



WELCOME TO VERIZON FiOS. THIS IS GOING TO BE EXCITING. AND EASY.

You are about to discover the amazing power of FiOS®.
This guide will help you make the most of it.

Here you'll find everything you need. Simple, step-by-step directions. Handy tips and hints. Answers to Frequently Asked Questions. Plus a number of video demonstrations and tools we've created for you online.

We even made the guide easy to navigate with color-coded sections to ensure you quickly find just the ones you need.

It's all designed to be fast, fun and very user-friendly. To make it even easier, it's all online, just visit verizon.com/welcome.

So let's get started.

 **FiOS TV**

 **FiOS INTERNET**

 **FiOS EQUIPMENT**

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

WELCOME TO FiOS TV



YOU'VE NEVER SEEN ANYTHING LIKE THIS.

You've read the reviews. Heard the buzz. And the ridiculous adjectives used to describe FiOS TV. Don't they seem a little over the top?

Only to those who haven't experienced FiOS TV for themselves. After all, FiOS TV delivers mind-blowing picture and room-shaking sound (as some have said). Now imagine that in over 300 channels, thousands of On Demand titles and with every show and movie you record.

But it's more than about incredible TV. Groundbreaking features and extras give you more entertainment and information than you've ever had before.

Your powerful FiOS TV remote puts it all at your fingertips.

Ready to take a quantum leap? Here we go.

ALL YOU NEED TO KNOW ABOUT FiOS TV

Your Remote Control = Interactive Media Guide

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Help! Just press **Menu** on the remote and scroll down to **Help** for further assistance with any features of the remote.

Learn more at fioshelp.verizon.com

Your Remote Control = Digital Video Recorder

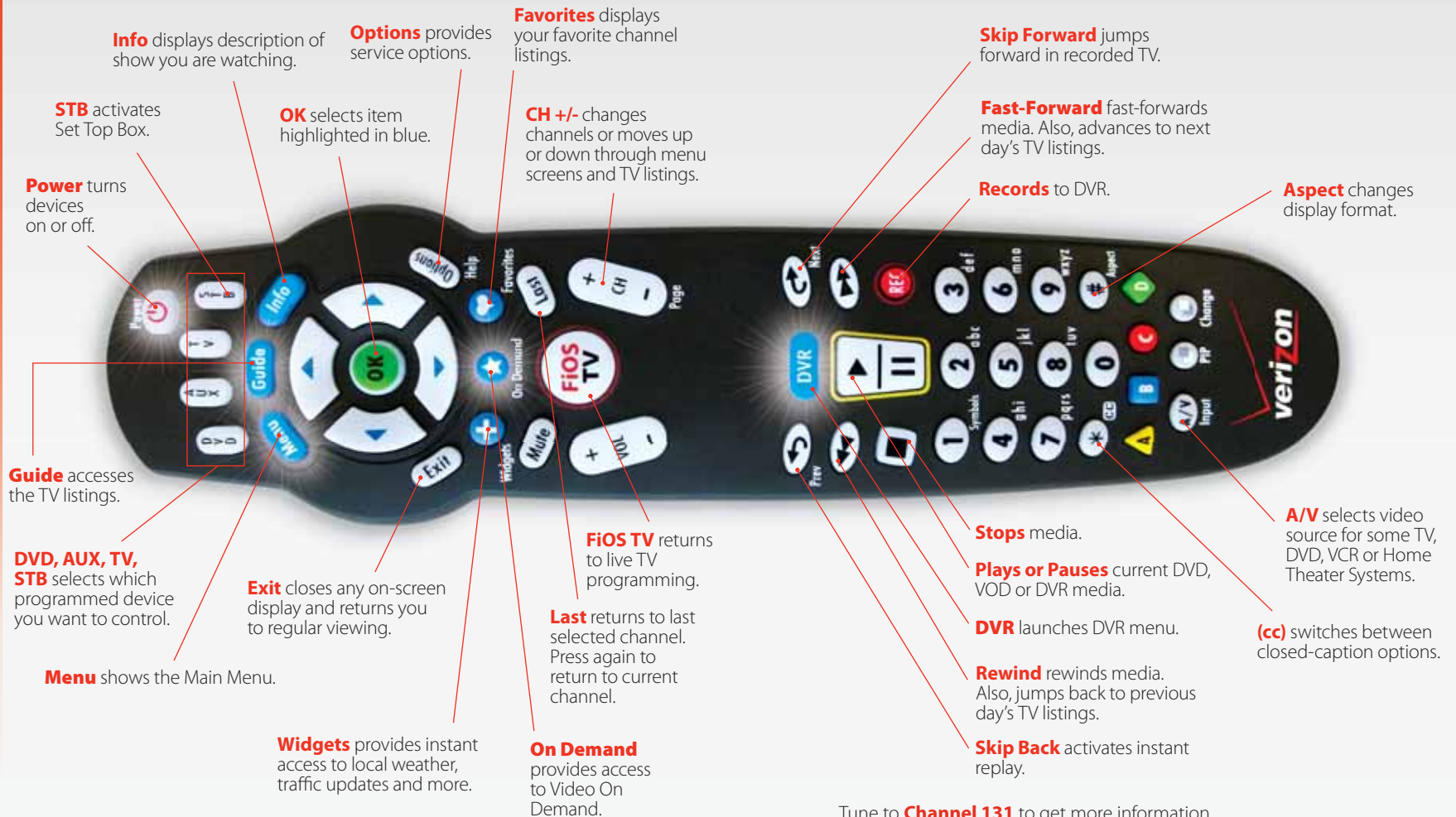
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VERIZON FiOS REMOTE — EVERYTHING YOU NEED TO DO IT ALL.

