



# VERIZON FiOS® DIGITAL VOICE USER GUIDE



**THIS IS  
FiOS.  
THIS IS  
BIG.**

## Welcome to Verizon FiOS® Digital Voice

Congratulations! Your FiOS Digital Voice service is now working. You are about to experience an exciting new generation of voice communications technology. Your new FiOS Digital Voice service comes with many easy-to-use call management features and benefits. You can manage calls online by setting up features like Call Forwarding and Do Not Disturb, review an online list of your incoming and outgoing calls, and even check Voice Mail from any computer with Internet access. FiOS Digital Voice lets you do it all with your own online Account Manager (See Figure 1).

Before you begin calling, read this guide carefully, so you'll be able to get the most out of all the new and exciting features of your FiOS Digital Voice service.

We hope you enjoy your new phone service.

The screenshot shows the Verizon FiOS Digital Voice Account Manager Home Page. The page has a red header with the text "FiOS Digital Voice". Below the header is a navigation bar with "Phone Book" and "HOME" links. A left sidebar contains a "Main Menu Bar" with links: Home, Calls and Messages, Phone Book, Calling Features, Voice Mail Settings, Calendar, Directories, Administration, and Extras. The main content area is divided into several sections. At the top, there's a "My Phone" section with a dropdown menu showing "(214) 123-1234" and buttons for "Place a Call" and "Refresh". Below this is a "Summary" section with "Missed Calls" (2 New), "Voice Mail (Main Mailbox)" (2 New), and "Mail Box" (40 Messages / 50 Messages). To the right of the summary is a "Calling Features" section with a dropdown menu and three features: "Simultaneous Ring" (off), "Do Not Disturb" (on), and "Call Forwarding" (on). Below the summary is a "Plan Details" section for the "FiOS® Digital Voice Unlimited Plan", which includes a description of the plan and a disclaimer. To the right of the plan details is an "Additional Lines" section with a description of family-share pricing. Below the plan details is a "Do Not Disturb" section with a description of the feature and a "Try it Now" button. At the bottom of the page is a footer with "Copyright © 2008 Verizon. All rights reserved. Privacy Policy". Red arrows point from text annotations to specific sections: "Main Menu Bar" points to the left sidebar; "Calling Features section: Choose 3 features to quickly manage" points to the Calling Features section; "Plan Details section: Get information about your current plan and features" points to the Plan Details section; and "Additional Information section: Find information on features you can use now" points to the Do Not Disturb section.

**FiOS Digital Voice**

Phone Book HOME

My Phone (214) 123-1234 Place a Call Refresh

**Home** >

Calls and Messages

Phone Book

Calling Features

Voice Mail Settings

Calendar

Directories

Administration

Extras

**Summary** Go to Calls and Messages

Missed Calls 2 New

Voice Mail (Main Mailbox) 2 New

Mail Box 40 Messages 50 Messages

**Calling Features** More Features

Simultaneous Ring off

Do Not Disturb on

Call Forwarding on

**Plan Details**

FiOS® Digital Voice Unlimited Plan

You get unlimited domestic calling, which includes calling to US Territories, Canada and Puerto Rico for a low monthly rate. The Unlimited Plan offers you the ability to purchase up to 5 lines in addition to the primary line that is included with the plan. You can also make [International Calls](#) for a low per minute rate based on the country you are calling. A list of countries and the applicable rates that can be called is available by going to the Extras section of the online account manager.

Disclaimer: Plan includes residential direct-dialed domestic calls only. Includes up to 8 hours battery back-up. After battery exhausted, service (including 911/emergency calls) will not work during a power outage. Additional charges, taxes and other terms and conditions apply. Not available in all areas.

**Additional Lines**

Get family-share pricing with the FiOS Digital Voice Unlimited Plan- add up to 5 additional lines for only \$9.99 each! Give other family members their own personal lines or provide a separate number for your home office. Call 1-800-553-1555 to sign up.

**Do Not Disturb**

Had enough of the phone ringing? Do Not Disturb allows you to automatically forward calls to a prerecorded message or to voicemail without ever ringing your phone. Not only can you customize the feature so that important callers can still reach you, you can also schedule it to turn on and off without ever having to touch a button

[Try it Now](#)

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**Main Menu Bar**

**Calling Features section: Choose 3 features to quickly manage**

**Plan Details section: Get information about your current plan and features**

**Additional Information section: Find information on features you can use now**

Figure 1. Verizon FiOS Digital Voice Account Manager Home Page

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## Making Calls With Your FiOS Digital Voice Phone Line

### 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 of the person you are calling. There is no need to dial a "1" before the area code.

### International Calls

For calls to most international locations:

Dial 011 + the country code + the city code (if applicable) + the phone number of the person you are calling. Dial 1 + the 10-digit phone number for calls to the following locations: 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. FiOS Digital Voice makes it easy for you to find information on international rates and country codes.

#### **For information on international rates and country codes, follow these steps:**

1. Sign into your FiOS Digital Voice Account Manager.
2. Select the "Extras" link on the left side of the screen.

Verizon also reserves the right to block calls to certain countries in the event we determine such calls may be linked to fraudulent or illegal activities or in the event a country places any other restrictions on Internet traffic.

#### **To block international dialing:**

1. Go to your FiOS Digital Voice Account Manager.
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".

### Collect Calls

You cannot place or accept collect calls or third number billed calls with your FiOS Digital Voice service.

## Out Of Service Back-Up Phone Number

FiOS Digital Voice allows you to set up and save a contact phone number (perhaps your cell phone or work number) to which your calls can be automatically forwarded in the event your FiOS Digital Voice service is not working. To set up a Back-Up Number online using your FiOS Digital Voice Account Manager, see the "Back-Up Number" section of this user guide.

*NOTE: The Back-Up Number is used whenever an outage occurs.*

#### **There are two different types of outages:**

1. Power has been lost to the home and the battery back-up power has been depleted.

OR

2. There is a network-wide outage in your area.

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

## Directory Assistance Listing

Your primary FiOS Digital Voice telephone number is automatically listed in the Verizon National Directory Assistance database and your local Verizon Phone Book; if you'd like to have that number not listed or not published, please contact your local business office.

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



## FiOS Digital Voice Calling Features

### 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.

#### 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 number you want to add. For most other domestic numbers, dial the 3-digit area code + the 7-digit phone number. For most other international numbers, dial 011 + the country code + phone number. Some international calls only require you to dial 1+ the 10-digit phone number of the person you are calling. Those countries include: 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.
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 two other 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. **Also, when hanging up on a three-way call, it is important to press the flash button and then hang up the phone to disconnect the two callers.** If you simply hang up the phone on both callers, the two callers remain connected.

### Call Forwarding

Using the FiOS Digital Voice Account Manager, you can go online from any computer and arrange to forward your incoming FiOS Digital Voice phone calls to any number you wish. If you are not on the Unlimited Plan, you will be charged usage for calls you forward to numbers that are not "In-Network".

#### Using Call Forwarding to forward calls to international numbers:

Using Call Forwarding to dial international numbers incurs per-minute rates to the international location. To learn how to check rates for international calls, please see the "International Calls" section of this guide.

#### To set up Call Forwarding from your phone:

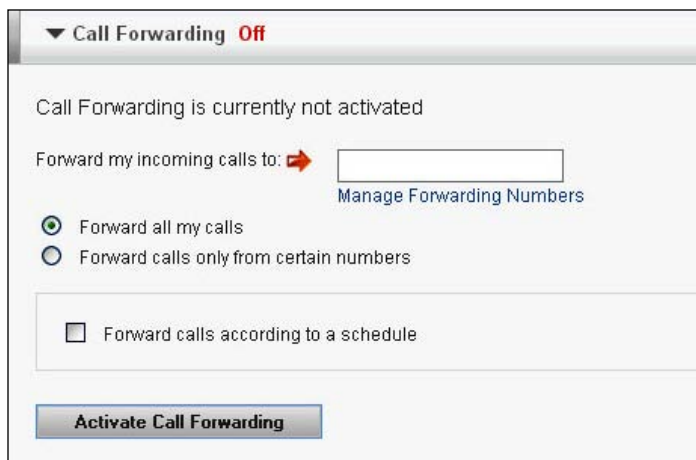
1. Pick up handset.
2. Dial [\*][7][2].
3. Wait for tone.
4. Enter the telephone number to which you would like your calls forwarded.
5. You will hear a confirmation announcement that Call Forwarding is active.

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

1. Pick up handset.
2. Dial [\*][7][3].
3. You will hear a confirmation announcement that Call Forwarding has been disabled.

#### To set up Call Forwarding from your FiOS Digital Voice Account Manager: (See Figure 3)

1. Go to the Home Page and select the "Calling Features" link on the left side of the screen.
2. Select the "Call Forwarding" tab.
3. Numbers already on your Call Forwarding list will appear to



▼ Call Forwarding Off

Call Forwarding is currently not activated

Forward my incoming calls to:  [Manage Forwarding Numbers](#)

☒ Forward all my calls

☐ Forward calls only from certain numbers

☐ Forward calls according to a schedule

[Activate Call Forwarding](#)

Figure 3. Call Forwarding

the right of "Forward my incoming calls to". If the number you want is not there, simply click "Manage Forwarding Numbers" or "Add a Number" and add a new number.

4. Once your destination number has been selected, click the button for the Call Forwarding option of your choice ("Forward all my calls" or "Forward calls only from certain numbers", i.e., Selective Call Forwarding). You can come back at any time to add or delete destination numbers by following the same instructions described above.

5. Finally, click "Activate Call Forwarding" to start forwarding calls.

*NOTE: Call Forwarding is a dual feature with FiOS Digital Voice. Therefore, when selecting any Call Forwarding options on your FiOS Digital Voice Account Manager, you will automatically change any Call Forwarding settings previously set directly on your FiOS Digital Voice phone. The "Forward all my calls" option will always override any other forwarding choice.*

*Using Call Forwarding to dial international numbers incurs per-minute rates to the international location. To learn how to check rates for international calls, please see the "International Calls" section of this guide.*

*Also, customers not on the Unlimited Plan will be charged usage minutes for calls that are forwarded domestically.*

## Call Forwarding All Calls with Scheduling

Using the FiOS Digital Voice Account Manager, you can go online from any computer and schedule Call Forwarding for certain times of the day.

