type: none"> 1. Access your Frontier Voice Web Portal. 2. Select the Settings link on the left side of the screen. 3. Select the Account Settings link. 4. Under Extras, select the link for Frontier International Calling Rates. <p>To Block International calls on your FiberOptic Digital Voice line(s):</p> <ol style="list-style-type: none"> 1. Access your Frontier Voice Web Portal. 2. Select the Settings link on the left side of the screen. 3. Select the Account Settings link. 4. Select the link for International Call Block. 5. Check the number(s) on which you would like to block international calls. 6. Click Save. 	


4 | Managing Your FiberOptic Digital Voice Features



4.1 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 Voicemail when your line is busy or you do not answer).

Calls forwarded to international numbers may incur per minute rates depending on your calling plan. To learn how to check rates for international calls, please go to your Frontier Digital Voice Web Portal.








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







Phone	Web Portal	TV
<p>To set up Call Forwarding:</p> <ol style="list-style-type: none">1. Pick up handset.2. Dial *72.3. Wait for second dial tone.4. Enter the destination telephone number.5. You will hear a confirmation tone when Call Forwarding has been enabled. <p>To cancel Call Forwarding from your phone:</p> <ol style="list-style-type: none">1. Pick up handset.2. Dial *73.3. You will hear a confirmation tone when Call Forwarding has been disabled.	<p>To set up Call Forwarding:</p> <ol style="list-style-type: none">1. Access your Frontier Digital Voice Web Portal.2. Select the Settings link on the left side of the screen.3. Click the Call Settings tab.4. Click on Call Forwarding.5. In the box next to forward my incoming calls to, enter a destination telephone number.6. Click a button to:<ul style="list-style-type: none">• Forward all my calls, or• Forward calls only from selected numbers. You can add up to 10 numbers manually or from your Contacts.	<p>To set up Call Forwarding:</p> <ol style="list-style-type: none">1. Using your FiberOptic TV set-top box remote, select FiberOptic Digital Voice from the Menu and click OK to launch.2. Use the down arrow  to select Call Settings and click OK.3. Select Call Forwarding and click OK.4. Using the number pad on your remote control, enter the destination telephone number and click OK.5. Click OK to save. <hr/> <p><i>Note:</i> Telephone numbers on your Web Portal Selected Numbers list can not be accessed from your TV.</p>

Phone	Web Portal	TV
	<ul style="list-style-type: none"> • Click Turn on Call Forwarding. • Click OK. <p>To turn off Call Forwarding or to change settings:</p> <ol style="list-style-type: none"> 1. Access your Frontier Digital Voice Web Portal. 2. Select the Settings link on the left side of the screen. 3. Click the Call Settings tab. 4. Click on Call Forwarding. 5. Click on: <ul style="list-style-type: none"> • Turn off Call Forwarding and click OK, or • Click Change to change the forward to number, or to change the forward all calls or forward calls from selected numbers setting. 6. Click Update to save your changes. 	<p>To turn off Call Forwarding or to change settings:</p> <ol style="list-style-type: none"> 1. Using your FiberOptic TV set- top box remote, select FiberOptic Digital Voice from the Menu and click OK to launch. 2. Use the down arrow to select Call Settings and click OK.  3. Select Call Forwarding and click OK. 4. Arrow down to Turn Off and click OK. 5. Click OK again. 6. To change the Call Forwarding number, <ol style="list-style-type: none"> a. Use the  button to delete the old number. b. Enter the new number. c. Arrow down to Turn On and click OK. d. Click OK again. <p>Otherwise, click the Back button to return to the Settings screen.</p>

4.2 Recent Calls Log

You can see a snapshot of your most recent calls on your Web Portal or FiberOptic TV. The log includes incoming and outgoing calls, missed calls, and calls that went to Voicemail.

Web Portal	TV
<p>To view your Recent Calls log:</p> <ol style="list-style-type: none"> 1. Access your Frontier Digital Voice Web Portal. 2. Click the Recent Calls button to open the log of calls. 3. 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. 4. You can view the list of all calls showing missed, received, or dialed, or just a list of Missed calls by clicking the desired link at the top of the log. <p>To call someone from your Call Log:</p> <ol style="list-style-type: none"> 1. Click anywhere on the row of the log for the Contact you would like to call. 2. A pop-up window will appear. Select Call Back from the menu. 3. Your phone line will ring once the call is placed. 4. Pick up your FiberOptic Digital Voice handset and wait for the person on the other end to pick up. <hr/> <p><i>Note:</i> If the number you are attempting to dial is busy, you will hear a busy tone.</p> <p>To add a number from your Call Log to your Contacts:</p> <ol style="list-style-type: none"> 1. Click anywhere on the row of the log for the Contact you would like to save. 2. Select Add to Contact from the drop-down menu. 3. Enter the contact's name information and select the phone number type from the drop-down list. 	<p>To view your Recent Calls log:</p> <ol style="list-style-type: none"> 1. Using your set-top box remote, from the Main Menu on your FiberOptic TV, select FiberOptic Digital Voice and press OK to launch. 2. Use the down arrow  to select Recent Calls. 3. Your most recent incoming and outgoing calls are displayed. You can press the C button on your remote control to refresh the Recent Calls log. <p>The icon next to each call indicates the type of call:</p> <p> Missed Calls</p> <p> Received Calls</p> <p> Dialed Calls</p> <ol style="list-style-type: none"> 4. Use the Back or Left arrow  on your remote control to return to the FiberOptic Digital Voice Menu. <p>To call someone from your Recent Calls log:</p> <ol style="list-style-type: none"> 1. From the Recent Calls log screen, select the person you would like to call using the arrows  and  on your remote control and press OK. 2. Arrow down to select Call Back and click OK. 3. The system will automatically dial the number and ring your phone. Pick up your phone and you will be connected to the called party.

Web Portal	TV
<p>To block a caller from your Call Log:</p> <ol style="list-style-type: none"> 1. Access your Frontier Digital Voice Web Portal. 2. Select Recent Calls. 3. Click on the name/telephone number you would like to block. 4. Click on Block Caller in the drop-down list. 5. You will receive a confirmation message. 6. Click the Block button. 	<p>To delete <i>selected</i> calls from your Recent Calls log:</p> <ol style="list-style-type: none"> 1. From the Recent Calls log screen, select the call you would like to delete from the log using the  and  arrows on your remote control and press OK. 2. Arrow down to Delete and press OK. 3. You will receive a confirmation message. Arrow down to Delete again, press OK, and the call is deleted. <p>To delete <i>all</i> calls from your Recent Calls log:</p> <ol style="list-style-type: none"> 1. From the Recent Calls log screen, press the Options  button using your remote control. 2. Arrow down to Delete All and press OK. 3. You will receive a confirmation message. Arrow down to Delete again, press OK, and the call is deleted. <p>To block a caller from your Call Log:</p> <ol style="list-style-type: none"> 1. From the Recent Calls log screen, select the call you would like to delete from the log using the arrows  and  on your remote control and  press OK. 2. Arrow down to Block Caller and click OK. 3. You will receive a confirmation message. Arrow down to Block and click OK.

4.3 Call Notification—*Available in California, Texas and Florida only.

You can be notified by email if you get a call from a specified number. The notifications will be sent even if you do not answer the call.

This feature can only be managed from your Web Portal at www.Frontier.com.

Web Portal

To set up Call Notification:

1. Access your Frontier Digital Voice Web Portal.
2. Select Settings from the menu.
3. Click the Call Settings tab.
4. Click on Call Notification.
5. Enter the email address where you would like to be notified in the email address box.
6. Select
 - Notify for ALL my Calls or
 - Notify calls only from SELECTED numbers. Then enter up to 10 phone numbers.
7. Click Turn On Call Notification and click OK.

