



## **Frontier® Business Voice User Guide**

Your guide to managing Voice Mail and settings from your Phone, Mobile App or Internet.

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# 1 | Welcome to Frontier Business Voice

Congratulations! You are about to experience an exciting new generation of voice technology. Your new Frontier® Business Voice service comes with many easy-to-use features that can be managed by phone, via the Internet or a mobile device. You can turn on features like Call Forwarding and Do Not Disturb, set up Voice Mail notification by email or text message, listen to your Voice Mail 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 Frontier Business Voice service. Once you set up your Voice Mail, check out your Frontier Business 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 don't have a Frontier ID, you'll 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 Frontier Business 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

Frontier Business 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 Business Voice Web Portal under Account Settings. Refer to Section 6.4.

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**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 Voice Mail activated to take your calls or have Simultaneous Ring or Locate Me enabled, your call will go to your specified Back-up Number.*

## 2 | Frontier Business 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.

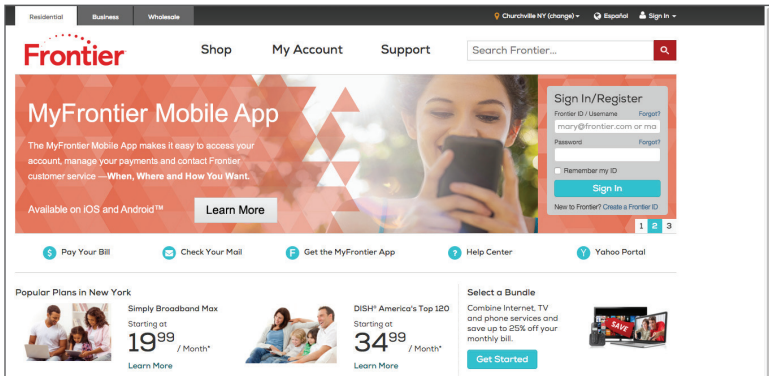
- **Turn on Do Not Disturb** while you join an out-of-office event.
- **Share Voice Mail** by forwarding as an email attachment!
- **Turn Call Forwarding or Simultaneous Ring on/off** from your mobile device!

### 2.1 From the Web

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

- **View the Call Log** (Call Back using your Frontier® Business Voice line, Block, \*Delete, add to Contacts)
- **View Voice Mails** (Play messages, Call Back using your Frontier Business 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**

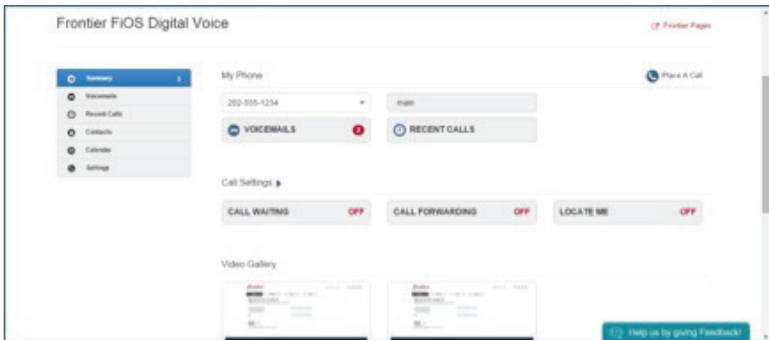
You can access your Web Portal from any computer with a broadband Internet connection that supports Internet Explorer 11 (or higher), or a recent version of the Chrome, Firefox or Safari browsers. However, you must first register your account and set up a Frontier ID comprising an email address and password. 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.



Frontier.com Sign In/Register Page

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

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

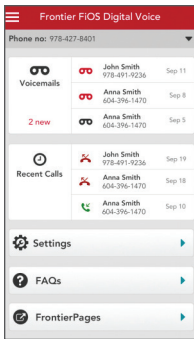


Frontier Business Voice Web Portal Summary Page

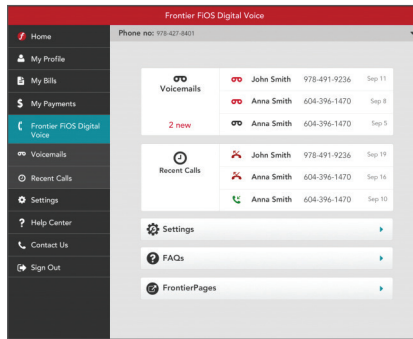
## 2.2 From Your Smartphone or Tablet

If you have an Android or Apple smartphone or tablet, you can download the app through your app store to access key features.

- **View the Call Log** (Call/Text Back using your mobile service carrier, Block, Delete).
- **View Voice Mail 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).
- **Locate Me** (Turn on/off and change settings).






Smartphone



Tablet

## 3 | Making Calls from Your Frontier Business Voice Phone Line

The Frontier® Business Voice Unlimited Plan offers unlimited domestic calling. International calls do incur a charge.

