

# UNLIMITED DIGITAL VOICE

## User Guide

Your guide to manage voicemail and settings from your phone, mobile app, or internet.



FRONTIER

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# 1 | Welcome to Unlimited Digital Voice

Congratulations! You are about to experience an exciting new generation of voice technology. Your new Unlimited Digital Voice service comes with many easy-to-use features that can be managed by phone, via the Internet, and using a mobile device and. You can turn on features like Call Forwarding and Do Not Disturb, set up Voicemail notification by email or text message, listen to your Voicemail messages, and review call logs.

To get started, read this guide carefully so you'll be able to get the most out of all the new and exciting features of your Unlimited Digital Voice service. Once you set up your Voicemail, check out your Frontier Digital Voice Web Portal from any Internet connection at [www.frontier.com](http://www.frontier.com). Log in using your Frontier ID and password. If you do not have a Frontier ID, you will be able to create one.

We hope you enjoy exploring your new phone service.

## 1.1 Important 911 information

As a reminder, in the case of an electrical outage, the Battery Back-up Unit (BBU) will power your basic Unlimited Digital Voice services, including 911 dialing, for up to eight hours if a fully-charged battery is inserted in the unit. If the battery is exhausted or there is no battery present, the voice service will not function for any purpose. In the welcome kit provided by the technician during installation, you will find stickers with this information. We strongly recommend you apply them to your phones so all users are aware of this possible limitation.

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**Note:** It is your responsibility to provide electrical power necessary for your voice service to function. To accommodate possible power outages, Frontier offers battery back-up options.

## 1.2 Out-of-service back-up phone number

Unlimited Digital Voice allows you to choose a number where your calls can be forwarded in the case of an outage (e.g., an area-wide outage or you've lost power and do not have battery back-up). Once service has been restored, the forwarding will automatically be stopped.

Back-up numbers can be set up using your Frontier Digital Voice Web Portal under Account Settings. Refer to Section 6.4.

**Note:** If you have enabled Call Forwarding Selective or Call Forwarding, the numbers you have set for Call Forwarding will override the Back-Up Number. If you have Voicemail activated to take your calls or have Simultaneous Ring or Locate Me enabled, your call will go to your specified Back-Up Number.

## 2 | Unlimited Digital Voice features management

You can manage your features anywhere, anytime. Experience a whole new level of control over your voice communications from your computer or mobile device.

- **Turn on Do Not Disturb** while you are busy with something else and do not want to be bothered by phone calls!
- **Share Voicemail** by forwarding as an email attachment!
- **Turn Call Forwarding or Simultaneous Ring on/off** from your mobile device!

Changes made on the Web Portal online will be reflected on your MyFrontier applications and vice versa.

### 2.1 From the web

Your Web Portal can be used to access and control your Call Log and Calling Features, Voicemail and Voicemail Features and more:

- **View the Call Log** (Call Back using your Unlimited Digital Voice line, Block, \*Delete, add to Contacts)
- **View Voicemails** (Play messages, Call Back using your Unlimited Digital Voice line, Block, Delete and more)
- **Call Forwarding** (Turn on/off and change settings)
- **Do Not Disturb** (Turn on/off and change settings)
- **Simultaneous Ring** (Turn on/off and change settings)
- **Call Block** (Turn on/off and change settings)
- **Contacts**
- **Business Search using Frontier Pages**

\*Available in California, Texas and Florida only.

You can access your Web Portal from any computer with a broadband Internet connection that supports Internet Explorer 11 (or higher), or a recent version of the Chrome, Firefox or Safari browsers. However, you must first register your account and set up a Frontier ID comprising an email address and password. If you have not yet established a Frontier ID or have forgotten it, simply go to [frontier.com](http://frontier.com) and click on Create a Frontier ID to begin the registration process or retrieve your credentials.

For all of the Web Portal instructions in this document, you must first access your Frontier Digital Voice Web Portal as follows:

1. Login to your account on [www.frontier.com](http://www.frontier.com) using your Frontier ID.
2. Under My Services, click on Frontier Digital Voice.
3. The Unlimited Digital Voice Summary Page will display. From here, you can view your calls and Voicemails and manage the various settings associated with your Unlimited Digital Voice service.




## 2.2 From your smartphone or tablet

If you have an Android or Apple smartphone or tablet, you can download the MyFrontier app through your app store. With the app, you can access the same features as the Web Portal:

- **View the Call Log** (Call/Text Back using your mobile service carrier, Block, Delete)
- **View Voicemail messages** (Play messages, Call/Text Back using your mobile service carrier, Block, Delete)
- **Call Forwarding** (Turn on/off and change settings)
- **Do Not Disturb** (Turn on/off and change settings)
- **Simultaneous Ring** (Turn on/off and change settings)
- **Incoming Call Block** (Turn on/off and change settings)

# 3 | Making calls from your Unlimited Digital Voice phone line

The Unlimited Digital Voice Unlimited Plan offers unlimited domestic calling. International calls do incur a charge.

