

FiOS Digital Voice Frequently Asked Questions – (FAQs)

Learn About FiOS Digital Voice

General Product Questions

1. [What is FiOS Digital Voice?](#)
2. [How does FiOS Digital Voice work?](#)
3. [What are some primary differences between FiOS Digital Voice and traditional voice service?](#)
4. [How do I access my FiOS Digital Voice Account Manager?](#)
5. [With FiOS Digital Voice, can I talk on the phone and use my computer at the same time?](#)
6. [Can I use a toll-free number to manage my FiOS Digital Voice features?](#)
7. [What features come standard with FiOS Digital Voice calling plans?](#)
8. [What other features are available with FiOS Digital Voice plans?](#)
9. [Can I access my FiOS Digital Voice Account Manager from any computer?](#)
10. [Does FiOS Digital Voice support TTY \(Text Telephone Relay\) for the Deaf and Hard-of-Hearing?](#)
11. [Does FiOS Digital Voice support Satellite TV or DVR \(e.g. TiVO\) service?](#)

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).

- o Make and receive calls using a traditional corded or cordless phone connected to your home phone jack.
- o 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 compatible computer, and lots more.

2. How does FiOS Digital Voice work?

FiOS Digital Voice uses advanced technology, voice over internet protocol, 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 account manager also allows you to access your voice mail through any compatible 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 8 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 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 calling plans?

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

Calling Features

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

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 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 compatible 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, XP Pro, XP Home, and Vista
- Browser – Internet Explorer® 6.0 or above
- Plug-ins - Macromedia Flash Plug-in® 7.0
- Screen resolution – 800 x 600 or greater

Note: Mac computers are not support

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 will work with these services. We recommend you contact your provider for any special updates or directions associated with using a voice over internet protocol phone service with these services.

Calling Plans

1. [What calling plans are available with FiOS Digital Voice?](#)
2. [What is "In-Network" Calling?](#)
3. [Can I have more than one FiOS Digital Voice calling plan?](#)
4. [Can I switch plans if I find another FiOS Digital Voice plan that works better for me?](#)
5. [Is FiOS Digital Voice available for my businesses line?](#)

1. What calling plans are available with FiOS Digital Voice?

FiOS Digital Voice service offers two great plans: the FiOS Digital Voice Unlimited Plan and the FiOS Digital Voice Per Minute Plan.

FiOS Digital Voice Unlimited Plan

You get unlimited direct-dialed domestic calling, which includes calling to U.S. territories, and Puerto Rico for a low monthly rate. The Unlimited Plan also includes calls to Canada at no additional cost. The Unlimited Plan offers you the ability to purchase up to five (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 is available by going to the Extras section of the FiOS Digital Voice Account Manager.

FiOS Digital Voice Per Minute Plan

For a low monthly plan fee, all direct-dialed domestic calls, which includes calling to U.S. territories and Puerto Rico, as well as calls to Canada are charged at a low per minute rate. Calls to other FiOS Digital Voice customers as well as calls to Verizon residential wireline local phone service customers are considered "In-Network" calls and are included in the monthly plan fee. 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 is available by going to the Extras section of the FiOS Digital Voice Account Manager.

2. What is "In-Network" Calling?

In-Network Calling allows FiOS Digital Voice Per Minute Plan customers to call Verizon residential wireline local phone service customers and FiOS Digital Voice customers from a FiOS Digital Voice line without incurring any per minute charges.

In-Network Calling does not include calls to Verizon Wireless, Verizon business customers or Verizon long-distance customers who do not also subscribe to Verizon for residential wireline local phone service.

3. Can I have more than one FiOS Digital Voice calling plan?

No, only one calling plan is permitted for each FiOS Digital Voice account and the same plan applies to each line on the account.

4. Can I switch plans if I find another FiOS Digital Voice plan that works better for me?

Yes, you may switch plans at anytime. Just contact your Verizon Business Office.

5. Is FiOS Digital Voice available for my business line?

No, FiOS Digital Voice is a residential service only.

