Welcome to Hershey's Mill! It is a great place to live!

Hershey's Mill has a Verizon FiOS Bulk Package for all Residents

Here is what is included in the Hershey's Mill Verizon FiOS Bulk Package and paid for in HOA Fees:

- Equipment: **1 HD Set Top Box**

  1 FiOS Dual Band Router

- TV Channel Package: **Preferred HD**

- High Speed Internet: **150/150 Mbps**

- Phone: **Digital Voice Unlimited Calling** Nationwide, Canada and Puerto Rico

IMPORTANT INFORMATION:

All Hershey's Mill Residents are required to provide Dial Tone to their new homes, no matter your actual move in date, the Day After Settlement Day for Safety and Compliance with Security and Village requirements. There is No Additional cost for the phone service because it is already included in the Hershey's Mill Verizon FiOS Bulk Package. However, the account must be set up and phone service ordered in your name. Complete FiOS 'Move In' instructions are available at the Security Office, through the Village Managing Agent, at hersheysmill.org under FiOS or available for check out in the HM Library.

Do Not call 1-800-Verizon. This is a retail number and we are a Bulk Community. You will not receive the benefits of the Bulk Package.

Instructions:

Who to call and when is included in the instructions provided by Hershey's Mill. It is critical to read through the entire set of instructions because Hershey's Mill has a robust Bulk Package unlike any other Nationwide. Call Center Agents may not be familiar with the HM Plan and you must know what you are entitled to before you call. There is also some compliance information included.

Why might I want a Battery Back Up/PowerReserve?

August 2018

There are several reasons to have a Verizon Battery Back Up/PowerReserve installed.

There is no dial tone when there is a power outage. The Alarm Panel, which has its own Battery Back Up, must have dial tone to send a signal when triggered. No dial tone = no signal sent. VoIP phone service, no matter the provider, has no dial tone during a power outage. However, Verizon has a solution for this; the BBU/PowerReserve unit.

Having a Verizon Battery Back Up/PowerReserve is highly recommended and mandatory in some villages. We want you to make a well informed decision. Here are some facts and scenarios you should be aware of:

1) The BBU's exceed FCC regulations.
2) The Life Span of the batteries is approximately 7 to 8 years.
3) The usable life of the batteries is approximately 34 - 35 hours.
4) The BBU is installed, left in the ON position and allows the Alarm Panel in our homes to send a signal during a power outage. Without the BBU installed, there is no dial tone to the Alarm Panel and so it can not function.
5) The BBU is a one time cost of approximately $44.98, including batteries and installation if installed during the installation period.
6) There are many examples of why the BBU is desirable. Here are only two.
a. Scenario: The power is out, there is no BBU installed, you fall, you can not reach your cell phone, there is no dial tone to your home phone. You can reach a Red Panic Button - but it will not send a signal because there is no BBU installed providing dial tone.
b. Scenario: The power is out, there is no BBU installed, a fire starts in another part of the house, you do not hear the smoke alarm or smell the smoke until the fire is well underway, the smoke alarms cannot send a signal because there is no BBU installed providing dial tone.
7) Even if you have a cell phone, if you are away and a fire starts in your home during a power outage and there is no BBU, your neighbors are at risk because the Smoke Alarms in your home can not send a Signal. This is just one of the reasons why the BBU is mandatory in some villages.

Alarm Panel Self Testing Protocol
Is Highly Encouraged Twice a Year*

Hershey's Mill Home Owners/Residents Responsibility

IMPORTANT NOTE: There are two parts to obtaining a Pass Test result. The first is line seizure, the second is an alarm being received by the Main Security Panel in the Security Office after line seizure.

1) Using your Home Phone Line, the Home Owner is to call Security at: 610-436-6403
a. Give your name and address to Security,
b. Inform Security that you are testing your Security System.
c. Then push a Red Panic Button While On The Phone with Security. The Alarm System must override the phone line and Security must receive an alarm from your address for a positive test result.