Phone	Web Portal
<p><b>Domestic Calls and Calls to Canada</b> For calls to locations in the U.S., U.S. territories, Puerto Rico and Canada, dial the 3-digit area code + 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 Business Voice Web Portal.</p> <p><b>Collect Calls</b> You can make collect or third-number billed calls from your Frontier Business Voice line, but cannot receive them.</p> <p><b>Blocked Numbers</b> You cannot make 0+, 00, 01, 500, 10-10XXX, 700, 900, 950 or 976 calls from your Frontier Business Voice line; however, you can receive them.</p> <p><b>Special Numbers</b> You may dial any of the following numbers from your Frontier Business Voice phone line:*</p> <ul style="list-style-type: none"> <li>• 211—community services</li> <li>• 311—non-emergency local municipal</li> <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><small>*Availability and types of services may vary by location.</small></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 Business Voice Web Portal.</li> <li>2. Click the <b>Recent Calls</b> 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 <b>Call Back</b> 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 Business Voice Web Portal.</li> <li>2. Select <b>Contacts</b> from the left navigation menu.</li> <li>3. Use the alphabet tabs (<b>A...Z</b>) above the list to quickly find the name of the person you would like to call.</li> <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>



Phone	Web Portal
	<p><b>To place a call from your Web Portal icon:</b></p> <ol style="list-style-type: none"><li>1. Access your Frontier® Business 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 Frontier Business 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> <i>If the number you are attempting to dial is busy, you will hear a busy tone.</i></p>

Phone	Web Portal
	<p><b>International Rates and Country Codes:</b></p> <ol style="list-style-type: none"> <li>1. Access your Frontier® Business 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 <a href="https://frontier.com/resources/long-distance-rates/ocp-rates">https://frontier.com/resources/long-distance-rates/ocp-rates</a> for Frontier International Calling Rates.</li> </ol> <p><b>To Block International calls on your Frontier Business Voice line(s):</b></p> <ol style="list-style-type: none"> <li>1. Access your Frontier Business 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 Frontier Business 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 business number until you turn the feature off. This feature will always override any other forwarding option (e.g., Call Forwarding to Voice Mail when your line is busy or you don't 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® Business 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 Business 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><li>• Click <b>Turn on Call Forwarding</b>.</li><li>• Click <b>OK</b>.</li></ul></li></ol>

Phone	Web Portal
	<p><b>To turn off Call Forwarding or to change settings:</b></p> <ol style="list-style-type: none"> <li>1. Access your Frontier® Business 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 Voice Mail.

### Web Portal

#### To view your Recent Calls log:

1. Access your Frontier® Business Voice Web Portal.
2. Click the **Recent Calls** button to open the log of calls.
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.
4. You can view the list of **All** calls showing missed, received or dialed, or just a list of **Missed** calls by clicking the desired link at the top of the log.

#### To call someone from your Call Log:

1. Click anywhere on the row of the log for the Contact you would like to call.
2. A pop-up window will appear. Select **Call Back** from the menu.
3. Your phone line will ring once the call is placed.
4. Pick up your Frontier Business Voice handset and wait for the person on the other end to pick up.

**Note:** If the number you are attempting to dial is busy, you will hear a busy tone.

#### To add a number from your Call Log to your Contacts:

1. Click anywhere on the row of the log for the Contact you would like to save.
2. Select **Add to Contact** from the drop-down menu.
3. Enter the contact's name information and select the phone number type from the drop-down list.

#### To block a caller from your Call Log:

1. Access your Frontier® Business Voice Web Portal.
2. Select **Recent Calls**.
3. Click on the name/telephone number you would like to block.
4. Click on **Block Caller** in the drop-down list.
5. You will receive a confirmation message.
6. Click the **Block** button.

### 4.3 Call Notification *\*Available in California, Texas and Florida only.*

You can be notified by email if you get a call from a specified number. The notifications will be sent even if you do not answer the call. This feature can only be managed from your Web Portal at [www.Frontier.com](http://www.Frontier.com).

#### Web Portal

##### **To set up Call Notification:**

1. Access your Frontier® Business Voice Web Portal.
2. Select **Settings** from the menu.
3. Click the **Call Settings** tab.
4. Click on **Call Notification**.
5. Enter the email address where you would like to be notified in the email address box.
6. Select:
  - **Notify for ALL my Calls** or
  - **Notify calls only from SELECTED numbers**. Then enter up to 10 phone numbers.
7. Click **Turn On Call Notification** and click **OK**.

##### **To turn off Call Notification or to change settings:**

1. Access your Frontier Business Voice Web Portal.
2. Select **Settings** from the menu.
3. Click on **Call Notification**.
4. Click:
  - **Turn Off Call Notification** and click **OK**, or
  - Click **Change** to change your email address, or to change all calls/calls only from certain numbers setting. Click **Update**.

##### **To add a number to your notification list from your Call Logs:**

1. Access your Frontier Business Voice Web Portal.
2. Select **Recent Calls**.
3. Click on the number or name you would like to add.
4. Click on **Call Notification**.
5. Enter the email address to which you want to receive notifications.
6. Click **Notify**.

