

## Pre & Post Verizon FiOS Installation Information and Frequently Asked Questions

**Please Read This Entire Handout**

January 15, 2018

**Important:** After placing your Verizon order: You **will receive an appointment confirmation either through email or a text on your cell phone.** You **MUST CONFIRM the installation appointment, or it will be cancelled.**

You will also receive a **Welcome to Verizon Letter** via **Email** or USPS from Verizon. This letter contains important information – read it carefully.

**Be Prepared:** Have everything in your home that needs to be connected to Wi-Fi charged and available. Make a list. **Memory jogger:** Laptops, Tablets, iPads, Kindle's, Thermostats, Mobile or Cell Phones, **Printers**, Smart Home Devices, Smart Medical Devices, Universal Remotes. If something gets missed, see Wi-Fi instructions below.

**TO CHANGE Your Installation Date or Time:** Call 1-800-837-4966

**IMPORTANT:** If you change your installation appointment notify [bsfkane@gmail.com](mailto:bsfkane@gmail.com)

**For Service Questions After** the installation **call Verizon at 1-888-553-1555 or the Tech who installed your system**

**OTHER QUESTIONS:** Visit [hersheysmill.org](http://hersheysmill.org), scroll down to and click on “2018 Switch to FiOS...” for answers to many other questions or visit [WelcometoFiOS.verizon.com](http://WelcometoFiOS.verizon.com)

**Channel Line Up:** Is in the Black Welcome Packet. **Channel 20 is now: 1970/1971**

**Battery Back Ups:** If you ordered a Battery Back Up/PowerReserve one will be installed during your installation. You will also receive one in the mail. The one received in the mail must be returned to Verizon; it will be picked up by a Verizon Tech after you receive it. [To avoid double billing, when the Battery Back Up is received, notify bsfkane@gmail.com Put your Address in the email Subject line with the words Battery Pick Up – No Phone Calls](mailto:bsfkane@gmail.com)

**If you have a Question or a Problem you cannot resolve yourself and you have read all the available handouts and/or postings: email [bsfkane@gmail.com](mailto:bsfkane@gmail.com). (No Calls)**

- **Type your address in the Subject line and one or two words**
- **Type your Name and Phone Number in the Email**
- **Explain your question or situation**
- **We will get back to you asap. Sometimes we have to research a question and sometimes we are busy answering other questions or handling other aspects of the transition and do not get back right away. Every email is important – yours included.**

# How to Use Verizon FiOS Features

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**Tune your Television to Channel 131**: to watch short videos on how to: get help setting up Controls, Voice Mail and More.

## **[www.WelcometoFiOS.verizon.com](http://www.WelcometoFiOS.verizon.com)**

Visit the above website to learn detailed information on using your TV Remote, DVR, FiOS Mobile App and More.

**Remote Control** – Learn about your Remote. Watch a video at [www.Verizon.com/remotecontrolvideo](http://www.Verizon.com/remotecontrolvideo)

**Channel 20: is now Channel 1970 or 1971** Watch in the near future for videos on how to use Verizon Equipment and services.

**Netflix** is available on **Channel 838** (easier than the Widget) – this is a subscription service. If you already subscribe, set up & sign in under your subscription information.

**Voice Mail: Set Up**: Voice Mail will be a **New** Voice Mail. Activate your Fios Digital **Voice Mail** service by dialing **1-888-234-6786** or **\*86** from your home phone. Your password will be the last 4 digits of your telephone number.

**To Access Your Home Voice Mail after Activation or After Setting It Up:**  
Dial 1-888-234-6786 or from your home phone dial \*86. Follow the prompts.

**RoBo Calls:** Nomorobo is a third-party service that can help block robocalls and telemarketers from calling your **Fios Digital Voice** home phone.

**Setting up a Nomorobo account is simple and free:** Go to [nomorobo.com](http://nomorobo.com) and signup. Then log into your [Fios Digital Voice portal](#) and click **Enable Nomorobo on Fios Digital Voice line**

To watch a video, go to: <https://www.verizon.com/support/residential/consumer-education/robocalls/nomorobo.htm>

## **Wi-Fi – Connect your Wi-Fi**

LOCATE the wireless network name and password on the side of your router.

LAUNCH the Wi-Fi application on your device.

SELECT your network name from the list of networks.

ENTER your Wi-Fi password and select Connect.

WATCH a video at [Verizon.com/wifivideo](http://Verizon.com/wifivideo) for more information

## **Verizon FiOS Mobile App – download from the App Store**

Watch live TV and stream On Demand to all your devices. Record programs remotely.