Phone	Web Portal
<p><b>Domestic Calls and Calls to Canada and Mexico</b>            For calls to locations in the U.S., U.S. territories, Puerto Rico and Canada, dial the 3-digit phone number + the 7-digit phone number. There is no need to dial a "1" before the area code.</p> <p><b>International Calls</b>            For calls to most international locations, dial 011 + country code + city code (if applicable) + phone number. Information on international calling can be found on your Frontier Digital Voice Web Portal.</p> <p><b>Collect Calls</b>            You can make collect or third number billed calls from your Unlimited Digital Voice line, but cannot receive them.</p> <p><b>Blocked Numbers</b>            You cannot make 0+, 00, 01, 500, 10-10XXX, 700, 900, 950, 976 calls from your Unlimited Digital Voice line; however, you can receive them.</p> <p><b>Special Numbers</b>            You may dial any of the following numbers from your Unlimited Digital Voice phone line*:            · 211—community services            · 311—non-emergency local municipal services</p>	<p><b>To place a call using the Recent Calls Log:</b></p> <ol style="list-style-type: none"> <li>1. Access your Frontier Digital Voice Web Portal</li> <li>2. Click the Recent Calls button to open the log of calls. The icon next to each call indicates the type of call:           <ul style="list-style-type: none"> <li> Missed Calls</li> <li> Received Calls</li> <li> Dialed Calls</li> </ul> </li> <li>3. Click on the name or telephone number of the person you would like to call from the Recent Calls log.</li> <li>4. A pop-up window will appear. Select Call Back from the menu.</li> <li>5. Your phone line will ring once the call is placed. Pick up your phone and wait for the person on the other end to pick up.</li> </ol> <p><b>To place a call using your Contacts list:</b></p> <ol style="list-style-type: none"> <li>1. Access your Frontier Digital Voice Web Portal</li> <li>2. Select Contacts from the left navigation menu.</li> <li>3. Use the alphabet tabs (A...Z) above the list to quickly find the name of the person you would like to call.</li> </ol>

Phone	Web Portal
<ul style="list-style-type: none"> <li>· 511—travel and road weather information</li> <li>· 411—Directory Assistance</li> <li>· 711—telecommunications relay service</li> <li>· 811—“call before you dig” service for public utilities</li> <li>· 911—emergency services</li> </ul> <p>*Availability and types of services may vary by location.</p>	<ol style="list-style-type: none"> <li>4. Click on the name and select <b>Call</b> from the drop-down menu.</li> <li>5. Your phone will ring once the call is placed. Pick up your handset and wait for the person on the other end to pick up.</li> </ol> <p><b>To place a call from your Web Portal icon:</b></p> <ol style="list-style-type: none"> <li>1. Access your Frontier Digital Voice Web Portal.</li> <li>2. Click the <b>Place a Call</b> icon.</li> <li>3. You can: <ul style="list-style-type: none"> <li>· manually enter a number,</li> <li>· search your Contacts by name to select a number, or</li> <li>· select a recently called number using the drop-down menu</li> </ul> </li> <li>4. Once the number is entered, click <b>Call</b>.</li> <li>5. Your Unlimited Digital Voice phone line will ring once the call is placed.</li> <li>6. Pick up your handset and wait for the person on the other end to pick up.</li> </ol> <hr/> <p><b>Note:</b> If the number you are attempting to dial is busy, you will hear a busy tone.</p>

Phone	Web Portal
	<p><b>International Rates and Country Codes:</b></p> <ol style="list-style-type: none"> <li>1. Access your Frontier Digital Voice Web Portal.</li> <li>2. Select the <b>Settings</b> link on the left side of the screen.</li> <li>3. Select the <b>Account Settings</b> link.</li> <li>4. Under <b>Extras</b>, select the link for Frontier International Calling Rates.</li> </ol> <p><b>To Block International calls on your Frontier Digital Voice line(s):</b></p> <ol style="list-style-type: none"> <li>1. Access your Frontier Digital Voice Web Portal.</li> <li>2. Select the <b>Settings</b> link on the left side of the screen.</li> <li>3. Select the <b>Account Settings</b> link.</li> <li>4. Select the link for International Call Block.</li> <li>5. Check the number(s) on which you would like to block international calls.</li> <li>6. Click <b>Save</b>.</li> </ol>



# 4 | Managing your Unlimited Digital Voice features

## 4.1 Call Forwarding

You can forward your calls to any number you wish. When Call Forwarding is turned on, you will not receive calls at your home number until you turn the feature off. This feature will always override any other forwarding option (e.g., Call Forwarding to Voicemail when your line is busy or you do not answer).

Calls forwarded to international numbers may incur per minute rates depending on your calling plan. To learn how to check rates for international calls, please go to your Frontier Digital Voice Web Portal.

When you turn Call Forwarding on or off using one of the options below, it will change any setting previously set using any of the other options.

Phone	Web Portal
<p><b>To set up Call Forwarding:</b></p> <ol style="list-style-type: none"><li>1. Pick up handset.</li><li>2. Dial <b>*72</b>.</li><li>3. Wait for second dial tone.</li><li>4. Enter the destination telephone number.</li><li>5. You will hear a confirmation tone when Call Forwarding has been enabled.</li></ol> <p><b>To cancel Call Forwarding from your phone:</b></p> <ol style="list-style-type: none"><li>1. Pick up handset.</li><li>2. Dial <b>*73</b>.</li><li>3. You will hear a confirmation tone when Call Forwarding has been disabled.</li></ol>	<p><b>To set up Call Forwarding:</b></p> <ol style="list-style-type: none"><li>1. Access your Frontier Digital Voice Web Portal.</li><li>2. Select the <b>Settings</b> link on the left side of the screen.</li><li>3. Click the <b>Call Settings</b> tab.</li><li>4. Click on <b>Call Forwarding</b>.</li><li>5. In the box next to <b>Forward my incoming calls to</b>, enter a destination telephone number.</li><li>6. Click a button to:<ul style="list-style-type: none"><li>· <b>Forward all my calls</b>, or</li><li>· <b>Forward calls only from selected numbers</b>. You can add up to 10 numbers manually or from your Contacts.</li></ul></li></ol>

Phone	Web Portal
	<ul style="list-style-type: none"><li>· Click <b>Turn on Call Forwarding</b>.</li><li>· Click <b>OK</b>.</li></ul> <p><b>To turn off Call Forwarding or to change settings:</b></p> <ol style="list-style-type: none"><li>1. Access your Frontier Digital Voice Web Portal.</li><li>2. Select the <b>Settings</b> link on the left side of the screen.</li><li>3. Click the <b>Call Settings</b> tab.</li><li>4. Click on <b>Call Forwarding</b>.</li><li>5. Click on:<ul style="list-style-type: none"><li>· <b>Turn off Call Forwarding</b> and click <b>OK</b>, or</li><li>· Click <b>Change</b> to change the forward to number, or to change the forward all calls or forward calls from selected numbers setting.</li></ul></li><li>6. Click <b>Update</b> to save your changes.</li></ol>

## 4.2 Recent Calls Log

You can see a snapshot of your most recent calls on your Web Portal. The log includes incoming and outgoing calls, missed calls and calls that went to Voicemail.