To turn off Call Notification or to change settings:

1. Access your Frontier Digital Voice Web Portal.
2. Select Settings from the menu.
3. Click on Call Notification.
4. Click
 - Turn Off Call Notification and click OK, or
 - Click Change to change your email address, or to change all calls/calls only from certain numbers setting. Click Update.

To add a number to your notification list from your Call Logs:

1. Access your Frontier Digital Voice Web Portal.
2. Select Recent Calls.
3. Click on the number or name you would like to add.
4. Click on Call Notification.
5. Enter the email address to which you want to receive notification.
6. Click Notify.

4.4 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
To activate Call Return: 1. Lift the handset and listen for dial tone. 2. Dial *69 and wait for the phone to ring to be connected to your last inbound caller.

4.5 Call Waiting

When you are 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 Voicemail. You can also temporarily disable the feature prior to making a call or turn the feature off completely.

Phone	Web Portal
To accept a second call: 1. Put the first caller on hold and answer the second call by clicking and releasing the flash or hang-up button. 2. Return to the first call and put the second call on hold by clicking and releasing the flash or hang-up button again. 3. You can alternate between calls as often as you like.	Not available
To temporarily disable Call Waiting (if you do not want to be disturbed during a specific call): 1. Lift the handset and listen for dial tone. 2. Dial *70. 3. Listen for a confirmation announcement followed by a dial tone, then dial the number you want to call. 4. When you hang up from your call, Call Waiting returns to your phone automatically.	Not available

Phone	Web Portal
<p>To disable Call Waiting for an extended period: *Available in California, Texas and Florida only.</p> <p>Lift the handset and listen for dial tone; then dial *44. This disables the Call Waiting feature until you reactivate it.</p> <p>To reestablish Call Waiting: Lift the handset and listen for dial tone; then dial *43. You will be able to hear the Call Waiting tone when you receive calls.</p>	<p>To disable Call Waiting for an extended period: *Available in California, Texas, and Florida only.</p> <ol style="list-style-type: none"> 1. Access your Frontier Digital Voice Web Portal. 2. Select Settings from the menu. 3. Click the Call Settings tab. 4. Click on Call Waiting. 5. Click Turn Off Call Waiting and then OK. This disables the Call Waiting feature until you reactivate it. <p>To reestablish Call Waiting:</p> <ol style="list-style-type: none"> 1. Access your Frontier Digital Voice Web Portal. 2. Select Settings from the menu. 3. Click the Call Settings tab. 4. Click on Call Waiting. 5. Click Turn On Call Waiting and then OK. This enables the feature until you disable it.

4.6 Caller ID

Caller ID is included in FiberOptic 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 FiberOptic 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 “Unknown Caller,” “Private,” or “Anonymous”. 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
<p>To activate Caller ID on your FiberOptic TV:</p> <ol style="list-style-type: none">1.Using your FiberOptic TV set-top box remote, press the Menu button.2. Arrow to Settings and press OK.3. Arrow to System.4. Arrow to Notifications.5. Arrow to Caller ID.6. Arrowto Check Availability and press OK.7. A message will confirm that Caller ID is available. It can take up to 24 hours to activate.
<p>Note: Caller ID on TV cannot be enabled for about 24 hours after your FiberOptic Digital Voice order completes. You will receive a message on the screen to check back later if you recently ordered service.</p> <p>Customizing your Caller ID on TV: From the Caller ID menu,you can:</p> <ul style="list-style-type: none">• Choose how long alerts display (2, 5, 10 or 15 seconds)• Where alerts display (top left, bottom left or bottomright) <p>To stop/disable the display of Caller ID on your TV:</p> <ol style="list-style-type: none">1.Using your FiberOptic TV set-top box remote, press the Menu button.2. Arrow to Settings and press OK.3. Arrow to System.4. Arrow to Notifications.5. Arrow to Caller ID.6. Arrow to Alert Display.7. Select Disable and press OK to stop the display of Caller ID on your TV.

4.7 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.

Phone	Web Portal
<p>To use Outgoing Caller ID Block for one call:</p> <ol style="list-style-type: none"> 1. Lift the handset and listen for dial tone. 2. Dial *67 and wait for the confirmation tone. 3. Dial the number of the person you are calling. 4. Your Caller ID will be blocked to the person you are calling. 5. After the call is completed, Caller ID will resume displaying on calls you make. 	<p>Not available</p>
	<p>To turn on Outgoing Caller ID Block for all calls you make:</p> <ol style="list-style-type: none"> 1. Access your Frontier DigitalVoice Web Portal. 2. Select Settings from the menu. 3. Click the Call Settings tab. 4. Click on Outgoing Caller ID Block. 5. Click Turn On Outgoing Caller ID Block and then OK. 6. Caller ID information will no longer be sent with your calls until you reactivate it. <p>To remove Outgoing Caller ID Block for all calls you make:</p> <ol style="list-style-type: none"> 1. Access your Frontier DigitalVoice Web Portal. 2. Select Settings from the menu. 3. Click the Call Settings tab. 4. Click on Outgoing Caller ID Block. 5. Click Turn Off Outgoing Caller ID Block, then click OK. 6. Caller ID information will now be sent with your calls.

Phone	Web Portal
<p>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):</p> <ol style="list-style-type: none"> 1. Lift the handset and listen for dial tone. 2. Dial *82 and wait for the confirmation tone. 3. Dial the number. 4. Your Caller ID information will display on the called party's device. 5. After the call is completed, CallerID Block returns to its previous state, and your Caller ID information will not display on calls you make. 	Not available

4.8 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 Voicemail 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.

Phone	Web Portal	TV
<p>To set up Do Not Disturb:</p> <ol style="list-style-type: none"> 1. Pick up handset. 2. Dial *78. 3. You will hear a confirmation when Do Not Disturb has been enabled. 4. If you have Voicemail, calls will immediately forward to your mailbox. If you do not have Voicemail, callers will hear a busy signal. <p><small>*Customer in Indiana will hear a message, "person you called does not have Voice mail"</small></p>	<p>To set up Do Not Disturb:</p> <ol style="list-style-type: none"> 1. Access your Frontier Digital Voice Web Portal 2. Select Settings from the menu. 3. Click the Call Settings tab. 4. Click on Do Not Disturb. 5. Click on a button to <ol style="list-style-type: none"> a. Forward ALL Calls to Voicemail. b. Play the system Do Not Disturb greeting. 	<p>To set up Do Not Disturb:</p> <ol style="list-style-type: none"> 1. Using your FiberOptic TV set- top box remote, select FiberOptic Digital Voice from the Menu and click OK to launch. 2. Use the down arrow to select Call Settings and click OK. 3. Use the down arrow to select Do Not Disturb and click OK.


Phone	Web Portal	TV
<p>To cancel Do Not Disturb:</p> <ol style="list-style-type: none"> 1. Pick up your handset. 2. Dial *79. 3. You will hear a confirmation when Do Not Disturb has been disabled. 	<ol style="list-style-type: none"> 6. You can create a list of up to 10 exceptions whose calls you would like to accept. 7. Click on Turn On Do Not Disturb and click OK. <p>To turn off Do Not Disturb:</p> <ol style="list-style-type: none"> 1. Access your Frontier Digital Voice Web Portal 2. Select Settings from the menu. 3. Click the Call Settings tab. 4. Click on Do Not Disturb. 5. Click on <ul style="list-style-type: none"> • Turn Off Do Not Disturb and click OK, or • Change to change the forward to Voicemail or play the System Greeting setting. Click on Update. 	<ol style="list-style-type: none"> 4. Use the down arrow to select one of the following and click OK to check the box: <ul style="list-style-type: none"> • Forward All Calls to Voicemail, or • Play the System Do Not Disturb Greeting 5. Use the down arrow to select Turn On and click OK. 6. Arrow down and click OK.