## 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 *69 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 Voice Mail. 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. In California, Texas or Florida, dial *70. Listen for a confirmation announcement followed by a dial tone, then dial the number you want to call.  In Washington, Oregon or Indiana, dial *70 then immediately dial the number you want to call.</li><li>3. When you hang up from your call, Call Waiting returns to your phone automatically.</li></ol>	Not available

Phone	Web Portal
<p><b>To disable Call Waiting for an extended period of time:</b>  <small>*Available in California, Texas and Florida only.</small>            Lift the handset and listen for dial tone; then dial <b>*44</b>. This disables the Call Waiting feature until you reactivate it.</p> <p><b>To reestablish Call Waiting:</b>            Lift the handset and listen for dial tone; then dial <b>*43</b>. You'll be able to hear the Call Waiting tone when you receive calls.</p>	<p><b>To disable Call Waiting for an extended period of time:</b> <small>*Available in California, Texas and Florida only.</small></p> <ol style="list-style-type: none"> <li>1. Access your Frontier® Business 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>Call Waiting</b>.</li> <li>5. Click <b>Turn Off Call Waiting</b> and then <b>OK</b>. This disables the Call Waiting feature until you reactivate it.</li> </ol> <p><b>To reestablish Call Waiting:</b></p> <ol style="list-style-type: none"> <li>1. Access your Frontier Business 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>Call Waiting</b>.</li> <li>5. Click <b>Turn On Call Waiting</b> and then <b>OK</b>. This enables the feature until you disable it.</li> </ol>

## 4.6 Caller ID

Caller ID is included in Frontier Business Voice and allows you to:

- See the name and phone number of an incoming call on your phone or Caller ID device. 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 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.

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### 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 all 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® Business 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 Business 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 Voice Mail 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 Voice Mail, calls will immediately forward to your mailbox. If you don't have Voice Mail, callers will hear a busy signal. <small>*Washington, Oregon, Indiana will hear a message. *person you called does not have Voice Mail*</small></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>	<p><b>To set up Do Not Disturb:</b></p> <ol style="list-style-type: none"><li>1. Access your Frontier® Business 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 Voice Mail</b>.</li><li>b. <b>Play the system Do Not Disturb greeting</b>.</li></ol></li><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® Business 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 Voice Mail or play the <b>System Greeting</b> setting. Click on <b>Update</b>.</li></ul></li></ol>

### **Notes for California, Texas and Florida:**


- If you enable Do Not Disturb using \*78, you cannot disable or change options using your Web Portal. If you enable this feature online, you cannot turn it off using \*79. Also, when you enable Do Not Disturb using \*78 and don't have Voice Mail, callers will hear a busy signal.

- The Do Not Disturb and Simultaneous Ring features are turned off when you first start your Frontier Business 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 100 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> Blocking calls from specific telephone numbers cannot be done on your phone.</p>	<p><b>To set up Incoming Call Block:</b></p> <ol style="list-style-type: none"> <li>1. Access your Frontier® Business 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 100 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> </ol>

Phone	Web Portal
	<p>5. Enter new numbers to block or delete existing numbers from the Block Call Number list. Click <b>Update</b> to confirm your changes.</p> <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

This feature allows incoming calls to ring up to three 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 don't answer the first number, the system will try the next number. If you have Voice Mail and the system is unable to locate you at any of the specified numbers, the call will be transferred to your mailbox.


**Note:** *If the called number is busy, then busy call forwarding rules go into effect.*

### Web Portal

#### To set up Locate Me:

1. Access your Frontier® Business Voice Web Portal.
2. Select **Settings** from the menu.
3. Click **Call Settings**.
4. Click the  icon next to **Locate Me**.
5. Enter up to three phone numbers. Then click on the down arrow to specify the **Number of Rings** for each number.
6. Click **Turn On Locate Me**.

#### To turn off Locate Me or change Forwarding Numbers:

1. Access your Frontier Business Voice Web Portal.
2. Select **Settings** from the menu.
3. Click **Call Settings**.
4. Click the  icon next to **Locate Me**.
5. Click:
  - **Turn Off Locate Me**. Or,
  - To delete a number from the sequence, highlight the complete number and press **Delete** on your keyboard. Click **Save** to save your changes. Or,
  - To add a number, enter the number in the desired field. Select the desired number of rings from the drop-down menu.
- Click **Update** to save your changes.


## 4.11 Simultaneous Ring

When you activate Simultaneous Ring, any incoming call you receive will automatically ring up to three unique phone numbers at the same time. For example, you could ring your cell, work and a colleague'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 Frontier® Business Voice service. You may turn on either feature.*

### Web Portal

#### To set up Simultaneous Ring:

1. Access your Frontier Business Voice Web Portal Select.
2. Select **Settings** from the menu.
3. Click the **Call Settings** tab.
4. Click the  icon next to **Simultaneous Ring**.
5. Enter up to three numbers you would like to ring when you receive a call at home.
6. Click **Turn On Simultaneous Ring**.

#### To turn off Simultaneous Ring or to change numbers:

1. Access your Frontier Business Voice Web Portal.
2. Select **Settings** from the menu.
3. Click the  icon next to **Simultaneous Ring**.
4. Click on:
  - **Turn Off Simultaneous Ring**. Or,
  - **Change** to add/remove a number. Click **Update** to save your changes.