This is FiOS TV. It's so easy, all you have to do is "Press the button."
These are the buttons and what they do.








Tune to **Channel 131** to get more information.

For your DVD Player or Audio Receiver

To program your DVD or Audio Receiver, hold down the  button or the  button and follow the instructions on the previous page for setting up your FiOS remote.

If you have a Set Top Box with a built-in DVR, you have special button functions. Here's what they do:

-  button displays your list of recorded programs
-  button is a rocker button. Press the lower half of the button to pause the program. Press the upper half of the button to continue to play from where you left off
-  button jumps back a few seconds in the program you are watching
-  button jumps forward in the recorded program you are watching
-  button records the current program

Now let's see how you can access all the remarkable features of FiOS.

Tip:

- *The remote will exit the programming mode after 20 seconds if no buttons are pressed.*

Help! Just press **Menu** on the remote and scroll down to **Help** for further assistance with any features of the remote.

YOUR REMOTE = INTERACTIVE MEDIA GUIDE

Prepare to be amazed by the power you control with your remote. Your remote is a powerful Interactive Media Guide!

Starting now, you'll have a wealth of media choices, on-screen, just by using your remote.

Take your FiOS remote in hand and command it all.

Surf, record, order movies. Discover new and convenient ways to find what you're looking for — by title, by actor, by schedule time.

Add FiOS Widgets for customized, real-time information — local weather, traffic, sports scores and more.

With your FiOS TV remote, it's easy.

Which means there's nothing to stop you from getting what you want, when you want it.

You'll see.


Learn more at fioshelp.verizon.com

Self-Serve Ordering

With FiOS, you can order premium packages like HBO®, Cinemax® and International channels more easily than ordering a pizza.

- No phone-ins
- No long waits
- Just tune in to the channel you want to purchase using the TV listings on the remote and press **OK**
- Then follow the simple instructions to order and watch the channel


Video On Demand

Just click on the  button or go to **Channel 900** and you'll enter a world of endless movies. Search by category, by key word or by actor. You'll see our featured titles right up front with the hottest releases and favorites. Our poster view makes for easy recognition. And if you still can't decide, just watch a preview. Then, sit back and watch your movie with FiOS quality picture and sound.

Learn more at fioshelp.verizon.com


Pay Per View

The latest hit shows and events such as concerts and wrestling matches are yours at the push of a button with your FiOS remote.

To see what's playing and to order, press the  button on your remote and:

- Select **Pay Per View**
- Highlight a title in **Upcoming Shows**
- Press **OK**
- Follow the instructions to purchase

If you've pre-purchased a presentation, you can easily set a reminder so you don't miss a minute of it. Just go to the **Main Menu** and:

- Select the event through **Search** or with the  button
- Select **Set Reminder** on the event information screen

FiOS TV Global Search

What was the comedy with the two mismatched roommates? Or the name of the guy who played Igor? Find that movie, show, favorite actor, play or presentation in seconds. Simply use the on-screen keypad, scroll wheel or cell phone pad. Type in a keyword (or just initials, if that's all you know). Our Global Search will tear through TV DVR listings, HD VOD and Pay Per View* and give you results by:

- Category (movies, children, sports, music)
- Keyword (program title, actor, topic)
- Content type (TV listings, PPV, DVR, HDTV and VOD)

*Your search may find programming to which you are not subscribed.

Help! Just press **Menu** on the remote and scroll down to **Help** for further assistance with any features of the remote.

Marketplace

What could be more convenient than doing some shopping from the comfort of your couch? The FiOS Marketplace makes it easy. Press **Menu** on the remote and look for **Marketplace**, then browse for a product or category and access.



- Extended advertisements
- Infomercials
- Reviews of products and services
- Recently viewed videos
- Instructions on how to purchase




It's all done on-screen, available 24 hours a day and, frankly, a shopaholic's dream.

Help! Just press **Menu** on the remote and scroll down to **Help** for further assistance with any features of the remote.

Favorite Channels

You can easily create and use a list of your Favorite Channels:

- Select **Menu** on your remote
- Select **Settings** from the **Main Menu**
- Select **Favorite Channels**
- Highlight them using the  and  buttons
- Press **OK** to add or remove channels

To access your favorite channels, press the  button. Scroll using the  and  buttons and click **OK** after highlighting the channel you want to watch.

Set **Flip by Favorites** to only scroll through the channels you set as your Favorites folder.

To access Flip by Favorites:

- Go to **Settings > Favorites > Flip by Favorites**
- Select which Favorites folder you would like to use

After this, you will only be able to scroll through channels in that particular favorites folder.

Message Center

FiOS TV doesn't stand still. We're continuously making improvements. One new feature includes the Message Waiting icon in the **Messages** section in the **Main Menu**. Here you can save messages, go back and review or simply delete them. Just hit **Menu** and scroll down to **Messages**.

Learn more at fioshelp.verizon.com

Parental Controls

Want to make sure your kids watch only the programming you want them to? No problem. Creating a PIN (Personal ID Number) will help you block their access to channels, ratings, programs, things you've recorded, as well as their ability to purchase. Putting it in place takes just a few minutes.

Using Your FiOS TV Remote to Learn About Parental Controls:

- Press **Menu**
- Select **Help**
- Select **Help Videos**
- Scroll across to **Most Popular** folder
- Select the **Parental Controls Video**

To create your PIN:

- Press **Menu**
- Scroll down to **Settings** on the **Main Menu**
- Select **Parental Controls**




For more information, visit verizon.com/fiosvcentral

Tips:

- You can set up two separate PINs, one to block programming, the other to block purchases for VOD, PPV, packages or premiums.
- You can temporarily disable the blocks by using the On/Off quick setting. Your settings will be saved.
- You can record shows/movies on your DVR Set Top Box using a PIN, but you'll need the PIN to play them back.

