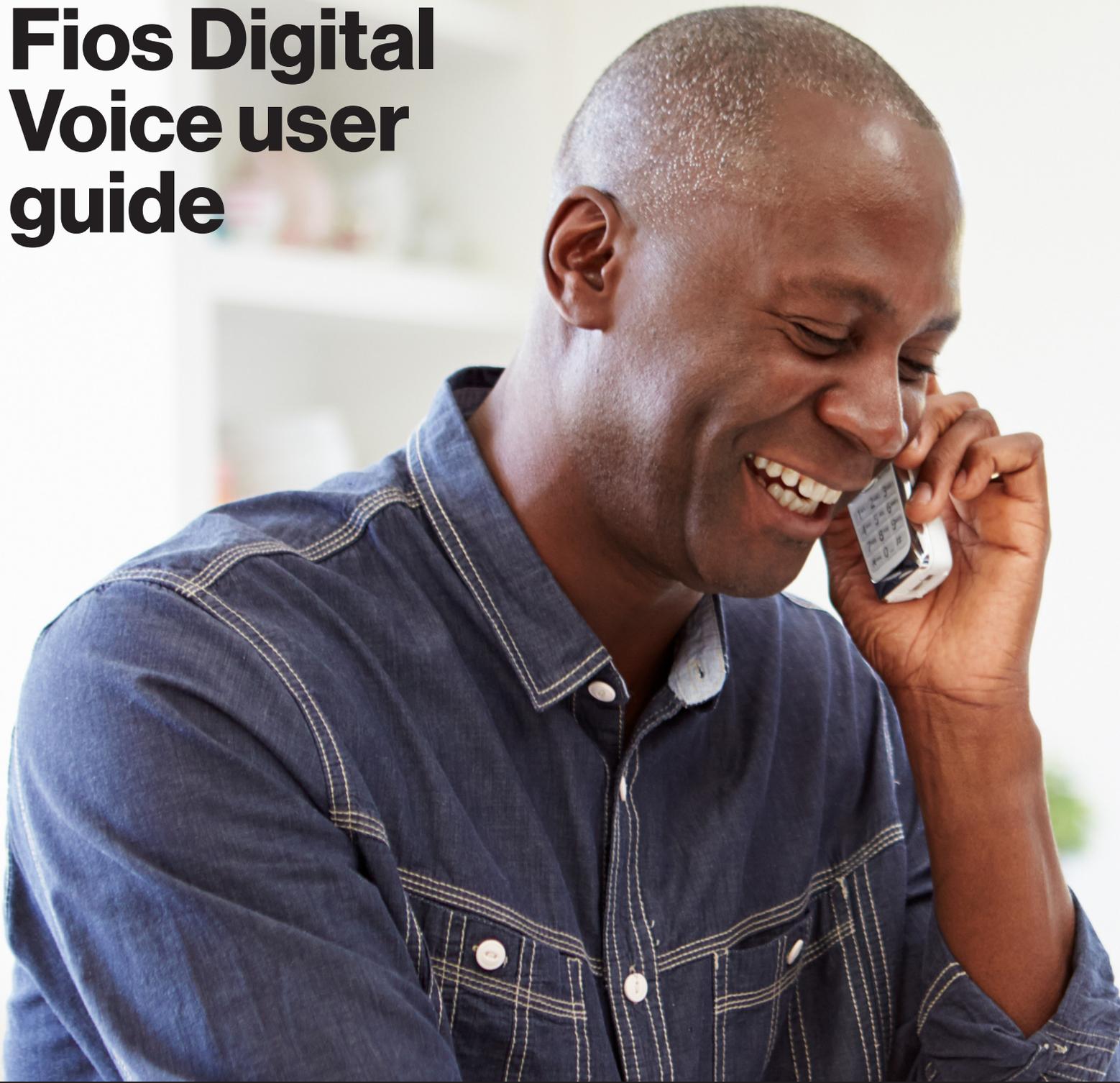


# Fios Digital Voice user guide



## Table of Contents

Welcome to Fios Digital Voice	3	Message preferences	29-30
Important E911 information	3	Messaging with other Voice Mail customers	30-31
Directory listing	3	Group lists	31
Manage your Fios Digital Voice features anywhere, anytime	4	Notification options	31-33
Fios TV access – Parental controls must be set up first	4	Ring count change	33
Making calls from your Fios Digital Voice phone line	5-6	Voice Mail Screening	33-34
<b>Calling features</b>	<b>7</b>	Wake Up Call & Reminder Messages	34
Call Forwarding	7-8	<b>Additional features</b>	<b>35</b>
Call History	9-10	Calendar	35
Call Notification	11	Fax capability	35
Call Return	11	Phone book	35-36
Call Waiting	12	Vanity Numbers	36
Caller ID	13	Virtual telephone numbers	36
Caller ID Block	14-15	<b>Appendix I: Fios Digital Voice frequently asked questions</b>	<b>37-39</b>
Do Not Disturb	15-16	<b>Appendix II: Troubleshooting</b>	<b>40</b>
Incoming Call Block/ Anonymous Call Rejection	17-18	<b>Appendix III: Fios Digital Voice speed dial list</b>	<b>41</b>
Locate Me	18-19	<b>Appendix IV: Star code reference chart</b>	<b>42</b>
Schedule a Call	19	<b>Appendix V: Fios Digital Voice – Voice Mail menu map</b>	<b>43-45</b>
Simultaneous Ring	19-20		
Speed Dial	20-21		
Three-way Calling	21		
<b>Voice Mail</b>	<b>22</b>		
Voice Mail set up	22		
Individual Voice Mailboxes	23-24		
Retrieving your Voice Mail messages	25-26		
Change your greeting	27		
Change your passcode	27-28		
Caller invitation	28		
Language options	28		

# Welcome to Fios Digital Voice

Congratulations! You're 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 notifications 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 Fios Digital Voice features.