Using Your FiOS Digital Voice Service -- Making Calls

1. [How do I make domestic calls from my FiOS Digital Voice line?](#)
2. [How do I place international calls other than calls to Canada?](#)
3. [How do I find out which international countries I can call and the rates for calling to these countries?](#)
4. [Can I block international calls from being placed from my FiOS Digital Voice line?](#)
5. [Does FiOS Digital Voice protect me from premium charged calls on my account?](#)
6. [How do I call Directory Assistance from my FiOS Digital Voice line?](#)
7. [How do I reach an Operator using FiOS Digital Voice?](#)

1. How do I make domestic calls from my FiOS Digital Voice line?

For calls to locations in the U.S., U.S. territories (American Samoa, Guam, Mariana Islands and the Virgin Island), 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 "1" before you dial the area code.

2. How do I place international calls other than calls to Canada?

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.

3. How do I find out which international countries I can call and the rates for calling to these countries?

For a complete list of international countries and rates, go to your FiOS Digital Voice Account Manager by following these prompts:

1. Sign into your FiOS Digital Voice Account Manager.
2. Click on "Extras" on the left side of the account manager screen

4. Can I block international calls from being placed from my FiOS Digital Voice line?

Yes, you may block outbound international calling by following these steps:

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 calling.
5. Click "Save Settings".

You may also contact Verizon at 1-888-553-1555 to block international calls from being placed from your FiOS Digital Voice line(s).

5. Does FiOS Digital Voice protect me from premium charged calls on my account?

FiOS Digital Voice blocks the following other types of calls 0+, 00, 01, 500, 10-10-XXX, 700, 950, 976, Collect, and Third Party calls.

6. How do I call Directory Assistance from my FiOS Digital Voice line?

To reach Directory Assistance (either for a local number or a long distance listing), just dial 411 from your FiOS Digital Voice line, and you will be connected to a Verizon Directory Assistance Operator. There is a per call charge.

7. How do I reach an Operator using FiOS Digital Voice?

To reach a FiOS Digital Voice Operator, just dial "0" from your FiOS Digital Voice phone. All operator assistance calls (e.g., person to person calls) carry a per call surcharge.

If you are physically impaired and have notified Verizon of your special needs at the time you set up your FiOS Digital Voice service dial "0" and the operator will assist you with all your calls with no additional surcharge applied. (For disabled customers, directory assistance calls are free and toll calls are billed at the direct-dialed rate.)

Calling Features

1. [What type of Caller ID does FiOS Digital Voice offer?](#)
2. [Is Caller ID information always sent when I make an outbound call?](#)

3. [Can I block my FiOS Digital Voice telephone number from being displayed on Caller ID when making a single call?](#)
4. [How do I temporarily disable Permanent Caller ID Block?](#)
5. [What is the difference between Caller ID Block and Permanent Caller ID Block?](#)
6. [How do I use Call Waiting?](#)
7. [How does Call Waiting with Caller ID work?](#)
8. [How can I set-up or change my Call Forwarding number?](#)
9. [How do I use Call Return \(*69\)?](#)
10. [How do I use Speed Dial?](#)
11. [How do I use Three-Way Calling?](#)
12. [How do I set-up my FiOS Digital Voice Voice Mail?](#)
13. [How do I modify/reset my Voice Mail passcode number after initial set-up?](#)
14. [How do I personalize my FiOS Digital Voice Voice Mail greeting?](#)
15. [How do I check if I have Voice Mail messages?](#)
16. [How can I listen to my Voice Mail messages from my FiOS Digital Voice line?](#)
17. [How can I listen to my Voice Mail messages when I'm away from my FiOS Digital Voice line?](#)
18. [How do I send a fax using my FiOS Digital Voice service?](#)
19. [Are there any extra charges when using a fax machine?](#)
20. [Will my fax transmissions appear in my call logs?](#)
21. [Can I send a fax, talk, and use the web at the same time?](#)
22. [Are all fax machine models supported for use with FiOS Digital Voice?](#)
23. [What if I am experiencing trouble with transmitting and receiving faxes?](#)

1. What type of Caller ID does FiOS Digital Voice offer?

FiOS Digital Voice offers Caller ID that displays the caller's name and number (if available) on your Caller ID enabled phone or other device. You can also view Caller ID information on your FiOS Digital Voice Account Manager. If the incoming caller is in your personal online FiOS Digital Voice Phone Book, then the online call log will display information as it appears in your Phone Book.

2. Is Caller ID information always sent when I make an outbound call?

You have the ability to block your Caller ID information from being sent with each outbound call by activating Permanent Caller ID Block from either your phone (by pressing *31 and waiting for the tone) or activating the "Outgoing Caller ID Block" feature through your FiOS Digital Voice Account Manager.

