

## **Moving Between Homes in Hershey's Mill**

(April 2019)

Congratulations! For a very short time you will likely be the proud owner of two homes in Hershey's Mill. This also means that you have the **responsibility to provide dial tone and electrical power in both homes**, no matter the move out and move in dates. As you know, phone service is included in HOA fees and you are entitled to phone service at both addresses. Please also see the document titled, "Moving Out" posted on hersheysmill.org. You may take your current phone number to your new Hershey's Mill address and request Verizon to provide a new phone number at your old Hershey's Mill address. **Provide Security with the new phone number** at your old address as soon as you know what it is.

The Alarm Panels within all homes, except Ashton Village homes, must have dial tone to send an Alarm Signal to Security. \***Sellers** are responsible for maintaining telephone service and electrical power through Settlement Day. **New Home Owners**, no matter the actual Move In Date, are responsible for providing telephone service and electrical power the *Day After Settlement Day*. If you are not selling your home and will be renting it instead, **Landlords** are responsible for providing telephone service and electrical power the *Day after Move Out Day through the next Move In Day, in between Renters occupancy*. There is no extra cost for phone service as it is included in the Hershey's Mill/Verizon FiOS Bulk Plan. However, an account must be set up through Verizon.

Hershey's Mill has a Bulk Plan unlike any other Bulk Plan anywhere else in the Country. You may get a Call Center Agent who is not as familiar with the HM Bulk Plan as we would like them to be and you must know the HM Bulk Plan 'Rights' before you place the call to order your services and equipment. You will be opening a new Bulk Account under the HM Bulk Plan. We also have some Security requirements that are dependent on Verizon services and are detailed below.

**Please read All of the information provided below before placing the call to the Call Center and follow ALL the instructions below.** **Do Not call 1-800-Verizon for any reason - that is a retail number and we are a bulk community.**

Please read all the way through, including the Attachments at the end that provide detailed information on several key areas, prepare and then place the call to set up your bulk account, order services and equipment and schedule an installation date. *Ordering a Battery Back Up\*<sup>1</sup> is highly recommended and is mandatory in some villages.*

### **What is included in the Hershey's Mill Verizon FiOS Bulk Package and paid for in HOA Fees:**

- Equipment: 1 HD Set Top Box and 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

## SPECIAL NOTES:

- Weekend installation appointments are available.
- Voice Activated Blue Tooth Remotes and Wireless TV placement are available. These remotes do not have to be pointed directly at a Set Top Box. Other than the Main TV, other TV's, with their Set Top Boxes attached, may be placed anywhere there is Wi-Fi and an electrical outlet.

### **There are a couple of things to do:**

- 1) Contact your new Village Council and ask to add your personal email address to the Village distribution list, if you have not already done so. This is the way we communicate important information here in Hershey's Mill. To locate your new Village Council visit [hersheysmill.org](http://hersheysmill.org), click on the Villages tab at the Top of the page, go to your village. There will be a listing on your Village page for your Village Managing Agent. Send the Village Managing Agent an email with your name, contact information, HM address, Settlement Date and Move In Date. Ask to be added to the Village email Distribution List. Ask the Managing Agent to verify receipt of your email and that you have been added to the list.
- 2) We are all required to provide *Dial Tone and electrical Power*, the **day after Settlement Day, no matter what the Move In date may be**, for safety reasons and so our Alarm Panels can send a signal in case of Emergency or Fire. Daily fines may be levied until dial tone and electrical power is provided. Phone service is included in the HM Bulk Plan, so there is no extra cost. **However**, there *must be a Verizon account in someone's name*. A name or a Trust or Company name is required on any phone line account.
- 3) **A.** Installing the phone first, the day after Settlement Day, and the TV and Internet the day after Move In Day is possible. NOTE: We do not schedule telephone installations on Settlement Day, because too many installation appointments have been missed due to settlement taking longer than planned.  
**B.** If you wish to have telephone service installed before moving in, Call **now** to order a phone line with a 'new'\*2 number. Weekend installations are available. You will need to be present for the entire installation. Allow 4 to 5 hours for the entire process, just in case the Techs run into any problems; otherwise it should take well less than three hours.
- 4) 14 days before Move In Day, call the Call Center again and order the TV and Internet services desired. During this call, have your current telephone number 'ported' or brought over, if desired, and the 'new' telephone number cancelled on installation day. **During this call obtain a new Phone Number for the old address and give to Security as soon as you know it.**
  - A. IMPORTANT: Verizon will not install on Move In Day and will leave if movers are present and all personal equipment is not set in place, plugged in ready for the Verizon equipment installation process. So, make the installation appointment for a day or so after move in. Plan to spend the day available for the installation, so again, if the Techs run into any issues, you are not feeling pressured to leave.
  - B. If the Techs have to return to install any equipment that was not available, there will be an installation charge for the return visit. Be certain you will be fully prepared for the Techs with all personal equipment set in place and plugged in.