We hope you enjoy exploring your new phone service.

## Important E911 information

As a reminder, in the case of an electrical outage, your battery backup power unit containing fully-charged battery(ies) will power your basic Fios Digital Voice services, including 911 dialing, as follows:

Battery Backup Unit (BBU)	up to 8 hours
PowerReserve	up to 24 hours
Battery Shell	up to 24 hours

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.

For more information on the Verizon battery backup units, including support, battery disposal instructions and replacement battery purchase options, please visit us at [verizon.com/battery](http://verizon.com/battery).

**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.**

## Directory listing

Your primary Fios Digital Voice telephone number is automatically listed in the Verizon National Directory Assistance database and your local Verizon phone book at no charge. If you would like to have that number not listed or not published for no charge, please contact your local business office or refer to the Fios Digital Voice Terms of Service at [www.verizon.com/about/terms-conditions/residential-terms-service](http://www.verizon.com/about/terms-conditions/residential-terms-service)

# Manage your Fios Digital Voice features anywhere, anytime

Experience a whole new level of control over your voice communications from your computer, Fios TV or smartphone. Not all features can be managed using all access methods. See each feature for options.

 **Online** **Wish your sister could hear the Voice Mail you just got?** You can forward it as an email attachment! Sign into your My Verizon account at [verizon.com/myverizon](http://verizon.com/myverizon).

 **TV** **Want to turn on Do Not Disturb while you watch On Demand on Fios TV?** Use your set-top box remote control! Using your Fios TV set-top box remote, select [Fios Digital Voice](#) from the [Menu](#) and click [OK](#) to launch.

 **Phone** **On vacation and forgot to turn on/off Call Forwarding or Simultaneous Ring?** Just grab your smartphone! Call 1.888.234.6786 or \*86 from your home phone

Changes made online will be reflected on your Fios TV and vice versa. There is no additional charge for using Fios TV or a smartphone to access Fios Digital Voice.

## Fios TV access—Parental controls must be set up first

### 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.

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. Press [Menu](#) on the Fios remote.
2. Select [Settings](#) > [System](#) > [Parental/Purchase](#).
3. Use the arrow button on your remote to select [Parental Controls](#) > [OK](#) to turn [OFF](#).

# 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.

## Phone

### Domestic calls and calls to Canada

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.

### International calls

For calls to most international locations, dial 011 + country code + city code (if applicable) + phone number.

For calls to the following locations dial 1 + the 10-digit phone number:

Anguilla, Antigua & Barbuda, Bahamas, Barbados, Bermuda, British Virgin Islands, Cayman Islands, Dominica, Dominican Republic, Grenada, Jamaica, Montserrat, St. Kitts & Nevis, St. Lucia, St. Vincent & Grenadines, Trinidad & Tobago and the Turks & Caicos Islands.

### Collect calls

You can make collect or third number billed calls from your Fios Digital Voice line but cannot receive them.

### Blocked numbers

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.

## Online

### To place a call from your Call History log:

1. Sign in to your My Verizon account at [verizon.com/myverizon](https://www.verizon.com/myverizon).
2. From the My Verizon Home page, select [Manage your phone](#) under the [Your Phone](#) section.
3. Click on [View Call History](#).
4. Click on the name or number of the caller you would like to call from the Call History log.
5. From the pop-up window, select [Call Back](#).
6. Your phone line will ring once the call is placed. Wait for the person on the other end to pick up.

### **To make a call using Place a Call:**

1. Sign in to your My Verizon account at [verizon.com/myverizon](http://verizon.com/myverizon).
2. From the My Verizon Home page, select [Manage your phone](#) under the [Your Phone](#) section.
3. In the [Call History](#) section, click on [Place a Call](#).
4. You can
  - a. select a recently called number by using the dropdown menu (the last three numbers recently dialed will be displayed), or
  - b. manually enter a number.
5. Once the number is entered, click [Dial](#).
6. Your phone will ring once the call is placed.
7. Wait for the person on the other end to pick up.

Note: If the number you are attempting to dial is busy, you will hear a busy tone.

### **To place a call using your phone book:**

1. Sign in to your My Verizon account at [verizon.com/myverizon](http://verizon.com/myverizon).
2. From the My Verizon Home page, select [Manage your phone](#) under the [Your Phone](#) section.
3. Scroll down to [Additional Features](#) and click on [Phone Book](#).
4. Click on the name and select [Call](#) from the drop-down menu.
5. A second pop-up window will appear asking if you want to dial that number or enter a new number. Click [Dial](#).
6. Your phone will ring once the call is placed. Wait for the person on the other end to pick up.

### **To block international calls on your Fios Digital Voice line:**

1. Sign in to your My Verizon account at [verizon.com/myverizon](http://verizon.com/myverizon).
2. Select the [Administration](#) link on the left side of the screen.
3. Select the [International Call Block](#) tab.
4. Check the number(s) on which you would like to block international calls.
5. Click [Save Settings](#).

## **TV**

### **To call someone from your Call Log:**

1. Using your Fios TV set-top box remote, select [Fios Digital Voice](#) from the [Menu](#) and click [OK](#) to launch.
2. Select [Call Logs](#).
3. Select the person you would like to call by using the up and down arrows on your remote control and press [OK](#).
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.

Note: "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 [verizon.com/fiosvoice](http://verizon.com/fiosvoice) for additional information on monthly and per use charges as well as International rates.

# Calling Features

## Call Forwarding

You can forward all calls or calls from specific phone numbers 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).

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 5.

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.

### Phone

#### To set up Call Forwarding:

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.