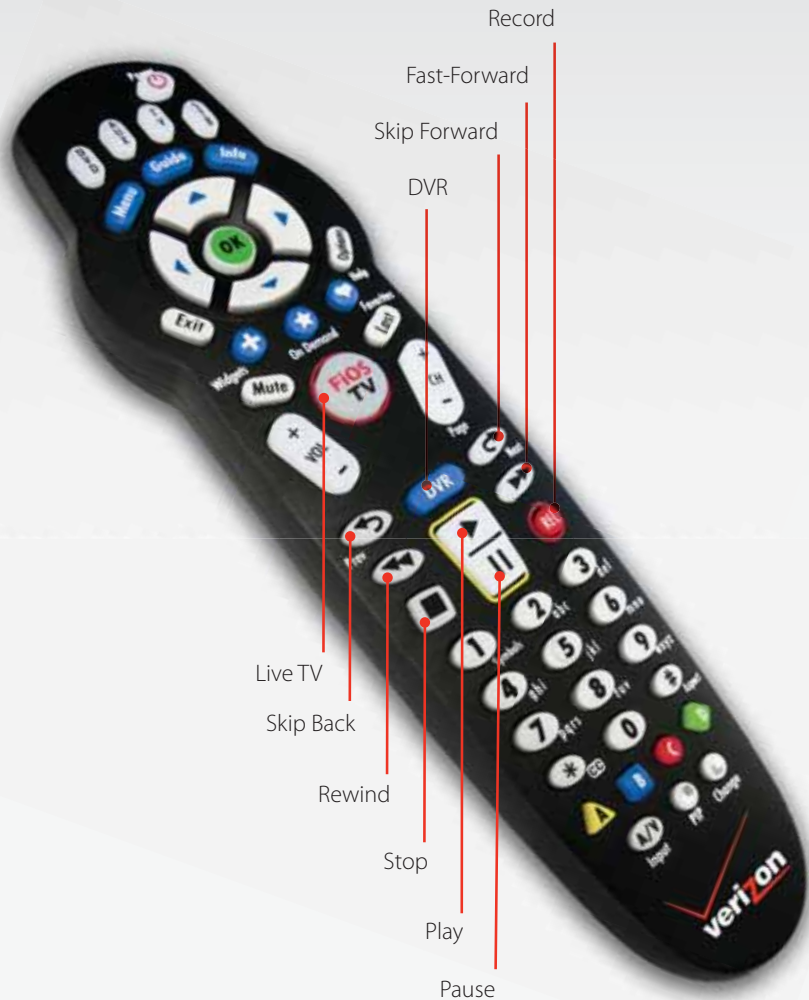
Widgets

These handy little windows can give you up-to-the-minute information in your area — weather, traffic, community events and more. Setting them up is easy:

- Press the  button on your remote to launch the **Main Menu**
- Enter your Zip Code using the remote's buttons
- Press **OK**
- Choose the Widgets you want the first time you use Widgets
- Press  button or  button to turn the Widgets on or off

Help! Just press **Menu** on the remote and scroll down to **Help** for further assistance with any features of the remote.

YOUR REMOTE = DIGITAL VIDEO RECORDER



HERE'S HOW TO RECORD LIVE TV



Recording TV Shows

To record a show that's currently playing:

- Press the **REC** button on the remote

Got to the show late? No problem. If you start recording after the show has started, the DVR will actually record the show from the beginning. So you'll have it all.

To schedule recording of an upcoming show or series:


- Press **Menu** on your remote
- Go to **TV listings** or use **Search** to find the show
- Use the  and  buttons to highlight the show you want to record
- Press **REC** and a green check will appear next to the show
- Press **REC** a second time to record a series
- Press **REC** a third time to cancel a scheduled recording

Series Manager

This smart feature ensures that all the shows are recorded, even if the show's time slot or length is changed by the broadcaster. The folder with a red dot on your screen tells you the Series Manager has been scheduled. It will enable you to:

- Record only first-run episodes
- Add extra time before and after a show
- Permanently save a show
- Rank the series you want to record

Recording Pay Per View Programs

This is an option available on some Pay Per View programs. Just press  when the Pay Per View program begins. If you'd prefer to automatically record future Pay Per View shows, choose the **Purchase** and **Record** option when you select a show. Then, enjoy it any time you'd like.

Tips:


- Your Digital Video Recorder (DVR) is designed to record up to about 85 hours of standard-definition and 20 hours of Hi-Def TV programming.
- Programs recorded in Hi-Def can only be played back on remote Hi-Def Set Top Boxes.

Control your DVR remotely — don't let it control you

With Verizon FiOS Internet and wireless management, you can set your DVR from the office, the street or anywhere you have Internet access or a mobile device. Browse TV listings, record shows, search On Demand... all for FREE with your DVR service. To check it out and set it up, go to verizon.com/fiosvcentral, select **Mobile Remote DVR**, then scroll down to **Get Started Now!**

Note: Multi-Room DVR service is required. Refer to page 26 for more information.

Reviewing Scheduled Recordings

Simply press the  button on your remote or select DVR from the **Main Menu**. You'll see the list of shows you've scheduled to be recorded under **View Schedule**. If you've scheduled to record a series, choose **Series Manager** and you'll see them listed. As a helpful reminder, you'll also see how much recording time you have left.