Notes for California, Texas, and Florida:



- If you enable Do Not Disturb using *78, you cannot disable or change options using your Web Portal or from your FiberOptic 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 Voicemail, callers will hear a busy signal.
- The Do Not Disturb and Simultaneous Ring features are turned off when you first start your FiberOptic Digital Voice service. You may turn on either feature. However, both features cannot be active at the same time. If one feature is on and you attempt to turn on the other, you will be notified that the first feature will be turned off.

4.9 Incoming Call Block/Anonymous Call Rejection

Incoming Call Block allows you to reject calls from parties who have blocked their calling information (also known as Anonymous Call Rejection). You can also block calls from up to 100 specific telephone numbers.

Phone	Web Portal	TV
<p>To set up Anonymous Call Rejection:</p> <p>Dial *77 to activate</p> <p>To cancel Anonymous Call Rejection:</p> <p>Dial *87 to disable</p> <hr/> <p>Note: Blocking calls from specific telephone numbers cannot be done on your phone but can be done online or on your TV.</p>	<p>To set up Incoming Call Block:</p> <ol style="list-style-type: none"> 1. Access your Frontier Digital Voice Web Portal. 2. Select Settings from the menu. 3. Click the Call Settings tab. 4. Click on Incoming Call Block. 5. Click on either or both options <ul style="list-style-type: none"> • Reject All Anonymous/Private Calls, • Reject calls from Selected numbers. You can reject calls for up to 100* numbers by entering a number in the Phone Number box and clicking Add. The number will be added to the list. <p>To cancel Incoming Call Block or change the block list:</p> <ol style="list-style-type: none"> 1. Select Settings from the menu. 2. Click the Call Settings tab. 3. Click on Incoming Call Block. 4. Click on either or both options <ul style="list-style-type: none"> • Reject All Anonymous/Private Calls, 	<p>To set up Incoming Call Block:</p> <ol style="list-style-type: none"> 1. Using your FiberOptic TV set-top box remote, select FiberOptic Digital Voice from the Menu and click OK to launch. 2. Use the down arrow to select Call Settings.  3. Select Incoming Call Block and click OK. 4. You can select either or both: <ul style="list-style-type: none"> • Reject ALL Anonymous/Private Calls and click on OK to check the box, or • To block specific numbers, select Reject Calls from SPECIFIC Numbers, and click OK. Then select Manage Block Caller List. Add the 10-digit number(s) you want to block. 5. Click OK to save. <i>(Numbers added on your Web Portal will also be displayed in the list.)</i> <p>To cancel or change Incoming Call Block:</p> <ol style="list-style-type: none"> 1. If you are using both All Anonymous Calls and Blocked Caller List and want to cancel only one of the blocks, uncheck the block to be turned off.

*You can reject up to 30 numbers in IN, OR, and WA.


Phone	Web Portal	TV
	<ul style="list-style-type: none"> • Reject calls from Selected numbers. <p>5. Enter new numbers to block or delete existing numbers from the Block Call Number list. Click Update to confirm your changes.</p> <p>You can also add a number from your Call Logs:</p> <ol style="list-style-type: none"> 1. Click on to Recent Calls. 2. Locate the number you would like to block and click on it. 3. Click Block Caller in the drop-down box. Then click Block. 4. The  icon will appear next to the phone number in the Recent Calls log indicating that the number is now blocked. 	<ol style="list-style-type: none"> 2. To remove a telephone number from the list, use the arrow keys to select the number you want to delete, then click OK. 3. Add the 10-digit number you want to block and click OK. Use the key to delete numbers from the entry field. 4. Use the back arrow to  return to the Incoming Block screen. 5. Save Incoming Call Block and click OK.

4.10 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 do not answer the first number, the system will try the next number. If you have Voicemail and the system is unable to locate you at any of the specified numbers, the call will be transferred to your mailbox.

Web Portal

To set up Locate Me:

1. Access your Frontier Digital Voice Web Portal.
2. Select Settings from the menu.
3. Click Call Settings.
4. Click the  icon next to Locate Me.
5. Enter up to three phone numbers. Then click on the down arrow, to specify the Number of Rings for each number.
6. Click Turn On Locate Me.

To turn off Locate Me or change Forwarding Numbers:







1. Access your Frontier Digital Voice Web Portal.
2. Select Settings from the menu.
3. Click Call Settings.
4. Click the  icon next to Locate Me.
5. Click
 - Turn Off Locate Me Or,
 - To delete a number from the sequence, highlight the complete number and press delete on your keyboard. Click Save to save your changes. Or,
 - To add a number, enter the number in the desired field. Select the desired number of rings from the drop-down menu.

Click Update to save your changes.

4.11 Simultaneous Ring

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.

Note: The Do Not Disturb and Simultaneous Ring features are turned off when you first start your FiberOptic Digital Voice service. You may turn on either feature.

Web Portal	TV
<p>To set up Simultaneous Ring:</p> <ol style="list-style-type: none">1. Access your Frontier Digital Voice Web Portal Select.2. Select Settings from the menu.3. Click the Call Settings tab.4. Click the  icon next to Simultaneous Ring.5. Enter up to three numbers you would like to ring when you receive a call at home.6. Click Turn On Simultaneous Ring. <p>To turn off Simultaneous Ring or to change numbers:</p> <ol style="list-style-type: none">1. Access your Frontier Digital Voice Web Portal.2. Select Settings from the menu.3. Click the  icon next to Simultaneous Ring.4. Click on<ul style="list-style-type: none">• Turn Off Simultaneous Ring. Or,• Change to add/remove a number. Click Update to save your changes.	<p>To set up Simultaneous Ring:</p> <ol style="list-style-type: none">1. Using your FiberOptic TV set-top box remote, select "FiberOptic Digital Voice" from the Menu and click OK to launch.2. Use the down arrow  to select Settings.3. Select Simultaneous Ring and click OK.4. Using the number pad on your remote control, enter up to three telephone numbers (use the down arrow to move  to the next number). To clear a number, use the  key.5. After all numbers are entered, use the down arrow  to select Turn On and click OK.

4.12 Speed Dial

Speed Dial lets you make calls faster by dialing a two-digit code for frequently called numbers. California, Texas, and Florida customers can store up to 100 numbers.

Phone
<p>To add or change a number on your Speed Dial list:</p> <ol style="list-style-type: none">1. Lift the receiver and listen for dial tone.2. Dial *75. (*74 if you are in Indiana). 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.
<p>To make a call using the Speed Dial feature:</p> <ol style="list-style-type: none">1. Lift the receiver and listen for dial tone.2. For California, Texas and Florida dial # + the two-digit Speed Dial number (00-99), OR for Indiana dial two-digit Speed Dial number (00-99) and then #.

Note: International rates apply for calls made using Speed Dial. For international calling rates, please visit www.Frontier.com.

4.13 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.

Phone
<p>To add a third person to your call:</p> <ol style="list-style-type: none">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 in Section 3.)4. When that person answers, press the flash or hang-up button once, and all three of you will be connected. <p>To disconnect:</p> <ol style="list-style-type: none">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. <p>Other important points about Three-Way Calling:</p> <ul style="list-style-type: none">• 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.

5 | Voicemail (Customers in Indiana, refer to Appendix C for your feature options)

Voicemail is included with your FiberOptic Digital Voice service and allows callers to leave messages when your line is busy or you do not answer. You can retrieve messages by phone, online from your Frontier Digital Voice Web Portal or from your FiberOptic TV. Not all features can be managed using all access methods. See each feature for available options. You can also add up to eight individual mailbox extensions for family members.

Note: If you prefer not to have an active Voicemail service, for example, because you have a home answering machine, please call customer service.