#### To cancel Call Forwarding from your phone:

1. Pick up handset.
2. Dial \*73.
3. You will hear a confirmation tone when Call Forwarding has been disabled.

### Online

#### To set up Call Forwarding:

1. Sign in to your My Verizon account at [verizon.com/myverizon](http://verizon.com/myverizon).
2. From the My Verizon Home page, select [Manage your phone](#) under the [Your Phone](#) section.
3. In the [Call Features](#) section, select [Call Forwarding](#) and click on [Activate](#).
4. In the box next to [Forward my incoming calls to](#), choose a destination telephone number already on your list or add a number.
5. Click the button to
  - a. [Forward all my calls](#), or
  - b. [Forward calls only from certain numbers](#). You can add up to 10 numbers manually or from your phone book.
6. Click [Save Changes](#).

**To turn off Call Forwarding or to change settings:**

1. Sign in to your My Verizon account at [verizon.com/myverizon](http://verizon.com/myverizon).
2. From the My Verizon Home page, select [Manage your phone](#) under the [Your Phone](#) section.
3. In the [Call Features](#) section, select [Call Forwarding](#) and click on [Deactivate](#).

 **TV****To set up Call Forwarding:**

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](#) > [OK](#).
3. Select [Call Forwarding](#) > [OK](#).
4. 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](#).
5. Click [OK](#) to save.
6. Use the [C](#) button on your remote control to turn Call Forwarding On and Off.

**Notes:**

- Telephone numbers saved in My Verizon 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.

# Call History

You can see a snapshot of your most recent calls on your My Verizon account home page or Fios TV. The log includes incoming and outgoing calls, missed calls, and calls that went to Voice Mail.

## Online

### To view your Call History:

1. Sign in to your My Verizon account at [verizon.com/myverizon](http://verizon.com/myverizon).
2. From the My Verizon Home page, select [Manage your phone](#) under the [Your Phone](#) section.
3. Your most recent calls are viewable in the [Call History](#) section. Click on [View Call History](#) to see the details.
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.
5. You can sort calls by the type of call, the Call From Number, Call To Number, or Date & Time.

### To call someone from your Call History:

1. Click on [View Call History](#) and then click on the name or telephone number of 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 Fios Digital Voice handset and wait for the person on the other end to pick up.
- Note: If the number you are attempting to dial is busy, you will hear a busy tone.

### To add a number from your Call History to your phone book:

1. Click on the caller's name or number.
2. Select [Add to Phone Book/Update Entry](#) from the drop down menu.

### To block a caller from your Call History:

1. Sign in to your My Verizon account at [verizon.com/myverizon](http://verizon.com/myverizon).
2. Click on [View Call History](#) and then click on the name or telephone number of the contact you would like to block.
3. Click on [Call Block](#) in the drop-down list.
4. Click on the [add](#) button next to the phone number box where the number you want to block is displayed.
5. You will receive a confirmation message.



### To view your Call Log

1. Using your set-top box remote, from the Main Menu on your Fios TV select Fios Digital Voice and press OK to launch.
2. Select Call Logs.
3. Your most recent incoming and outgoing calls are displayed. You can press the C button on your remote control to refresh the Call Log.
4. Use the Back or Left arrow on your remote control to return to the Fios Digital Voice Menu. Press OK for Yes.

### To call someone from your Call Log:

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.
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.

### To delete calls from your Call Log:

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.
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.

### To block a caller from your Call Log:

1. Select the name/telephone number you would like to block.
2. Click OK to block the caller.
3. Click OK to Do you want to add caller to blocked caller list.
4. You will receive a confirmation message.

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.

 Missed incoming calls

 Incoming calls

 Outgoing calls

# 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 My Verizon account.

## Online

### To set up Call Notification

1. Sign in to your My Verizon account at [verizon.com/myverizon](http://verizon.com/myverizon).
2. From the My Verizon Home page, select [Manage your phone](#) under the [Your Phone](#) section.
3. In the [Call Features](#) section, select [Call Notification](#) and click on [Activate](#).
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 [Save Changes](#).

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

1. Sign in to your My Verizon account at [verizon.com/myverizon](http://verizon.com/myverizon).
2. From the My Verizon Home page, select [Manage your phone](#) under the [Your Phone](#) section.
3. In the [Call Features](#) section, select [Call Notification](#) and click on [Deactivate](#).

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

1. In your [Call History](#), locate the number you'd like to add a notification for and click on the name or number of that call.
2. Click [Call Notification](#). You will receive a confirmation window that your email address will receive notification of calls from the name or number you selected.

# 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.

# 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

### 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.

### To temporarily disable Call Waiting (if you don't 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.

### To disable Call Waiting for an extended period of time:

1. Lift the handset and listen for dial tone; then dial \*44. This disables the Call Waiting feature until you reactivate it.

### To reestablish Call Waiting:

1. Lift the handset and listen for dial tone; then dial \*43. You'll be able to hear the Call Waiting tone when you receive calls.

## Online

### To disable Call Waiting for an extended period of time:

1. Sign in to your My Verizon account at [verizon.com/myverizon](http://verizon.com/myverizon).
2. From the My Verizon Home page, select Manage your phone under the Your Phone section.
3. In the Call Features section, select Call Waiting.
4. Click on Stop Call Waiting > OK. This disables the Call Waiting feature until you reactivate it.

### To reestablish Call Waiting:

1. Sign in to your My Verizon account at [verizon.com/myverizon](http://verizon.com/myverizon).
2. From the My Verizon Home page, select Manage your phone under the Your Phone section.
3. In the Call Features section, select Call Waiting.
4. Click on Activate Call Waiting > OK. This enables the feature until you disable it.

# 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.

## TV

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

### **To activate Caller ID 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 > OK.
3. Arrow over to Notifications > Caller ID.
4. Select Check Availability > 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 Caller ID 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: Caller ID 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.

## Phone

### **To use Outgoing Caller ID Block for one call:**

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.

### **To turn on Outgoing Caller ID Block for ALL calls you make:**

1. Lift the handset and listen for dial tone.
2. Dial \*31 and wait for the confirmation tone.
3. Calls made from your phone will no longer display your Caller ID information.