Cancelling Scheduled Recordings

It's easy to undo what you've done. Just:

- Select **View Schedule** from the DVR menu
- Highlight the program you want to cancel
- Press **OK**
- Then press **Cancel**

Playing a Recorded Show

Here's all you have to do:

- Select **Recorded Programs** from the DVR menu
- Highlight the program you want to watch
- Press **OK**
- Then press **Play**

Deleting a Recorded Show

To delete, select **Recorded Programs** from the DVR menu. Highlight the program you want to delete and select **Remove**.

Once the recording space is full, the DVR will automatically delete the oldest shows to make room for new recordings. If there's a show you want to be sure isn't deleted, select **Recorded Programs** from the DVR menu, highlight a program you want to save, then select **Protect**.

Help! Just press **Menu** on the remote and scroll down to **Help** for further assistance with any features of the remote.


Controlling Live TV

With FiOS TV, you can control live TV in some cool new ways:


- Pause the current channel viewed
- Switch to another channel
- Go back to the previous channel
- Resume viewing the program that was previously paused

You can continuously switch between two channels, pausing, fast-forwarding and rewinding on both channels. FiOS TV lets you control live TV in the ways described below.


Pausing or Resuming Live TV

Press the  button once to freeze the action. Press **Play** to resume the show.




Rewinding Live TV

Press the  button to go back to any part of a show already stored. Then press **Play** and resume watching the show. While you're doing this, you won't miss a thing because the DVR will continue to store the show.


Fast-Forwarding Live TV

Press the  button to skip past a previously viewed portion of a live TV show. Then press **Play** to resume watching.


Watching in Slow Motion

Want to see all the detail of that car chase crash? Or catch something you missed in the background? Press  then  or  to see the action in slo-mo, frame by frame.

Instant Replay

Why should the sports broadcasters have all the fun? With FiOS TV, you can do your own instant replay. Press the  button to view the previous 10 seconds of a show you're watching live or have recorded.

Resume Watching Live TV

If you're watching a live program delayed by pausing or rewinding live TV, press the  button and you'll jump forward to the point in the show currently being broadcast.

Status Bar

Whenever you pause, fast-forward or rewind a live or recorded program, this helpful feature appears. It shows you how much of a current show is stored in memory, what point of the show you're watching now and how far behind the live broadcast you are.

Help! Press **Options** or go to the **Main Menu** and select **Help** for further assistance with any features of the remote.

Learn more at fioshelp.verizon.com

HOME MEDIA DVR

Consider it the Ultimate Upgrade

With the FiOS Home Media DVR, you get a Multi-Room DVR and Media Manager in one brilliant package. It gives you more freedom than ever to enjoy everything you record. It's simple, flexible and convenient.

Multi-Room DVR


This has all the features of our standard DVR but lets you view what you've recorded in multiple rooms. With the Multi-Room DVR, you can:

- Watch what you've recorded on up to 2 additional Set Top Boxes at the same time
- Watch the same program in 3 different rooms
- Watch different programs in 3 different rooms

Accessing What You've Recorded

It's easy to spread the fun and entertainment around. After you've recorded on your Multi-Room DVR, simply:

- Choose **DVR** from the **Menu**
- Select a program using the arrow keys
- Press **OK**

You'll be able to use your normal DVR playback controls (Pause, Rewind, Fast-Forward) on your remote. When you're done watching a recorded program, just press the  button.

Multi-Room DVR Parental Controls

Parental Controls for remote Set Top Boxes only manage live TV viewing. Parental Controls for watching recorded programs on remote Set Top Boxes are set up on the DVR by creating a PIN. A PIN must be set up for each Set Top Box.

Good to Remember

- Your Multi-Room DVR will support up to 6 additional Set Top Boxes
- Remote Set Top Boxes cannot pause or rewind live TV
- Program recordings cannot be set from remote Set Top Boxes, only from the DVR
- Two Set Top Boxes at most can access recorded content from the DVR at the same time. An error message will flash if 3 or more try. No more than 2 are allowed
- You cannot delete content from the DVR while another Set Top Box is accessing that content

MEDIA MANAGER

Make the great content stored on your PC part of the FiOS experience. With the Media Manager, you can access pictures and music. Using the Media Manager PC application you can create slide shows, music playlists and more and stream them to your DVR.

The Easy Way to Play Your Media from Your PC on Your TV

The Media Manager allows you to view slide shows and listen to music stored on your computer directly through your DVR to your TV.

Installing the Media Manager Software on Your PC

You can get it up and running in just minutes. Here's all you do:

- Go to **verizon.com/mediamanager**
- Click **Download Now!**
- Choose a download location for the **Media Manager** file
- Follow on-screen instructions to set up the **Media Manager** application
- After installation, choose the **Media Manager** application from the **Start Menu**
- Read the **Help Menu** in the application for complete instructions on how to use Media Manager

You're now ready to have the on-screen wizard scan your PC for content you want to share with your DVR.

Help! Press **Options** or go to the **Main Menu** and select **Help** for further assistance with any features of the remote.

TIP:

Download your Pictures

- Open the **Media Manager** application on your computer.
- Select the **Photo Manager** tab.
- Create a slideshow and add your photos by choosing photo files that are on your computer to the list.
- Specify if you would like the Playlist to appear on your TV or not.