## 4.12 Speed Dial

Speed Dial lets you make calls faster by dialing a two-digit code for frequently called numbers. California, Texas and Florida customers can store up to 100 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>. (<b>*74</b> if you are in Washington, Oregon or Indiana). 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 (00-99) + the 10-digit number, followed by #.</li><li>4. For most international numbers, enter the two-digit Speed Dial number you want to use (00-99) + 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. For California, Texas and Florida dial # + the two-digit Speed Dial number (00-99), <b>OR</b> for Washington, Oregon or Indiana dial two-digit Speed Dial number (00-99) 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

#### **To add a third person to your call:**

1. Press and release your flash or hang-up button to put the first caller on hold.
2. Listen for the dial tone.
3. Dial the three-digit area code and seven-digit telephone number you want to add. (For international numbers, refer to the instructions in **Section 3**.)
4. When that person answers, press the flash or hang-up button once, and all three of you will be connected.

#### **To disconnect:**

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.
2. You can remove the third person at any time by pressing the flash or hang-up button once.
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.

#### **Other important points about Three-Way Calling:**

- 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.
- 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.
- Hanging up on a three-way call will disconnect the other two callers.

## 5 | Voice Mail *(Customers in Washington, Oregon and Indiana, please refer to Appendix C for your feature options.)*

Voice Mail is included with your Frontier® Business Voice service and allows callers to leave messages when your line is busy or you do not answer. You can retrieve messages by phone or online from your Frontier Business Voice Web Portal. 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:** *If you prefer not to have an active Voice Mail service, for example, because you have an answering machine, please call customer service.*

### 5.1 Set Up Your Voice Mail

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 set up process.

#### Phone

##### To set up your Voice Mail:

1. From your phone, call the Frontier Business Voice Mail system at 1.844.387.5200 or \*86, **OR** if you are in Washington, Oregon or Indiana, call 1.844.994.4993 or \*100.
2. If you are calling while away, enter your telephone number followed by #.
3. Enter your starter passcode, followed by #. Your starter passcode was provided to you at the time you ordered your Frontier Business Voice service.
4. Follow the voice prompts to create a new passcode (see Note below), select the default language and record your personal and busy greetings and name announcement.
5. You can make changes to your mailbox options at any time. When making changes by phone, follow the steps in the Menu Map in the Appendix of this User Guide. Changes can also be made using your Web Portal.

##### Notes:

- *If you exit the set up process before completing all the steps, the next time you call your Voice Mail, you will be required to start the set up process from the beginning, however, anything you have previously changed will be stored.*
- *Please choose a passcode that is easy to remember, but difficult for others to guess. You cannot use repeating digits (e.g., 111111), sequential digits (e.g., 123456) or any part of your phone number.*

## 5.2 Individual Voice Mail Boxes

### California, Texas and Florida

Up to eight users can have their own personal mailboxes. The primary account owner can create the mailboxes, and then other users can record their own greetings, choose their own passcodes and set up mailbox options.

Phone	Web Portal
<p><b>To create a new Individual Mailbox:</b></p> <ol style="list-style-type: none"><li>1. From the main menu, press <b>4</b> for Personal Options.</li><li>2. Press <b>4</b> for Individual Mailbox.</li><li>3. Press <b>1</b> to create an Individual Mailbox and follow the prompts.</li><li>4. After creating an individual mailbox, you will again hear the prompt, "To create an individual mailbox, press 1." If you don't want to create another mailbox, you can press * to return to the main menu to re-record the main greeting. Your greeting should instruct callers about keys to press to reach each family member. For example, "Hi. You've reached the Smith residence, for Mary press 1, for David press 2 or for Sean press 3."</li></ol> <hr/> <p><b>Note:</b> You can create up to eight Individual Mailboxes in addition to the main/base mailbox number, which is mailbox 0. The temporary starter passcode for each individual mailbox is assigned by the system. You may keep or change this passcode.</p>	<p>Not available</p>