### **To remove Outgoing Caller ID Block for ALL calls you make:**

1. Lift the handset and listen for dial tone.
2. Dial \*32.
3. Calls made from your phone will now display your Caller ID information.

### **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):**

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, Caller ID Block returns to its previous state, and your Caller ID information will not display on calls you make.

## Online

### **To turn on Outgoing Caller ID Block for all calls you make:**

1. Sign in to your My Verizon account at [verizon.com/myverizon](https://www.verizon.com/myverizon).
2. Select [Calling Features](#) from the menu.
3. Select [Outgoing Caller ID Block](#).
4. Click [Activate Outgoing Caller ID Block > OK](#).
5. Caller ID information will no longer be sent with your calls until you reactivate it.

### **To remove Outgoing Caller ID Block for all calls you make:**

1. Sign in to your My Verizon account at [verizon.com/myverizon](http://verizon.com/myverizon).
2. Select [Calling Features](#) from the menu.
3. Select [Outgoing Caller ID Block](#).
4. Click [Stop Outgoing Caller ID Block](#) > [OK](#).
5. Caller ID information will now be sent with your calls.

## **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.

Note: If you enable Do Not Disturb using \*78, you cannot disable or change options online 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 My Verizon or your TV. Do Not Disturb and Simultaneous Ring cannot be enabled at the same time.

### **Phone**

#### **To set up Do Not Disturb:**

1. Pick up handset.
2. Dial [\\*78](#).
3. You will hear a confirmation when Do Not Disturb has been enabled.
4. 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.

#### **To cancel Do Not Disturb:**

1. Pick up your handset.
2. Dial [\\*79](#).
3. You will hear a confirmation when Do Not Disturb has been disabled.

## Online

### To set up Do Not Disturb:

1. Sign in to your My Verizon account at [verizon.com/myverizon](https://verizon.com/myverizon).
2. From the My Verizon Home page, select [Manage your phone](#) under the [Your Phone](#) section.
3. In the [Call Features](#) section, select [Do Not Disturb > Activate](#).
4. Click on button to
  - a. [Forward them to Voice Mail](#) (requires activated Fios Digital Voice Mail) or
  - b. [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.
5. Click on [Save Changes](#).

### To turn off Do Not Disturb:

1. Sign in to your My Verizon account at [verizon.com/myverizon](https://verizon.com/myverizon).
2. From the My Verizon Home page, select [Manage your phone](#) under the [Your Phone](#) section.
3. In the [Call Features](#) section, select [Do Not Disturb > Deactivate](#).

## TV

### To set up Do Not Disturb:

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 > OK](#).
3. Select [Do Not Disturb > OK](#).
4. Use the arrow keys on your remote control to select
  - a. [Forward Calls to Voice Mail](#)
  - b. [Play the System Greeting](#)
5. Click [OK](#).
6. Use the [C](#) button on your remote control to turn on/off.

Note: If you want to use the scheduling feature or create a list of exceptions, you must program using My Verizon.

# 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.

## Phone

### To set up Anonymous Call Rejection:

1. Dial \*77 to activate

### To cancel Anonymous Call Rejection:

1. Dial \*87 to disable

Note: Blocking calls from specific telephone numbers cannot be done on your phone but can be done online or on your TV.

## Online

### To set up Incoming Call Block:

1. Sign in to your My Verizon account at [verizon.com/myverizon](https://verizon.com/myverizon).
2. From the My Verizon Home page, select [Manage your phone](#) under the [Your Phone](#) section.
3. In the [Call Features](#) section, select [Incoming Call Block](#) > [Activate](#).
4. Click on
  - a. [Reject all Anonymous/Private calls](#) and/or
  - 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.
5. Click on [Save Changes](#).

### To cancel Incoming Call Block or change the block list:

1. Sign in to your My Verizon account at [verizon.com/myverizon](https://verizon.com/myverizon).
2. From the My Verizon Home page, select [Manage your phone](#) under the [Your Phone](#) section.
3. To cancel:

In the [Call Features](#) section, select [Incoming Call Block](#) and then [Deactivate](#) to cancel.
4. To change the Call Block settings:
  - a. Click on [Call Block](#)
  - b. Click on the check box next to the selection you wish to change and then [Save Changes](#).

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

1. Sign in to your My Verizon account.
2. Click on [View Call History](#) and then click on the name or telephone number of the contact you would like to block.
3. Click [Call Block](#) from the pop-up screen.

## TV

### To set up Incoming Call Block:

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 > OK.
3. Select Incoming Call Block > OK.
4. Select
  - a. Block All Anonymous Calls and click on OK to check the box, and/or
  - b. To block specific numbers, click on Use Blocked Caller List. Then click on Manage Block > 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.
5. Use C button on your set-top box remote to turn on/off.

### To cancel or change Incoming Call Block:

1. To cancel:
  - 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.
  - b. If you want to turn off both blocks, use the C button on your set-top box remote.
2. To remove a telephone number from the list, use the down arrow button to scroll to the number you want to delete, then click OK.
3. To enter a new number, use the down arrow key on your remote to move the number down to the list of blocked numbers. Use the up arrow key to add another number in the Add a Number box. Use the back arrow to return to the Incoming Block screen.

## 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

### To set up Locate Me:

1. Sign in to your My Verizon account at [verizon.com/myverizon](http://verizon.com/myverizon).
2. From the My Verizon Home page, select Manage your phone under the Your Phone section.
3. In the Call Features section, select Locate Me > Activate.
4. Enter your Locate Me phone number and number of rings. Click Add and enter additional phone numbers/rings as needed.
5. Click Save Changes.
6. After activating Locate Me, you can change the phone numbers and rings by selecting Locate Me in the Call Features section and then Settings.

### **To turn off Locate Me:**

1. Sign in to your My Verizon account at [verizon.com/myverizon](http://verizon.com/myverizon).
2. From the My Verizon Home page, select [Manage your phone](#) under the [Your Phone](#) section.
3. In the [Call Features](#) section, select [Locate Me](#) > [Deactivate](#).