Good to Remember

- You must have a Home Media DVR Set Top Box to use the Media Manager
- The Media Manager Software must be running on your PC to enable sharing with the DVR
- Media Manager only displays photos and music through the DVR, not other Set Top Box models
- The Media Manager application only supports unprotected music files. Music with copyright protection, such as online store purchases from iTunes® or Rhapsody, is not supported
- There are no Parental Controls in the Media Manager
- There is no multilingual support
- The Media Manager cannot be used on the DVR at the same time as Widgets or Video On Demand
- The Media Manager is only supported on a home network using Verizon FiOS Internet and a Verizon-supplied router

Learn more at **fioshelp.verizon.com**

NEED HELP?

You can always find help by visiting fioshelp.verizon.com. Here are some Quick Tips to get the help you need.

QUICK TIP #1

How to reboot your router.

- Unplug the power cord to your router.
- Plug it back into the electrical outlet and wait 30 seconds.
- Always reboot your router first since it might be all that is required to correct the problem.

QUICK TIP #2

How to reboot your Set Top Box.

- Just unplug the power cord from the wall outlet for 30 seconds and plug it back in.
- If you still have the problem, disconnect the power cord from your router and wait a few minutes before reconnecting it.

QUICK TIP #3

Where do I go for on-screen TV Help?

- For on-screen help, look at the TV Help Videos — just press **Menu** on the remote and scroll down to **Help**. Also check out **Channel 131** to see what's new!

QUICK TIP #4

How to factory reset your router.

If rebooting your router did not fix the issue, you can try a factory reset:

- Hold down the **Reset** button on the back of the router for approximately 3 to 5 seconds.
- You will see the lights on the router flicker.
- Once the lights come back to normal, try to connect as you normally would.
- Once the lights come back to normal, try to access the Widgets button as you normally would do.

Learn more at fioshelp.verizon.com

FREQUENTLY ASKED QUESTIONS

There is no display on my TV. What can I do?

- Check to make sure your TV and Set Top Box are powered on. Make sure your TV has proper input settings (e.g., Video 1 or channel 3 or 4)
- Your installation technician determined the proper input or channel your TV should be tuned to when the service was installed; if those settings were changed, they must be restored
- After you have verified you are on the correct input settings on your TV, check the cable from your STB to your TV — make sure it's plugged in correctly and that it's securely fastened
- Make sure that your batteries are charged

I am seeing a blue screen. How can I remedy this?

Change your VCR's channel to 3 or 4. If changing the VCR's channel did not change your TV screen, make sure the TV is not in Video mode. Try one of the following to correct:

- Press the **Input** button
- Scroll through the options and select **TV**
- Press the **Video** button to change your TV's mode from Video to TV
- Or press the **Menu** and locate the mode for Audio/Video setup and select the **TV** option
- Make sure that your remote control batteries are charged

Help! Press **Options** or go to the **Main Menu** and select **Help** for further assistance with any features of the remote.

My remote is not working. What may be causing this?






Your remote needs a clear visual path to the sensor on the home entertainment equipment you are trying to operate. Make sure:

- There are no obstacles between you and the remote
- You are trying to use the remote from within 25 feet of the device
- You are pointing the device directly at the sensor on your entertainment device
- Make sure that your remote control batteries are charged

What if I can't power on and off my TV and Set Top Box using the remote after I have programmed it?



It may be because either your TV or Set Top Box isn't receiving the infrared signal from the remote. See which of the following describes your problem and follow the tips.

What if I want the power button to control multiple devices at once?

- Press and hold the  button
- While holding down the  button, press **OK**
- Release both buttons. The device buttons will blink twice
- Press **977**. The  button will blink twice
- One after the other, press each device button you want the  button to control in the order you want them to turn on or off
- Press **OK** when done. The  button will blink 3 times to indicate success in programming

What if the Power button on the remote doesn't always turn my TV on and off?

Try the following steps:

- Make sure the TV and Set Top Box are near each other
- Make sure nothing is blocking the front of either device
- If your TV is plugged into the power outlet on the back of the Set Top Box, try plugging your TV directly into a wall outlet
- Press the  button then the  button to control the TV alone

What if I see the message "Press MENU to watch FiOS TV, otherwise turn OFF your TV"?

- This means that your TV is on and your STB is off
- You can either **power off** the TV individually or press **MENU** on the remote to turn the STB back on
- When **MENU** is pressed, if the Set Top Box does not turn on, press **STB** on the remote, then press **MENU**

I don't see any Guide information or I'm unable to access Video On Demand. What should I do?





- Make sure your router is powered on
- If your router is on and you still don't see the Guide, try rebooting your router — to do this, refer to Quick Tip # 1 on page 28

Help! Press **Options** or go to the **Main Menu** and select **Help** for further assistance with any features of the remote.

Learn more at fioshelp.verizon.com





**My TV and Set Top Box still don't respond to the remote.
What now?**

We suggest you program your remote to turn devices connected to your FiOS TV off and on separately. Here's how to do that:

- Press and hold the  button, then press **OK**
- While holding down the  button, press **OK**
- Release both buttons. The device buttons will blink twice
- Press **977**. The  button will blink twice
- Press **OK**. The  button will blink 3 times to indicate success in programming





After doing the above, you can turn on or off the TV and the Set Top Box separately.

Point the remote at the TV and press:

-  button, then the  button, then point the remote at the Set Top Box and press the  button, then the  button

If my remote needs to be reset.

We suggest you program your remote to turn devices connected to your FiOS TV off and on separately. Here's how to do that:

- Press and hold the  button, then press **OK**
- While holding down the  button, press **OK**
- Release both buttons. The device buttons will blink twice
- Press **900**. The  button will blink twice
- Press **OK**. The  button will blink 3 times to indicate success in programming

ADDITIONAL ASSISTANCE

Verizon makes it easy to get the help you need. Just press the **Menu** button on the remote and scroll down to **Help**. Don't forget about **Channel 131** to see what's new. Or you can visit fioshelp.verizon.com. If you still need help, call us at 1.888.553.1555.