5. NOTE: If you are moving in the day after Settlement Day, all services may be installed on the same day, as long as it is after Move In day.
6. Follow the Alarm Panel Test procedures with the Tech after telephone installation. This test is required to ensure your Alarm Panel is functioning properly and to avoid daily fines. Directions are in the document titled, "Alarm Panel Test".\*<sup>3</sup>
7. SECURITY: Provide any 'new' phone number to Security as soon as it is installed, the day after Settlement Day. This is critical so if a Smoke Alarm triggers an Alarm Panel signal to Security, they know which address it is coming from. It is also important because the phone number has to be programmed into our system to open the guest gates.
8. ~NOTIFY Security AGAIN when the permanent number is brought over, for the same reasons.
9. **Please read all the way through the following and prepare before making the call.**

## **Instructions to Set Up your Verizon FiOS Bulk Account, Order Equipment and Services and make an Installation Appointment**

### **To prepare for your call to open your HM Bulk Account, order services and equipment, follow the steps below:**

- 1) Review the document below titled, "**Pricing Sheet**"\*<sup>3</sup> so you are prepared to order any *additional* equipment and services you may want. Refer to the '**Pricing Sheet**'^ for information on additional Services and Equipment. ^Prices subject to change.

#### **A. To setup your Verizon FiOS account you will need to have available:**

- Your current Verizon account and Pin number, if you have a Verizon landline (this is not necessary if you are installing a 'new' number until you Move In)

- Your current home phone number

- *Be sure to unblock your credit if it is blocked before the call. If you are already a Verizon customer and your credit is blocked, it is not necessary to unblock it. If you need help, unblocking your Credit, please Google instructions for unblocking credit. There are some excellent instructions posted on the Internet.*

**B. Choose your additional TV equipment (billed to you monthly):**

If you have more than one TV, you will need to choose equipment for each TV

- **Extra HD Set Top Box** -- \$12/mo
- **Digital Adapter** -- \$7.99/mo (no recorded shows, Guide or On Demand, good for kitchen, basement, guest bedroom)
- **DVR service** - \$12/mo – records two shows at a time, plays back in one room)
- **MultiRoom DVR** - \$20/mo (records 6 shows at a time and plays back in multiple rooms) or
- **MultiRoom DVR** - \$30/mo (records 12 shows at a time and plays back in multiple rooms)
- **Large Button Remote** – (\$14.99 one time charge) **OR** Voice Activated Remotes

**C. Choose a TV Channel Package Upgrade (billed to you monthly):**

If you want more channels than in the Preferred HD package, choose one below:

**Extreme HD** (~ 330+ Channels) -- \$5/mo (includes Golf, NBA, NHL, Tennis channels)

**Ultimate HD** (~ 435+ Channels) -- \$15/mo (includes NFL Red Zone & 3 of the Premium channels noted^ below)

**D. Choose any premium channels you may want:**

- |   |                   |
|---|-------------------|
| - HBO                                   | 1 for \$15/mo     |
| - STARZ and ENCORE                      | 2 for \$25/mo     |
| - Cinemax^                              | 3 for \$30/mo     |
| - Showtime, The Movie Channel and FLIX^ | All 5 for \$40/mo |
| - EPIX^                                 |                   |

*^ included with Ultimate HD*

**2) Battery Backup Unit/PowerReserve**<sup>4</sup> -- Be sure to order the Battery Backup Unit (BBU) if you would like one. *One-time charge* of about \$44.98, batteries included. Installation is at no cost if the BBU is ordered during the initial account set up call. **HIGHLY RECOMMENDED.** *Note: The home you are purchasing may already have a BBU installed. Check with the current owner.*