### Using Call Forwarding to forward calls to international numbers:

Using Call Forwarding to dial international numbers incurs per-minute rates to the international location. To learn how to check rates for international calls, please see the "International Calls" section of this guide.

### To set up Call Forwarding with Scheduling from your FiOS Digital Voice Account Manager:

1. Go to the FiOS Digital Voice Account Manager.
2. Select the "Calling Features" link on the left side of the screen.
3. Select the "Call Forwarding" tab.
4. Numbers already on your Call Forwarding list will appear to the right of "Forward my incoming calls to". If the number you want is not there, simply click "Manage Forwarding Numbers" or "Add a Number" and add a new number.
5. Check "Forward calls according to a schedule".
6. Enter the date and time you would like your forwarding to begin. You can also repeat this setting if you wish at certain intervals.
7. Finally, click "Add Schedule" to save your entry.

8. Once the scheduled Call Forwarding entry has been added, you can view that schedule by simply selecting the "Call Forwarding" tab or going to your Calendar.

*NOTE: Call Forwarding is a dual feature with FiOS Digital Voice. Therefore, when selecting any Call Forwarding options on your FiOS Digital Voice Account Manager, you will automatically change any Call Forwarding settings previously set directly on your FiOS Digital Voice phone. The "Forward all my calls" option will always override any other forwarding choice.*

*Using Call Forwarding to dial international numbers incurs per-minute rates to the international location. To learn how to check rates for international calls please see the "International Calls" section of this guide.*

*Also, customers not on the Unlimited Plan will be charged usage for calls that are forwarded to numbers that are not "In-Network".*

## Call Forwarding Selective with Scheduling

Using the FiOS Digital Voice Account Manager, you can go online from any computer and choose to forward only certain calls on your FiOS Digital Voice phone line to another number and schedule Call Forwarding for certain times of days.

### Using Call Forwarding to forward calls to international numbers:

Using Call Forwarding to dial international numbers incurs per-minute rates to the international location. To learn how to check rates for international calls, please see the "International Calls" section of this guide.

### To set up Selective Call Forwarding from your FiOS Digital Voice Account Manager:

1. Go to the Home Page and select the "Calling Features" link on the left hand side.
2. Select the "Call Forwarding" tab.
3. Numbers already on your Call Forwarding list will appear to the right of "Forward my incoming calls to". If the number you want is not there, simply click "Manage Forwarding Numbers" or "Add a Number" and add a new number.
4. Check "Forward calls only from certain numbers".
5. Make sure the selected numbers you want forwarded are listed or you can add them.
6. Now check "Forward calls according to schedule" to arrange a day and time for forwarding to begin.
7. When selecting Schedule Call Forwarding, a new section will appear that provides simple steps to select a "Start" and "End" date and time.
8. Once all the information for the Scheduled Call Forwarding is captured, click "Add Schedule" at the bottom of the page.
9. Once the scheduled Call Forwarding entry has been added, you can view that schedule by simply selecting the "Call Forwarding" tab or going to your Calendar.

*NOTE: Call Forwarding is a dual feature with FiOS Digital Voice. Therefore, when selecting any Call Forwarding options on your FiOS Digital Voice Account Manager, you will automatically change any Call Forwarding settings previously set directly on your FiOS Digital Voice phone. The Call Forwarding Always option will always override any other forwarding choice.*

*Using Call Forwarding to dial international numbers incurs per-minute rates to the international location. To learn how to check rates for international calls please see the "International Calls" section of this guide.*

*Also, customers not on the Unlimited Plan will be charged usage minutes for calls that are forwarded domestically.*

## Anonymous Call Rejection

Anonymous Call Rejection enables you to reject calls from parties who have blocked their Caller ID.

### To set up Anonymous Call Rejection:

1. Sign into your FiOS Digital Voice Account Manager.
2. Select the "Calling Features" link on the left side of the screen.
3. Select the "Incoming Call Block" tab.
4. Select the "Reject All Anonymous Calls" link.
5. Click "Activate Incoming Call Block".

## Call Return

Call Return enables you to call the last party that called, even if you answered the call.

### To activate Call Return:

1. Lift the handset and listen for the dial tone.
2. Press **[\*][6][9]** and wait for the phone to ring to be connected to your last inbound caller.

## Call Waiting

With Call Waiting, calls can get through when you're on another call. When someone tries to call you when you're on the phone, you will hear a Call Waiting tone. The person calling hears ringing until you answer. 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.

### To use Call Waiting:

1. Inform your first caller that you have another call.
2. Put the first caller on hold and answer the second call by pressing and releasing the flash or hang-up button.
3. Return to the first call and put the second call on hold by pressing and releasing the flash or hang-up button again.

You can alternate between calls as often as you like.

You can also temporarily disable Call Waiting on your line.

### To temporarily disable Call Waiting (if you don't want to be disturbed during a specific call):

1. Lift the handset and listen for the dial tone.
2. Press **[\*][7][0]**.
3. Listen for a confirmation announcement followed by a dial tone, then dial the number you want to call.

*NOTE: Disabling Call Waiting from your FiOS Digital Voice phone works only for the length of one call. Call Waiting returns to your phone automatically when you hang up.*

### To disable Call Waiting for a longer time, you have two choices:

1. Lift the handset and listen for the dial tone; press **[\*][4][4]**; you'll be able to place/receive calls now without hearing the Call Waiting tone.  
OR
2. Log on to your FiOS Digital Voice Account Manager and check the "Calling Features" link. Go to "Call Waiting" and click "Stop Call Waiting". This disables the Call Waiting feature until you reactivate it.

### To reestablish Call Waiting:

1. Lift the handset and listen for the dial tone; press **[\*][4][3]**; you'll be able to place/receive calls now and hear the Call Waiting tone.  
OR
2. Log on to your FiOS Digital Voice Account Manager and select the "Calling Features" link. Go to "Call Waiting" and check "Activate Call Waiting". This enables the Call Waiting feature until you disable it.

## Caller ID with Name

Caller ID with Name lets you see the name and phone number of an incoming caller on your phone or Caller ID device. The Caller ID screen displays the names and numbers of most callers. Caller ID with Name displays either the number alone 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 on your display unit.

*NOTE: Some names and numbers that are displayed cannot be called back because they do not accept incoming calls, or they are the main number of a business.*



## Caller ID Block

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

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

1. Lift the handset and listen for the dial tone.
2. Press **[\*][6][7]** and wait for the confirmation tone. Then dial the number of the person you are calling. Your Caller ID will be blocked to the person you are calling.

*NOTE: Caller ID Block works only for the duration of one call when using [\*][6][7]. After that call is completed, Caller ID returns to its previous status.*

### If you want to disable Caller ID permanently, there are two ways:

1. Lift the handset and listen for dial tone; press **[\*][3][1]** and wait for the tone.  
OR
2. Log on to your FiOS Digital Voice Account Manager, select the "Calling Features" link on the left side of the screen and then select the "Outgoing Caller ID Block" tab. Click "Activate Outgoing Caller ID Block". This disables the Caller ID feature until you reactivate it.

## Caller ID Restore

Caller ID Restore allows you to cancel your Caller ID Block on a per-call basis so that you can have your name and number display on the Caller ID device of the person you are calling.

### To use Caller ID Restore:

1. Lift the handset and listen for the dial tone.
2. Press **[\*][8][2]** and wait for the confirmation tone. Then dial the number of the person you are calling.

*NOTE: Caller ID Restore using [\*][8][2] works only for the duration of one call. After that call is completed, Caller ID returns to its previous state.*

### If you want to reestablish Caller ID for every call, you can:

1. Lift the handset and listen for dial tone and press **[\*][3][2]**.  
OR
2. Log on to your FiOS Digital Voice Account Manager, select the "Calling Features" link on the left side of the screen, then select the "Outgoing Caller ID Block" tab. Click "Stop Outgoing Caller ID Block". This disables the Caller ID Block feature until you reactivate it.

## Call Waiting with Caller ID

Call Waiting with Caller ID displays the name and number of the second caller while you're on another call. So you can decide whether to take the call now or let it go to Voice Mail if you have selected the Voice Mail option for your FiOS Digital Voice line. A Call Waiting with Caller ID capable device is needed to use this feature.

## Speed Dial 100

Speed Dial 100 lets you make calls faster by dialing fewer numbers. All Speed Dial settings can be saved or changed from your FiOS Digital Voice phone line. Speed Dial 100 allows you to store up to 100 numbers. See the FiOS Digital Voice Speed Dial List on page 22 for a place to record your Speed Dial numbers.

*NOTE: Using Speed Dial to dial international numbers incurs per-minute rates to the international location. To learn how to check rates for international calls, please see the "International Calls" section of this guide.*

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

1. Lift the receiver and listen for the dial tone.
2. Press **[\*][7][5]** at the dial tone. You will hear three quick beeps and a dial tone, then enter the two-digit Speed Dial location you wish to store (00-99) + the domestic or international number you wish to store, followed by **[#]**.

### For domestic and Canadian numbers:

1. Press **[\*][7][5]** + the 2-digit Speed Dial location (ex: 01) + the 3-digit area code + the 7-digit phone number, followed by **[#]**.
2. Your FiOS Digital Voice service will store the number.

### For most international numbers:

1. Press **[\*][7][5]** + the 2-digit Speed Dial location (ex: 01) + 011+ the country code + the city code (if applicable) + the phone number, followed by **[#]**.
2. Your FiOS Digital Voice service will store the number.

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

1. Lift the handset.
2. Press **[#]** and the number of the stored location (00-99).

*NOTE: To change a Speed Dial entry, simply repeat the process above.*

## Incoming Call Block (See Figures 4 and 5)

You can block up to ten phone numbers you don't want calling you.