WELCOME TO FIOS INTERNET

WELCOME TO FIOS INTERNET. FAST HAS BEEN REDEFINED FOREVER.

From now on, you'll be measuring what you do online not in minutes, but seconds.

Today, it's all about instant gratification.

You're ready to rip through sites, movies and music at blinding speeds. Upload and download like you never have before.

With FiOS, you'll blaze through more information, more data, more of everything you crave online. And stuff you didn't even know you were missing.

You'll discover that with your very first click.

Log on and take off.





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Visit us online at care.verizon.net

VERIZON CENTRAL

The center of everything!

Verizon Central at **verizon.net** is where you go to manage your account.

Immediately go to My Account and update your Email settings — it's as easy as 1, 2, 3:

1. Log in to Verizon Central at **verizon.net/central**
2. Click on the **My Account** tab on the top toolbar
3. Scroll down to **Email Settings** and don't forget to update the **Alternate (non-Verizon) Email** address to an address that's preferred

It's the perfect gateway to all the great features of Verizon FiOS Internet. You'll get:

- Email access
- Tailor-made local information
- The latest in entertainment, gaming and more
- Quick and easy access to your account information
- Firsthand news and special offers

TRUESWITCH™

Transfer all your vital email information from your previous account to Verizon.

Want to set up an email account with Verizon, but don't want to lose the emails and address book you have with another provider? TrueSwitch can copy them all to your new Verizon FiOS Internet account. TrueSwitch is easy to use and supports switching from the most popular email programs.

Have a different application? You may still be able to use TrueSwitch. If you have Microsoft Outlook Express, TrueSwitch can copy to Outlook Express and then to your new Verizon FiOS Internet account. For details and to switch, visit **trueswitch.com/verizon**.

Help! is always available at **care.verizon.net**

New to using the Internet?

Learn how to use the features of FiOS by choosing the **Support** tab on Verizon Central. Click **Help** and choose the support topic you need.

Verizon Central Main Page — verizon.net/central



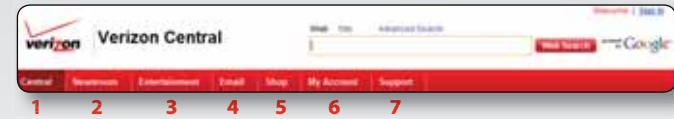
Sign in to get the latest information on your account, and content specific to Verizon FiOS subscribers.

Get the latest in fun, entertainment, news, sports and more.

A wide range of content providers, such as Rhapsody®, Disney Connection® and more, are available for a low additional fee. Please see the Special Offers brochure for more information on these services.

Help! is always available at care.verizon.net

Verizon Central Toolbar



1. Verizon Central Home Page

Here you can view all Verizon FiOS services at a glance. Your actual page and toolbar will vary based on the online service provider you've chosen and whether you've signed in to your account.

2. Newsroom

Customize this section to get the latest news, weather and sports of your choice, follow your favorite celebrities on video and more.

3. Entertainment

VerizonSurround.com is your cutting-edge source for chart-busting tunes, movie trailers, sports highlights, games for the whole family and ad-free kid videos. Plus, special premium offerings like ESPN360.com, Disney Connection and NFL Network Game Extra are yours FREE.

4. Email

Get a massive 4 GB of email storage for you and your family and a state-of-the-art Webmail interface. Access them from any Internet-based PC or Internet-ready smart phone, like the BlackBerry Storm™.

5. Shop

This is your place to browse and purchase movies, music, videos, games and special merchandise. Check here often for special offers available only to FiOS subscribers.

6. My Account

Review your Verizon Online account, including billing details, personal settings, plus your username and password. Do not forget to record your username, password and email address in the Quick Reference Guide.

7. Support

Come here when you need help or something's not working right. We'll give you troubleshooting tips, tutorial videos, even show you how to check your connection speeds.

ACCESSING YOUR EMAIL

Verizon Online Email is included with your FiOS Internet service and includes 9 email accounts. All you need to get started is your Verizon Online username and password. Your email username and password are the same ones that you chose when you set up your Verizon FiOS Internet service. If you don't remember them:

- Go to **verizon.net/central**
- Look for "I forgot my username & password" under the **Support** section and look for **Top Help Questions**

How do I access my email?

You have a few ways to access your Verizon Online Email messages:

- Log on to **webmail.verizon.net**
- Through downloaded software on your PC such as Microsoft® Outlook® Express

Verizon.net Mail on the Go:

- Through the Mobile Email application available with qualifying Verizon Wireless handsets
- Through the BlackBerry™ Smartphones using BlackBerry Internet services
- Through any mobile-phone browser by visiting **m.verizon.net**

MY EMAIL ACCOUNT SETTINGS

To manage your @verizon.net Email Settings, click on the **My Account** section of Verizon Central. Here's where you can control it all!

- Change your email password
- Create more email addresses for the family
- Forward your email to another address

Help! is always available at **care.verizon.net**



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1. **Email Alias:** Personalize your email address with any name or nickname
2. **Vacation Reply:** Have an automatic reply sent while you're away
3. **Email Forwarding:** Automatically send incoming email to another address
4. **Spam Detector:** Set controls to filter or delete junk email
5. **Verizon Broadband Preferences:** Tell us whether or not you'd like to receive special offers from Verizon
6. **Alternate (non-Verizon) Email:** Add the **preferred** email address you like
7. **Email Storage:** Safely save up to 250 MB of email

EMAIL WITH MICROSOFT® OUTLOOK® EXPRESS

You can email using Microsoft Outlook Express, which comes installed in most home computers. When your Verizon FiOS Internet was installed, your Outlook Express was automatically set up for you to access your **verizon.net** email.