5.1 Set Up Your Voicemail

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
<p>To set up your Voicemail:</p> <ol style="list-style-type: none">1. From your home phone, call the FiberOptic Digital Voicemail system at 1-844-387- 5200 or *86, OR if you are in Indiana call 1-844-994- 4993 or *100.2. 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 was provided to you at the time you ordered your FiberOptic Digital Voice service.4. Follow the voice prompts to create a new passcode (see Note below), select the default language 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 in the Appendix of this User Guide. Changes can be made using your Web Portal, and some options can be changed on your FiberOptic TV.
<p>Notes:</p> <ul style="list-style-type: none">• If you exit the set up process before completing all the steps, the next time you call your Voicemail, you will be required to start the set up process from the beginning. However, anything you have previously changed will be stored.• Please choose a passcode that is easy to remember, but difficult for others to guess . You cannot use repeating digits (e g, 111111), sequential digits (e g, 123456) or any part of your phone number.

5.2 Individual Voicemail Boxes

Up to eight family members can have their own personal mailboxes. The primary account owner can create the mailboxes, and then family members can record their own greetings, choose their own passcodes, and set up mailbox options.

Phone	Web Portal
<p>To create a new Individual Mailbox:</p> <ol style="list-style-type: none">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, <i>"To create an individual mailbox, press 1."</i> 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."	Not available
<p>Note: You can create up to eight 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. You may keep or change this passcode.)</p>	




Phone	Web Portal
<p>To set up each new Individual Mailbox:</p> <ol style="list-style-type: none"> 1. From your home phone, call the Frontier FiberOptic Digital Voicemail system at 1-844- 387-5200 or *86, OR if you are in Indiana call 1- 844-994-4993 or *100 2. When prompted for a passcode, enter the starter passcode for the individual mailbox, followed by #; do not enter the passcode for the primary mailbox. 3. Enter the number of the individual mailbox you wish to set up (1, 2, 3, etc.). You should hear "Welcome to your Frontier Voicemail box." 4. Follow the prompts for language options, creating a new six-digit passcode, recording a new name for the mailbox and recording greetings. 5. Once the individual mailbox set up is complete, you can return to the main menu and/or exit the mailbox. <hr/> <p>Notes:</p> <ul style="list-style-type: none"> • You will need to repeat the above steps for each individual mailbox that you have created. • Don't forget to change your main greeting to give callers the mailbox numbers for your family members. 	
<p>To delete an Individual Mailbox:</p> <ol style="list-style-type: none"> 1. When prompted for a passcode, enter the passcode for the main/base mailbox. 2. From the main menu, press 4 for Personal Options. 3. Press 4 for Individual Mailbox. 4. Press 2 to delete an Individual Mailbox and follow the prompts. 	<p>To delete an Individual Mailbox:</p> <ol style="list-style-type: none"> 1. Access your Frontier Digital Voice Web Portal. 2. Select Settings from the menu. 3. Click the Voicemail Settings tab. 4. Click on Individual Mailboxes. 5. Click Delete for the mailbox you want to delete. 6. Click OK. <hr/> <p>Note: By deleting a mailbox, you will lose all messages stored in that mailbox and they cannot be retrieved.</p>

Phone	Web Portal
<p>To retrieve Voicemail from an Individual Mailbox (if you are in Indiana, press 7 from the Main Menu):</p> <ol style="list-style-type: none"> 1. When prompted for a passcode, enter the passcode for the individual mailbox, followed by #. 2. Enter the number of your individual mailbox (1, 2, 3, etc.). 	<p>To retrieve Voicemail from an Individual Mailbox:</p> <ol style="list-style-type: none"> 1. Access your Frontier Digital Voice Web Portal. 2. Select Voicemails from the menu. 3. Choose Main Mailbox or the mailbox number from the drop-down list. 4. Enter the passcode for the selected Mailbox. 5. Click on the message you want to hear.

5.3 Retrieving Your Voicemail 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. You will also see a list of recently received messages on your Web Portal and TV.

Phone	Web Portal	TV
<p>To listen to your messages:</p> <ol style="list-style-type: none"> 1. From your homophone dial the FiberOptic Digital Voicemail system at 1-844-387-5200 or *86, OR if you are in Indiana dial 1-844- 994- 4993 or *100. 2. When calling while away from home, you will, have to enter your mailbox number (your 10-digit telephone number) followed by#. 3. Enter your passcode, followed by#. 4. At the Main Menu, press 1 to listen to your messages. 5. You can press 1 to replay the message, 2 to save it, or 3 to delete it. (See the menu map in the Appendix for other options during and after message playback.) <p><i>Note: If your mailbox is full, you will hear a notification message. Please delete unwanted messages.</i></p>	<p>To listen to your messages:</p> <ol style="list-style-type: none"> 1. Access your Frontier Digital Voice Web Portal. 2. The Summary page will indicate a count of the number of new messages. Click on Voicemails. 3. Click on the message you would like to play. 4. Click the Play button next to the message to begin playback. You can stop or pause during playback. After opening a message, you can: <ul style="list-style-type: none"> • Call Back the caller • View or Add the caller as a Contact • Block the Caller • Delete the message • Forward the message • Set up Call Notification from the Caller. <p><i>Note: Messages are automatically saved for 30 days unless you delete them. Voicemails that are due to expire are identified with the 🚨 icon .</i></p>	<p>To listen to your messages:</p> <ol style="list-style-type: none"> 1. Using your set-top box remote, from the Main Menu on your FiberOptic TV select FiberOptic Digital Voice and press OK to launch. 2. Select Voicemail. <ul style="list-style-type: none"> Enter your passcode and press OK. • Your Voicemail messages are listed. Unheard messages will be marked with a red dot and shown in red. • Select the Voicemail you want to hear and press OK. Ensure that your TV is not on mute. • After opening a message, you can: <ol style="list-style-type: none"> 1. Play the message. Your television program will be paused momentarily while the Voicemail is played back on your TV. 2. Block a Caller. <ol style="list-style-type: none"> a. From the Voicemail options menu, use the down arrow to select Block Caller and click OK. b. Select Block and click OK.

Phone	Web Portal	TV
	<p>To permanently save Voicemail messages:</p> <ol style="list-style-type: none"> 1. Select the message to open the playback box. 2. Click Forward. 3. Enter your email address(es). You can add a comment to your email message. 4. Click to read the Disclaimer. 5. Click Send. 6. The Voicemail message will be attached as an .mpg file to an email. 7. You can then save the message to your PC or other device. 	<ol style="list-style-type: none"> 3. Call Back <ol style="list-style-type: none"> a. From the Voicemail options menu, use the down arrow to select Call Back and press OK. b. After pressing OK, your phone will ring. c. Answer your telephone to connect to the number you dialed. 4. Delete the Message <p>From the Voicemail options menu, use the down arrow to select Delete and press OK.</p> <p>Note: Messages are automatically saved for 30 days unless you delete them. Messages that are due to expire are identified with the  icon.</p> <p>To delete all Voicemail messages:</p> <ol style="list-style-type: none"> 1. From the Voicemail screen, press the Options  button on your remote control. 2. Use the down arrow to select Delete All.  3. Press OK. <p>To refresh the Voicemail log: From the Voicemail message screen, press the C button on your set-top box remote.</p>

5.4 Changing Your Greeting

When Voicemail 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.

Phone	Web Portal
<p>To change your Greeting:</p> <ol style="list-style-type: none">1. At the Main Menu, press 4 for Personal Options. If you are in Indiana, use option 3 and listen to the prompts.2. Press 2 for Greetings.3. Press: 1 for Name Recording. 2 for Busy Greeting. 3 for Personal or System Greeting. 4 for Extended Absence Greeting. (See Note below.)4. Follow the prompts to record and save your new greeting(s).	<p>Although greetings cannot be recorded from your online Web Portal, you can change between your personal and busy greeting and turn your busy greeting on/off.</p> <ol style="list-style-type: none">1. Access your Frontier Digital Voice Web Portal.2. Select Settings from the menu.3. Click the Voicemail Settings tab.4. Click on Greeting.5. Select which greeting to play.6. Click Save to ensure your settings have been updated.