## **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.

### **To schedule a call:**

1. Sign in to your My Verizon account at [verizon.com/myverizon](http://verizon.com/myverizon).
2. Select [Calendar](#) > [Schedule Call](#).
3. 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.
4. Enter the date and time you'd like to schedule the call.
5. Click on [Save](#).
6. Your calendar will be updated with the call.
7. The system will call you at the specified time and connect you to the desired number.
8. 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.

Note: Simultaneous Ring and Do Not Disturb cannot be enabled at the same time.

### **Online**

#### **To set up Simultaneous Ring:**

1. Sign in to your My Verizon account at [verizon.com/myverizon](http://verizon.com/myverizon).
2. From the My Verizon Home page, select [Manage your phone](#) under the [Your Phone](#) section.
3. From the [Call Features](#) section 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. Sign in to your My Verizon account at [verizon.com/myverizon](http://verizon.com/myverizon).
2. Select [Calling Features](#) from the menu.
3. Select [Simultaneous Ring](#).
4. Click on
  - a. [Stop Simultaneous Ring](#)
  - b. [Change Settings](#) to add/remove a number. [Click on Save Settings > 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 > 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 previous button to remove a number.
6. Use the down arrow to select [Save Settings > 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 (page 41) 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 on page 5.

## **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 5.)
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 eight individual mailbox extensions for family members. You can retrieve messages by phone, online from My Verizon, or from your Fios TV. Not all features can be managed using all access methods. See each feature for available options.

## Voice Mail set up

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.

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 via your My Verizon account at [verizon.com/myverizon](http://verizon.com/myverizon).

### Phone

#### To set up your Voice Mail:

1. Call the Fios Digital Voice Mail system at [1.888.2fiosvm \(1.888.234.6786\)](tel:18882fiosvm) or [\\*86](tel:*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 43-45. Changes can also be made through your My Verizon account, 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

### To create a new Individual Mailbox:

1. From the Voice Mail 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 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 and is a single digit (e.g., 1 for mailbox 1; 2 for mailbox 2, etc).

### To set up each new Individual Mailbox:

1. Call the Fios Digital Voice Mail system at 1.888.2fiosvm (1.888.234.6786) or \*86 from your home phone.
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#).
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...”
4. Follow the prompts for language options, creating a new 4-10 digit passcode, recording a new name for the mailbox, and recording greetings.
5. Once the Individual Mailbox setup is complete, you can return to the Main Menu and/or exit the mailbox.

Notes:

- 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.

### To delete an Individual Mailbox:

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.

**To retrieve Voice Mail from an Individual Mailbox:**

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).

 **Online****To passcode protect/unprotect Individual Mailboxes when using My Verizon:**

1. Set up the Individual Mailbox(s) by phone.
2. Sign in to your My Verizon account at [verizon.com/myverizon](http://verizon.com/myverizon).
3. From the Main Menu, select Voice Mail Settings.
4. Select Individual Voice Mail Access.
5. Click on require passcode entry or do not require passcode entry.
6. Click Save Setting.

**To delete an Individual Mailbox:**

1. From the Main Menu, select Voice Mail Settings.
2. Go to Individual Mailboxes.
3. Click the box next to the mailbox you want to delete.
4. Click Delete > OK.

Note: By deleting a mailbox, you will lose all messages stored in that mailbox and they cannot be retrieved.

**To retrieve Voice Mail from an Individual Mailbox:**

1. From the Main Menu, select Calls and Messages.
2. Click on the Voice Mail tab.
3. Choose Main Mailbox or the mailbox number from the Mailbox box.
4. Click on the message you want to hear.

**You can passcode protect Individual Mailboxes to require entry of the mailbox passcode to allow message retrieval.**

1. Sign in to your My Verizon account at [verizon.com/myverizon](http://verizon.com/myverizon).
2. Select Voice Mail Settings.
3. Click on Individual Mailbox Access.
4. Select Require Passcode Entry.
5. Click Save Settings.

## 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.

### Phone

#### To listen to your messages:

1. Dial the Fios Digital Voice Mail system at [1.888.2fiosvm \(1.888.234.6786\)](tel:18882fiosvm) or [\\*86](tel:*86) from your home phone.
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 on pages 43-45 for other options during and after message playback.)

### Online

#### To listen to your messages:

1. Sign in to your My Verizon account at [verizon.com/myverizon](http://verizon.com/myverizon).
2. From the My Verizon Home page, select [Manage your phone](#) under the [Your Phone](#) section.
3. From the [Voice Mail](#) section, click on [View Voice Mails](#) and click the [Play](#) button for 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.
4. Messages are automatically saved for 30 days unless you delete them.

#### To renew a message after the 30 day period:

1. From [View Voice Mails](#) you can click on the [renew](#) arrow to the right of the message.

#### To permanently save Voice Mail messages:

1. Play the message to open the audio box.
2. Click on [Forward](#).
3. Enter your email address.
4. Click on [Yes, I have read the disclaimer](#) > [Send](#).
5. The Voice Mail message will be attached as a .wav file.
6. You can then save the message to your PC or other device.

**To listen to your messages:**

1. Using your set-top box remote, from the Main Menu on your Fios TV select Fios Digital Voice and press OK to launch.
2. Select Voice Mail.
  - a. Your Voice Mail messages are listed. Unheard messages will be marked **NEW**.
  - b. Select the Voice Mail you want to hear and press OK. Ensure that your TV is not on mute.
  - c. Use the down arrow to select Voice Mail
  - d. Your television program will be paused momentarily while the Voice Mail is played back on your TV
  - e. You can

**1. Block a Caller:**

- 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.
- b. Using your remote control, press the Options button.
- c. Use the up and down arrows to select Block Caller > OK.