How to use Microsoft Outlook Express or other email software to access your account.

1. Log on to Verizon Central at **verizon.net/central**
2. Select **Email**
3. Select **Setup & Use**

CREATE ADDITIONAL EMAIL ADDRESSES

To create additional addresses for family and friends, all you need to do is set up Sub-Accounts. They're secondary email accounts associated with your main Verizon Online Email account.

How to set up a Sub-Account.

Using Verizon Central Mail

1. Go to Verizon Central at **verizon.net/central**
2. Select **My Account**
3. Select **Add Sub-Accounts** or **Create New Sub-Account**

Using Microsoft Outlook Express

1. Select **Accounts** from the Tools Menu
2. Use the **Set up Sub-Accounts** tool
3. Create identities within Outlook Express

CHOOSE YOUR EXPERIENCE

Online Provider

Verizon has teamed up with the world's top Internet brands to deliver a richer, more personalized Internet experience. Once you register, you'll be able to reap the benefits of combining a superior, high-speed broadband connection with the latest software, exclusive content and premium services. Visit verizon.com/fioschoices to see your choices.

If you didn't make a selection during registration, you can do so at any time. Just click on the **My Account** tab at Verizon Central (verizon.net/central) and scroll down until you see the **My Plan** section. From there, click on **Online Experience** to make your selection.

HOME NETWORK CONNECTIONS

As part of your Verizon FiOS service, you received a router. Your router lets you create a home network, so that multiple computers can be online at the same time. This can be done on either a wired or a wireless connection.

Adding an additional laptop to a wired network:

1. Connect one end of an Ethernet cable (an Ethernet cable looks similar to a regular phone jack, but is slightly larger) to the back of your computer and the other end to the **Yellow** port on the back of your router (tip — make sure it's in the **Yellow** port)
2. Once connected, wait 60 seconds — now you're ready to open up your Internet connection

Adding an additional laptop to a wireless network:

1. Turn laptop on. Click on the **Start** button (located in the left-hand corner of the screen). Click on **Settings > Control Panel > Network Connections**
2. In Network Connections, look under **LAN or High Speed Internet** to find the icon which represents your wireless connection
3. Right click **Wireless Network Connection** and enter **View Available Wireless Networks**
4. Look for the 5-digit SSID and WEP Key information for your router
Note: This is located on the back of your router and on the Quick Reference Guide.
5. Find the matching SSID and click **Connect**
6. The application will ask you to enter a network key — enter the WEP key information from the back of your router
Note: If asked, select Bit count as 64 bits. For options on bit counts, review the Quick Reference Guide.

Help! is always available at care.verizon.net

Connecting your laptop to your wireless network:

1. Verify that your wireless signal is turned on. Some wireless laptops have a physical button that enables and disables the wireless networking card.
2. Verify that you have sufficient signal strength to connect to your router. You may need to move your computer or other devices closer to the router in order to connect.
3. Follow these steps to verify that you are connected to your 5-digit SSID and not another wireless signal.
 - Go to **Start > Settings > Control Panel > Network Connections**
 - Look under **LAN or High Speed Internet** to find an icon which represents your wireless connection
 - If your wireless network connection shows **Disabled**, right click the icon and select **Enable**
 - If your wireless connection shows **Not Connected**, right click **Wireless Network Connection** and select **View Available Wireless Networks**
 - Find the matching SSID and click **Connect**
 - The application will ask you to enter a network key — enter the WEP key information from the back of your router
Note: If asked, enter Bit count as 64 bits. For options on bit counts, review the Quick Reference Guide.

SUPPORT

NEED HELP?

You can always find help by clicking on the Verizon Help and Support icon on your desktop. Just visit care.verizon.net.

QUICK TIP #1

Having issues connecting to the Internet or setting up a wireless connection? Let the FiOS Connection Wizard help diagnose and fix it all.

- Look for the Verizon FiOS Connection Wizard icon on your desktop.
- If it's not there, just go to verizon.com/connect to download.

QUICK TIP #2

How to reboot your router

- Unplug the power cord to your router.
- Plug it back into the electrical outlet and wait 30 seconds.
- Always reboot your router first since it might be all that is required to correct the problem.

Note: Any settings you may have changed to the router will be lost.

QUICK TIP #3

How to factory reset your router.

If rebooting your router did not fix the issues, you can try a factory reset:

- Hold down the **Reset** button on the back of the router for approximately 3 to 5 seconds.
- You will see the lights on the router flicker.
- Once the lights come back to normal, try to access the Internet as you normally would do.

FREQUENTLY ASKED QUESTIONS

My computer occasionally loses its connection to the Internet. How can I fix it?

- Check the Coaxial or Ethernet connections between your computer and router
- Check the connections between your router and wall jack
- Make sure your router power cord is properly plugged in
- Disconnect your power cord, wait a few minutes, then plug it in again
- If you have a wireless connection, make sure there is no interference (2.4 GHz phones, microwaves, fluorescent lights) between your computer and router
- Try moving your computer closer to the router for a stronger signal

I forgot my Verizon Online username and password. What should I do?

Go to verizon.net/central and look for "I forgot my username & password" under the **Support, Top Help Questions** section.

My service seems slow. What can I do?