From the FiOS Digital Voice Account Manager, you can select numbers from your Phone Book or enter a number manually to be added to your Blocked Callers List.

### To add numbers:

1. Select the "Calling Features" link on the left side of the screen.
2. Select "Incoming Call Block" from the features list.
3. Check "Reject calls from certain numbers."
4. Simply add the phone number and click "Add" or you can also browse contacts in your Phone Book.
5. Once you select your numbers, click "Activate Incoming Call Block".

### You can also add a number to your incoming call block list from your call logs:

1. Click "Calls and Messages".
2. Locate the number you would like to block.
3. Click on the number or name of the person you would like to block.
4. Click "Call Block".



Figure 4. Incoming Call Block

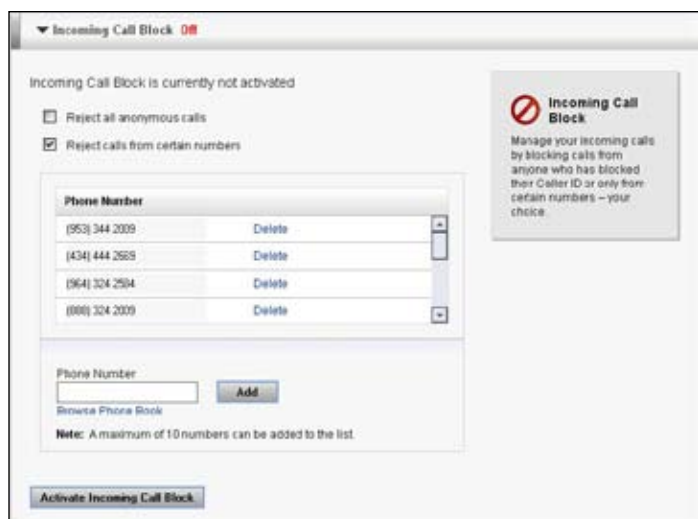


Figure 5. Incoming Call Block

## 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 1.888.553.1555 to check if the line you are using is properly provisioned to support fax calling.

## Schedule Call (See Figure 6)

Do you make calls to certain people on a regular basis? Now you can use the FiOS Digital Voice Schedule Call feature to schedule a call to someone at a specific time. For example, if you wish, you can schedule a call to your grandmother for 1pm every Sunday. Your FiOS Digital Voice phone line will ring at the scheduled time to initiate that call. It's a great way to make sure you don't forget to make the call.

### To activate Schedule Call:

1. Go to your FiOS Digital Voice Account Manager and select the "Calendar" link from the left side of the screen.
2. Select the "Schedule Call" link at the top of that screen.
3. A page appears, on which you are prompted to enter the number to be called or the "Call to Number". You must select a date and time. You can also enter a written reminder to yourself of the purpose of the Schedule Call.
4. Click "Save" at the bottom of the page once all of your information has been entered.
5. You can check the status of your calling events and make any changes by clicking that entry on your Calendar, as the Call request will be automatically placed on your Calendar.

*NOTE: In the event two Schedule Calls are scheduled at the same time, you must have Call Waiting enabled for both calls to be completed.*

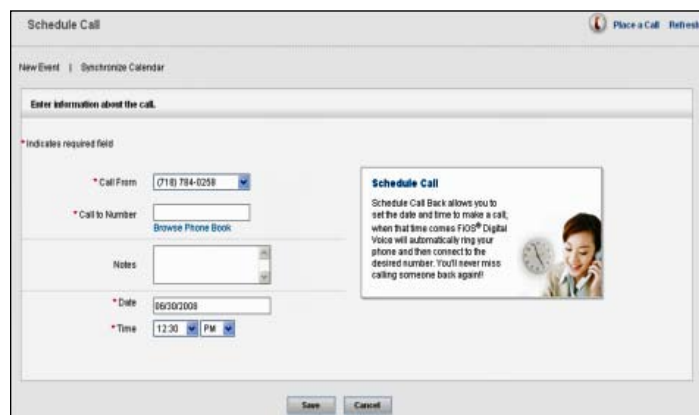


Figure 6. Schedule Call

## Do Not Disturb (See Figure 7)

When you have the Do Not Disturb feature activated, you can choose to send all callers directly to Voice Mail or to a pre-recorded Do Not Disturb message. If you choose this last option, you can also create a list of selected callers whose calls you would like to answer.

### To activate the Do Not Disturb feature:

1. Go to your FiOS Digital Voice Account Manager and select the "Calling Features" link on the left side of the screen.
2. Select the "Do Not Disturb" tab.
3. You can then select one of the following options:
  - A. Send all callers to Voice Mail (if you chose to have Voice Mail on your FiOS Digital Voice phone line).
  - B. Send all callers, EXCEPT callers on your accepted list, to a pre-recorded Do Not Disturb greeting.
4. To add a caller to the Accepted Callers List, you can either add the phone number manually or you can search your Phone Book for the person's information. To delete a caller from the Accepted Callers List, select the "Delete" link next to their number.



Figure 7. Do Not Disturb

## Do Not Disturb with Scheduling

You may also schedule when you would like the Do Not Disturb feature activated.

### To activate the Do Not Disturb with Scheduling feature:

1. Follow the steps above.
2. After selecting the Do Not Disturb settings you want, select the "Set Do Not Disturb according to a schedule" tab.
3. Select a "Start" and "End" date and time.
4. Click on "Add Schedule" and your Do Not Disturb will be scheduled for that specific date and time.
5. Once the scheduled Do Not Disturb entry has been added, you can view that schedule by simply selecting the "Do Not Disturb" tab or going to your Calendar.

## 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.

### To activate the Call Notification feature:

1. Click "Calling Features".
2. Click "Call Notification".
3. Enter the e-mail address at which you would like to be notified in the area entitled: "Notify me when calls arrive from these numbers at this email address:".
4. Enter the phone number of which you would like to be notified.
5. You can then activate Call Notification until you turn it off, or you can set it up using a schedule.

## Call Notification with Scheduling

You can also schedule when you would like the Call Notification feature activated.

### To activate the Call Notification with Scheduling feature:

1. Follow the steps above.
2. After selecting the Call Notification settings you want, select the "Add Call Notification according to a schedule" tab.
3. Select a start and end date and time.
4. Click "Add Schedule" and your Call Notification will be scheduled for that specific date and time.
5. Once the scheduled Call Notification entry has been added, you can view it again by simply selecting the "Call Notification" tab or going to your Calendar.

## Simultaneous Ring (See Figure 8)

Never miss another important call. When you activate Simultaneous Ring, any incoming phone call you receive will automatically ring on up to three unique phone numbers, such as your cell, work and friends' line(s) all at the same time. The first phone answered connects to the call.



Figure 8. Simultaneous Ring

**To set up Simultaneous Ring:**

1. Go to your FiOS Digital Voice Account Manager and select the "Calling Features" link on the left side of the page.
2. Select the "Simultaneous Ring" feature.
3. Enter up three telephone numbers you would like to ring simultaneously when you receive an incoming call.
4. Click "Activate Simultaneous Ring" to activate the feature.

**"In-Network" Calling\***

With FiOS Digital Voice, you can call Verizon residential local phone customers or other FiOS Digital Voice customers without incurring per-minute charges. "In-Network Calling" does not include calls to Verizon Wireless, Verizon Business customers or Verizon long distance-only customers.

\* FiOS Digital Voice Per Minute Plan only

**Virtual Telephone Numbers**

Maybe you don't need another line coming to your home to place and receive phone calls, but you would love an additional phone number. The Virtual Telephone Number service is perfect for you. This service allows you to have an extra number to give out that will ring on your regular line. It's simple. We can assign you a local number or you can choose a special number such as with a particular area code (subject to number availability). Then give the number to others to call you. It's like having an extra line for incoming calls, only cheaper.

To add or cancel a Virtual Telephone Number, call your local business office or go to [verizon.com](http://verizon.com) to learn more about FiOS Digital Voice Virtual Telephone Numbers.

**Distinctive Ring (See Figure 9)**

For customers with Virtual Telephone Numbers, this feature provides a different Call Waiting tone and a different ring tone for calls to each individual number. You may choose up to four distinctive ringing patterns for your Virtual Telephone Numbers. You choose the ringing pattern after your Virtual Telephone Number(s) have been activated through the FiOS Digital Voice Account Manager.

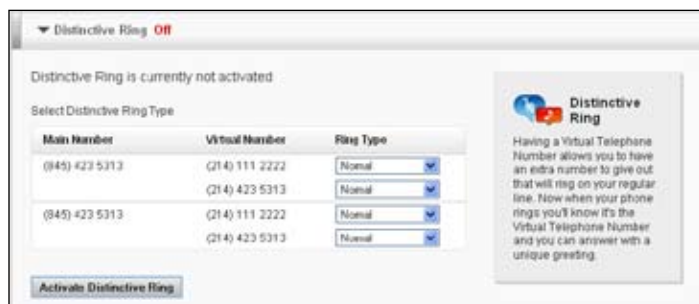


Figure 9. Distinctive Ring

**To select a Distinctive Ring pattern:**

1. Sign into your FiOS Digital Voice Account Manager.
2. Select the "Calling Features" link on the left side of the screen.
3. Select the "Distinctive Ring" tab.
4. Select the Virtual Telephone Number to which you would like to assign a Distinctive Ring and select the ringing pattern you would like.
5. Click "Activate Distinctive Ring".

**Locate Me (See Figure 10)**

This feature allows you to identify telephone numbers which will ring (in sequence) when you receive an incoming call. When activated, the system automatically tries to reach you at the first number on the list whenever an incoming call arrives. If the system is unable to locate you at any of the pre-configured numbers, the call is transferred to Voice Mail (if you chose to have Voice Mail on your FiOS Digital Voice phone line).