### **3) Telephone Service**<sup>5</sup>

a. If you are ordering telephone service only, to be installed the day after Settlement Day, ask for a 'new' telephone number at this time. ***(If you are speaking with a Call Center Agent who says you may not order Telephone Only – ask to speak with a Supervisor. The HM contract allows for Phone Only and is a necessity in some cases.)***

b. If you are now ready to move in and had a 'new' number installed until the day after Move In Day, and you wish to bring your current number to the new Hershey's Mill address, when ordering the remainder of your equipment and services for installation the day after Move In Day, tell the Call Center Agent you want to **keep your current phone number. Have them bring your current number over and cancel the 'new' number on installation day. (Notify Security of any telephone number changes.)** During this call, be sure the telephone service is **NOT cancelled at your 'old' Hershey's Mill address and have Verizon assign a new number to the old address.**

c. If you are ordering and installing all services and equipment on the same day, be sure to tell the Call Center Agent that you want to keep your current phone number, if you wish to. Be sure to verify this again before you hang up; otherwise you could lose your phone number.

d. **Follow the Alarm Panel Test** procedures with the Tech after telephone installation. This test is required to ensure your Alarm Panel is functioning properly and to avoid daily fines. **Directions are in the document titled "Alarm Panel Self Tests".**

**4) Installation Date** -- The Call Center will schedule your Installation date (about ten days later or less if installing a 'new' number) at the end of your call. **Be sure to write it down and be at your Hershey's Mill home at your scheduled time.** The Techs do not call in advance. You will be given a Tech arrival time window - meaning the Techs could arrive at any time within the window. They may also be a few minutes early or late, depending on their work just before your installation.

The installation will take 2 to 5 hours depending on the number of TVs and devices you have. **You will need to have an electrical outlet** where the equipment is installed (most likely by your circuit breaker box).

**ONT (Optical Network Terminal), Transformer and Battery Back Up.PowerReserve**

Most homes, but not all, within HM have already had the ONT and Transformer installed and so the installation issues, if any, have already been resolved. Many will also have a Battery Back Up/PowerReserve installed. If a BBU is not installed, one is recommended. Please order one. The cost is a one time charge of approximately \$44.98 including shipping and handling. Please read the documents on the Battery Back Up/PowerReserve units, including how to handle the one that is mailed, for more information.

\*\*\*\*\*

**Call Days and Times:**

**Days & Times: Monday – Friday: 8 am to 7 pm; Saturday: 9 am to 6 pm**

**Call Center Number to call: 800-501-1172**

**FiOS Tech Support: 1-888-553-1555**

**How To's, FiOS Tips and Hints, Other Instructions, FAQ's:**

**hersheysmill.org**

Attachments or see below: Pricing Schedule, Battery Back Up Info (3), Telephone Only Service & New Phone Number, Installation Day Preparation, Alarm Panel Self Test

**SEE ALSO “Moving Out” Instructions posted on hersheysmill.org.**

REMINDER: Report all telephone numbers to Security.

# Pricing.

Pricing as of  
October 31, 2017 for  
new customers in  
Hershey's Mill.<sup>^</sup>

## Important things to remember about billing:

- You will be billed directly for services that are not included in the contract with the property.
- Shipping/handling and other charges may apply depending upon the additional products and services you order.

### Contracted services

- Fios TV Package: Preferred HD
- Equipment: 1 HD Set Top Box & 1 Fios Router
- Internet Speeds: 150/150 Mbps
- Standard Initial Set-Up Charge Waiver
- Fios Digital Voice Unlimited Plan

### HD boxes

\$12.00/mo  
for each box

+

### Recording service desired

DVR	\$12.00/mo
Multi-Room DVR Enhanced Service <sup>†</sup>	\$20.00/mo
Multi-Room DVR Premium Service <sup>†</sup>	\$30.00/mo

### Other equipment

Digital Adapter \$7.99/mo

### Internet upgrades<sup>‡</sup>

Up to 940/940 Mbps<sup>\*\*</sup> \$20.00/mo Download, stream and game on up to 100 devices at once.

### TV package upgrades<sup>††</sup>

Extreme HD	\$5.00/mo	300+ channels (100+ HD)
Ultimate HD	\$15.00/mo	435+ channels (145+ HD)

### Pick your premiums

Cinemax <sup>†††</sup>	
HBO <sup>†††</sup>	1 for \$15.00/mo
STARZ <sup>†††</sup> / ENCORE	2 for \$25.00/mo
SHOWTIME <sup>†††</sup> / The Movie Channel <sup>†††</sup> / FLIX <sup>†††</sup>	3 for \$30.00/mo
EPIC <sup>†††</sup>	All 5 for \$40.00/mo

Please note that prices do not include any applicable taxes and fees.

