

# 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](http://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, 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.