Notes:

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 Voicemail box’ followed by the tone . You can also enable Caller Invitation (see below), which adds, “Please leave a message after the tone, then press #”.

The Extended Absence greeting should be used when you will be unable to retrieve your messages for a significant period of time. The greeting message will be played, but does not offer callers the ability to leave a message.

5.5 Caller Invitation

When you turn on Caller Invitation, your greeting is followed by a system recording that tells the caller to press # after recording his or her Voicemail 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 a 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 his or her message.

Phone
To Turn Caller Invitation on/off: 1. At the Main Menu, press 4 for Personal Options. 2. Press 2 for Greetings. 3. Press 5 for Caller Invitation. 4. To turn the Caller Invitation prompt on/off, press 1.

5.6 Changing Your Voicemail Passcode

Phone	Web Portal
1. Customers in California, Texas and Florida call the FiberOptic Digital Voicemail system at 1-844-387-5200 or *86 from your home phone. Customers in Indiana please use the web portal or call us for support. 2. If you are calling while away from home, enter your home telephone number followed by#. 3. Enter your passcode. 4. At the main menu, press 4 for Personal Options. 5. Press 1 for Personal Profile. 6. Press 1 to change the passcode (see note). 7. Enter the new six-digit number and press #. 8. Press 1 to confirm.	1. Access your Frontier Digital Voice Web Portal. 2. Select Settings from the menu. 3. Click the Voicemail Settings tab. 4. Click on Voicemail Passcode. 5. Enter your old passcode. 6. Enter your new six-digit passcode. 7. Confirm your new passcode. 8. Click Save to ensure your new passcode has been created.

Note: Choose a passcode that is easy to remember, but difficult for others to guess. You cannot use repeating digits (e.g., 111111), sequential digits (e.g., 123456) or any part of your phone number.

5.7 Other Mailbox Options

*Available in California, Texas, and Florida. See Appendix C for all Indiana options.

Language Options

Language Options allows you to choose the language 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.”

Phone	Web Portal
<ol style="list-style-type: none">At the Main Menu, press 4 for Personal Options.Press 1 for Personal Profile.Press 2 to change Language.Press 1 for English or 2 for Spanish.Follow the prompts to select full male, full female, quick male or quick female prompts. <hr/> <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">Access your Frontier Digital Voice Web Portal.Select Settings from the menu.Click the Voicemail Settings tab.Click on Telephone Settings.Select English or Spanish and male or female voice.If you want full prompts, click the Standard prompts box. Otherwise, you will have Quick Prompts.Click Save to ensure the changes are accepted.

Message Preferences

You can:

- Change the order in which your messages play
- Turn the date and time stamp on or off before each message
- Use the Autoplay feature

Phone	Web Portal
<ol style="list-style-type: none">From the main menu, press 4 for Personal Options.Press 5 for Message Preferences.Follow the prompts to:<ul style="list-style-type: none">• Turn off automatic envelope information playing before each message. You can choose to hear envelope information by pressing 6 after listening to a message.	<ol style="list-style-type: none">Access your Frontier Digital Voice Web Portal.Select Settings from the menu.Click the Voicemail Settings tab.Click on Telephone Settings.You can turn on/off envelope information playing before each message. Just check/uncheck

Phone	Web Portal
<ul style="list-style-type: none"> • Turn Autoplay feature on/off. • Change the sort order of messages (oldest to newest or vice versa). • Hear your caller's number. 	<p>Hear the date and time of Each Message. You can still hear envelope information by pressing 6 after listening to a message.</p> <p>6. Click on Save and OK.</p> <hr/> <p>Note: Autoplay and sort order can only be done by phone.</p>

Messaging with Other Users on Your Account

Mailbox to Mailbox, Messaging lets you quickly and easily exchange messages with other FiberOptic Digital Voicemail customers without calling them directly or ringing their phone. It is also a convenient way to communicate with your family's Individual Mailboxes when there is something you do not 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
<p>To send a Mailbox to Mailbox Message:</p> <ol style="list-style-type: none"> 1. At the Main Menu, press 2. 2. Listen for further instructions to: <ul style="list-style-type: none"> • Enter the recipient(s)' mailbox number(s), Individual Mailbox number or a Group List number (see Group Lists below). • Record your message. • 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: <ol style="list-style-type: none"> 1 for Private 2 for Future Delivery 3 for Return Receipt 4 for Urgent

Phone
<p>To reply to a message or to send a copy of a message:</p> <ol style="list-style-type: none"> 1. At the Main Menu, press 1 to listen to a message in your mailbox. 2. After listening to the message: <ul style="list-style-type: none"> • Press 4 to reply to a message sent from another FiberOptic Digital Voicemail customer. If your caller is not also a FiberOptic Digital Voicemail customer, you will not have this option. • Press 5 to send a copy of the message to another FiberOptic Digital Voicemail box.
<p>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.</p> <p>To create a group list:</p> <ol style="list-style-type: none"> 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: <ul style="list-style-type: none"> • Assign a Group List number • Name your Group List • 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).

Phone	Web Portal
<p>To turn Message Waiting Indicator (MWI) on/off:</p> <ol style="list-style-type: none"> 1. From the main menu, press 4 for Personal Options. 2. Press 1 for Personal Profile. 3. Press 3 for Notification Options. The system will give a status of all notification options. 4. Press 1 for MWI (Audible and Visual Message Waiting Indicator). 	<p>To turn Message Waiting Indicator (MWI) on or off:</p> <ol style="list-style-type: none"> 1. Access your Frontier Digital Voice Web Portal. 2. Select Settings from the menu. 3. Click the Voicemail Settings tab. 4. Click on Voicemail Notification. 5. Check/uncheck Light message light and/or change dial tone to stutter (where available). 6. Click on Save and OK.
<p>Note: We recommend leaving these features turned on so that you have immediate notification of a new message.</p>	<p>Note: We recommend leaving these features turned on so that you have immediate notification of a new message.</p>

Phone	Web Portal
<p>To turn Special Delivery, Email, Text and Pager Notification on/off (once set up using your Web Portal):</p> <ol style="list-style-type: none"> 1. From the main menu, press 4 for Personal Options. 2. Press 1 for Personal Profile. 3. Press 3 for Notification Options. The system will give a status of all notification options. <ol style="list-style-type: none"> a. Press 2 for Special Delivery at another number. b. Press 3 for Email Notification. c. Press 4 for Wireless SMS Text Notification. d. Press 5 for Pager Notification. 	<p>To set up and turn on/off Notification Options:</p> <ol style="list-style-type: none"> 1. Access your Frontier Digital Voice Web Portal. 2. Select Settings from the menu. 3. Click the Voicemail Settings tab. 4. Click on Voicemail Notification. 5. Check the box to: <ul style="list-style-type: none"> • Send to this Mobile number, then enter the number and select the provider from the drop-down list. <p><small>*Available in California, Texas and Florida only.</small></p> <ul style="list-style-type: none"> • Send to this Pager number, then enter your pager number and select the provider from the drop-down list. • Sending to this Email and enter your email address. If you would like to have a copy of the Voicemail attached as a .mpg file to your email, check Attach Voicemail. • Send my message to this number, then enter the phone number. 6. If you only want to be notified of urgent messages, check "Urgent Messages Only" next to the option(s) you have chosen. 7. Click on "Save Settings" and OK.
<p>Note: Email and Pager Notification must be set up using the online Web Portal. Until they are set up, they will not be presented in the phone 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.</p>	<p>Notes:</p> <ul style="list-style-type: none"> • Although you must create notification options from the Frontier Digital Voice Web Portal, once they are set, you may turn the Pager and Text Notification on/off by phone. <p><small>Disclaimer: Voicemail messages sent by email are not secure and may be intercepted by third parties during transmission over the Internet. Frontier is not responsible for the content of messages sent using the FiberOptic Digital Voice email feature or for messages that are lost or delayed during transmission.</small></p>

Ring Count Change

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

Web Portal

1. Access your Frontier Digital Voice Web Portal.
2. Select Settings from the menu.
3. Click the Voicemail Settings tab.
4. Click on Telephone Settings.
5. Choose the number of rings from the drop-down box (one to 10 rings).
6. Click Save.