**To set up Locate Me:**

1. Go to your FiOS Digital Voice Account Manager and select the "Calling Features" link on the left side of the page.
2. Select the "Locate Me" feature.
3. Enter up to three telephone numbers you would like to ring sequentially and choose the number of times each line should ring before moving to the next number on the list.
4. Click "Activate Locate Me" to activate the feature.

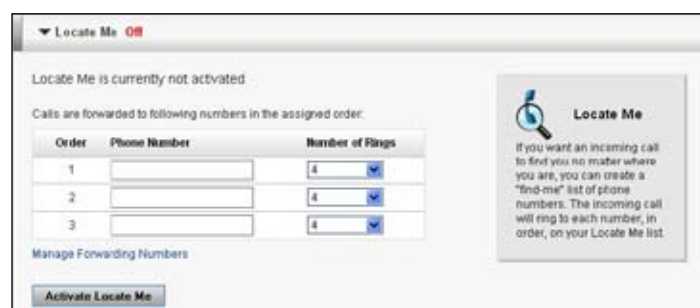


Figure 10. Locate Me

## VOICE MAIL SERVICE

Voice Mail allows callers to leave messages for you when you are away from your phone or when you are unable to take the call. Voice Mail is a free optional service with FiOS Digital Voice; your main mailbox can store up to 50 messages that can each be up to 3 minutes long. If you have selected Voice Mail, you can retrieve your messages either by phone or online, at home or away from home.

### To set up your Voice Mail account from home:

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 described below.

1. Dial the Verizon FiOS Digital Voice Mail system: 1.888.2FIOSVM (1.888.234.6786).
2. Enter your starter Passcode, followed by **[#]**. Your starter Passcode is the last four digits of your FiOS Digital Voice telephone number.
3. Follow the voice prompts to select the default language, create a new Passcode, record your personal greeting, busy greeting (heard when you're on the phone) and name announcement, and select the greeting callers will hear.

*NOTE: Your new Passcode must be 4-10 digits long. 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.*

4. When you have finished following the voice prompts, your Voice Mail account setup will be complete.

*NOTE: 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.*

You can make changes to the setup of your Voice Mail account at any time by going to the Main Menu after logging in to the Voice Mail system (1.888.2FIOSVM) with your Passcode.

Your Voice Mail allows callers to leave messages for you when you are away from your phone or when you are unable to take the call. You can listen to Voice Mail messages directly from your FiOS Digital Voice phone line or when you're away from home simply by accessing the Voice Mail system (1.888.2FIOSVM) or online from your FiOS Digital Voice Account Manager.

Please refer to the Voice Mail Menu Map on pages 22 and 23 for additional instructions.

### To change your Greeting:

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

1. Dial the FiOS Digital Voice Mail system (1.888.2FIOSVM).
2. When the system answers, enter your Passcode, followed by **[#]**.
3. At the Main Menu, press **[4]** for Personal Options.
4. Press **[2]** for Greetings.
5. Press **[1]** for Name Recording.  
**[2]** for Busy Greeting.  
**[3]** for Personal Greeting.  
**[4]** for Extended Absence Greeting.

Although greetings cannot be recorded from your FiOS Digital Voice Account Manager, they can be selected to play from your FiOS Digital Voice Account Manager.

1. Sign into your FiOS Digital Voice Account Manager.
2. Select the "Voice Mail Settings" link on the left side of the screen.
3. Select the "Greeting" tab.
4. Select what greeting to play.
5. Click "Save Settings" to ensure your settings have been updated.

### To change your Passcode:

1. Dial the FiOS Digital Voice Mail system (1.888.2FIOSVM).
2. When the system answers, enter your Passcode, followed by **[#]**.
3. At the Main Menu, press **[4]** for Personal Options.
4. Press **[1]** for Personal Profile.
5. Press **[1]** to change the Passcode and listen for further instructions.

*NOTE: Your new Passcode must be 4-10 digits in length. Also, 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.*

### You can also change your Passcode on the FiOS Digital Voice Account Manager:

1. Sign into your FiOS Digital Voice Account Manager.
2. Select the "Voice Mail Settings" link on the left side of the screen.
3. Select the "Voice Mail Passcode" tab.
4. Enter your old Passcode.
5. Create your new Passcode.
6. Confirm your new Passcode.
7. Click "Save Settings" to ensure your new Passcode has been created.

*NOTE: Your new Passcode must be 4-10 digits in length. Also, 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.*



## Retrieving Your Voice Mail Messages

Look for the message waiting light if one is provided on your handset. Otherwise, pick up your home telephone handset. If you hear the “interrupted” dial tone, new messages are waiting. After you enter your Passcode, you’ll be in the Main Menu. From here, you can listen to messages, send messages to other Verizon FiOS Digital Voice mailboxes, schedule wake-up and reminder messages for yourself, and access personal options where you can customize your mailbox.

### To listen to your messages from home:

1. Dial the FiOS Digital Voice Mail system: 1.888.2FIOSVM (1.888.234.6786).
2. Enter your Passcode, followed by [#].
3. At the Main Menu, press [1].

### To listen to your messages while away from home:

1. Dial the FiOS Digital Voice Mail system (1.888.2FIOSVM).
2. When the system answers, press [#].
3. Enter your mailbox number (this is the same as your home telephone number), followed by [#].
4. Enter your Passcode, followed by [#].
5. At the Main Menu, press [1].

### After you press [1] from the Main Menu to listen to your messages, you can select any of the following options while a message is playing:

- [1] Replay a message
- [2] Save a message
- [3] Delete a message
- [4] Slow down the message
- [5] Increase the volume of a message
- [6] Increase the speed of the message
- [7] Rewind your message in 5 second intervals
- [8] Pause your message
- [9] Fast forward your message in 5 second intervals
- [0] Decrease the volume of a message
- [#] Skip to the next message
- [\*] Return to the Main Menu

### Options available after a message has been played:

- [1] Play the message again
- [2] Save the message
- [3] Delete the message
- [4] Reply to the message
- [5] Forward the message
- [6] Hear the time and date and sender of the message
- [#] Skip to the next message
- [\*] Exit

### Retrieval Options:

You may choose to disable the interrupted dial tone and message waiting light that are activated when you receive a new Voice Mail message. However, we recommend leaving these features turned on so that you have immediate notification of a new message.

You can be notified in your FiOS Digital Voice Account Manager if your mailbox is running out of space by following these steps:

1. Sign into your FiOS Digital Voice Account Manager.
2. Select the “Voice Mail Settings” link on the left side of the screen.
3. Select the “Voice Mail Notifications” tab.
4. Check “Warn me when my mailbox is nearly full”.
5. Click “Save Settings” to ensure the change is accepted.

## Other Options

### Messaging With Other Verizon FiOS Digital Voice – Voice Mail Customers

Mailbox to Mailbox Messaging lets you quickly and easily exchange messages with other Verizon FiOS Digital Voice – Voice Mail customers without calling them directly, and without ringing their phone. It’s also a fun and convenient way to communicate with Individual Mailbox holders whenever something they need to know about “comes up”.

### To send a Mailbox to Mailbox Message:

1. Dial the FiOS Digital Voice Mail system: 1.888.2FIOSVM (1.888.234.6786).
2. When the system answers, enter your Passcode, followed by [#].
3. At the Main Menu, press [2].
4. Listen for further instructions to:
  - A. Enter the recipient’s mailbox number, Individual Mailbox number or the Group List number (see Group Lists for more information).
  - B. Record your message.
  - C. Press [#] to send your message or use the following delivery options:
    - [1] for Private – prevents the message from being copied to another mailbox.
    - [2] for Future Delivery – delivers your message at a future date and time you specify, up to one year in the future.
    - [3] for Return Receipt – notifies you with a message in your mailbox when the recipient listens to your message.
    - [4] for Urgent – plays the message before others.
    - [5] to hear your message.
    - [\*] to re-record your message.

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

1. Dial the FiOS Digital Voice Mail system (1.888.2FIOSVM).
2. When the system answers, enter your Passcode, followed by **[#]**.
3. At the Main Menu, press **[1]** to listen to a message in your mailbox.
  - A. After listening to the message, press **[4]** to reply to a message sent from another FiOS Digital Voice – Voice Mail customer. NOTE: If your caller is not also a FiOS Digital Voice – 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**

Group Lists allows you to quickly and easily send messages to other Verizon FiOS Digital Voice Mail subscribers by sending 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.

1. Dial the FiOS Digital Voice Mail system (1.888.2FIOSVM).
2. When the system answers, enter your Passcode, followed by **[#]**.
3. At the Main Menu, press **[4]** for Personal Options.
4. Press **[3]** for Group Lists.
5. Press **[1]** to create the Group List.
6. 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.

**Customizing Your Mailbox**

Verizon FiOS Digital Voice Mail comes with many features that can make your life easier. It only takes a minute to set them up. Here are some of the special options you will have after you press **[4]** from the Main Menu, followed by **[1]** for Personal Profile.

**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.

**To change the greeting to Spanish:**

1. Dial the FiOS Digital Voice Mail system (1.888.2FIOSVM).
2. When the system answers, enter your Passcode, followed by **[#]**.
3. At the Main Menu, press **[4]** for Personal Options.
4. Press **[1]** for Personal Profile.
5. Press **[2]** to change Language.
6. Press **[2]** for Spanish (English is the default) and follow prompts to select male or female.

You can also change the language and gender settings using your FiOS Digital Voice Account Manager.

1. Sign into your FiOS Digital Voice Account Manager.
2. Select the “Voice Mail Settings” link on the left side of the screen.
3. Select the “Telephone Settings” tab.
4. Select English or Spanish.
5. You can also select a male or female voice.
6. Click “Save Settings” to ensure the changes are accepted.

**Message Preferences**

1. Dial the FiOS Digital Voice Mail System (1.888.2FIOSVM).
2. When the system answers, enter your Passcode, followed by **[#]**.
3. At the Main Menu, press **[4]** for Personal Options.
4. Select **[5]** for Message Preferences.
5. Follow the prompts to select how your messages will play, such as: order, date and time stamp, other envelope information.