Web Portal
<p><b>To view your Recent Calls log:</b></p> <ol style="list-style-type: none"><li>1. Access your Frontier Digital Voice Web Portal.</li><li>2. Click the <b>Recent Calls</b> button to open the log of calls.</li><li>3. Your call log will be displayed with the last 100 incoming and outgoing calls. Each listing has the caller's name (if available), number and date/time of call.</li><li>4. You can view the list of <b>All</b> calls showing missed, received or dialed, or just a list of <b>Missed</b> calls by clicking the desired link at the top of the log.</li></ol>
<p><b>To call someone from your Call Log:</b></p> <ol style="list-style-type: none"><li>1. Click anywhere on the row of the log for the Contact you would like to call.</li><li>2. A pop-up window will appear. Select <b>Call Back</b> from the menu.</li><li>3. Your phone line will ring once the call is placed.</li><li>4. Pick up your Unlimited Digital Voice handset and wait for the person on the other end to pick up.</li></ol>
<p><b>Note:</b> If the number you are attempting to dial is busy, you will hear a busy tone.</p> <p><b>To add a number from your Call Log to your Contacts:</b></p> <ol style="list-style-type: none"><li>1. Click anywhere on the row of the log for the Contact you would like to save.</li><li>2. Select <b>Add to Contact</b> from the drop-down menu.</li><li>3. Enter the contact's name information and select the phone number type from the drop-down list.</li></ol>
<p><b>To block a caller from your Call Log:</b></p> <ol style="list-style-type: none"><li>1. Access your Frontier Digital Voice Web Portal.</li><li>2. Select <b>Recent Calls</b>.</li><li>3. Click on the name/telephone number you would like to block.</li><li>4. Click on <b>Block Caller</b> in the drop-down list.</li><li>5. You will receive a confirmation message.</li><li>6. Click the <b>Block</b> button.</li></ol>

### 4.4 Call Return

Call Return allows you to easily call back the last party who called without dialing the number, even if you answered the call.

Phone
<p><b>To activate Call Return:</b></p> <ol style="list-style-type: none"> <li>1. Lift the handset and listen for dial tone.</li> <li>2. Dial <b>*69</b> and wait for the phone to ring to be connected to your last inbound caller.</li> </ol>

### 4.5 Call Waiting

When you are already on a call and someone tries to call you, you will hear a Call Waiting tone. The person calling hears ringing until you answer, and the original caller doesn't even know you are receiving a second call. You can either answer the new call or let it go to Voicemail. You can also temporarily disable the feature prior to making a call or turn the feature off completely.

Phone	Web Portal
<p><b>To accept a second call:</b></p> <ol style="list-style-type: none"> <li>1. Put the first caller on hold and answer the second call by clicking and releasing the flash or hang-up button.</li> <li>2. Return to the first call and put the second call on hold by clicking and releasing the flash or hang-up button again.</li> <li>3. You can alternate between calls as often as you like.</li> </ol>	Not available
<p><b>To temporarily disable Call Waiting (if you don't want to be disturbed during a specific call):</b></p> <ol style="list-style-type: none"> <li>1. Lift the handset and listen for dial tone.</li> <li>2. Dial <b>*70</b>.</li> <li>3. Listen for a confirmation announcement followed by a dial tone, then dial the number you want to call.</li> <li>4. When you hang up from your call, Call Waiting returns to your phone automatically.</li> </ol>	Not available

### 4.6 Enhanced Caller ID

Enhanced Caller ID is included in Unlimited Digital Voice and allows you to:

- See the name and phone number of an incoming call on your phone. Caller ID will display either the number or both the name and number of most callers. Some calls may be shown as “Unknown Caller,” “Private,” or “Anonymous”. Caller ID will display “POTENTIAL SPAM” if the call is suspected to be a scam or spam call.
- Caller ID will also display the name and number of a second caller when you have Call Waiting activated.
- Send your name and number when you place calls.

**Notes:**

- Some names and numbers that are displayed cannot be called back because they do not accept incoming calls.
- Your phone or device must be equipped to use this feature.

### 4.7 Caller ID Block

Caller ID Block allows you to block your telephone number from being displayed on the phone or Caller ID device of the person you are calling on a per-call basis or for all calls.