Phone	Web Portal
<p><b>To set up each new Individual Mailbox:</b></p> <ol style="list-style-type: none"> <li>1. From your phone, call the Frontier® Business Voice Mail system at 1.844.387.5200 or <b>*86</b>.</li> <li>2. When prompted for a passcode, enter the starter passcode for the individual mailbox, followed by #; do not enter the passcode for the primary mailbox.</li> <li>3. Enter the number of the individual mailbox you wish to set up (1, 2, 3, etc.). You should hear "Welcome to your Frontier Voice Mail box."</li> <li>4. Follow the prompts for language options, creating a new six-digit passcode, recording a new name for the mailbox and recording greetings.</li> <li>5. Once the individual mailbox set up is complete, you can return to the main menu and/or exit the mailbox.</li> </ol> <hr/> <p><b>Notes:</b></p> <ul style="list-style-type: none"> <li>• <i>You will need to repeat the above steps for each individual mailbox that you have created.</i></li> <li>• <i>Don't forget to change your main greeting to give callers the mailbox numbers for your family members.</i></li> </ul>	
<p><b>To delete an Individual Mailbox:</b></p> <ol style="list-style-type: none"> <li>1. When prompted for a passcode, enter the passcode for the main/base mailbox.</li> <li>2. From the main menu, press <b>4</b> for Personal Options.</li> <li>3. Press <b>4</b> for Individual Mailbox.</li> <li>4. Press <b>2</b> to delete an Individual Mailbox and follow the prompts.</li> </ol>	<p><b>To delete an Individual Mailbox:</b></p> <ol style="list-style-type: none"> <li>1. Access your Frontier Business Voice Web Portal.</li> <li>2. Select <b>Settings</b> from the menu.</li> <li>3. Click the <b>Voice Mail Settings</b> tab.</li> <li>4. Click on <b>Individual Mailboxes</b>.</li> <li>5. Click <b>Delete</b> for the mailbox you want to delete.</li> <li>6. Click <b>OK</b>.</li> </ol> <hr/> <p><b>Note:</b> <i>By deleting a mailbox, you will lose all messages stored in that mailbox and they cannot be retrieved.</i></p>

Phone	Web Portal
<p><b>To retrieve Voice Mail from an Individual Mailbox:</b></p> <ol style="list-style-type: none"> <li>1. Enter the passcode for the individual mailbox, followed by #.</li> <li>2. Enter the number of your individual mailbox (1, 2, 3, etc.).</li> </ol>	<p><b>To retrieve Voice Mail from an Individual Mailbox:</b></p> <ol style="list-style-type: none"> <li>1. Access your Frontier® Business Voice Web Portal.</li> <li>2. Select <b>Voice Mails</b> from the menu.</li> <li>3. Choose <b>Main Mailbox</b> or the mailbox number from the drop-down list.</li> <li>4. Enter the passcode for the selected Mailbox.</li> <li>5. Click on the message you want to hear.</li> </ol>

### Secondary Mailboxes—Washington, Indiana and Oregon

Up to eight users can have their own personal mailboxes. The primary account owner can create these Secondary Mailboxes, and then other users can record their own greetings, choose their own passcodes and set up mailbox options.

Phone
<p><b>To create a new Secondary Mailbox:</b></p> <ol style="list-style-type: none"> <li>1. From the main menu, press <b>4</b> for Mailbox Settings.</li> <li>2. Press <b>4</b> for Group Mailbox Options.</li> <li>3. Press <b>3</b> to add a Secondary Mailbox and follow the prompts.</li> <li>4. After adding a Secondary mailbox, you will hear, "Your secondary mailbox has been added." The new secondary mailbox has been assigned a group mailbox key (number) and the PIN is (number). Press 1 to repeat this information as often as needed to record the information. You can press * to add other secondary mailboxes or press * again to return the main menu.</li> <li>5. Each user must now set up their mailboxes as described in 5.1.</li> </ol> <p><b>Note:</b> The primary account owner can create up to eight Secondary Mailboxes in addition to the main/base mailbox number, which is mailbox 0. The temporary starter passcode for each Secondary Mailbox is assigned by the system. Users may keep or change this passcode.</p>

## Phone

### **To temporarily disable a Secondary Mailbox:**


1. When prompted for a passcode, enter the passcode for the main/base mailbox.
2. From the main menu, press **4** for Mailbox Settings.
3. Press **4** for Group Mailbox Options.
4. Press **1** to temporarily disable (or re-enable) a Secondary Mailbox and follow the prompts.

### **To permanently delete a Secondary Mailbox:**

1. When prompted for a passcode, enter the passcode for the main/base mailbox.
2. From the main menu, press **4** for Mailbox Settings.
3. Press **4** for Group Mailbox Options.
4. Press **1** to delete a Secondary Mailbox and follow the prompts.

## 5.3 Retrieving Your Voice Mail Messages

Look for the message waiting light if one is provided on your telephone. Otherwise, when you pick up the handset, you will hear the “interrupted” dial tone when new messages have arrived. You will also see a list of recently received messages on your Web Portal.

Phone	Web Portal
<p><b>To listen to your messages:</b></p> <ol style="list-style-type: none"> <li>1. From your phone dial the Frontier® Business Voice Mail system at 1.844.387.5200 or *86, <b>OR</b> if you are in Washington, Oregon or Indiana dial 1.844.994.4993 or *100.</li> <li>2. When calling while away, you will have to enter your mailbox number (your 10-digit telephone number) followed by #.</li> <li>3. Enter your passcode, followed by #.</li> <li>4. At the Main Menu, press <b>1</b> to listen to your messages.</li> <li>5. You can press <b>1</b> to replay the message, <b>2</b> to save it or <b>3</b> to delete it. (See the menu map in the Appendix for other options during and after message playback.)</li> </ol> <hr/> <p><b>Note:</b> If your mailbox is full, you will hear a notification message. Please delete unwanted messages.</p>	<p><b>To listen to your messages:</b></p> <ol style="list-style-type: none"> <li>1. Access your Frontier Business Voice Web Portal.</li> <li>2. The Summary page will indicate a count of the number of new messages. Click on <b>Voice Mails</b>.</li> <li>3. Click on the message you would like to play.</li> <li>4. Click the Play button next to the message to begin playback. You can stop or pause during playback. After opening a message, you can: <ul style="list-style-type: none"> <li>• <b>Call Back</b> the caller.</li> <li>• <b>View</b> or <b>Add</b> the caller as a Contact.</li> <li>• <b>Block</b> the Caller.</li> <li>• <b>Delete</b> the message.</li> <li>• <b>Forward</b> the message.</li> </ul> </li> </ol> <hr/> <p><b>Note:</b> Messages are automatically saved for 30 days unless you delete them. Voice Mails that are due to expire are identified with the  icon.</p> <p><small>*Call notification is only available in California, Texas and Florida.</small></p>