3. Can I block my FiOS Digital Voice telephone number from being displayed on Caller ID when making a single call?

Yes, by pressing *67 before making a call, you will block your phone number and name from being transmitted to the party being called only for that call. This task must be repeated at the beginning of each call for the Caller ID information to be blocked on the call.

If you want to block your Caller ID display permanently, you can press *31 or activate the "Outgoing Caller ID Block" feature through your FiOS Digital Voice Account Manager.

4. How do I temporarily disable Permanent Caller ID Block?

If you have activated Permanent Caller ID Block and would like your Caller ID information to show on a per call basis, you can press *82 on your phone, prior to making your call. This will disable your Permanent Caller ID block for that call only. Once you have completed your call, your Permanent Caller ID block will be reactivated automatically and your Caller ID information will continue to be blocked for all future calls. If you want to deactivate your Permanent Caller ID Block you can press *32 and follow the prompts or you can de-activate the "Outgoing Caller ID Block" feature through your FiOS Digital Voice Account Manager.

5. What is the difference between Caller ID Block and Permanent Caller ID Block?

Caller ID Block (*67) must be activated every time you make a call; however, Permanent Caller ID Block will block Caller ID information on all outbound calls until the feature is deactivated.

6. How do I use Call Waiting?

A special tone lets you know when another caller is trying to reach you. The person calling you will hear ringing until you answer. Put the first person on hold and answer the second call by pressing and releasing the "Flash" button on your telephone handset. Return to the first call and put the second call on hold by pressing and releasing the "Flash" button again.

7. How does Call Waiting with Caller ID work?

Call Waiting with Caller ID displays the name and number (if available) of the second caller while you're on another call. You will hear a call waiting tone, indicating that another caller is trying to reach you. Caller ID will then display

the name and number of the second caller and you can decide whether to take the call now or let it go to voicemail (if you chose to have Voice Mail on your FiOS Digital Voice phone line). If you decide to take the call, put the first caller on hold and answer the second call by pressing and releasing the “Flash” button on your telephone handset.

8. How can I set-up or change my Call Forwarding number?

To activate Call Forwarding from your phone, lift the handset and listen for dial tone and, then, press *72 and the domestic or international number you wish to forward your calls to. For example, to forward calls to a domestic phone number, press *72 + the 10 digit telephone number followed by the # sign. You will hear a confirmation message when your Call Forwarding has been successfully accepted. To cancel Call Forwarding from your phone, lift the handset and listen for dial tone and then press *73. You will hear a confirmation message when your cancellation of Call Forwarding has been successfully accepted. If you forward calls to an international number, you will incur applicable per-minute charges for all calls forwarded to that international location.

Or you can set-up, change, or schedule your Call Forwarding number with more options from your FiOS Digital Voice Account Manager.

9. How do I use Call Return (*69)?

Call Return (*69) lets you automatically dial the last incoming domestic call – even if you didn’t answer it. To use Call Return (*69), lift the handset and listen for dial tone, press (*69) and wait for the line you are calling to ring. Call Return (*69) will only work for domestic calls that have a valid Caller ID number.

10. How do I use Speed Dial?

Speed Dial lets you make calls faster by dialing fewer numbers. To add or change a number to your Speed Dial list, lift the receiver and listen for dial tone. Press *75 and wait for a secondary 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, and then press (#).

For example, if you’re entering a domestic number to be stored in Speed Dial location #10: Press *75 and wait for a secondary dial tone. Then enter 10 + 10 digit number and (#). FiOS Digital Voice will provide a confirmation message that the number was successfully stored.

If you wanted to enter an international number in Speed Dial location #10: Press *75 and wait for the secondary dial tone. Then enter 10 + 011+ country code + city code (if applicable) + phone number and (#). FiOS Digital Voice will provide a confirmation message that the number was successfully stored.

To make a call using Speed Dial, lift the handset, dial (#) and the stored location (00-99).

11. How do I use Three-Way Calling?

Three-Way Calling allows you to add a third person to your conversation. To add a third person to your call: 1) Press and release the "Flash" button or switch hook to put the first caller on hold; 2) listen for a dial tone; 3) dial the number of the person you want to add, and when that person answers; 4) press the "Flash" button once and all three of you will be connected.