**Note:** Remember that the person you are calling may not accept unidentified calls.

Phone	Web Portal
<p><b>To use Outgoing Caller ID Block for one call:</b></p> <ol style="list-style-type: none"><li>1. Lift the handset and listen for dial tone.</li><li>2. Dial <b>*67</b> and wait for the confirmation tone.</li><li>3. Dial the number of the person you are calling.</li><li>4. Your Caller ID will be blocked to the person you are calling.</li><li>5. After the call is completed, Caller ID will resume displaying on calls you make.</li></ol>	<p>Not available</p>

Phone	Web Portal
	<p><b>To turn on Outgoing Caller ID Block for all calls you make:</b></p> <ol style="list-style-type: none"> <li>1. Access your Frontier Digital Voice Web Portal.</li> <li>2. Select <b>Settings</b> from the menu.</li> <li>3. Click the <b>Call Settings</b> tab.</li> <li>4. Click on <b>Outgoing Caller ID Block</b>.</li> <li>5. Click <b>Turn On Outgoing Caller ID Block</b> and then <b>OK</b>.</li> <li>6. Caller ID information will no longer be sent with your calls until you reactivate it.</li> </ol> <p><b>To remove Outgoing Caller ID Block for all calls you make:</b></p> <ol style="list-style-type: none"> <li>1. Access your Frontier Digital Voice Web Portal.</li> <li>2. Select <b>Settings</b> from the menu.</li> <li>3. Click the <b>Call Settings</b> tab.</li> <li>4. Click on <b>Outgoing Caller ID Block</b>.</li> <li>5. Click <b>Turn Off Outgoing Caller ID Block</b>, then click <b>OK</b>.</li> <li>6. Caller ID information will now be sent with your calls.</li> </ol>
<p><b>To cancel your Outgoing Caller ID Block on a per-call basis (allows your Caller ID information to temporarily display on the person's device you are calling):</b></p> <ol style="list-style-type: none"> <li>1. Lift the handset and listen for dial tone.</li> <li>2. Dial <b>*82</b> and wait for the confirmation tone.</li> <li>3. Dial the number.</li> <li>4. Your Caller ID information will display on the called party's device.</li> <li>5. After the call is completed, Caller ID Block returns to its previous state, and your Caller ID information will not display on calls you make.</li> </ol>	<p>Not available</p>

## 4.8 Do Not Disturb

When you have the Do Not Disturb feature activated, you will not receive any calls on your phone. You can choose to send all callers directly to Voicemail or to a prerecorded system greeting, “The party you are trying to reach is not accepting calls at this time.”


If you choose the prerecorded option, you can create a list of up to 10 exceptions whose calls you would like to accept.

Phone	Web Portal
<p><b>To set up Do Not Disturb:</b></p> <ol style="list-style-type: none"> <li>1. Pick up handset.</li> <li>2. Dial <b>*78</b>.</li> <li>3. You will hear a confirmation when Do Not Disturb has been enabled.</li> <li>4. If you have Voicemail, calls will immediately forward to your mailbox. If you don't have Voicemail, callers will hear a busy signal.</li> </ol>	<p><b>To set up Do Not Disturb:</b></p> <ol style="list-style-type: none"> <li>1. Access your Frontier Digital Voice Web Portal.</li> <li>2. Select <b>Settings</b> from the menu.</li> <li>3. Click the <b>Call Settings</b> tab.</li> <li>4. Click on <b>Do Not Disturb</b>.</li> <li>5. Click on a button to               <ol style="list-style-type: none"> <li>a. <b>Forward ALL Calls to Voicemail</b>.</li> <li>b. <b>Play the system Do Not Disturb greeting</b>.</li> </ol> </li> </ol>
<p><b>To cancel Do Not Disturb:</b></p> <ol style="list-style-type: none"> <li>1. Pick up your handset.</li> <li>2. Dial <b>*79</b>.</li> <li>3. You will hear a confirmation when Do Not Disturb has been disabled.</li> </ol>	<ol style="list-style-type: none"> <li>6. You can create a list of up to 10 exceptions whose calls you would like to accept.</li> <li>7. Click on <b>Turn On Do Not Disturb</b> and click <b>OK</b>.</li> </ol> <p><b>To turn off Do Not Disturb:</b></p> <ol style="list-style-type: none"> <li>1. Access your Frontier Digital Voice Web Portal.</li> <li>2. Select <b>Settings</b> from the menu.</li> <li>3. Click the <b>Call Settings</b> tab.</li> <li>4. Click on <b>Do Not Disturb</b>.</li> <li>5. Click on               <ul style="list-style-type: none"> <li>· <b>Turn Off Do Not Disturb</b> and click <b>OK</b>, or</li> <li>· <b>Change</b> to change the forward to Voicemail or play the <b>System Greeting</b> setting. Click on <b>Update</b>.</li> </ul> </li> </ol>

- The Do Not Disturb and Simultaneous Ring features are turned off when you first start your Unlimited Digital Voice service. You may turn on either feature. However, both features cannot be active at the same time. If one feature is on and you attempt to turn on the other, you will be notified that the first feature will be turned off.

## 4.9 Incoming Call Block/Anonymous Call Rejection



Incoming Call Block allows you to reject calls from parties who have blocked their calling information (also known as Anonymous Call Rejection). You can also block calls from up to 10 specific telephone numbers.

Phone	Web Portal
<p><b>To set up Anonymous Call Rejection:</b> Dial <b>*77</b> to activate</p> <p><b>To cancel Anonymous Call Rejection:</b> Dial <b>*87</b> to disable</p> <hr/> <p><b>Note:</b> Selective Call Rejection allows you to block calls from specific telephone numbers (up to 10 numbers) and can be activated by dialing *60 on your phone and *80 to cancel. The feature can also be enabled in the Web Portal.</p>	<p><b>To set up Incoming Call Block:</b></p> <ol style="list-style-type: none"> <li>1. Access your Frontier Digital Voice Web Portal.</li> <li>2. Select <b>Settings</b> from the menu.</li> <li>3. Click the <b>Call Settings</b> tab.</li> <li>4. Click on <b>Incoming Call Block</b>.</li> <li>5. Click on either or both options               <ul style="list-style-type: none"> <li>· <b>Reject All Anonymous/Private Calls</b></li> <li>· <b>Reject calls from Selected numbers.</b> You can reject calls from up to 10 numbers by entering a number in the Phone Number box and clicking Add. The number will be added to the list.</li> </ul> </li> </ol> <p><b>To cancel Incoming Call Block or change the block list:</b></p> <ol style="list-style-type: none"> <li>1. Select <b>Settings</b> from the menu.</li> <li>2. Click the <b>Call Settings</b> tab.</li> <li>3. Click on <b>Incoming Call Block</b>.</li> <li>4. Click on either or both options               <ul style="list-style-type: none"> <li>· <b>Reject All Anonymous/Private Calls,</b></li> <li>· <b>Reject calls from Selected numbers.</b></li> </ul> </li> <li>5. Enter new numbers to block or delete existing numbers from the Block Call Number list. Click <b>Update</b> to confirm your changes.</li> </ol> <p><b>You can also add a number from your Call Logs:</b></p> <ol style="list-style-type: none"> <li>1. Click on to <b>Recent Calls</b>.</li> <li>2. Locate the number you would like to block and click on it.</li> <li>3. Click <b>Block Caller</b> in the drop-down box. Then click <b>Block</b>.</li> <li>4. The  icon will appear next to the phone number in the Recent Calls log indicating that the number is now blocked.</li> </ol>