Voicemail Screening – Available in California, Texas, and Florida only

Voicemail 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 Voicemail.

Web Portal

To turn on Voicemail Screening:

1. Access your Frontier Digital Voice Web Portal.
2. Select Settings from the menu.
3. Click the Voicemail Settings tab.
4. Click on Voicemail Screening.
5. Click Turn on Voicemail Screening and click OK.

You will now be able to listen to messages as they are being recorded.

To listen to a message while it is being left:

1. After a call has forwarded to Voicemail and your caller is leaving a message, your phone will ring.
2. When you pick up the phone, you will hear your caller. You can:
 - Press 1 to be connected to the caller (the message that the caller was leaving will NOT be retained in the mailbox once you are connected).
 - Hang up and let the message be recorded in your Voicemail.

Wake Up Call and 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 dayreminder.

Phone
<p>To set up a Wakeup Call or Reminder Message:</p> <ol style="list-style-type: none">1. From the main menu, press 3 for Reminders and Wake Up.2. To set up the reminder:<ul style="list-style-type: none">• Press 1 to schedule a Wake Up Call• Press 2 to schedule a Reminder Message3. Follow the prompts to set up the schedule for your reminder and to record Reminder Messages.4. Press 1 to confirm.

*Available in California, Texas and Florida only.

6 | More FiberOptic Digital Voice Options

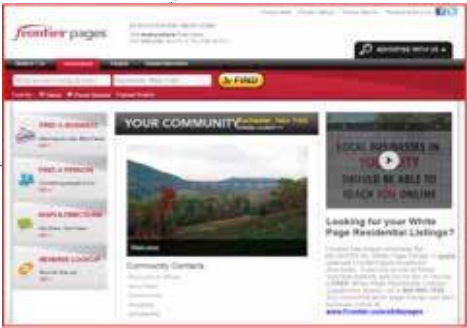

6.1 Frontier Pages Business Search

FiberOptic Digital Voice allows you to easily search for a business listing using your Web Portal.

Web Portal

To search for a business:

- 1.Access your Frontier Digital Voice Web Portal.
2. Click the Frontier Pages link at the top of the page.



Frontier Pages Home Page.

6.2 Contacts

FiberOptic Digital Voice provides you with an online Contacts directory to save frequently called contacts.

Web Portal
<p>To add a Contact:</p> <ol style="list-style-type: none">1.Access your Frontier Digital Voice Web Portal.2. Select Contacts from the menu.3. Click Add (or Add Contacts Now if there are no records at all).4. Enter the information and click Save. <p>To add or edit a Contact from the Call Logs or Voicemails:</p> <ol style="list-style-type: none">1.Access your Frontier Digital Voice Web Portal.2. Click Recent Calls or Voicemails on the Summary screen.3. Click on any telephone number from your list of calls or Voicemails.4. Click Add to Contacts if this will be a new Contact, or View Contact to change the name or phone number information for an existing Contact. <p>To delete Contacts:</p> <ol style="list-style-type: none">1.Access your Frontier Digital Voice Web Portal.2. Select Contacts from the menu to display your directory.3. To delete individual contacts:<ul style="list-style-type: none">• Click Delete• Check the box(es) next to the Contacts you wish to delete• Click Delete• Click Delete to confirm the action

6.3 Time Zones

You can customize your Frontier Digital Voice Web Portal by Time

Web Portal
<p>To change your Time Zone:</p> <ol style="list-style-type: none">1.Access your Frontier Digital Voice Web Portal.2. Select Settings from the menu.3. Select Account Settings.4. Click on Time Zones.5. Select the desired Time Zone and click Save.
<p>Note: Changing the Time Zone will affect the display of Call Logs and Voicemail Logs based on the Time Zone you selected.</p>

6.4 Back-up Number

FiberOptic 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 back-up). Once service has been restored, the forwarding will automatically be stopped.

Web Portal

To set up your Back-up Number:

1. Access your Frontier Digital Voice Web Portal.
2. Select Settings from the menu.
3. Select Account Settings.
4. Click on Back-up Numbers.
5. Enter the desired Back-up number and click Save.

6.5 International Call Block

You can block one or all of your telephone numbers from placing International calls.

Web Portal

To change your International Call Block setting:

1. Access your Frontier Digital Voice Web Portal.
2. Select Settings from the menu.
3. Select Account Settings.
4. Click on International Call Block.
5. Check the box next to the number(s) for which you want to block outgoing international calls and click Save. Click OK to confirm the action.

6.6 Fax Capability

With FiberOptic Digital Voice, all you need to do to send or receive a fax is make sure your fax machine is plugged into any telephone outlet in your home. Dial out as you normally would to make a call and your fax will be sent.

Appendix A

Frequently Asked Questions

General Product

1. What is FiberOptic Digital Voice?

FiberOptic Digital Voice is an advanced voice service that works on Frontier's fiber-optic network, but uses generally available corded or cordless phones connected to your existing phone jacks. FiberOptic Digital Voice lets you make direct-dialed domestic calls (including direct-dialed calls to the U.S. territories, Canada 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, Voicemail, and features through your phone, an online Web Portal, your mobile device and your FiberOptic TV.

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

FiberOptic Digital Voice offers a number of advanced calling features that traditional voice services do not, such as simultaneous ringing on multiple phone numbers or call notification. The Frontier DigitalVoice Web Portal also allows you to access your Voicemail messages through any computer with Internet access, your mobile device, or your FiberOptic TV.

IMPORTANT: Unlike traditional phone service, your FiberOptic Digital Voice service requires electrical power to function. In the event of a power outage, your FiberOptic Digital Voice service will not function, unless you have the Battery Back-up Unit (BBU), which will power your basic FiberOptic 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. If your home security system is currently using a jack in your house, those same jacks can be used for FiberOptic 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 telephone equipment that requires electricity to function, 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 FiberOptic Digital Voice online?

You can access the Frontier Digital Voice Web Portal by logging on at www.Frontier.com with your Frontier ID and password.

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

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

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

Yes, your FiberOptic Digital Voice service will work even if you are simultaneously accessing the Internet. Therefore, surfing the Internet, streaming music, or video 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 FiberOptic Digital Voice features?

You can use a toll-free number (1-844-387-5200 or *86 from your home phone, OR or 844-994-4993 or *100 if you are in Indiana) to access and retrieve Voicemail messages.

7. What features are included with FiberOptic Digital Voice plans? FiberOptic Digital Voice calling plans include the following calling features at no additional cost:

- Anonymous Call Rejection
- Back-up Number
- Call Forwarding
- Call Logs
- Call Notification*
- Call Return
- Call Waiting with CallerID*
- Caller ID Name and Number
- Do Not Disturb
- Selective Call Forwarding
- Incoming Call Block
- Individual Contacts Directory
- International Call Block
- Locate Me
- Place a Call
- Simultaneous Ring
- Speed Dial
- Three-Way Calling
- Voicemail
- Voicemail Screening*
- Wake Up and Reminder Messages

**Available in California, Texas and Florida*

8. What other features are available with FiberOptic Digital Voice plans?

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

- Special phone numbers such as 211, 311, 411, etc.
- International Calling Plans

9. Does FiberOptic Digital Voice support TTY (Text Telephone Relay) for the deaf and hard-of-hearing?

Yes, FiberOptic Digital Voice supports TTY services.