You can also change your message preferences from the FiOS Digital Voice Account Manager:

1. Sign into your FiOS Digital Voice Account Manager.
2. Select the “Voice Mail Settings” link on the left side of the screen.
3. Select the “Telephone Settings” tab.
4. Uncheck “Hear the date and time of Each Message” if you do not want to hear date and time played before each message.
5. Uncheck “Standard Prompts” if you do not want to hear each menu announcement.

**Change Ring Count**

With the Ring Count feature, you can choose to have your phone ring two times, six times or anywhere in between before Voice Mail picks up. This is the number of rings a caller will hear prior to the call being sent to Voice Mail. Keep in mind, your caller could hear one or two more rings than the setting you select.

1. Sign into your FiOS Digital Voice Account Manager.
2. Select the “Voice Mail Settings” link on the left side of the screen.
3. Select the “Telephone Settings” tab.
4. Select the number of times (between 2 and 6) you want the phone to ring.
5. Click “Save Settings”.

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

## Voice Mail with e-mail Notification

With FiOS Digital Voice, you can set-up e-mail Notification to alert you of new messages. You can also request that this e-mail alert include the actual message in a .wav file.

### To set up e-mail Notification:

1. Sign into your FiOS Digital Voice Account Manager.
2. Select the "Voice Mail Settings" link on the left side of the screen.
3. Select the "Voice Mail Notifications" tab.
4. Check "Sending me an e-mail" and enter your e-mail address.
5. If you only want to be notified of urgent messages, check "Urgent Messages Only".
6. If you would like to have a copy of the voice mail attached as a .wav file to your e-mail, check "Attach voice mail in e-mail alert".
7. Click on "Save Settings".

You may also set up notifications for paging, text messaging and to be notified at another telephone number by following the same steps. For Text Notification, select "Send to this cell number", for Pager Notification, click "Send to this pager number", and to have a notification sent to another telephone number click "Send my message to this number". The recipient incurs only applicable wireless or paging charges. For Pager and Text Notification functions, please be sure to select the device provider from the drop-down list. Although you must create notification options from the FiOS Digital Voice Account Manager, once they are set, you may turn the Pager and Text Notification on or off by following these steps:

1. Dial the FiOS Digital Voice Mail System (1.888.2FIOSVM).
2. Enter your Passcode, followed by [#].
3. Press [4] for Personal Options.
4. Press [1] for Personal Profile.
5. Press [3] for Notification Options.
6. Press [4] to turn on or off Text Notification.
7. Press [5] to turn on or off Pager Notification.
8. Press [2] to turn on or off Special Delivery (Sending your message to another number).

You may choose to disable the interrupted dial tone and message waiting light that are activated when you receive a new Voice Mail message. However, we recommend leaving these features turned on so that you have immediate notification of a new message.

*NOTE: 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 e-mail feature or for messages that are lost or delayed during transmission.*

## Individual Voice Mailboxes with Personalized Greetings

By assigning Individual Mailboxes, each user in your home can have their own personal mailbox. You may have up to eight separate Individual Mailboxes.

### To establish a new Individual Mailbox:

1. Dial the FiOS Digital Voice Mail System (1.888.2FIOSVM).
2. Enter your Passcode, followed by [#].
3. Press [4] for Personal Options.
4. Press [4] for Individual Mailbox.
5. Press [1] to create an Individual Mailbox and follow the prompts.

Note that the starter Passcode for each individual mailbox is a single digit: 1 for the first one you create, 2 for the second one, etc. After you have established an individual mailbox, you will want to set it up.

### To set up each new individual mailbox:

1. Dial the Verizon FiOS Digital Voice Mail System (1.888.2FIOSVM).
  2. Enter the starter passcode for the individual mailbox, followed by [#].
  3. Enter the number of the individual mailbox you wish to set up.
  4. Follow the voice prompts to select the default language, create a new Passcode, record your personal greeting, busy greeting (heard when you're on the phone) and name announcement, and select the greeting callers will hear.
- NOTE: Your new Passcode must be 4-10 digits long. 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.*
5. When you have finished following the voice prompts, your Individual Mailbox setup will be complete.

You can delete the mailbox at any time by repeating steps 1-4 above and then pressing [2] to delete an Individual Mailbox. You can also delete an Individual Mailbox online using your FiOS Digital Voice Account Manager. To delete an Individual Mailbox, access your FiOS Digital Voice Account Manager and follow these steps:

1. Select the "Voice Mail Settings" link on the left side of the screen.
2. Select the "Individual Mailbox" tab.
3. Check the Individual Mailbox number you want to delete and click "Delete"; make sure to check "Yes" at the warning box to complete the deletion of the Individual Mailbox.

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

## Passcode Protection

With FiOS Digital Voice Account Manager, you can Passcode-protect Individual Mailboxes so they require a Passcode entry from the FiOS Digital Voice Account Manager to listen to the messages.

### To add Passcode protection to Individual Mailboxes:

1. Sign into your FiOS Digital Voice Account Manager.
2. Select "Voice Mail Settings".
3. Select "Individual Voice Mail Access".
4. Select whether you want or don't want to require a Passcode entry.
5. Click "Save" to ensure your changes are saved in the system.

## Voice Mail Screening

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

### To set up Voice Mail Screening:

1. Select "Voice Mail Settings" on the main navigation bar.
2. Select "Voice Mail Screening" link.
3. Click "Activate Voice Mail Screening".
4. You will now be able to listen to the message being left. When this feature is active, your phone will ring as the person is leaving a message. When you pick up the phone, you will hear the person leaving you a message. If you want to talk live to the caller, 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).

## MORE CALLING FEATURES

### Pick Your Own Area Code

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

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

### 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 your local business office to determine what is available.

### Back-Up Number (See Figure 11)

A Back-Up Number forwards calls into your main FiOS Digital Voice line to the designated Back-Up Number, unless Call Forwarding is activated. Your Back-Up Number(s) will be stored so that in the unlikely event of a power outage and loss of battery back-up, your calls can be forwarded to that number.

*NOTE: The Back-Up Number is invoked whenever an outage occurs.*

The screenshot shows the 'Backup Numbers' section of the FiOS Digital Voice Account Manager. It includes a table for setting up backup numbers. The table has two columns: 'Phone Number' and 'Backup Number'. There are three rows, each with a phone number '(972) 550 2911' in the first column and an empty text box in the second column. To the right of the table is a checkbox labeled 'Apply to All Phones'. At the bottom of the form are 'Save' and 'Cancel' buttons.

Phone Number	Backup Number
(972) 550 2911	
(972) 550 2911	
(972) 550 2911	

Figure 11. Back-Up Number

**There are two different types of outages:**

1. Power has been lost to the home and the battery back-up power has been depleted.

OR

2. There is a network-wide outage in your area.

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

**To set up a Back-Up Number online:**

1. Sign into the FiOS Digital Voice Account Manager.
2. Select the "Administration" link on the left side of the screen.
3. Select the "Settings" tab, then select the "Back Up Numbers" tab and enter the "Back-Up Numbers" for your FiOS Digital Voice telephone lines.
4. Click "Save" to ensure the Back-Up Numbers are stored.

**Domestic & International Dialing**

FiOS Digital Voice offers ten-digit dialing for all domestic calls. To make domestic calls with your FiOS Digital Voice phone line, you simply need to pick up your handset and dial the area code and phone number. You do not need to dial **[1]** first.

Dial 1 + the 10-digit phone number for calls to the following international locations: 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.

To make other international calls, simply pick up the handset and dial 011 + the country code + the city code (if applicable) + the telephone number of the person you are calling. If you want to find a country code or per-minute rate, simply log into your FiOS Digital Voice Account Manager and follow these steps:

1. Select the "Extras" link on the left side of the screen.
2. You will then be able to see the country codes and individual rates to countries.

**411 Dialing**

When you dial 411, you will reach a representative in Directory Assistance who can provide assistance by searching for a listing, or enhanced services such as reverse search, country code, sport scores, restaurant guides, weather and more. A standard per-call fee applies.

**Phone Book with Synchronization/  
Import/Export to Palm, Outlook, Outlook  
Express and Lotus Notes**

FiOS Digital Voice provides you with a state-of-the art online Phone Book. Here you can save your frequently called contacts, as well as key information, such as e-mail address, home address and much more. Plus, as an added feature, you can synchronize this information with Palm, Outlook, Outlook Express and Lotus Notes so that you do not have to retype entries. In order to synchronize the Phone Book, you must have administrator access to the computer and download the required software.

**PC System Requirements:**

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

*NOTE: Phone Book synchronization can only be done when accessing the online FiOS Digital Voice Account Manager from an Internet Explorer 6.0 or above browser.*

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

1. Sign into your FiOS Digital Voice Account Manager.
2. Select the "Phone Book" link on the left side of the screen.
3. Select the "Add a Contact" tab.
4. Enter the information and click "Save" to ensure your contact is saved.
1. Select a contact from any one of those numbers.
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.
5. Click "Save" when finished to ensure your contact is saved.

You can also add a contact using the Calls and Messages tab and selecting any contact in the Call Logs or Voice Mails tab.

**Synchronizing Your Phone Book**

To do this you must have administrator access to your PC. This allows you to download the required software and install it on your PC.

**To synchronize your Phone Book:**

1. Sign into your FiOS Digital Voice Account Manager and select the "Phone Book" link on the left side of the screen.
2. Select the "Synchronize Phone Book" tab.