**fios**<sup>✓</sup>  
by verizon

<sup>†</sup>Multi-Room DVR Service available in select areas.

<sup>\*\*</sup>Availability varies. Requires network connection to your home. Actual speeds may vary due to device limits, network and other factors. Avg. speeds below 750-940 Mbps download / 250-880 upload.

<sup>††</sup>Previous promotional discounts are not applicable as the newly contracted bulk services order. All pricing and information shown here is subject to change and may vary for existing customers.

<sup>†††</sup>TV Package Information shows relative channel channel counts for standard TV. For current channel counts and to compare TV packages, visit [verizon.com/fios/tv/packages](http://verizon.com/fios/tv/packages) and enter a zip code.

<sup>††††</sup>Internet speed availability may be limited in your area based on network qualification requirements. A technician visit may be required. Network Upgrade and other fees, terms and charges may also apply. Additional Fios TV, Internet and Voice options may be available. ©2017 Verizon. HERSHEY\_1117

## **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.

## **Verizon Battery Back Ups - Update**

June 1, 2018

The following information was provided by the Verizon Engineer who designed the Battery Back Up/PowerReserve.

### **History:**

Verizon used to have a rechargeable Battery Back Up Unit. Recently, a new FCC Ruling stating that as of February 2019, all Battery Back Up units provided or sold by Telecommunications providers must last a minimum of 24 hours. The phased out BBU provided at an 8 amp draw down approximately 8 hours of support time with 4 to 6 hours of support time the norm. Rechargeable Battery Backups that will last 24 hours tend to be large, heavy and expensive to manufacture. Utilizing prior customer feedback from the now phased out Verizon Rechargeable Battery Backup Unit, Verizon developed the current Battery Back Up.

### **Facts:**

- The current BBU uses 12 D Cell batteries (EverReady or Duracell) that are included with the unit.



- This type of battery has a 7 to 8 year shelf life when installed, without any use.
- The 12 batteries have a cumulative 34 to 35 hours usable life span when the BBU is activated by a Power failure and not used for phone calls or to transmit an alarm. It is not clear how many 'battery hours' an alarm signal 'uses' as much of it depends on the type and duration of the alarm itself.
- During a power outage, dial tone is not available unless a Battery Back Up Unit is installed, in conjunction with the Verizon ONT Box, with functioning batteries. The primary purpose of the BBU is to allow an Alarm Panel to access dial tone to communicate with the Security Panel in the Hershey's Mill Security office if the Panic Buttons are needed or the Smoke Alarms go off. The primary purpose of the BBU is not to support casual conversation on the telephone while the power is out.
- **IMPORTANT:** The BBU does NOT provide power to electrical outlets, so Cordless Phones, Internet or anything else requiring electrical power will not work in a power failure. The base on Cordless Phones must be plugged into an electrical outlet. Dial Tone will only be evident on direct wired phones. Alarms have their own BBU. Some Villages require a BBU. BBU's are HIGHLY RECOMMENDED.

#### **How the BBU works:**

-The BBU plugs into the ONT transformer. **The BBU is left in the ON position.** As long as there is Power to the ONT Box, the BBU remains on standby. At this point the ONT Box is drawing approximately 10.5 watts. During a Power Failure, the ONT Box goes into Power Reserve turning off the draw from Video and Internet and supporting only Dial Tone. During this time the ONT Box automatically reduces its draw down to approximately 4 to 5 watts.

-Currently, there is a Test Strip within the BBU that may be used to test the D Cell batteries, from time to time, to determine the remaining D Cell battery life. Each battery must be tested individually. There is no audible sound or light warning of declining battery life.

-The BBU is designed to be installed by a Verizon Account Holder. No disruption to the services occur if the BBU is installed while the ONT is in use. The BBU plugs directly into the ONT Transformer (most have a Blue Button to distinguish the two boxes.). A second BBU may come to you in the mail after one is installed. You must call the Call Center and have it picked up or a post paid label sent to you to avoid double billing.

**\*\*New Improved Model:** should be available by the end of 2018. The new model will functionally be exactly the same as the current model. It will have three LED lights and a Test Button to show how much battery life is remaining: full, middle or close to end of life. The BBU will look the same except for the LED lights. Pricing is not expected to change significantly. The new model will be sold at the then posted price. If you wait to order the new model and request a Tech to install, there will be a service charge for the Tech to come out just to install the BBU.