Troubleshooting

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

In the event of a power outage, your FiberOptic Digital Voice will not function unless you have a Battery Back-up Unit (BBU), which can power your basic FiberOptic Digital Voice services, including 911 dialing, for up to eight hours. 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 telephone equipment that requires electricity to function, Internet services, television services or computer. You are responsible for purchasing and/or replacing the battery in the BBU (except in California where the BBU is provided at no charge by Frontier).

2. What if my FiberOptic Digital Voice calls are being directly routed to Voicemail?

Go to your Frontier Digital Voice Web Portal and check to see if any of the following features have been enabled, which could forward calls directly to your Voicemail:

- Call Forwarding to the Voicemail access number
- Do Not Disturb is set to send callers to Voicemail

If you are still experiencing problems, please call FiberOptic Digital Voice Customer Service at 1-800-921-8101.

3. What if I have no dial tone on my phone connected to FiberOptic 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 battery power, please ensure the battery is charged.

4. What if my phone connected to FiberOptic 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 “Call Settings” section of your Frontier Digital Voice Web Portal.

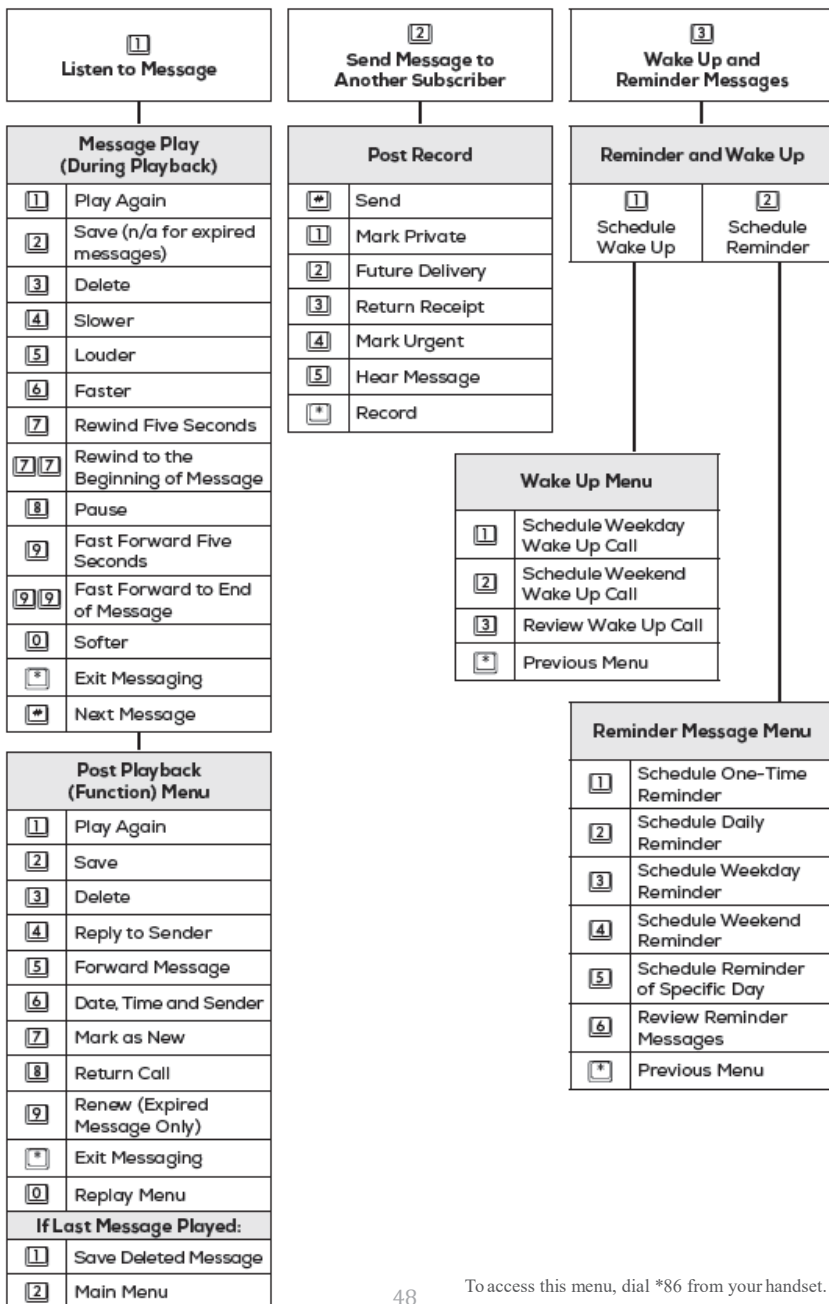
5. Why am I getting a fast busy signal on my phone connected to FiberOptic Digital Voice service?

If you are experiencing a fast busy on your phone, please call FiberOptic Digital Voice Customer Service at 1-800-921-8101.

If you are still experiencing problems, please call FiberOptic Digital Voice Customer Service at 1-800-921-8101.