3. To download the software select the "Click here to download the Verizon Synchronization Software" link.
4. After installation, select link to launch the Verizon Synchronization wizard.
5. Select "Settings" to configure.
6. From the section drop-down menu, select Address (default).
7. Check the box next to the program(s) you want to synchronize with.
8. In the Operation area, select "Synchronize", "Import" or "Export" and click "OK".
9. Select "Synchronize" from the FiOS Digital Voice Synchronization wizard. Synchronization will begin (this process may take a few moments). Click "Accept" to accept all changes.
10. Click "Exit" to close the wizard.
11. If you are synchronizing your Phone Book with another service such as Outlook, and it does not populate a mandatory field, you will be required to populate that field when visiting the Phone Book:
  - A. Upon visiting Phone Book, you will receive a pop-up message stating: "You recently imported contacts to your Phone Book that are missing mandatory information. Please click "OK" to update the contact(s) with the missing information".
  - B. Click "OK".
  - C. Populate the missing fields, which will be shown as blank white boxes with the missing information.
  - D. Click "Save".

## Calendar

FiOS Digital Voice provides you with a state-of-the-art online calendar. Here you can keep track of your appointments and events scheduled for the future. Plus, as an added feature, you can synchronize this information with Palm, Outlook, Outlook Express and Lotus Notes so that you do not have to retype entries. In order to synchronize the Calendar, you must have administrator access to the computer and download the required software.

### PC System Requirements:

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

*NOTE: Calendar synchronization can only be done when accessing the online FiOS Digital Voice Account Manager from an Internet Explorer 6.0 or above browser.*

### To create a New Event:

1. Sign into the FiOS Digital Voice Account Manager.
2. Select the "Calendar" link on the left side of the screen.
3. Select the "New Event" tab.
4. Enter the required information for your New Event.
5. Select a reminder if you want to be reminded of the New Event or check "Repeat this Event" for events that occur multiple times.
6. Click "Save" to ensure your new event has been saved.

### To synchronize your Calendar:

1. Sign into your FiOS Digital Voice Account Manager and select the "Calendar" link on the left side of the screen.
2. Select the "Synchronize Calendar" tab.
3. To download the software, select the "Click here to download the Verizon Synchronization Software" link.
4. After installation, click on link to launch the Verizon Synchronization wizard.
5. Select "Settings" to configure.
6. From the section drop-down menu, select "Appointment" (Address is the default).
7. Check the box next to the program(s) you want to synchronize with.
8. In the Operation area, select "Synchronize", "Import" or "Export" and click "OK".
9. Select "Synchronize" from the FiOS Digital Voice Synchronize wizard. Synchronization will begin (this process may take a few moments). Click "Accept" to accept all changes.
10. Click "Exit" to close the wizard.

## Call Logs (See Figure 12)

The FiOS Digital Voice Account Manager Home Page includes a snapshot of your most recent Call Log activity, which allows you to view all of your most recent calls: Missed, Incoming, Outgoing and calls that have forwarded to Voice Mail (if Voice Mail has been

Status	Call From	Call To	Date & Time
Missed	Clark Kent	(202) 523 1234	Today 1:23 PM
Missed	Mary Jane	(972) 523 3638	Today 08:15 AM
Outgoing	(781) 872 2323	(972) 507 3638	Yesterday 01:35 PM
Forwarded to VoiceMail	Mary Jane	(781) 872 2323	Yesterday 11:35 AM

Figure 12. Call Log

selected). Log in to your FiOS Digital Voice Account Manager to see your call activity on the Call Log. Click "Calls and Messages" to go to a secondary page with a list of the last 100 incoming and outgoing calls. Each listing has the caller's name (if available), number and date/time of call.

With Missed Calls, you'll know at a glance who called and hung up without leaving a Voice Mail message. If you click on the entry in the Call Log and choose "Call Back", the system instantly dials the number. (See the "Place a Call" section for details.) Also, you can easily add any number in your Call Log to your Phone Book by clicking on the caller's name or number and selecting the "Add to Phone Book/Update Entry" tab from the dropdown menu.

#### To check your Call Log activity:

1. Go to the FiOS Digital Voice Account Manager Home Page.
2. Select the "Calls and Messages" link on the left side of the screen.
3. Select the "Call Logs" tab at the top of the screen.
4. You can sort calls by the status of the call (Missed, Outgoing, Incoming, Sent to Voice Mail) or view them as they occurred by selecting "All" from the drop down menu in the "View Status" field.

### Voice Mail (See Figure 13)

You can access your Voice Mail from any computer connected to the Internet. Simply go to the FiOS Digital Voice Account Manager and select the "New Voice Mail" link on the Home Page to view and play your new Voice Mail messages, as well as view any messages you've already listened to. You can also select the "Calls and Messages" link on the left side of the screen to access all Voice Mail messages. And that's not all. You can enter an e-mail address to receive instant notification when a new Voice Mail message has been left for you, and see the date and time the message was received. Messages are automatically saved for 30 days unless you delete them; you can also renew messages by selecting the "Calls

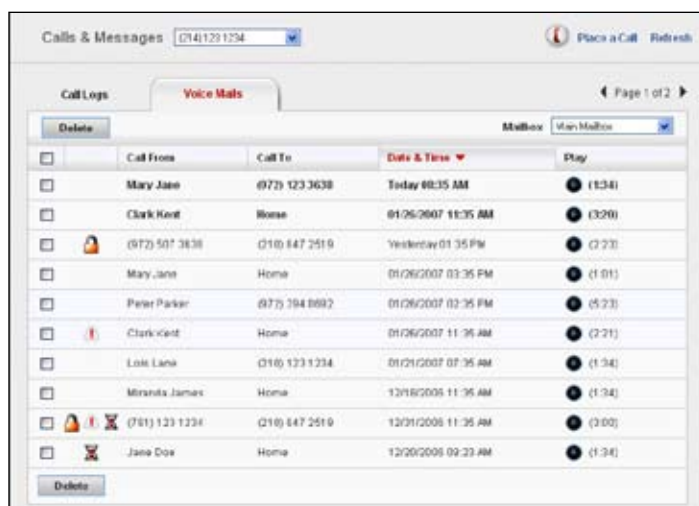


Figure 13. Voice Mail

and Messages" link on the left side of the screen, clicking on a Voice Mail messages, and selecting "Renew" from the drop-down menu.

#### To check Voice Mail messages:

1. Select the "New Voice Mail" link on the Home Page or select the "Calls and Messages" link on the left side of the screen.
2. A secondary page will open to a log of all your new and saved Voice Mail messages. This log includes the number of the caller, duration of the message, and the date and time the Voice Mail message was left. It also displays the name of the caller if the caller is listed in the Phone Book.
3. To listen to the actual message from your computer, you can simply click "Play" on the right-hand column of the Voice Mail Message you want to hear.
4. An audio player window appears and your message plays automatically. You also have the option to stop, pause, rewind, or fast forward your message.
5. Messages are automatically saved for 30 days unless you delete them; you can also renew messages by selecting the "Calls and Messages" link on the left side of the screen, clicking on a Voice Mail message, and selecting "Renew" from the drop down-menu.

#### To store Voice Mail messages:

1. Attach the Voice Mail message as a .wav file and send it using e-mail to be saved.

### Directories (See Figure 14)

FiOS Digital Voice allows you to easily search Yellow Pages for a business listing.

#### To use Directories:

1. Go to the FiOS Digital Voice Account Manager Home Page and select the "Directories" link on the left-hand side.
2. Enter the business name or business category and click "Search".
3. Search results will be displayed, including the business phone number and address.

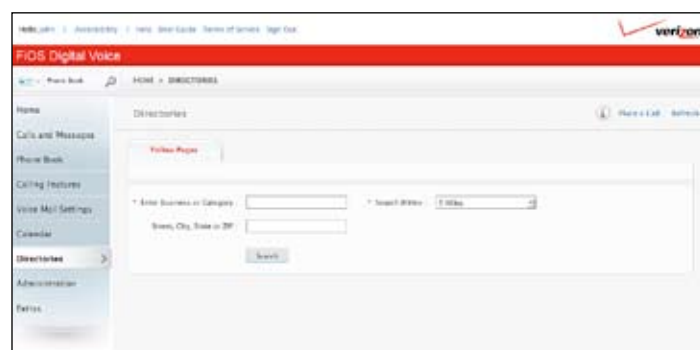


Figure 14. Directories

## Place a Call (See Figure 15)

You can dial a call with just a click from your FiOS Digital Voice Account Manager.

### To use Place a Call using Calls and Messages Log:

1. Sign into your FiOS Digital Voice Account Manager.
2. Click on the name or telephone number of the Contact you would like to call from the Calls and Messages Log.
3. A pop-up window will appear.
4. Select "Call Back" from the menu.
5. A second pop-up window will appear asking if you want to dial that specific number or enter a new number.
6. Click "Dial".
7. Your FiOS Digital Voice phone line will ring once the call is placed.
8. Pick up your FiOS Digital Voice handset and wait for the person on the other end to pick up.
9. If the number you are attempting to dial is busy, you will hear a busy tone.

### To use Place a Call from the icon located in the right-hand corner of the FiOS Digital Voice Account Manager:

1. Click the "Place a Call" icon.
2. You can select a recently called number by using the drop-down menu (the last five numbers recently dialed will be displayed).
3. You can also manually enter a number or select the link "Browse Phone Book" to select a number.
4. Once the number is entered, click "Dial".
5. Your FiOS Digital Voice phone line will ring once the call is placed.
6. Pick up your FiOS Digital Voice handset and wait for the person on the other end to pick up.
7. If the number you are attempting to dial is busy, you will hear a busy tone.



Figure 15. Place a Call

### To use Place a Call using the Phone Book:

1. Sign into your FiOS Digital Voice Account Manager.
2. Select the "Phone Book" link on the left side of the screen.
3. Browse for the name of the person you would like to call.
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 specific number or enter a new number.
6. Click "Dial".
7. Your FiOS Digital Voice phone line will ring once the call is placed.
8. Pick up your FiOS Digital Voice handset and wait for the person on the other end to pick up.
9. If the number you are attempting to dial is busy, you will hear a busy tone.

## ADMINISTRATION

### Broadcast Function (See Figure 16)

This function allows the account administrator (primary holder) to send a broadcast message to another FiOS Digital Voice Account Manager under your account/household. In order to use this feature, you must have multiple telephone lines, each with their own FiOS Digital Voice Account Manager (see below on creating additional FiOS Digital Voice Account Managers).