To disconnect a Three-Way Call, 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. Or, you can remove the third person at any time by pressing the "Flash" button once. To disconnect the entire Three-Way Call, press the "Flash" button and then hang up.

12. How do I set-up my FiOS Digital Voice - Voice Mail?

To set-up your Voice Mail account from your home telephone number:

1. Lift your handset and dial your toll free FiOS Digital Voice Voice Mail number: 1-888-2FIOSVM (1-888-234-6786).
2. Enter your default passcode followed by the pound [#] key. Your default passcode is the last 4 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.
4. Once you have followed the voice prompts, your Voice Mail account will be activated.

Note: If you exit the initialization process before completing all the steps, the next time you call your Voice Mail, you will be required to start the initialization process from the beginning. However, anything you have previously changed will be stored.

13. How do I modify/reset my Voice Mail passcode after initial set-up?

You can modify your Voice Mail passcode, either through your FiOS Digital Voice line or through your FiOS Digital Voice Account Manager.

From your FiOS Digital Voice line:

1. Dial into the Voice Mail system (1-888-2FIOSVM).
2. When the system answers, enter your current 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.
6. Enter your new passcode followed by the pound [#] key. Your passcode must be 4-10 digits, cannot be a portion of your current telephone number and cannot have repeating digits (for example, 1111) or be in ascending or descending order (for example, 1234 or 9876).

From your FiOS Digital Voice Account Manager:

1. Sign into your FiOS Digital Voice Account Manager.
2. Select "Voice Mail Settings".
3. Select "Voice Mail PIN".
4. Enter your old PIN.
5. Create your new PIN.
6. Confirm your new PIN.
7. Click "Save Settings" to ensure your new PIN has been created.

14. How do I personalize my FiOS Digital Voice - Voice Mail greeting?

To change your Voice Mail Greeting, just follow these steps:

1. Dial into the FiOS Digital Voice 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 or [4] for Extended Absence Greeting.

15. How do I check if I have Voice Mail messages?

Pick up your handset for your FiOS Digital Voice line and listen for an "interrupted dial tone" – an interrupted tone indicates that a Voice Mail message(s) has been left for you. Also, many phones have a visual indicator for new messages that will alert you when you have a new Voice Mail message waiting.

You can also sign into your FiOS Digital Voice Account Manager and click “New” to the right of the Voice Mail indicator on the Home Page of the Account Manager or click on “Calls and Messages” to see what messages have been left in your Voice Mailbox. To listen to the Voice Mail messages from your computer, click on the PLAY icon.

16. How can I listen to my Voice Mail messages from my FiOS Digital Voice line?

Pick up your phone and dial your FiOS Digital Voice - Voice Mail access number, 1-888-2FIOSVM. At the greeting, enter your 4-8 digit voice mail passcode followed by the [#] key. This will take you to the main menu. Then, follow the voice prompts to listen to your messages.

17. How can I listen to my Voice Mail messages when I’m away from my FiOS Digital Voice phone?

When you’re away from your FiOS Digital Voice line, pick up any phone and dial 1-888-2FIOSVM. Enter your FiOS Digital Voice telephone number followed by the [#] key and then enter your 4-8 digit voice mail passcode followed by the # key. This will take you to the main menu. Then follow the voice prompts to hear your messages.

18. How do I send a fax using my FiOS Digital Voice service?

Simply plug your fax machine into a working jack associated with your FiOS Digital Voice service and dial out as normal.

19. Are there any extra charges when using a fax machine?

If faxes are sent within the domestic calling area, there are no extra charges if you have the Unlimited Plan. If you have the Per Minute Plan, you will be charged for all domestic calls at the per minute rate. Regardless of the plan, you will be charged for faxes sent to international destinations at the same rates that apply to international phone calls.

20. Will my fax transmissions appear in my call logs?

Your fax transmissions will appear in your call logs just like regular incoming calls (for faxes received) or outgoing calls (for faxes sent).

21. Can I send a fax, talk, and use the web at the same time?

You cannot talk and send a fax at the same time, unless you have a separate FiOS Digital Voice line for fax purposes. However, you can use your Internet connection to search the web while you are sending a fax or while you are talking.

22. Are all fax machine models supported for use with FiOS Digital Voice?

All fax machines should work with FiOS Digital Voice, but you should check your fax machine manual to ensure compatibility.