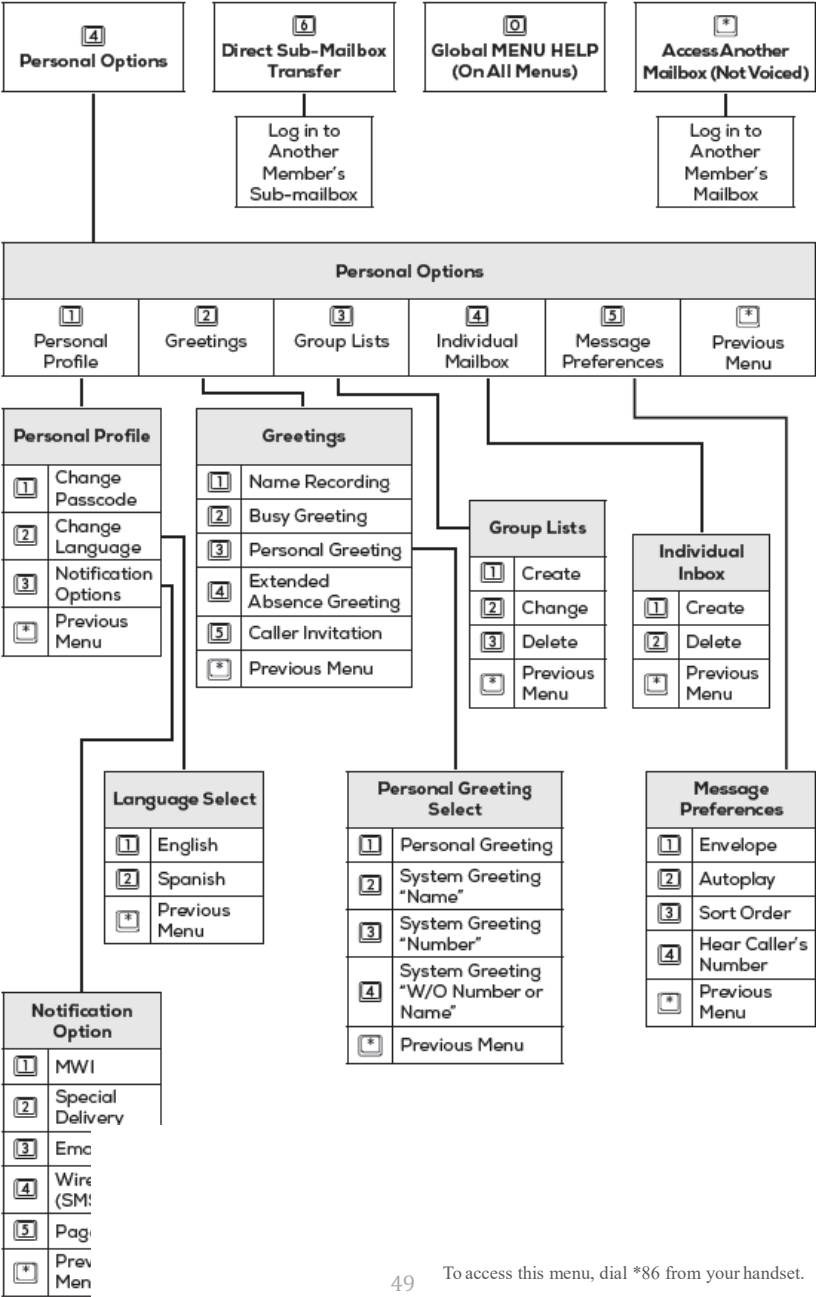
Appendix B

Voicemail Menu Map for California, Texas, and Florida Users page 1



Appendix B

Voicemail Menu Map for California, Texas and Florida Users page 2

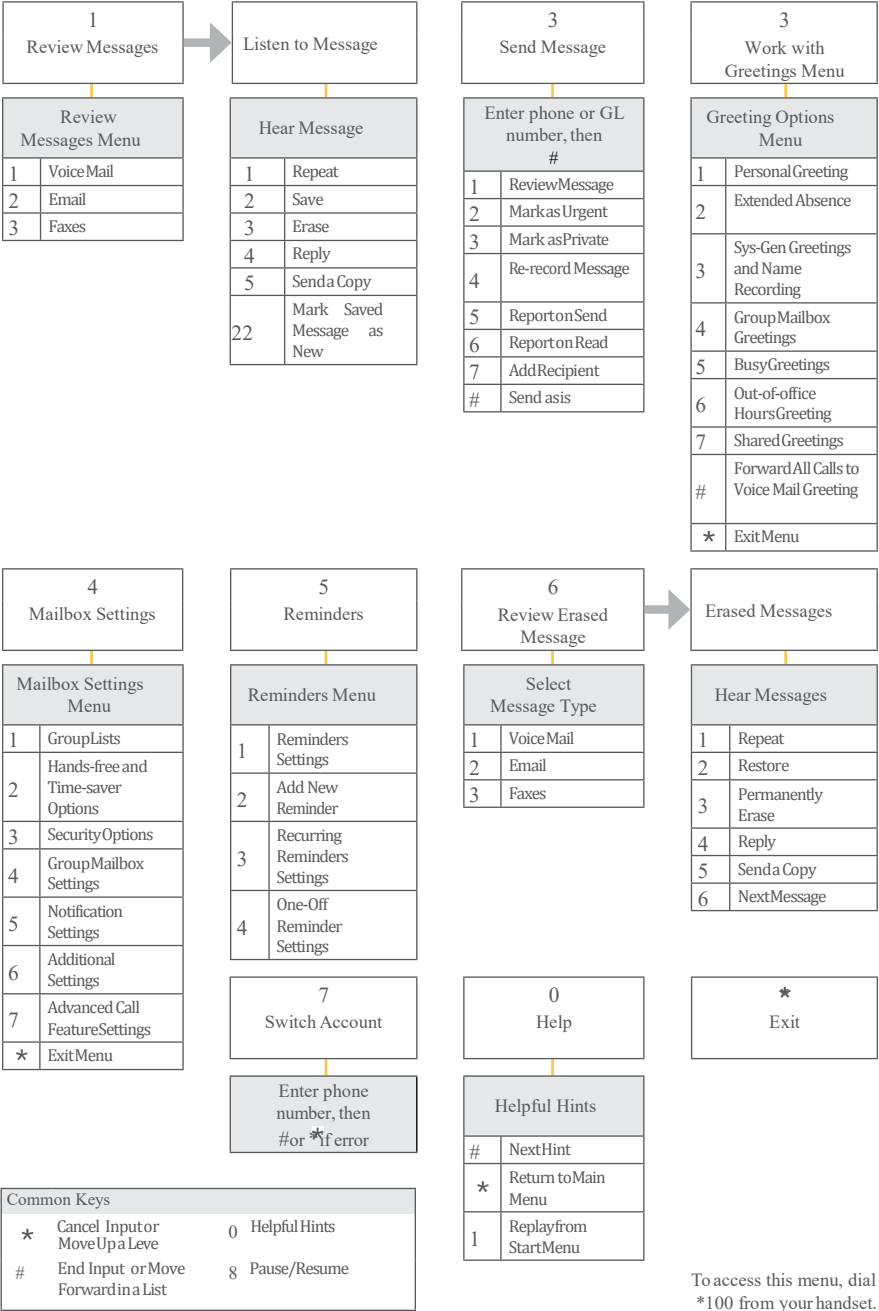


49

To access this menu, dial *86 from your handset.

Appendix C

Voicemail Menu Map for Indiana Users



4

Mailbox Settings

Mailbox Settings Menu

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

5

Reminders

Reminders Menu

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

7

Switch Account

Enter phone number, then # or * if error

6

Review Erased Message

Select Message Type

1	Voice Mail
2	Email
3	Faxes

Erased Messages

Hear Messages

1	Repeat
2	Restore
3	Permanently Erase
4	Reply
5	Send a Copy
6	Next Message

0

Help

Helpful Hints

#	Next Hint
*	Return to Main Menu
1	Replay from Start Menu

* Exit

Common Keys

*	Cancel Input or Move Up a Level	0	Helpful Hints
#	End Input or Move Forward in a List	8	Pause/Resume

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

Appendix D

Telephone Star Code Reference Chart

FiberOptic Digital Voice Feature	Telephone Access Code	
	Enable	Disable
Anonymous Call Reject	*77	*87
Call Forwarding	*72	*73
Call Return	*69	
Call Trace	*57	
Call Waiting (California, Texas, & Florida only)	*43	*44
Call Waiting Disable per Call	*70	
*Do Not Disturb (see note below)	*78	*79
Outgoing Caller ID Block per Call	*67	*82
To use Speed dial, dial number and #	To enable: —California, Texas, Florida *75 —Indiana *74 or *75	

Additional features are available using your online Web Portal.

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

Appendix E—Feature Access Summary

Feature	Phone	Web Portal	Mobile Devices	TV Set-Top Box
Calling Features				
Call Forwarding	X	X	X	X
Call Logs		X	X	X
Call Notification		X**		
Call Return/Call Back	X	X	X*	X
Text Back			X*	
Call Trace	X			
Call Waiting	X	X**		
Caller ID				X
Caller ID Block	X	X	X	
Do Not Disturb	X	X	X	X
Incoming Call Block/ Anonymous Call Rejection	X	X	X	X
International Call Block		X		
International Calling Rates		X		
Locate Me		X	X	
Simultaneous Ring		X	X	X
Speed Dial	X			
Three-Way Calling	X			
Voicemail Features				
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/Stutter Dial Tone, Phone Number, Email, Text [Smartphones only], Pager)		X***	X	
Passcode	X	X	X	
Retrieve Messages	X	X	X	X
Ring Count	X	X		
Send Messages	X			
Set Up Main and Individual Mailboxes	X			
Sort Order of Messages	X			
Voicemail Screening		X**		
Other Service Features				
Time Zone		X		
Wake Up Call/Reminder Message	X			
Contacts		X		
Frontier Pages Business Directory		X	X	

*Uses your mobile service carrier for outgoing calls and text messages.

**Available in California, Texas and Florida only.

*** Customers in Indiana - email feature only

Note: When a change is made from the web, TV, or mobile app, it will be reflected everywhere . Exception: If the customer enables Do Not Disturb by phone, he or she cannot make changes from the Web Portal or TV . If the customer enables it from the Web Portal or TV, he or she cannot turn it off by phone.

Contact Information

HELP BY PHONE

FiberOptic Repair/Support 1.877.600.1511

Customer Service/Billing 1.800.921.8101

Frontier Secure Support 1.888.620.3663

HELP ONLINE

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

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