### 4.10 Locate Me/Find Me Follow Me



This feature allows incoming calls to ring up to four numbers in sequence. When activated, the system automatically tries to reach you at the first number on the list whenever an incoming call arrives. If you do not answer the first number, the system will try the next number. If you have Voicemail and the system is unable to locate you at any of the specified numbers, the call will be transferred to your mailbox.

Phone	Web Portal
<p><b>To set up Locate Me/Find Me FollowMe using Sequential Ring:</b> Dial *371 to activate</p> <p><b>To cancel Locate Me/ Find Me Follow Me:</b> Dial *372 to deactivate</p>	<p><b>To set up Locate Me:</b></p> <ol style="list-style-type: none"> <li>1. Access your Frontier Digital Voice Web Portal.</li> <li>2. Select <b>Settings</b> from the menu.</li> <li>3. Click <b>Call Settings</b>.</li> <li>4. Click the  icon next to <b>Locate Me</b>.</li> <li>5. Enter up to three phone numbers. Then click on the down arrow, to specify the <b>Number of Rings</b> for each number.</li> <li>6. Click <b>Turn On Locate Me</b>.</li> </ol> <p><b>To turn off Locate Me or change Forwarding Numbers:</b></p> <ol style="list-style-type: none"> <li>1. Access your Frontier Digital Voice Web Portal.</li> <li>2. Select <b>Settings</b> from the menu.</li> <li>3. Click <b>Call Settings</b>.</li> <li>4. Click the  icon next to <b>Locate Me</b>.</li> <li>5. Click <ul style="list-style-type: none"> <li>· <b>Turn Off Locate Me</b>. Or,</li> <li>· To delete a number from the sequence, highlight the complete number and press Delete on your keyboard. Click <b>Save</b> to save your changes. Or,</li> <li>· To add a number, enter the number in the desired field. Select the desired number of rings from the drop-down menu.</li> </ul> </li> </ol> <p>Click <b>Update</b> to save your changes.</p>

### 4.11 Simultaneous Ring

When you activate Simultaneous Ring, any incoming call you receive will automatically ring up to four unique phone numbers at the same time. For example, you could ring your cell, work and a friend's line all at the same time. The first phone answered connects the call.

**Note:** The Do Not Disturb and Simultaneous Ring features are turned off when you first start your Unlimited Digital Voice service . You may turn on either feature .

Phone	Web Portal
<p><b>To set up Simultaneous Ring:</b> Dial *361 to activate</p> <p><b>To cancel Simultaneous Ring:</b> Dial *372 to deactivate</p>	<p><b>To set up Simultaneous Ring:</b></p> <ol style="list-style-type: none"> <li>1. Access your Unlimited Digital Voice Web Portal Select.</li> <li>2. Select <b>Settings</b> from the menu.</li> <li>3. Click the <b>Call Settings</b> tab.</li> <li>4. Click the  icon next to <b>Simultaneous Ring</b>.</li> <li>5. Enter up to three numbers you would like to ring when you receive a call at home.</li> <li>6. Click <b>Turn On Simultaneous Ring</b>.</li> </ol> <p><b>To turn off Simultaneous Ring or to change numbers:</b></p> <ol style="list-style-type: none"> <li>1. Access your Frontier Digital Voice Web Portal.</li> <li>2. Select <b>Settings</b> from the menu.</li> <li>3. Click the  icon next to <b>Simultaneous Ring</b>.</li> <li>4. Click on <ul style="list-style-type: none"> <li>· <b>Turn Off Simultaneous Ring</b>. Or,</li> <li>· <b>Change</b> to add/remove a number.</li> </ul>           Click <b>Update</b> to save your changes.         </li> </ol>

### 4.12 Speed Dial

Speed Dial lets you make calls faster by dialing a two-digit code for frequently called numbers.

Phone
<p><b>To add or change a number on your Speed Dial list:</b></p> <ol style="list-style-type: none"><li>1. Lift the receiver and listen for dial tone.</li><li>2. Dial <b>*75</b>. You will hear three quick beeps and a second dial tone.</li><li>3. For domestic and Canadian numbers, enter the two-digit Speed Dial number you want to use (20-49) + the 10-digit number, followed by #.</li><li>4. For most international numbers, enter the two-digit Speed Dial number you want to use (20-49) + 011+ the country code + the city code (if applicable) + the phone number, followed by #.</li><li>5. To change a Speed Dial number, simply repeat the process above.</li></ol>
<p><b>To make a call using the Speed Dial feature:</b></p> <ol style="list-style-type: none"><li>1. Lift the receiver and listen for dial tone.</li><li>2. Dial two-digit Speed Dial number (20-49) and then #.</li></ol>

**Note:** International rates apply for calls made using Speed Dial. For international calling rates, please visit [www.frontier.com](http://www.frontier.com).