**2. Call Back:**

- 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.
- b. Using your remote control, press the Options button.
- c. Use the up and down arrows to select Call Back.
- d. After pressing OK, your phone will ring.
- e. Answer your telephone to connect to the number you dialed.

**To delete a single Voice Mail:**

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.
2. To delete, press Options on your remote control.
3. Use the down arrow to select Delete > OK.

**To delete all Voice Mail messages:**

1. From the Voice Mail screen, press the Options button on your remote control.
2. Use the down arrow to select Delete All > OK.

**To refresh the Voice Mail log:**

1. From the Voice Mail screen, press the C button on your set-top box remote.

## 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.

### Phone

#### To change your greeting:

1. At the Main Menu, press 4 for Personal Options.
2. Press 2 for Greetings.
3. Press
  - a. 1 for Name Recording.
  - b. 2 for Busy Greeting.
  - c. 3 for Personal or System Greeting.
  - d. 4 for Extended Absence Greeting.
4. Follow the prompts to record and save your new greeting(s).

### Online

Although greetings cannot be recorded online, you can change between your personal and busy greeting and turn your busy greeting on/off.

1. Sign in to your My Verizon account at [verizon.com/myverizon](http://verizon.com/myverizon).
2. From the My Verizon Home page, select Manage your phone under the Your Phone section.
3. In the Voice Mail section, click on Greetings.
4. Select which greeting to play.
5. Click Save Changes to ensure your settings have been updated.

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.

## Change your passcode

### Phone

1. At the Main Menu, press 4 for Personal Options.
2. Press 1 for Personal Profile.
3. Press 1 to Change the Passcode.
4. Enter the new 4-10 digit number and press #. Then press 1 to confirm.

## Online

1. Sign in to your My Verizon account at [verizon.com/myverizon](https://verizon.com/myverizon).
2. From the My Verizon Home page, select [Manage your phone](#) under the [Your Phone](#) section.
3. In the [Voice Mail](#) section, click on [Passcode](#).
4. Enter your old passcode and then create and confirm your new passcode.
5. Click [Save Changes](#).

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.

## 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.

## 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](#).

## 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."

## Phone

1. At the Main Menu, press 4 for Personal Options.
2. Press 1 for Personal Profile.
3. Press 2 to change Language.
4. Press 1 for English or 2 for Spanish.
5. Follow the prompts to select full prompts, male/female or quick prompts male/female.

Note: If you only want to change the gender for the prompts, you must reselect the English/Spanish prompts to get to that choice.

## Online

1. Sign in to your My Verizon account at [verizon.com/myverizon](https://verizon.com/myverizon).
2. From the My Verizon Home page, select Manage your phone under the Your Phone section.
3. In the Voice Mail section click on Notification & Prompt Settings.
4. Select Prompt and then the buttons next to your preference for English or Spanish, male or female voice.
5. If you want full prompts, click the Standard prompts box. Otherwise, you will have Quick Prompts.
6. Click Save Changes.

## 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.

## Phone

1. At the Main Menu, press 4 for Personal Options.
2. Press 5 for Message Preferences.
3. Follow the prompts to:
  - a. Turn off automatic envelope information playing before each message. You can choose to hear envelope information by pressing 6 after listening to a message.
  - b. Turn Autoplay feature on/off.
  - c. Change the sort order of messages (oldest to newest or vice versa).
  - d. Hear your caller's number.

## Online

1. Sign in to your My Verizon account at [verizon.com/myverizon](http://verizon.com/myverizon).
2. From the My Verizon Home page, select [Manage your phone](#) under the [Your Phone](#) section.
3. In the [Voice Mail](#) section click on [Notification & Prompt Settings](#).
4. Select [Prompt](#) and then uncheck the option to [Hear the date & time of each message](#).  
You can still hear envelope information by pressing [6](#) after listening to a message.
5. Click [Save Changes](#).

Note: Autoplay and sort order can only be done by phone.

## Messaging with other Fios Digital Voice Mail customers

Mailbox to Mailbox Messaging lets you quickly and easily exchange messages with other 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 on the next page).
  - 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).

### **Phone**

#### **To turn Message Waiting Indicator (MWI) on/off:**

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).

Note: We recommend leaving these features turned on so that you have immediate notification of a new message.

**To turn Special Delivery, email, text and pager notification on/off (once set up using your My Verizon account):**

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.
  - 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.

Note: Email and pager notification must be set up using My Verizon. 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.

 **Online**

**To turn MWI off:**

1. Sign in to your My Verizon account at [verizon.com/myverizon](http://verizon.com/myverizon).
2. From the My Verizon Home page, select Manage your phone under the Your Phone section.
3. In the Voice Mail section click on Notification & Prompt Settings.
4. Uncheck Light message light and/or change dial tone to stutter (where available).
5. Click Save Changes.

Note: We recommend leaving these features turned on so that you have immediate notification of a new message.

**To set up and turn on/off notification options:**

1. Sign in to your My Verizon account at [verizon.com/myverizon](http://verizon.com/myverizon).
2. From the My Verizon Home page, select Manage your phone under the Your Phone section.
3. In the Voice Mail section click on Notification & Prompt Settings.
4. Click on
  - a. Send to this cell number then enter the number.
  - b. Send 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.
  - c. Send my message to this number then enter the phone number (Special Delivery).
  - d. Send to this pager number then enter your pager number and select the provider from the drop-down list.
  - e. Warn me when my mailbox is nearly full.
5. If you only want to be notified of urgent messages, check Urgent Messages Only next to the option(s) you have chosen.
6. Click Save Changes.

Notes:

- Although you must create notification options online, once they are set, you may turn the [Pager and Text Notification](#) on/off by phone.
- 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.

## 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.

### Phone

1. At the [Main Menu](#), press **4** for [Personal Options](#).
2. Press **1** for [Personal Profile](#).
3. Press **6** for [Ring Count](#).
4. Choose from 2 to 6 rings.