Phone	Web Portal
	<p data-bbox="554 219 884 269"><b>To permanently save Voice Mail messages:</b></p> <ol data-bbox="554 269 908 678" style="list-style-type: none"><li data-bbox="554 269 908 319">1. Select the message to open the playback box.</li><li data-bbox="554 334 727 358">2. Click <b>Forward</b>.</li><li data-bbox="554 373 908 448">3. Enter your email address(es). You can add a comment to your email message.</li><li data-bbox="554 462 868 487">4. Click to read the <b>Disclaimer</b>.</li><li data-bbox="554 501 689 526">5. Click <b>Send</b>.</li><li data-bbox="554 540 894 615">6. The Voice Mail message will be attached as an .mpg file to an email.</li><li data-bbox="554 630 908 678">7. You can then save the message to your PC or other device.</li></ol>



## 5.4 Changing Your Greeting

When Voice Mail answers, callers will hear a personal greeting that you record or a system greeting that you select. You can change your greetings as often as you like.

Phone	Web Portal
<p><b>To change your Greeting:</b></p> <ol style="list-style-type: none"><li>At the Main Menu, press <b>4</b> for Personal Options. If you are in Washington, Oregon or Indiana, use option <b>3</b> and listen to the prompts.</li><li>Press <b>2</b> for Greetings.</li><li>Press:<ul style="list-style-type: none"><li><b>1</b> for Name Recording.</li><li><b>2</b> for Busy Greeting.</li><li><b>3</b> for Personal or System Greeting.</li><li><b>4</b> for Extended Absence Greeting. (See Note below.)</li></ul></li><li>Follow the prompts to record and save your new greeting(s).</li></ol>	<p>Although greetings cannot be recorded from your online Web Portal, you can change between your personal and busy greeting and turn your busy greeting on/off.</p> <ol style="list-style-type: none"><li>Access your Frontier® Business Voice Web Portal.</li><li>Select <b>Settings</b> from the menu.</li><li>Click the <b>Voice Mail Settings</b> tab.</li><li>Click on <b>Greeting</b>.</li><li>Select which greeting to play.</li><li>Click <b>Save</b> to ensure your settings have been updated.</li></ol>

### Notes:

*When using a System Greeting, you can choose to include your telephone number, name or no name/number. Callers will hear, "You have reached 'name,' 'number' or 'a Voice Mail box,'" followed by the tone. You can also enable Caller Invitation (see below), which adds, "Please leave a message after the tone, then press #."*

*The Extended Absence greeting should be used when you will be unable to retrieve your messages for a significant period of time. The greeting message will be played, but does not offer callers the ability to leave a message.*

## 5.5 Caller Invitation\*

When you turn on Caller Invitation, your greeting is followed by a system recording that tells the caller to press **#** after recording his or her Voice Mail message to hear options. The message says:

To send your message now, press **#**.

To mark Private, press **1**.

To mark Urgent, press **4**.

To hear your message again, press **5**.

To request a return call, press **6**.

To re-record, press **\***.

\*Available only in California, Texas and Florida.

When Caller Invitation is off, the caller just hears your greeting and can hang up after recording his or her message.

Phone
<p><b>To Turn Caller Invitation on/off:</b></p> <ol style="list-style-type: none"> <li>1. At the Main Menu, press <b>4</b> for Personal Options.</li> <li>2. Press <b>2</b> for Greetings.</li> <li>3. Press <b>5</b> for Caller Invitation.</li> <li>4. To turn the Caller Invitation prompt on/off, press <b>1</b>.</li> </ol>