23. What if I am experiencing trouble with transmitting and receiving faxes?

Please troubleshoot using your fax machine's user guide to ensure that the fax is set-up properly. If it is and you are still unable to fax, please call Verizon FiOS Digital Voice Support at 1-888-553-1555.

Internet Related Features

1. [How do I use my FiOS Digital Voice Phone Book?](#)
2. [How do I synchronize my FiOS Digital Voice Phone Book with my Palm, Outlook, Outlook Express and Lotus Notes application?](#)
3. [What Phone Book Software can I synchronize with my Personal Phone Book?](#)
4. [How do I check Call Logs to see what calls have been placed or received from my FiOS Digital Voice line?](#)
5. [How can I find a number of a call that I have placed or received?](#)
6. [How do I use Place A Call?](#)
7. [How do I use Call Forwarding with Scheduling?](#)
8. [What is Voice Mail forwarding?](#)
9. [Can I forward the same Voice Mail message to more than one e-mail address?](#)
10. [What is Schedule Call and how do I use it?](#)
11. [How do I use Permanent Caller ID Block?](#)
12. [How do I use the Simultaneous Ring feature?](#)
13. [How can I activate the Do Not Disturb feature?](#)
14. [How do I use Incoming Call Block?](#)
15. [How do I use Anonymous Call Rejection?](#)

1. How do I use my FiOS Digital Voice Phone Book?

Sign into your FiOS Digital Voice Account Manager and click on "Phone Book" on the left hand side Menu Bar. Begin entering and saving information about your Contacts by clicking on the "Add a Contact" link at the top of the page. You can enter as many Contacts as you like and specify which categories of information (e.g., first name, last name, home phone, email address) you want displayed when you access your Phone Book. To specify which fields you would like to see, click on the "Phone Book Fields" link at the top of your Phone Book page

2. How do I synchronize my FiOS Digital Voice Phone Book with my Palm, Outlook, Outlook Express and Lotus Notes application?

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

Follow these steps to synchronize.

1. Go to your Phone Book in your FiOS Digital Voice Account Manager.
2. Click "Synchronize Phone Book" link.
3. To download the software click on "Click here to download the Verizon Synchronization Software" link.
4. After installation, click on the link to launch the FiOS Digital Voice 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.
10. Select "Accept" to accept all changes.
11. Select "Exit" to close the wizard.

3. What Phone Book Software can I synchronize with my FiOS Digital Voice Phone Book?

All of the following software applications can be used with the FiOS Digital Voice Phone Book.

Palm Desktop 4.11 and earlier
Microsoft Outlook 97, 98, 2000, 2002, 2003
Microsoft Outlook Express 4.0 – 6.0
Lotus Notes 5.0, 6.0, 6.5

4. How do I check Call Logs to see what calls have been placed or received from my FiOS Digital Voice line?

Sign into your FiOS Digital Voice Account Manager. From the Home Page, click the "Calls and Messages" link to review calls. You can change and sort the calls by incoming calls, outgoing calls, missed calls and calls sent to Voice Mail.

5. How can I find a number of a call that I have placed or received?

Go to the "Calls and Messages" section of your FiOS Digital Voice Account Manager and look under the "Call Logs" tab to find a list of all calls placed and received. You can sort the list by changing the "View Status" to either incoming or outgoing calls. Once this is done, you can review the list to find the incoming or outgoing number.

6. How do I use Place A Call?

Sign into your FiOS Digital Voice Account Manager. From the Home Page, you can "Place A Call" by clicking on any telephone number in the Call Log or Phone Book. After you click on a telephone number, a pop-up menu will appear with a list of options. Select "Call Back" or "Call". You can also use the Place A Call icon located at the top of your FiOS Digital Voice Account Manager. Click on the button and you can call a recently dialed number, or enter the number you would like to call, or search your Phone Book for a number and then select "Dial". Once the dialing is completed, your FiOS Digital Voice line will ring. Pick up the handset, and then listen for the line to ring and for the person you are calling to pick up.

7. How do I use Call Forwarding with Scheduling?

To set up Call Forwarding from your Account Manager:

1. Go to the Home Page and click on the Calling Features link on the left hand side.
2. Select "Call Forwarding".
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 on "Manage Forwarding Numbers" or "Add a Number" and add a new number.
4. Once your destination number has been selected, click on 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 on the "Activate Call Forwarding" button to start forwarding calls.

