

**Verizon FiOS Prepare for Your Installation**  
**IMPORTANT: READ ALL PAGES IMMEDIATELY**

August 1, 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.

**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, Computers, Thermostats, Mobile or Cell Phones, Printers, Smart Home Devices, Smart Medical Devices, Universal Remotes. If something gets missed, see Wi-Fi instructions below. Subsequent visits to assist connecting personal equipment to WiFi will incur a Service Charge.

**Questions after Installation:**      **Account & Billing: 1-800-501-1172**  
**FiOS Technical Service** questions: **1-888-553-1555.** **On Line Account** questions: **1-866-326-7937**

**Hershey's Mill Home Owners/Residents Responsibility When Verizon Techs Enter Your Home**  
**Please Read ALL Pages of This Handout**

**Security System – Testing of the Security System is Not Optional\*.**

\*If you chose not to test the Security System in the Verizon Tech's presence, then you are responsible if the Security System does not work when the Installation is complete. This could result in a daily fine of \$25.00.

1) When the Verizon Tech enters your home and before they begin work, inform the Tech that you will now check the Security System. This must be done in the Tech's presence. Note: If the Security System does not work then the Tech is not responsible to make it work when done with the transition. Whether the Security System works or not, the Tech will continue with the transition. **NEW RESIDENTS: If there is Dial Tone, Test according to these instructions. If there is No Dial Tone, Skip to #4 and inform the Security Office that this will be the only test: (610-436-6403)**

2) Testing Protocol:

- a. Home Owner or Tech, in each other's presence to call Security at **610-436-6403\***
  - give your name and address to Security,
  - inform Security that you are testing your Security System at the **START** of Verizon transition.
- b. Then push a Red Panic Button While On The Phone with Security. The Alarm System must over ride the phone line and Security must receive an alarm from your address.
- c. Next call Security back, wait 60 seconds and dial **610-436-6403**. Confirm that an alarm was received. If the Test works, then the Security System must work before the Tech leaves the home.

3) Just before the Verizon Tech leaves your home, ask the Tech to witness while you re-test the Security System by following the exact same protocol as above:

- a. Home Owner to call Security, **610-436-6403**,
  - give your name and address to Security,
  - inform Security that you are testing your Security System at the **END** of Verizon transition.
- b. Then push a Red Panic Button While On The Phone with Security.
- c. Next call Security back, after waiting 60 seconds. Confirm that an alarm was received.

4) If the Security check works, all is well. If the Security System fails, and it was working when the first test was done when the Tech arrived, then the Tech works to correct the Security System failure. Repeat the above test if necessary.

**IMPORTANT: TO Do During and After the Verizon Tech Installation Visit**  
Ask for a [Welcome Packet](#). The Channel Guide is in the Welcome Packet

**Pre & Post Verizon FiOS Installation Information and Frequently Asked Questions: Read below and visit Hersheysmill.org for many more Tips and Answers** **Please Read This Entire Handout**

### **Before the Tech leaves: Test Everything**

Pick up every telephone extension and be sure you have Dial Tone.

Turn on every TV and make sure you have signal.

Print something—be certain the printer works and connects to whatever devices you print from.

Check every device you access the Internet from and be certain everything connects to the Internet.

Check everything on your list. Be certain everything is working before the Tech leaves. A return visit by a Tech will incur a service charge if it is not a Verizon equipment repair call.

Check the BBU. **Have the Tech show you** how to change batteries and that the BBU is in the ON position.

**Electrical Receptacles:** Double check to be certain which electrical receptacles equipment is plugged into. If anything is plugged into a top electrical receptacle, remember these are controlled by the wall switch and will turn off anything plugged into an upper electrical receptacle when the wall switch is turned off.

**Battery Back Ups:** If you ordered a Battery Back Up/PowerReserve one will be installed during your installation. Make sure the Tech SHOWS YOU the BBU. You may also receive one in the mail. [To avoid double billing, when the Battery Back Up is received call 1-800-501-1172 to have the extra BBU picked up.](#)

### **How to Use Verizon FiOS Features – More at hersheysmill.org**

**Tune your Television to Channel 131:** to watch short videos on how to get help setting up Controls, Remote Control, DVR's, Voice Mail and More. OR Visit [www.WelcometoFiOS.verizon.com](http://www.WelcometoFiOS.verizon.com) Visit this 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), Tune to Channel 131 and watch a video; go to [hersheysmill.org](http://hersheysmill.org) and read the postings.

**Channel Line Up:** Is in the Black Welcome Packet. **Channel 20 is now: 1970/1971 Netflix** is available on **Channel 838** – this is a subscription service. 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 610-344-9141** 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.

**Answering Machines:** If you use an in home Answering Machine, you must either have Voice Mail turned off so the Answering Machine will function properly or set the number of Rings on your phone to more rings than your in home Answering Machine is set . You can request the Voice Mail be turned off when you place your order, or you can call the Account & Billing 800-501-1172 number after your installation

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