### Online

1. Sign in to your My Verizon account at [verizon.com/myverizon](http://verizon.com/myverizon).
2. From the My Verizon Home page, select [Manage your phone](#) under the [Your Phone](#) section.
3. In the [Voice Mail](#) section click on [Notification & Prompt Settings](#).
4. Select [Prompt](#) then choose the number of rings from the dropdown box (2-6 rings).
5. Click [Save Changes](#).

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.

### Online

#### To turn on Voice Mail Screening:

1. Sign in to your My Verizon account at [verizon.com/myverizon](http://verizon.com/myverizon).
2. From the My Verizon Home page, select [Manage your phone](#) under the [Your Phone](#) section.
3. In the [Voice Mail](#) section click on [Voice Mail Screening](#).
4. Click [Activate](#) > [Save Changes](#).
5. 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 Voice Mail 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:
  - a. 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).
  - b. Hang up and let the message be recorded in your Voice Mail.

## 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.

### Phone

**To set up a Wakeup Call or Reminder Message:**

1. From the Main Menu, press 3 for Reminders and Wake Up
2. To set up the reminder
  - a. Press 1 to schedule a Wake Up Call
  - b. Press 2 to schedule a Reminder Message
3. Follow the prompts to set up the schedule for your reminder and to record Reminder Messages.
4. Press 1 to confirm.

## Additional features

### Calendar

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

#### Online

##### **To create a new event:**

1. Sign in to your My Verizon account at [verizon.com/myverizon](http://verizon.com/myverizon).
2. From the My Verizon Home page, select [Manage your phone](#) under the [Your Phone](#) section.
3. Select [Calendar](#) under the [Additional Features](#) section.
4. Select [New Event](#).
5. Enter the required information for your new event.
6. Click [Save](#).

### 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 (1.800.837.4966) to check if the line you are using is properly provisioned to support fax calling.

### 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 phone book.

#### Online

##### **To add a contact to the phone book:**

1. Sign in to your My Verizon account at [verizon.com/myverizon](http://verizon.com/myverizon).
2. Select [Phone Book](#).
3. Select [Add a Contact](#).
4. Enter the information and click [Save](#).

##### **To add or edit a phone book contact from Call History 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 My Verizon account at [verizon.com/myverizon](http://verizon.com/myverizon).
3. Select [Phone Book](#).
4. Click on [Import Contacts](#).
5. Select the .csv file you want to import.
6. Click [next](#).

## **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 (1.800.837.4966) 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.

# Appendix I: Fios Digital Voice frequently asked questions

## Product FAQs

### 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 My Verizon 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. My Verizon also allows you to access your Voice Mail messages through any computer with internet access.

In the case of an electrical outage, your battery backup power unit containing fully-charged battery(ies) will power your basic Fios Digital Voice services, including 911 dialing, as follows:

Battery Backup Unit (BBU)	up to 8 hours
PowerReserve	up to 24 hours
Battery Shell	up to 24 hours

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.

For more information on the Verizon battery backup units, including support, battery disposal instructions and replacement battery purchase options, please visit us at [verizon.com/battery](http://verizon.com/battery).

**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.**

### 3. How do I access my Fios Digital Voice features and settings online?

You can access by signing into your My Verizon account at [verizon.com/myverizon](http://verizon.com/myverizon).

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

From the Fios TV Main Menu, click on Fios Digital Voice > OK to see your Call Logs, listen to Voice Mail messages, and enable/disable 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. 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**

- Anonymous Call Rejection
- Call Forwarding
- Call Logs
- Call Notification
- Call Return
- Call Waiting with Caller ID
- Caller ID Name and Number
- Do Not Disturb
- 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
- Locate Me
- Place a Call
- Schedule a Call
- Simultaneous Ring
- Speed Dial 100
- Three Way Calling
- Voice Mail
- Voice Mail Screening
- Wake Up and Reminder Messages

**7. Can I manage my Fios Digital Voice calling features from any computer?**

Management of your Fios Digital Voice features and settings can be accessed from any computer with an internet connection by signing into your My Verizon account at [verizon.com/myverizon](http://verizon.com/myverizon).

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

Yes, Fios Digital Voice supports TTY services.

**9. 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.

## **Account FAQs**

**1. Can I view my current and past billing statements online?**

Yes. Sign in to your My Verizon account at [verizon.com/myverizon](http://verizon.com/myverizon) to view your bill.

**2. 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.

**3. How do I view the monthly taxes and surcharges I'm paying for on Fios Digital Voice?**

Sign in to your My Verizon account at [verizon.com/myverizon](http://verizon.com/myverizon) to view your bill. All taxes and surcharges can be found there.

**4. How can I claim tax-exempt status?**

Call us at 1.800.Verizon (1.800.837.4966) to determine if you are eligible. You will be asked to provide a copy of your tax-exempt certificate.

**5. 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 1.800.Verizon (1.800.837.4966) to order additional Primary or Virtual Telephone Numbers.

**6. How do I cancel Fios Digital Voice?**

If you want to cancel Fios Digital Voice, please call 1.800.Verizon (1.800.837.4966).

## Appendix II: 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. For more information on the Verizon battery backup units, including support, battery disposal instructions and replacement battery purchase options, please visit us at [verizon.com/battery](http://verizon.com/battery).

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

Go to My Verizon at [verizon.com/myverizon](http://verizon.com/myverizon) 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 1.800.Verizon (1.800.837.4966).

### 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 1.800.Verizon (1.800.837.4966).

### 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 Call Features section of your My Verizon home page. If you are still experiencing problems, please call 1.800.Verizon (1.800.837.4966).