Call Forwarding with Scheduling allows you to set-up a specific day and time for automatically forwarding your FiOS Digital Voice calls to another number.

NOTE: Call Forwarding is a dual feature with FiOS Digital Voice. This means that 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 on the FiOS Digital Voice Account Manager will always override any other forwarding choice.

8. What is Voice Mail forwarding?

This feature gives you the ability to select a Voice Mail message from the FiOS Digital Voice Account Manager Voice Mail page and forward it to an e-mail address as a .wav file. To use this feature, go to the "Calls and Messages" section of the FiOS Digital Voice Account Manager. Select the "Voice Mails" tab. Select the voice mail you wish to forward and right click on that message. Select "Forward" from the drop down menu.

9. Can I forward the same Voice Mail message to more than one e-mail address?

Yes, you can forward the message to up to 5 e-mail addresses at one time.

10. What is Schedule Call and how do I use it?

Schedule Call allows you to set-up a specific day and time for your FiOS Digital Voice line to automatically make a call.

1. Go to your Account Manager and select the "Calendar" link from the left side of the screen.
2. Click on the "Schedule Call" link at the top of that screen.
3. A page will appear in which you will be prompted to enter the number to be called or the "Call to Number". You will also be asked to select a date and time. You can also enter a written reminder to yourself of the purpose of the Schedule Call.
4. Click the "Save" button 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. Schedule Call requests will automatically be placed on your Calendar.

11. How do I use Permanent Caller ID Block?

No need to use *67 each time you make a call to block your caller ID information. Instead, simply set up Permanent Caller ID Block and all of your outgoing calls will be anonymous until you disable the feature. You can deactivate it on a per call basis by dialing *82 on your handset prior to making the call. This allows your Caller ID information to be passed on that call. Once you hang up, your Caller ID information will be blocked for all future calls unless you dial *82 before making another call.

Using your FiOS Digital Voice Account Manager:

1. Go to your Account Manager and select the "Calling Features" link.
2. Click on "Outgoing Caller ID Block".
3. Click on "Activate Outgoing Caller ID Block" to activate the feature. This will disable the Caller ID feature until you reactivate it.

12. How do I use the Simultaneous Ring feature?

When you know that you will be away from your FiOS Digital Voice phone and need to be reached, but are not quite sure where you will be, you can use the Simultaneous Ring feature. With this feature, calls will automatically be forwarded simultaneously to a maximum of three different numbers where you can be reached.

Using your FiOS Digital Voice Account Manager:

1. Go to your Account Manager and select the "Calling Features" link on the left side of the page.
2. Select the "Simultaneous Ring" feature.
3. Enter up to three telephone numbers that you would like to have ring simultaneously.
4. Click on the "Activate Simultaneous Ring" button to activate the feature.

13. How can I activate the Do Not Disturb feature?

You can activate this feature through your FiOS Digital Voice Account Manager.

1. Go to your Account Manager and select the "Calling Features" link.
2. Click on "Do Not Disturb".
3. When incoming calls arrive you have 2 options:

- a. Send all callers to voicemail (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 prerecorded Do Not Disturb greeting
4. If you select to play the system Do Not Disturb greeting you have the option to add phone numbers (manually or by searching the Phone Book) to a list of incoming callers that will ring your phone even when the Do Not Disturb feature is activated.
5. At anytime you may delete a caller from the Accepted Callers List by clicking on the "Delete" link next to the number.

14. How do I use Incoming Call Block?

You can block incoming calls from up to 10 numbers by simply using your FiOS Digital Voice Account Manager to turn this feature ON or OFF from the "Calling Features" link. When the Incoming Call Block feature is ON, calls from the numbers who are on your list will not ring on your line and will be told that the party they are trying to reach is not accepting calls. They will not be able to leave a Voice Mail message.

15. How do I use Anonymous Call Rejection?

If you want to block calls from parties who have blocked their Caller ID information, simply use your FiOS Digital Voice Account Manager to turn this feature ON or OFF. While the Anonymous Call Rejection feature is ON, incoming calls from all parties who have blocked their Caller ID information will be rejected.

Using your FiOS Digital Voice Account Manager:

1. Sign into your FiOS Digital Voice Account Manager.
2. Select "Calling Features".
3. Select "Incoming Call Block".
4. Select "Reject all anonymous calls".
5. Select "Activate Incoming Call Block".