### 4.13 Three-Way Calling

Three-Way Calling allows you to add a third person to your conversation, so you can get family, friends or coworkers together anytime.

Phone
<p><b>To add a third person to your call:</b></p> <ol style="list-style-type: none"><li>1. Press and release your flash or hang-up button to put the first caller on hold.</li><li>2. Listen for the dial tone.</li><li>3. Dial the three-digit area code and seven-digit telephone number you want to add. (For international numbers, refer to the instructions in <b>Section 3</b>)</li><li>4. When that person answers, press the flash or hang-up button once, and all three of you will be connected.</li></ol> <p><b>To disconnect:</b></p> <ol style="list-style-type: none"><li>1. Either of the other two people on the call can leave the conversation by hanging up. You will still be connected to the remaining person.</li><li>2. You can remove the third person at any time by pressing the flash or hang-up button once.</li><li>3. To disconnect the entire three-way call, press your flash button to release the second caller and then hang up to release the third caller.</li></ol> <p><b>Other important points about Three-Way Calling:</b></p> <ul style="list-style-type: none"><li>· If the second line is busy or there is no answer, you can return to the first caller by pressing the flash or hang-up button twice.</li><li>· To avoid placing a three-way call accidentally, hang up your phone and wait for at least three seconds between every call, whether it's a three-way call or not.</li><li>· Hanging up on a three-way call will disconnect the other two callers.</li></ul>

# 5 | Voicemail

Voicemail is included with your Unlimited Digital Voice service and allows callers to leave messages when your line is busy or you do not answer. You can retrieve messages by phone, online from your Frontier Digital Voice Web Portal or from your the MyFrontier mobile app. Not all features can be managed using all access methods. See each feature for available options. You can also add up to eight individual mailbox extensions for family members.

**Note:** Your voicemail system can store a maximum of 20 voicemail messages for up to 30 days, and each message can have a maximum length of 3 minutes. You can download any voicemail messages via the Web Portal before they expire.

If you prefer not to have an active Voicemail service, for example, because you have a home answering machine, please contact customer service .

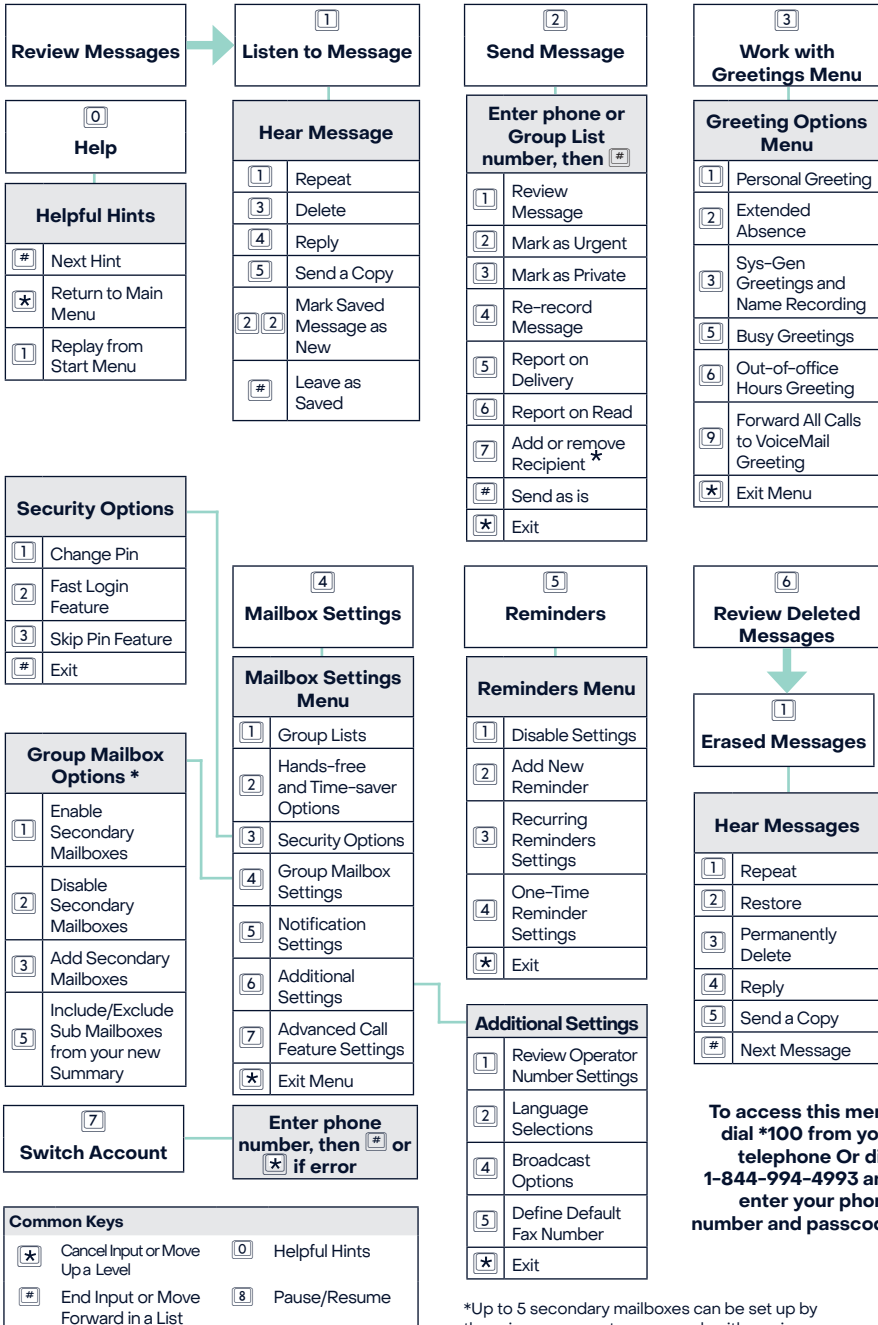
## 5.1 Set Up Your Voicemail

Callers can leave you messages even before your mailbox has been set up; however, you will not be able to listen to your messages or use the other features in your mailbox until you complete the setup process.