#### To send a Broadcast message:

1. Sign into your FiOS Digital Voice Account Manager.
2. Select the "Administration" link on the left side of the screen.
3. Select the "Broadcast" tab.
4. Select the recipient(s) for the message.
5. Type your broadcast message.
6. Click "Send".

The next time the recipient(s) sign into their FiOS Digital Voice Account Manager, they will view your broadcast message.



Recipient	Phone Number
<input checked="" type="checkbox"/> Michelle090280	(972) 550 2911
<input checked="" type="checkbox"/> Tina1122	(972) 123 2911
<input checked="" type="checkbox"/> PatLouis_6622	(972) 845 7234
<input checked="" type="checkbox"/> AngeVer24	(972) 745 9563

Select All | Unselect All

Message

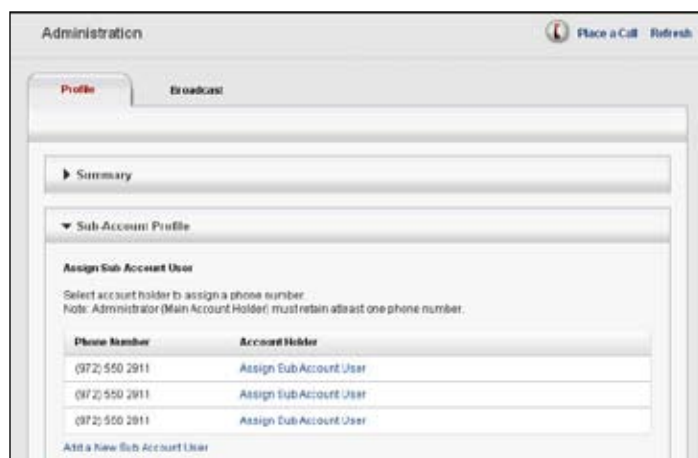
Figure 16. Broadcast Message

### Creating Another FiOS Digital Voice Account Manager (See Figure 17)

To create additional FiOS Digital Voice Account Managers, you must have the FiOS Digital Voice Unlimited Plan and have multiple lines on your FiOS Digital Voice account. With this feature, you are able to assign a telephone line to be managed by someone else in your household.

#### To create another FiOS Digital Voice Account Manager:

1. Sign into your FiOS Digital Voice Account Manager.
2. Select the "Administration" link on the left side of the screen.
3. Select the "Sub Account Profile" tab.
4. You will see a list of telephone numbers on your account. If you already have FiOS Internet sub-accounts created, click "Assign Sub Account User" for that phone number and a list of available FiOS Internet accounts will display. If you do not already have FiOS Internet sub-accounts assigned for that user, please follow the steps below:
  - A. Click on the "Add a New Sub Account User" tab and follow the directions to create a new FiOS Internet sub-account.
  - B. Once you've created that account, it will be available for you to link to a telephone number on your FiOS Digital Voice Account Manager by selecting the "Assign Sub Account User" tab to the right of the telephone number you want to link to that sub-account.
  - C. Once you've linked the sub-account to a telephone number, that user can use their Verizon Online username and password to access their individual FiOS Digital Voice Account Manager.



Phone Number	Account Holder
(972) 550 2911	Assign Sub Account User
(972) 550 2911	Assign Sub Account User
(972) 550 2911	Assign Sub Account User

Add a New Sub Account User

Figure 17. Sub Account Profile

## Time Zone (See Figure 18)

With FiOS Digital Voice, you can customize your FiOS Digital Voice Account Manager by Time Zone.

### To change your Time Zone:

1. Sign into your FiOS Digital Voice Account Manager.
2. Select the "Administration" link on the left side of the screen.
3. Select "Settings".
4. You can then select the Time Zone you wish.
5. Click "Save" to ensure your change is accepted.

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



Figure 18. Time Zone

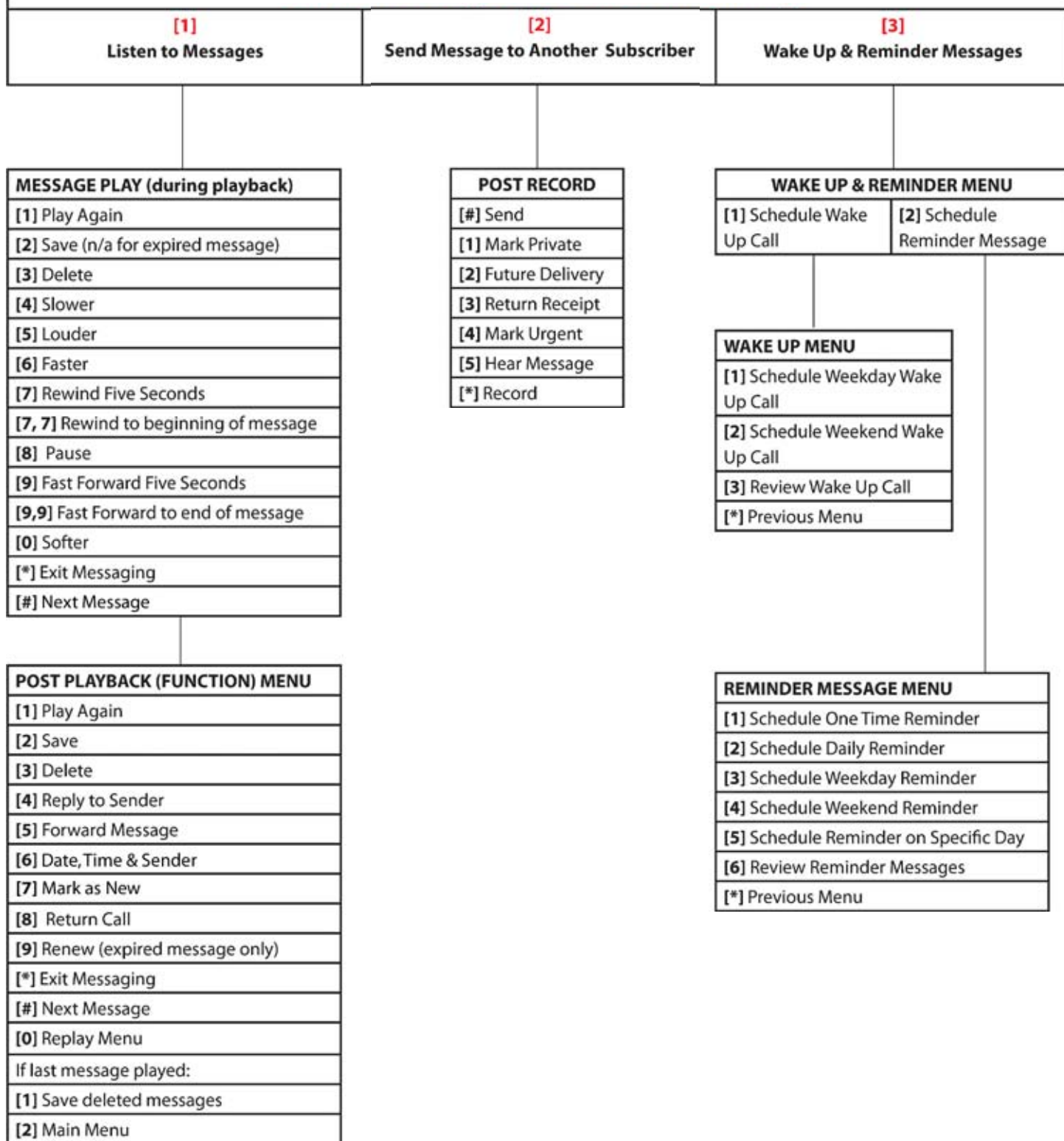
## Star Code Reference Chart

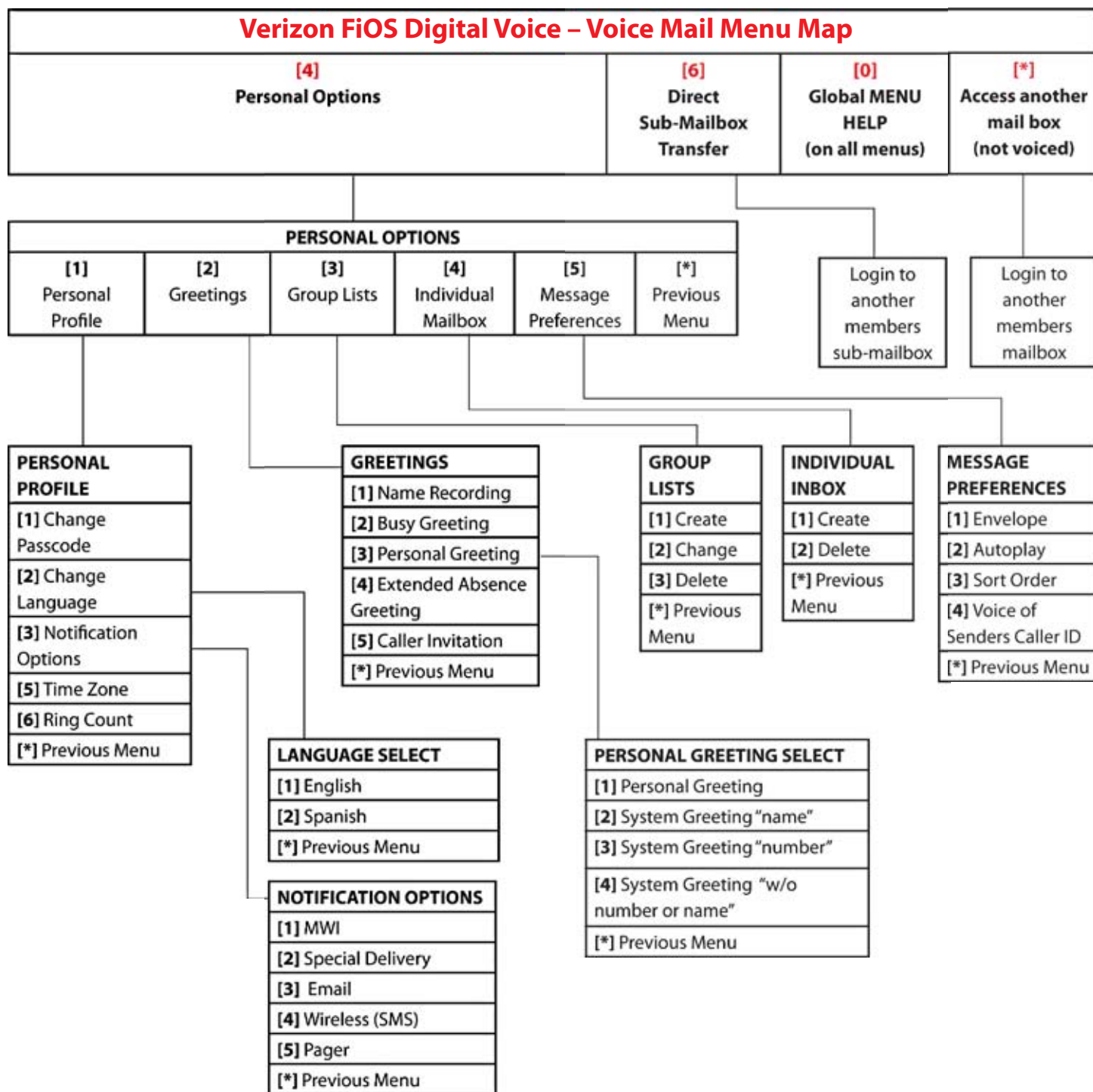
These are the access codes you can use to activate/deactivate these FiOS Digital Voice features. For additional instructions, please turn to the appropriate feature section.