Optional Features

1. [What is a Virtual Telephone Number?](#)
2. [How can I order a Virtual Telephone Number?](#)
3. [Can I have a distinctive ring on my Virtual Number?](#)
4. [Can I have a FiOS Digital Voice phone number with a different Area Code than my current home phone number?](#)

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?](#)
6. [What is the FiOS Digital Voice International Single Rate Plans?](#)

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, call your local business office.

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

Yes. Once the Virtual Number is activated, you can sign into your FiOS Digital Voice Account Manager, click on "Calling Features", and choose "Distinctive Ring". You'll see all current Virtual Numbers on your account and be able to choose from among 4 available distinct ringing patterns for each Virtual Number. This will allow you to know when a call is coming in on your Virtual Number(s).

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.

** Please note that 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 other 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 2 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, just call your local Verizon Business office 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 at wireless telephones, satellite calls, calls to chat lines and calls to 900 numbers. Calls that terminate to international premium services will be 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?](#)
2. [How am I charged for FiOS Digital Voice?](#)
3. [How can I view my current and past billing statements?](#)
4. [What taxes and surcharges are applied to my FiOS Digital Voice bill?](#)
5. [How do I view the monthly taxes and surcharges I’m paying on FiOS Digital Voice?](#)
6. [What happens if I fail to pay my bill?](#)
7. [How can I claim tax-exempt status?](#)

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 as well as 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 as well as charges for domestic calls you made (at the per minute rate), except for calls that are considered “In-Network” calls. You will also be billed for any additional charges that you incurred (e.g., international calls, operator services, directory assistance).

3. How can I view my current and past billing statements?

Sign into your FiOS Digital Voice Account Manager and click the “My Bill” button on the left hand menu bar. You will be redirected to Verizon.com where you will be asked to re-authenticate by entering your Verizon.com username and password to view your bill. You can also go directly to www.verizon.com 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 will be 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 on FiOS Digital Voice?

Sign into your FiOS Digital Voice Account Manager and click the “My Bill” button on the left hand menu bar. You will be redirected to Verizon.com where you will be asked to re-authenticate by entering your 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, you must contact your Verizon Business Office at 1-888-553-1555. A service restoral fee may apply.

7. How can I claim tax-exempt status?

Contact your Verizon Business Office 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 numbers?](#)
2. [What can I do if I forgot my FiOS Digital Voice password?](#)
3. [How do I cancel FiOS Digital Voice?](#)

1. Can I order multiple FiOS Digital Voice phone numbers?

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 5 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 Number for inbound-only calling. You may have up to five Virtual Numbers per primary number. It is not possible to order a Virtual Number without having first purchased a Primary Number. You can contact your Verizon Business Office to order additional Primary or Virtual Numbers.

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

Go to the FiOS Digital Voice Account Manager, www.verizon.com/fiosvoice and choose the "Forgot your Verizon Online Password?" link on the sign-in page to retrieve your password.

3. How do I cancel FiOS Digital Voice?

If you want to cancel FiOS Digital Voice, please contact your Verizon Business Office at 1-888-553-1555.

Troubleshooting – General Troubleshooting Questions

1. [If I lose power or have a broadband outage, will I still be able to use FiOS Digital Voice?](#)
2. [What if my FiOS Digital Voice calls are being directly routed to Voice Mail?](#)
3. [What if I have no dial tone on my phone connected to FiOS Digital Voice?](#)
4. [Why is my phone connected to FiOS Digital Voice service not ringing?](#)
5. [Why am I getting a fast busy on my phone that is connected to FiOS Digital Voice service?](#)

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 8 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.

During an electrical outage, your battery will not provide power to your computer. If you cannot access your computer and internet service during an

electrical outage, you will not be able to access your FiOS Digital Voice Account Manager from that computer. Your FiOS Account Manager can, however, be accessed from another working computer and internet connection.

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 contact FiOS Digital Voice support at 1-888-553-1555.

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

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 troubles persist, contact FiOS Digital Voice Customer Service at 1-888-553-1555.

4. Why is my phone connected to FiOS Digital Voice service 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 a problem, please call FiOS Digital Voice Customer Service at 1-888-553-1555.

5. Why am I getting a fast busy on my phone that is 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 the problem persists, contact FiOS Digital Voice Customer Service at 1-888-553-1555.