## 5.6 Changing Your Voice Mail Passcode

Phone	Web Portal
<p><b>Customers in California, Texas and Florida</b></p> <ol style="list-style-type: none"> <li>1. Call the Frontier Business Voice Mail system at 1.844.387.5200 or <b>*86</b> from your phone.</li> <li>2. If you are calling while away, enter your telephone number followed by <b>#</b>.</li> <li>3. Enter your passcode.</li> <li>4. At the main menu, press <b>4</b> for Personal Options.</li> <li>5. Press <b>1</b> for Personal Profile.</li> <li>6. Press <b>1</b> to change the passcode (see note).</li> <li>7. Enter the new six-digit number and press <b>#</b>.</li> <li>8. Press <b>1</b> to confirm.</li> </ol> <p><b>Customers in Washington, Oregon and Indiana</b></p> <ol style="list-style-type: none"> <li>1. Call 1.844.994.4993 or <b>*100</b> from your phone.</li> <li>2. At the main menu, press <b>4</b> for Mailbox Settings.</li> <li>3. Press <b>3</b> for Security Options.</li> <li>4. Press <b>1</b> to change your Pin (see note).</li> <li>5. Enter the new six-13 digit number and press <b>#</b>.</li> <li>6. Repeat the new Pin entry to confirm.</li> </ol>	<ol style="list-style-type: none"> <li>1. Access your Frontier® Business Voice Web Portal.</li> <li>2. Select <b>Settings</b> from the menu.</li> <li>3. Click the <b>Voice Mail Settings</b> tab.</li> <li>4. Click on <b>Voice Mail Passcode</b>.</li> <li>5. Enter your old passcode.</li> <li>6. Enter your new six-digit passcode.</li> <li>7. Confirm your new passcode.</li> <li>8. Click <b>Save</b> to ensure your new passcode has been created.</li> </ol>

**Note:** Choose a passcode that is easy to remember, but difficult for others to guess. You cannot use repeating digits (e.g., 111111), sequential digits (e.g., 123456) or any part of your phone number.

## 5.7 Other Mailbox Options—California, Texas and Florida

### Language Options

Language Options allows you to choose the language for the prompts both you and your callers hear. The default language is English with a female voice. You can also choose full or quick prompts. Quick prompts minimize the words spoken for each command. For example:

#### Full standard prompts:

*"To listen to your messages, press 1. To send a message, press 2. For your personal options, press 3."*

#### Quick Prompts

*"To listen, press 1. Send a message, press 2. Personal options press 3."*

Phone	Web Portal
<ol style="list-style-type: none"> <li>At the Main Menu, press <b>4</b> for Personal Options.</li> <li>Press <b>1</b> for Personal Profile.</li> <li>Press <b>2</b> to change Language.</li> <li>Press <b>1</b> for English or <b>2</b> for Spanish.</li> <li>Follow the prompts to select full male, full female, quick male or quick female prompts.</li> </ol> <hr/> <p><b>Note:</b> <i>If you only want to change the gender for the prompts, you must reselect the English/Spanish prompts to get to that choice.</i></p>	<ol style="list-style-type: none"> <li>Access your Frontier® Business Voice Web Portal.</li> <li>Select <b>Settings</b> from the menu.</li> <li>Click the <b>Voice Mail Settings</b> tab.</li> <li>Click on <b>Telephone Settings</b>.</li> <li>Select English or Spanish and male or female voice.</li> <li>If you want full prompts, click the Standard prompts box. Otherwise, you will have Quick Prompts.</li> <li>Click <b>Save</b> to ensure the changes are accepted.</li> </ol>

### Message Preferences

You can:

- Change the order in which your messages play.
- Turn the date and time stamp on or off before each message.
- Use the Autoplay feature.

Phone	Web Portal
<ol style="list-style-type: none"> <li>From the main menu, press <b>4</b> for Personal Options.</li> <li>Press <b>5</b> for Message Preferences.</li> <li>Follow the prompts to: <ul style="list-style-type: none"> <li>• Turn off automatic envelope information playing before each message. You can choose to hear envelope information by pressing <b>6</b> after listening to a message.</li> </ul> </li> </ol>	<ol style="list-style-type: none"> <li>Access your Frontier Business Voice Web Portal.</li> <li>Select <b>Settings</b> from the menu.</li> <li>Click the <b>Voice Mail Settings</b> tab.</li> <li>Click on <b>Telephone Settings</b>.</li> <li>You can turn on/off envelope information playing before each message. Just check/uncheck</li> </ol>

Phone	Web Portal
<ul style="list-style-type: none"> <li>• Turn Autoplay feature on/off.</li> <li>• Change the sort order of messages (oldest to newest or vice versa).</li> <li>• Hear your caller's number.</li> </ul>	<p><b>Hear the date and time of each message.</b> You can still hear envelope information by pressing <b>6</b> after listening to a message.</p> <p>6. Click on <b>Save</b> and <b>OK</b>.</p> <hr/> <p><b>Note:</b> <i>Autoplay and sort order can only be done by phone.</i></p>

### Messaging with Other Users on Your Account

Mailbox to Mailbox Messaging lets you quickly and easily exchange messages with other Frontier® Business Voice Mail customers without calling them directly or ringing their phone. It's also a convenient way to communicate with your family's Individual Mailboxes when there's something you don't want to forget to tell them.

You can even set up Group Lists to make it easy to send a message when you communicate with the same people on a regular basis. You also have delivery options:

- **Private**—prevents the message from being copied to another mailbox.
- **Future Delivery**—delivers your message at a future date and time you specify, up to one year in the future.
- **Return Receipt**—notifies you with a message in your mailbox when the recipient listens to your message.
- **Urgent**—plays the message before others.