2) If your phone connection with Security is not immediately cut off after pressing the Red Panic Button, the Line Seizure has failed. Call your Managing Agent or Village Council and ask for next step instructions. It is the Home Owners responsibility to get the Alarm System or Interior Wiring that may be causing the issue repaired immediately.

3) If the line was seized, meaning you were cut off from speaking with Security, wait two minutes before calling Security again and confirm that they received an alarm. If an alarm was received by Security, the Test worked, no further work is required on your part. 610-436-6403

4) If either part of the Test fails, the Alarm System failure must be addressed. Call the Village Managing Agent for further instructions. The proper functioning of your Alarm System is the Home Owners responsibility. Follow through. Make sure the proper steps are taken to have proper protection for your own personal safety and the safety of your neighbors.

When to Call:
The Test Times are Monday through Sunday, 10 am to Midnight.

How to Call:
Call from your home telephone number. Please call the Security Office, Monday through Sunday, 10:00 am to Midnight at 610-436-6403

Number to Call:
Call this Special Security Check Phone Number: 610-436-6403

***Alarm Panel testing is also highly encouraged any time any electrical work, telephone work of any nature or any other utilities work is done in the home.**

Hershey's Mill Verizon FiOS KEEP SHEET

July 17, 2018

Reference sheet to be provided in the Home Documents and stay with the property when sold or rented.

Do Not Call 1-800-VERIZON for any reason. Contact Phone Numbers:

Call Center - 1-800-501-1172 for Account and Billing questions, upgrades, downgrades, changes in equipment or services. *If you do not feel that the Agent understands what you need or how to deal with your concern, ask to speak to a Supervisor.*

FiOS Tech Support: 1-888-553-1555 ***Hint:*** *When you call this number, after verifying which telephone number is associated with your account, ask for Agent or Rep until a live person comes on the line. If there is a long wait time, use the Call Back feature.* The first step to solve any technical issue is to call this number. When on the phone with you, the Techs can send a signal through to your home, determine the problem and walk you through step by step solutions or repair over the phone. They can access your account to see if a setting is wrong and correct it if necessary.

On Line Account Access: 1-866-326-7937 **For Online Accounts; setting up, passwords etc.**

Hersheysmill.org; FiOS Tips – has postings with solutions to common issues, instructions, great things to know, how to do them and more. More information on back.

Most Common Questions, Answers & Solutions: TV, Phone & Internet

Channels: Special Channels – Where is my Station?

HMCTV formerly Channel 20 = 1970/1971; **NetFlix** = 838; **Game Show Network** (Ultimate Channel Lineup Only) 184/684; **TCM** (Turner Classic Movies - Preferred & Ultimate Channel Lineups) 230

Wi-Fi – How to Connect to 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 for more information

Television: Opening Banner that says to Press Menu when you turn your TV ON

To remove the opening banner and turn off the Sleep Timer:
On the TV Remote: Depress the "Menu' button on the Remote
Go to 'Settings' using the Arrow Buttons; then Depress the OK Button
Go to 'System'; Depress the OK Button
Scroll to 'Media Server Settings'; Depress OK Button
Scroll to 'Auto Power Off'; Depress OK Button
Scroll to "None"; Depress OK Button
Depress 'Exit' button on the Remote

MOVING or SELLING Your Home? We are all required to maintain telephone connection through Settlement Day. All other services may be cancelled, and equipment may be returned, as long as telephone service is maintained. Phone is included in the Bulk Plan. (Hersheysmill.org)

More on the Back

Caller ID: How to Set Up FiOS Caller ID on the Television Notification:
On The Remote: Depress the 'Menu" button
Go to 'Settings', Depress the OK button
Go to 'Caller ID', Depress the OK button
Go to 'Check Availability', Depress the OK button
Go to 'Alert Display', Depress the OK button
Go to 'Enable', Depress the OK button
Scroll to 'Alert Duration', Depress the OK button
Scroll to the Number of Seconds desired, Depress the OK button
Press 'Exit' on the Remote