FiOS Digital Voice Feature	Telephone Access Codes
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
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



## Verizon FiOS Digital Voice – Voice Mail Menu Map





Login to  
another  
members  
sub-mailbox

Login to  
another  
members  
mailbox

**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

## FIOS DIGITAL VOICE FREQUENTLY ASKED QUESTIONS

### General Product

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

FiOS Digital Voice is an advanced voice service that works on Verizon's fiber-optic network, FiOS. 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.)

- Make and receive calls using a traditional corded or cordless phone connected to your home phone jack.
- Manage your calls easily through an online account manager that allows you to enable advanced call forwarding and blocking features, to retrieve your voice mail through a computer and lots more.

#### 2. How does FiOS Digital Voice work?

FiOS Digital Voice uses advanced technology to convert your voice into packets of data that are delivered over a data network to the person you want to reach.

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

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

**In the case of an electrical outage, your FiOS Digital Voice service will continue to operate on battery power for up to eight hours. If electricity has not returned by that time and your battery has exhausted, it will not be possible to make or receive calls using FiOS Digital Voice, including emergency calls to 911. If your home security system is currently using a jack in your house, those same jacks can be used for FiOS Digital Voice without impacting security services; however, in the event of a power outage, the same battery back-up limitations apply to your alarm system.**

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

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

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

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

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

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

#### 7. What features come standard with FiOS Digital Voice plans?

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

##### Calling Features

- Administrator Function (multi-lines)
- Anonymous Call Rejection
- Back-Up Number
- Call Forwarding
- Call Logs
- Call Notification
- Call Return
- Call Waiting with Caller ID
- Call Waiting/Cancel Call Waiting
- Caller ID Blocking
- Caller ID Name and Number
- Distinctive Ring by Virtual Telephone Number
- Do Not Disturb
- Enhanced Call Forwarding
  - Scheduled
  - Selective
- Free "In-Network Calling" (applies only to the Per Minute Plan)
- Incoming Call Block
- Individual Phone Book & Calendar with Synchronization to Palm, Microsoft Outlook, Outlook Express and Lotus Notes
- International Call Block
- Locate Me
- Place a Call
- Schedule Call
- Simultaneous Ring
- Speed Dial 100
- Three Way Calling
- Voice Mail
  - Voice Mail Screening

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

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

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

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

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

### PC System Requirements

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

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

Yes, FiOS Digital Voice supports TTY services.

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

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

## Optional Features

### 1. What is a Virtual Telephone Number?

A FiOS Digital Voice Virtual Telephone Number is a telephone number that acts as a second phone number for incoming calls only. You can choose up to five Virtual Telephone Numbers from any of the available FiOS Digital Voice Area Codes, including our Pick Your Own Area Code feature, which allows you to select a phone number that is associated with a location different from the address where you have FiOS Digital Voice service (not all area codes are available).

Virtual Telephone Numbers can only be used for incoming calls to your FiOS Digital Voice phone line. This feature enables someone located in the same local calling area as your Virtual Number to pay only for a local call when calling your Virtual Telephone Number.

### 2. How can I order a Virtual Telephone Number?

To order a Virtual Telephone Number, please call FiOS Digital Voice Customer Service at 1.888.553.1555.

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

Yes, once the Virtual Telephone Number is activated, you can sign into your FiOS Digital Voice Account Manager, select "Calling Features", and choose "Distinctive Ring". You'll see all current Virtual Telephone Numbers on your account and be able to choose from among four available distinct ringing patterns for each Virtual Telephone Number. This will allow you to know when a call is coming in on your Virtual Telephone Number.

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

Yes, when you order FiOS Digital Voice service, you will be asked or prompted to select an area code from the list of available codes. Any of the area codes from the list, regardless of your location, will work with FiOS Digital Voice. Not all area codes are available. There is an additional charge for selecting an area code that does not match your service address location.

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

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

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

### 6. What is the FiOS Digital Voice International Single Rate Plan?

You can select from two block-of-time options for a low monthly fee: either 300 minutes of use per month or 500 minutes of use per month. With this plan, you are allotted a block of time for international calling to 118 countries. Call details for all of your calls will be recorded on your bill. For each minute used over



the 300 or 500 minutes in a month, or for calls to countries not included in the 118 countries contained in this plan, you'll enjoy Verizon's lowest rates offered to over 240 countries. Rates apply 24 hours a day, seven days a week, and vary by country. Should your international calling needs change, please call FiOS Digital Voice Customer Service at 1.888.553.1555 and we'll tell you about other international options.

**Terms and Conditions:**

- Services provided by Verizon Long Distance.
- Verizon Long Distance charges higher rates for international calls terminating to a premium service. International premium services include calls terminating to wireless telephones, satellite calls, calls to chat lines and calls to 900 numbers. Calls that terminate to international premium services will range from 1¢ to 30¢ per minute higher than current rates for international calls that terminate to non-premium services. Premium termination surcharges apply even to calls included in the block of time allotment.
- The International Single Rate Plan computes the rates charged to customers for calls that qualify as premium termination rate calls in two ways. For calls where customers have a sufficient number of minutes remaining in their plan allotment and where the calls are made to one of the countries listed in the plan, the rate will consist of only the per-minute premium termination rate. The rate for all other premium termination rate calls will consist of the per-minute premium termination rate added to the per-minute plan rate.
- Long distance services provided pursuant to service agreement and tariffs, where applicable.
- Rates may be subject to change.
- Prices do not include taxes, surcharges, or Universal Service Fees.

## Managing Your Account – Billing & Payments

### 1. What is "In-Network Calling"?

"In-Network Calling" allows you to call the Verizon customers who subscribe to FiOS Digital Voice, or Verizon residential wireline local phone service without being charged a per-minute rate if you are on the Per Minute Plan.

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

For the FiOS Digital Voice Unlimited Plan, a flat monthly recurring plan fee will appear on your Verizon bill along with any additional charges (e.g., international calls, operator services, directory assistance) that you incurred.

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

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

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

You can also go directly to [www.verizon.com](http://www.verizon.com) to enter your username and password to view your bill.

### 4. 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.

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

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

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

If you fail to pay your FiOS Digital Voice bill, your service will be suspended, you may lose any bundle service discounts, and your account will be sent to a collections agency.

To restore service, please call FiOS Digital Voice Customer Service at 1.888.553.1555. A service restoral fee may apply.

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

Call FiOS Digital Voice Customer Service at 1.888.553.1555 to determine if you are eligible. You will be asked to provide a copy of your tax-exempt certificate.

## Update Account Profile

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

FiOS Digital Voice allows only one main telephone number for every FiOS Digital Voice account. If you subscribe to our FiOS Digital Voice Unlimited Plan, you have the option of purchasing up to five additional Primary Numbers (numbers that are capable of making and receiving calls) at an additional monthly charge per line. You can also order a Virtual Telephone Number for inbound-only calling. You may have up to five Virtual Telephone Numbers per primary number. It is not possible to order a Virtual Telephone Number without having first purchased a Primary Telephone Number. Call FiOS Digital Voice Customer Service at 1.888.553.1555 to order additional Primary or Virtual Telephone Numbers.

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

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

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

If you want to cancel FiOS Digital Voice, please call FiOS Digital Voice Customer Service at 1.888.553.1555.

## 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 an electrical outage, your FiOS Digital Voice service will continue to operate on battery power for up to eight hours. If electricity has not returned by that time, and your battery has exhausted, it will not be possible to make or receive calls using FiOS Digital Voice, including emergency calls to 911 and your alarm system will not be able to call out.

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

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

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

If you are still experiencing problems, please call FiOS Digital Voice Customer Service at 1.888.553.1555.

### 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 battery power please ensure the battery is charged.
- If you are still experiencing problems please call FiOS Digital Voice Customer Service at 1.888.553.1555.

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

If your phone is not ringing when there is an incoming call, check your phone to ensure that the ringer is set to an appropriate level. Verify that Call Forwarding or Do Not Disturb is not enabled by going to the "Calling Features" section of your FiOS Digital Voice Account Manager. If you are still experiencing problems, please call FiOS Digital Voice Customer Service at 1.888.553.1555.

### 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 ensure there is no phone off the hook in another room. If you are still experiencing problems, please call FiOS Digital Voice Customer Service at 1.888.553.1555.