Phone
<p><b>To set up your Voicemail:</b></p> <ol style="list-style-type: none"><li>1. From your home phone, dial *100 <b>OR</b></li><li>2. If you are away from home, call 1-844-994- 4993 and enter your home telephone number followed by #.</li><li>3. Enter your starter passcode, followed by #. Your starter passcode was provided to you at the time you ordered your Unlimited Digital Voice service.</li><li>4. Follow the voice prompts to create a new passcode (see Note below) and record your personal and busy greetings and name announcement.</li><li>5. You can make changes to your mailbox options at any time. When making changes by phone, follow the steps in the Menu Map. Changes can also be made using your Web Portal.</li></ol>
<p><b>Notes:</b></p> <ul style="list-style-type: none"><li>· If you exit the setup process before completing all the steps, the next time you call your Voicemail, you will be required to start the setup process from the beginning .However, anything you have previously changed will be stored.</li><li>· Please choose a passcode that is easy to remember, but difficult for others to guess. You cannot use repeating digits (e.g. 11111), sequential digits (e.g. 123456) or any part of your phone number.</li></ul>

## 5.2 Using your Voicemail

You can operate your voicemail using the quick menu map below on your phone. For example, you can listen to a message by pressing '1'. After listening to the message, you can save the message by pressing , or delete it by pressing '3'.



\*Up to 5 secondary mailboxes can be set up by the primary account owner, each with a unique PIN and greeting and notification options.

# Appendix A

## Frequently Asked Questions

### General Product

#### 1. What is Unlimited Digital Voice?

Unlimited Digital Voice is an advanced voice service that works on Frontier's high-speed internet network, but uses generally available corded or cordless phones. Unlimited Digital Voice lets you make direct-dialed nationwide calls, including unlimited calls to the U.S. Territories, Canada and Mexico, and calls to other international destinations at great low rates.

You can also manage your calls, Voicemail, and features through your phone, an online Web Portal, or your mobile device.

#### 2. What are some primary differences between Unlimited Digital Voice and traditional voice service?

Unlimited Digital Voice offers a number of advanced calling features that traditional voice services do not, such as simultaneous ringing on multiple phone numbers or call notification. The Frontier Digital Voice Web Portal also allows you to access your Voicemail messages through any computer with Internet access, or your mobile device.

**IMPORTANT:** Unlike traditional phone service, your Unlimited Digital Voice service requires the internet and electrical power to function. In the event of a power outage, your Unlimited Digital Voice service will not function, unless you have the Battery Back-up Unit (BBU), which will power your Unlimited Digital Voice services, including 911 dialing, for up to eight hours if a fully charged battery is used. If the battery is exhausted or there is no battery present, the service will not function for any purpose. The BBU will not power your telephone equipment that requires electricity to function, Internet services, television services or computer. You are responsible for purchasing and/or replacing the battery in the BBU.

#### 3. How do I access my Frontier Digital Voice online?

You can access the Frontier Digital Voice Web Portal by logging on at [www.frontier.com](http://www.frontier.com) with your Frontier ID and password.

#### 4. Can I listen or manage my Unlimited Digital Voice voicemail on my mobile device?

You can download the MyFrontier app from the Android or Apple app store to your smartphone or tablet. You can use the app to listen to Voicemail messages and enable/disable features like Simultaneous Ring, Call Forwarding, Incoming Call Block and Do Not Disturb.

#### 5. With Unlimited Digital Voice, can I talk on the phone and use my computer at the same time?

Yes, your Unlimited Digital Voice service will work even if you are simultaneously accessing the Internet. Therefore, surfing the Internet, streaming music, or video will not affect your ability to make and receive calls at the same time.

## **6. How can I listen to my Unlimited Digital Voice voicemail messages?**

You can dial \*100 from your home phone, or call 844-994-4993 and enter your Unlimited Digital Voice phone number, to access and retrieve Voicemail messages.

## **7. What features are included with Unlimited Digital Voice plans?**

Unlimited Digital Voice calling plans include the following calling features at no additional cost:

- Anonymous Call Rejection
- Back-up Number
- Call Forwarding
- Call Logs
- Caller ID Name and Number
- Enhanced Caller Id with Spam Call Alert
- Call Return
- Do Not Disturb
- Selective Call Forwarding
- Incoming Call Block
- International Call Block
- Locate Me/Find Me Follow Me
- Call Waiting
- Simultaneous Ring
- Speed Dial
- Three-Way Calling
- Voicemail
- Speed Dial
- Robocall Blocking via Nomorobo.com

## **8. What other features are available with Unlimited Digital Voice plans?**

The following features are also available with Unlimited Digital Voice for an additional fee:

- Special phone numbers such as 211, 311, 411, etc.
- International Calling Plans

## **9. Does Unlimited Digital Voice support TTY (Text Telephone Relay) for the deaf and hard-of hearing?**

Yes, Unlimited Digital Voice supports TTY services.

## **Troubleshooting**

### **1. If I lose power or have a broadband outage, will I still be able to use Unlimited Digital Voice?**

Unlimited Digital Voice requires the Internet and electrical power to function. In the event of a power outage, you will not be able to make or receive calls, including calls to 911, unless you have a functioning battery backup. The Battery Backup Unit (BBU) will power your Unlimited Digital Voice services, including 911 dialing, for a minimum of eight hours if it is fully charged. The BBU will not power your telephone equipment that requires electricity to function, Internet services, television services or computer. More information can be found at Frontier's website at [frontier.com/BatteryBackup](http://frontier.com/BatteryBackup).