- Clear your temporary Internet files by clearing the cache on your browser. Here's how to do it for Microsoft Internet Explorer:
 1. Select **Tools**
 2. Select **Internet Options, Delete Files**, click **OK** in the **Delete Files** box
 3. Click **OK** to close the Internet Options window
- Reboot your computer. You can do this by unplugging its power cord for a few minutes and then plugging it in again
- Make sure your anti-virus software is running and that it has the most recent updates
- To optimize your computer settings, go to verizon.net/optimize and follow the prompts

How do I configure FiOS on an additional PC?

- On the computer on which you want to install FiOS, close or exit all software programs, including any firewall software
- Go to activatemyfios.verizon.net
- Follow the on-screen prompts

I'm having trouble installing Verizon FiOS Online software. What should I do?

- Make sure you have closed or exited all programs
- Temporarily disable anti-virus or fax software

Why can't I send or receive email. How can I fix it?

- Double check the email address to make sure that you have typed it correctly
- Check to see if you have an Internet connection by opening a Web page
- When you know that you have an active Internet connection, check your email software setup. The outgoing (SMTP) server should be set to outgoing.verizon.net. If this server address is correct, verify that your @verizon.net address is configured as your From address
- The incoming POP3 server should be set to incoming.verizon.net
- Verify that your username and password are entered correctly in your email software

Do I have a wireless home network?

Here are some tips you should consider to get the most out of your network:

- Place your wireless router at least 10 feet from cordless phones or microwaves to avoid potential interference
- If you have thick/dense walls or your network needs to span a large physical distance, place the wireless router as high as possible and to the center of your home
- If you want to access your service outside, place the wireless router near a window
- Keep the wireless router away from any large metal objects, as these will hinder its range
- Use the same operating system, such as Windows XP, on all computers connected to your home network. Newer versions of Windows are designed with features and setup wizards specifically for home networking

ADDITIONAL ASSISTANCE

Verizon makes it easy to get the help you need. Just click on the **Help and Support** icon on your desktop, or go to **fioshelp.verizon.com**.

Still need help? Call us at 1.888.553.1555.

FIOS EQUIPMENT



THE BRAINS AND POWER BEHIND FIOS

This equipment helps direct and keep FIOS working continuously in your home. Here we'll explain what it does, and what you need to do to ensure it operates at its best.

FiOS EQUIPMENT

Optical Network Terminal (ONT)

Think of this as a kind of electronic translator. Verizon FiOS sends signals over our state-of-the-art network using laser-generated pulses of light. The ONT, installed either outside or inside your home, converts those pulses into electric signals.

ONT Power Supply Unit (OPSU)

This unit connects the ONT directly to a 3-pronged grounded electrical outlet in your home or garage. The OPSU's green indicator light tells you it's receiving power. Make sure it's plugged in at all times and that the green light is on. The ONT requires very little power to operate. In fact, it's as little as what it would take to operate a couple of night lights.

Battery Backup Unit (BBU)

In case the OPSU is accidentally unplugged or there's a commercial power failure, the BBU is here to help. It will give you power for voice service (not Internet or TV) for up to 8 hours. It's installed in a location in your home or garage where you can easily monitor it. Its audible alarms and indicator lights tell you whether your service is being powered by your home's electricity or the battery.

Good to remember:

- When your BBU needs to be replaced, you can purchase a battery at most major electronic outlets and home improvement stores

Note: The Verizon-supplied battery is designed specifically for use with the Verizon FiOS Network. Use of a battery other than a 12-Volt 7.2 Ah SLA Sealed Lead Acid battery is not recommended since other battery types may impact the performance of your FiOS services. Verizon is not responsible for damages which result from use of an improper battery.

- Batteries need to be disposed of properly. Visit epa.gov/osw or call the EPA at 202.272.0167 for instructions

BBU INDICATOR SIGNALS

These are the sights and sounds you should know.

Lights:

System Status:

Green — normal operation
Blinking Green — system fault

Battery Power:

Red — ONT is operating off battery power; no AC power available
Blinking Red — low battery power

Replace Battery:

Red — battery needs to be replaced

Auxiliary Power:

Green — auxiliary power available
Red — auxiliary power not available

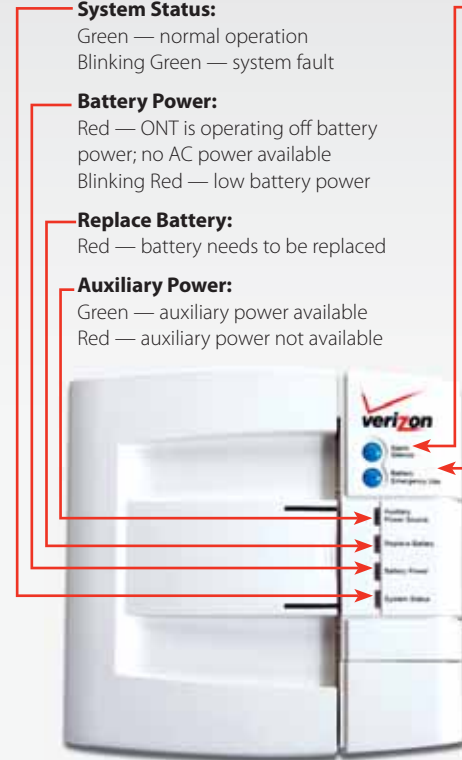
Buttons:

Alarm Silence:

Press to silence audible alarm

Battery Emergency Use:

Press once to reboot ONT and get up to 1 hour of battery life for phone calls. All remaining battery life will be used



Note: If your model does not appear, go to verizon.net/fiosequipment.