TV Not Working: Static or Snow Or Message on TV that says: NO Signal
The TV is most likely receiving signal from the incorrect HDMI Input.
To correct this, on the REMOTE:
Depress the Small White button on the lower left of the Standard Remote labeled "TV Input".
Continue to Depress this same button until the correct HDMI Input is highlighted on the TV Screen, then Depress the OK button on the remote.
Depress Exit to return to Live Programming.
If this does not correct the Signal reception, unplug and re-plug the cable that goes from the Set Top Box to the TV. Wait for Two Minutes.
IMPORTANT: If the Signal is still not being received, follow the steps above again.
As a last resort, Call FiOS Tech Support 1-888-553-1555

TV will not turn On: Check to be sure it is plugged in, that the wall switch is in the up position, cable between TV & Set Top Box is plugged in securely and that the correct Remote paired with the TV is being used to turn it on.

No Dial Tone

- First, please check to be sure all extensions are properly hung up. This is the most common cause. Phones can look like they are hung up and are not. It will take a moment for the dial tone to return, if an extension was off the hook.
- Second, check to be sure all extensions are plugged in or if they are plugged in to the top electrical receptacle, that the wall switch is turned on.
- Third, please call Tech Support (1-888-553-1555) from another phone (cell, neighbors). Tech Support will run a signal and either repair or instruct as to what has to happen next.

For How To Instructions on the following and many more go to hersheysmill.org, then Go To "FiOS Tips"
Voice Mail: How to Set Up and Access Voice Mail
Wi-Fi ID (Network Name) and Password – How to Change the Name and Password
Slow Internet or Trouble Streaming Movies – How to Trouble Shoot
Bulk Plan through the HOA – what is included? (For this topic look under "FiOS Information".)
Channel Line Up, Email Addresses, Music, NOMOROBO to eliminate Marketing or Robo Calls, Remote Control Information, New Home Owners and Renters, Moving or Selling Your Home?
Alexa – how to set up and use for voice commands and **much more!**

On Your TV: For many Videos, Instructions, and How To's
On Your TV Remote, Depress Menu, Scroll to Customer Support, Depress the OK Button and Explore all the Information available here. My Dashboard has a great deal of helpful information on your TV, Internet and Phone service. You may also go to Channel 131 on your TV for How To Videos on several topics.

Verizon FiOS Moving Out or Unoccupied Home Instructions

July 2018

We are all required to provide *telephone service to our homes through Settlement Day* when we sell our homes or when our homes are unoccupied for any reason. Since telephone is included in the HM Bulk Plan, this does not cost anything extra.

If the home will be for sale, or unoccupied for any reason, the telephone (dial tone) must be left on through Settlement Day.

To Return Equipment and Leave the Telephone Turned On, do the following:

Verizon equipment may be returned any time as long as the account is left open and dial tone (telephone service) left on through Settlement Day.

1) Call the Call Center (1-800-501-1172) and tell them you want to return Verizon equipment and cancel any Extra Services not included in the HM Bulk Plan. Emphasize that you do Not want to cancel your Bulk Plan Services. If you subscribe to any Premium Channels or any Channel Line Up other than the Preferred Channel Line Up, tell the Call Center Agent that all you want is the Hershey's Mill Bulk Plan and nothing extra.

Be certain that they do not turn off the dial tone. Double check this with the Call Center Agent before hanging up.

Equipment that stays with the house:
ONT
Transformer
Battery Back Up
Extender – if purchased out right

Equipment to be returned: (NOTE: unreturned equipment will be billed directly to the current home owner)
HD Set Top Boxes
Digital Adapters
DVR'S
Extender – if charged for monthly

2) The Agent will give you instructions for returning the equipment. The Agent will send, pre-paid mailing return labels and a box to mail the equipment in, to the address on file. The pre-paid return label package contains a label and box. The packaged equipment is taken to the nearest UPS location to be returned.

3) Do Not attempt to remove the ONT, Transformer, or Battery Back Up. These items remain in place.