## **2. Why are my Unlimited Digital Voice calls being directly routed to my voicemail?**

Go to your Frontier Digital Voice Web Portal and check to see if any of the following features have been enabled, which could forward calls directly to your voicemail:

- Call Forwarding to the Voicemail access number
- Do Not Disturb is set to send callers to Voicemail

If you are still experiencing problems, please call Unlimited Digital Voice Customer Service at 1-800-921-8101.

## **3. What if I have no dial tone on my phone connected to Unlimited Digital Voice service?**

Follow these steps:

- Verify that your telephone is plugged into the wall jack.
- If your phone requires electricity (e.g., cordless phone), ensure the phone is plugged into a working power outlet.
- If your phone runs off battery power, please ensure the battery is charged.

## **4. What if my phone connected to Unlimited Digital Voice service is not ringing?**

If your phone is not ringing when there is an incoming call, check your phone to ensure that the ringer is set to an appropriate level. Verify that Call Forwarding or Do Not Disturb is not enabled by going to the "Call Settings" section of your Frontier Digital Voice Web Portal.

## **5. Why am I getting a fast busy signal on my phone connected to Unlimited Digital Voice service?**

If you are experiencing a fast busy on your phone, please call Unlimited Digital Voice Customer Service at 1-800-921-8101.

If you are still experiencing problems, please call Unlimited Digital Voice Customer Service at 1-800-921-8101.

# Appendix B

## Unlimited Digital Voice

### Quick Reference Guide

Item	Feature Name	Description	Portal	Activation via Phone	Deactivation via Phone
1	Anonymous Call Rejection	Prevents anonymous calls from callers who block their Caller ID information from you (name and/or phone number)	✓	*77	*87
2	All Call Forwarding	Forwards all incoming calls to another number	✓	*72 enter a forwarding number	*73
3	Busy Call Forwarding	Forwards all incoming calls to another number	✓	*90, enter a forwarding number	*91
4	Selective Call Forwarding	Forward up to 20 phone numbers from a list of specific incoming calls to an alternate phone number	✓	*63	*83
5	No Answer Call Forwarding	Sends missed calls to voicemail or to another number	✓	*92, enter a forwarding number	*93
6	Unavailable Call Forwarding	Forwards incoming calls to a different number when your number is unavailable, for example if the telephone is unplugged or has lost power	✓	Activate via Portal	N/A
7	Selective Call Rejective	Allows up to 30 phone numbers to be automatically rejected, if the Caller ID on an incoming call matches one of the numbers on the list	✓	*60	*80
8	Caller ID Blocking	Blocks your name and phone number being sent a caller on a per call basis	✓	Activate via Portal	Deactivate via Portal
9	Caller ID Per Call Blocking			*67	N/A
10	Caller ID Name and Number	Displays the name of the incoming caller	✓	*65	*85

Item	Feature Name	Description	Portal	Activation via Phone	Deactivation via Phone
11	Robocall Blocking	Allows you to block unwanted calls in conjunction with Nomorobo service	✓	N/A	N/A
12	Call Screening	Accepts calls from up to 20 designated numbers and gives all other callers the message. The number you dialed will not accept your call	✓	*64	*84
13	Call Trace	Traces the number of the last call you received		*57	N/A
14	Call Waiting	Plays an audible tone when an incoming call is waiting. If you have Caller ID capability, then the number of the incoming caller will be displayed		Press Flash to activate during a call. Activate online from the Phone Features tab.	N/A
15	Cancel Call Waiting (Single Call)	Cancels Call Waiting for a specific call		*70, the number you are calling	N/A
16	Cancel Call Waiting (Mid-Call)	Cancels Call Waiting during the current call		Press Flash, *70	N/A
17	Directory Assistance Blocking	Allows you to prevent all outgoing calls to Directory Assistance (such as 411 or xxx.555.1212 information)	✓	N/A	N/A
18	Do Not Disturb	Prevents all incoming calls and gives all callers a busy signal	✓	*78	*79
19	International Call Blocking	Blocks all outgoing calls to international numbers	✓	*343	*353
20	Operator Call Blocking	Blocks all operator assisted calls	✓	*344	*354
21	Premium Rate Call Blocking	Block all premium rate calls, including calls to 900 and 976 services	✓	*346	*356
22	Basic Find Me Follow Me	Allows up to 4 other phone numbers to be configured, so all lines ring simultaneously on an incoming call	✓	*361	*362
23	Enhanced Find Me Follow Me	Allows up to 4 additional phone numbers to be configured that will ring in a predefined order	✓	*371	*372

Item	Feature Name	Description	Portal	Activation via Phone	Deactivation via Phone
24	Three-way Calling	Allows you to talk to two people in different locations at the same time		Press Flash, the number you wish to add, then press Flash	N/A
25	Voicemail - Unified Messaging	Provides an audible indication (stutter dial-tone) to you when there are voicemail messages waiting at an extended voicemail service	✓	Default is On	Please call Customer Service
26	Speed Dial	Allows you to use 2-digit (20-49) codes as shortcuts for selected phone numbers	✓	*75	N/A
27	Call Return	Dial *69 to return the last incoming call with valid Caller ID number		*69	*89

## Contact Information

### HELP BY PHONE

Technical support 1-800-239-4430

Customer service/billing 1-800-921-8101

Frontier Secure support 1-888-620-3663

### HELP ONLINE

Go to [frontier.com/HelpCenter](https://frontier.com/HelpCenter) to access the following information:

- Account and billing
- Using your email
- Calling features
- Troubleshooting