### 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 1.800.Verizon (1.800.837.4966).

## Appendix III: 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

## Appendix IV: 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.

<b>Fios Digital Voice feature</b>	<b>Telephone access codes</b>
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	
• To use, dial # + 2-digit speed dial code	*75

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

# Appendix V: Fios Digital Voice—Voice Mail menu map

## 1 Listen to messages

### Message Play (during playback)

- 1 Play Again
- 2 Save (n/a for expired message)
- 3 Delete
- 4 Slower
- 5 Louder
- 6 Faster
- 7 Rewind Five Seconds
- 77 Rewind to beginning of message
- 8 Pause
- 9 Fast Forward Five Seconds
- 99 Fast Forward to end of message
- 0 Softer
- \* Exit Messaging
- # Next Message

### Post playback (function) menu

- 1 Play Again
- 2 Save
- 3 Delete
- 4 Reply to Sender
- 5 Forward Message
- 6 Date, Time & Sender
- 7 Mark as New
- 8 Return Call
- 9 Renew (expired message only)
- \* Exit Messaging
- 0 Replay Menu
- If last message played:**
  - 1 Save deleted message
  - 2 Main Menu

## 2 Send message to another subscriber

### Post record

- # Send
- 1 Mark Private
- 2 Future Delivery
- 3 Return Receipt
- 4 Mark Urgent
- 5 Hear Message
- \* Record

## 3 Wake Up & Reminder Messages

### Reminder & Wake Up

- |                       |                           |
|-----------------------|---------------------------|
| <b>1</b>              | <b>2</b>                  |
| Schedule Wake Up Call | Schedule Reminder Message |

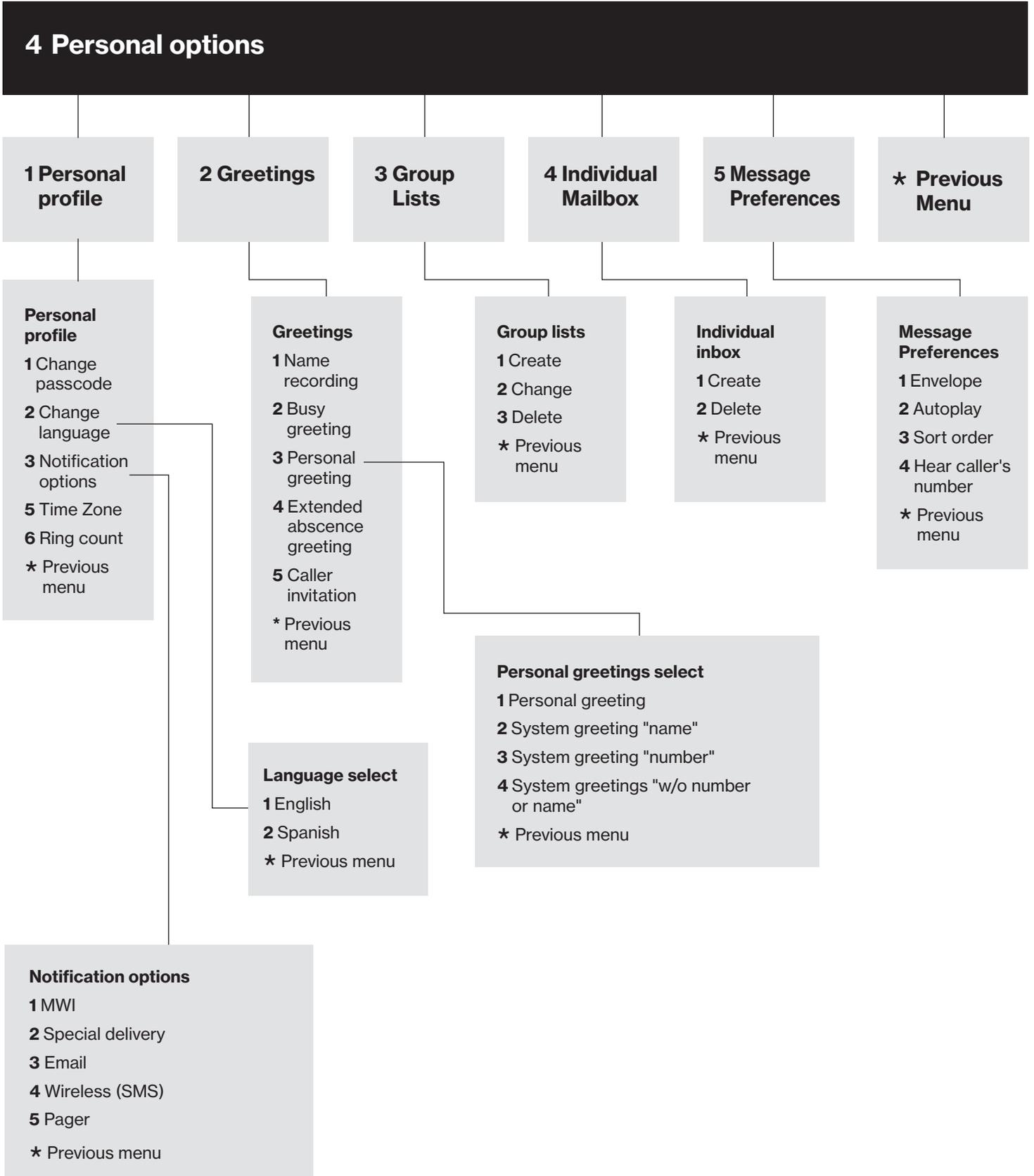
### Wake Up menu

- 1 Schedule Weekday Wake Up Call
- 2 Schedule Weekend Wake Up Call
- 3 Review Wake Up Call
- \* Previous Menu

### Reminder Message menu

- 1 Schedule One Time Reminder
- 2 Schedule Daily Reminder
- 3 Schedule Weekday Reminder
- 4 Schedule Weekend Reminder
- 5 Schedule Reminder on Specific Day
- 6 Review Reminder Messages
- \* Previous Menu

# Appendix V: Fios Digital Voice—Voice Mail menu map, continued



## Appendix V: Fios Digital Voice—Voice Mail menu map, continued



Updated: June 2018

©2018 Verizon. All rights reserved.