## **Battery Back Up/PowerReserve Pick Ups**

**(Do Not Call 1-800-Verizon or the Call Center or FiOS Tech Support.)** The instructions and phone numbers below are Only for BBU's.

August, 2018

### **TO DO:**

The normal way Battery Back Ups/PowerReserves (BBU) are handled by Verizon, when ordered, is to mail them to the ordering address. BBU's are not stocked in the local Operations facilities, so the Techs normally do not have access to them directly. As a courtesy, the Malvern Operations Manager stocked a few, so that Techs could provide and install them when they came to install the rest of your equipment.

The mailed BBU's trigger the request we make of each home owner to be certain that a BBU was indeed installed and is in the On position. (Techs are human, they make mistakes.) The BBU/PowerReserve is plugged into the Transformer located next to or near the ONT (Optical Network Terminal). All three boxes tend to be black in color. If you do not have three boxes, you do not have a BBU installed.

*The BBU has an ON/OFF Toggle switch. ON is when the toggle switch is depressed on the On side. If the BBU is in the Off position, please turn it on. The Techs are human and they do make mistakes. They may have forgotten to install the BBU or may not have turned it on.*

### **Having the Mailed BBU Picked Up**

When BBU is verified, the BBU's that were mailed are picked up from the front porch when you call for Pick Up. Having the BBU picked up prevents a double charge. No receipt is given. Over 1000 have been picked up this way and no one has been double charged.

If you are able to verify that the BBU is in the ON position, please request Pick Up by calling this number and leaving a Voice Message with your Request for BBU Pick Up, Name on the Account and HM Street address. Speak slowly and clearly and repeat the address. Then place the BBU, protected from the weather, on your front porch. It will be picked up. No receipt is provided. Over 1000 have been picked up and no one has been double billed. If the BBU is not picked up within ten days, please call the same number and leave a second message with the same information. This is rarely necessary but may be necessary occasionally. No one will call back from a message left on this number. This is an incoming message only number. A Tech will be assigned to pick up the BBU when in HM on other business. **These are incoming leave a message only numbers. Call: 610-644-5914 or 610-383-6810.**

### **BBU is Not Installed – How to have the mailed BBU Installed:**

If you find that the BBU is not installed, call the telephone number below and leave a message explaining that the BBU was not installed and request that a Tech visit to install the one received in the mail. If this is the case, please provide your Name, Address and Contact Telephone number when you leave the Request message. A Tech will be assigned. Please answer your phone, even if you don't know who is calling, until you make contact with a Tech. They do not leave return call phone numbers. A Tech may also knock on your door when in HM on other business. **These are incoming leave a message only numbers. Call: 610-644-5914 or 610-383-6810.**

### **Not able to locate or verify if a BBU has been installed:**

If you are not able to verify, a Tech will visit to double check when you leave a message requesting a check by a Tech. Call the telephone number below and leave a message explaining that you are not

able to verify if the BBU was installed or if it is On and request that a Tech visit to install the one received in the mail. If this is the case, please provide your Name, Address and Contact Telephone number when you leave the Request message. A Tech will be assigned. Please answer your phone, even if you don't know who is calling, until you make contact with a Tech. They do not leave return call phone numbers. A Tech may also knock on your door when in HM on other business. **These are incoming *leave a message only* numbers. Call: 610-644-5914 or 610-383-6810.**

The Tech will either install the BBU or verify that it is in the ON position and retrieve the BBU that arrived in the mail.

**Not done within 10 business days from when you left a message?**

If the BBU is not Picked Up or you do not receive a knock on the door or a call from a Tech when a Tech visit is required within 10 business days of leaving your message, please call back and leave All of the same information again.

**Here is what is needed for you to leave in your message: Remember – No One will call you back. You must leave all of this information in your message.**

- 1) Exactly what you need in reference to the BBU
- 2) The name on the Account and your name if different
- 3) The Street Address within HM
- 4) Your Contact telephone number

**These are incoming *leave a message only* numbers. Call: 610-644-5914 or 610-383-6810.**

**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.**

## 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 override 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 & 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](http://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](http://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/remotecomrolvideo](http://www.Verizon.com/remotecomrolvideo), 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 Answering Machine, you must have Voice Mail turned off so the Answering Machine will function properly. You can request this when you place your order or you can call the Account & Billing 800-501-1172 number after your installation.

**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

**Print Out and Keep the KEEP SHEET below.**

## **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](http://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](http://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.