Phone
<p><b>To send a Mailbox to Mailbox Message:</b></p> <ol style="list-style-type: none"> <li>1. At the Main Menu, press <b>2</b>.</li> <li>2. Listen for further instructions to: <ul style="list-style-type: none"> <li>• Enter the recipient(s)' mailbox number(s), Individual Mailbox number or a Group List number (see Group Lists on the next page).</li> <li>• Record your message.</li> <li>• Press <b>#</b> to send your message, <b>5</b> to hear what you have recorded, * to re-record your message, or you can choose one of the delivery options: <ul style="list-style-type: none"> <li><b>1</b> for Private</li> <li><b>2</b> for Future Delivery</li> <li><b>3</b> for Return Receipt</li> <li><b>4</b> for Urgent</li> </ul> </li> </ul> </li> </ol>

## Phone

### To reply to a message or to send a copy of a message:

1. At the Main Menu, press **1** to listen to a message in your mailbox.
2. After listening to the message:
  - Press **4** to reply to a message sent from another Frontier® Business Voice Mail customer. If your caller is not also a Frontier Business Voice Mail customer, you will not have this option.
  - Press **5** to send a copy of the message to another Frontier Business Voice Mail box.

### Group Lists

You can send a single message to every number in the group at one time. Be sure to update your list as the members of your group change.

### To create a group list:

1. At the Main Menu, press **4** for Personal Options.
2. Press **3** for Group Lists.
3. Press **1** to create the Group List.
4. Listen for further instructions to:
  - Assign a Group List number.
  - Name your Group List.
  - Enter mailbox numbers you want on this list.

## Notification Options

You will be alerted on your phone when messages arrive by an interrupted dial tone and/or message waiting light on your phone (if equipped). You can also be notified by email, wireless SMS text notification or Special Delivery (at another telephone number).

Phone	Web Portal
<p><b>To turn Message Waiting Indicator (MWI) on/off:</b></p> <ol style="list-style-type: none"><li>1. From the main menu, press <b>4</b> for Personal Options.</li><li>2. Press <b>1</b> for Personal Profile.</li><li>3. Press <b>3</b> for Notification Options. The system will give a status of all notification options.</li><li>4. Press <b>1</b> for MWI (Audible and Visual Message Waiting Indicator).</li></ol> <hr/> <p><b>Note:</b> We recommend leaving these features turned on so that you have immediate notification of a new message.</p>	<p><b>To turn Message Waiting Indicator (MWI) on or off:</b></p> <ol style="list-style-type: none"><li>1. Access your Frontier Business Voice Web Portal.</li><li>2. Select <b>Settings</b> from the menu.</li><li>3. Click the <b>Voice Mail Settings</b> tab.</li><li>4. Click on <b>Voice Mail Notification</b>.</li><li>5. Check/uncheck <b>Light message light and/or change dial tone to stutter (where available)</b>.</li><li>6. Click on <b>Save</b> and <b>OK</b>.</li></ol> <hr/> <p><b>Note:</b> We recommend leaving these features turned on so that you have immediate notification of a new message.</p>

Phone	Web Portal
<p><b>To turn Special Delivery, Email, Text and Pager Notification on/off (once set up using your Web Portal):</b></p> <ol style="list-style-type: none"> <li>1. From the main menu, press <b>4</b> for Personal Options.</li> <li>2. Press <b>1</b> for Personal Profile.</li> <li>3. Press <b>3</b> for Notification Options. The system will give a status of all notification options.               <ol style="list-style-type: none"> <li>a. Press <b>2</b> for Special Delivery at another number.</li> <li>b. Press <b>3</b> for Email Notification.</li> <li>c. Press <b>4</b> for Wireless SMS Text Notification.</li> <li>d. Press <b>5</b> for Pager Notification.</li> </ol> </li> </ol>	<p><b>To set up and turn on/off Notification Options:</b></p> <ol style="list-style-type: none"> <li>1. Access your Frontier® Business Voice Web Portal.</li> <li>2. Select <b>Settings</b> from the menu.</li> <li>3. Click the <b>Voice Mail Settings</b> tab.</li> <li>4. Click on <b>Voice Mail Notification</b>.</li> <li>5. Check the box to:               <ul style="list-style-type: none"> <li>• <b>Send to this Mobile number</b>, then enter the number and select the provider from the drop-down list. <small>*Available in California, Texas and Florida only.</small></li> <li>• <b>Send to this Pager number</b>, then enter your pager number and select the provider from the drop-down list.</li> <li>• <b>Sending to this Email</b> and enter your email address. If you would like to have a copy of the Voice Mail attached as a .mpg file to your email, check <b>Attach Voice Mail</b>.</li> <li>• <b>Send my message to this number</b>, then enter the phone number.</li> </ul> </li> <li>6. If you only want to be notified of urgent messages, check "Urgent Messages Only" next to the option(s) you have chosen.</li> <li>7. Click on "Save Settings" and <b>OK</b>.</li> </ol>
<p><b>Note:</b> <i>Email and Pager Notification must be set up using the online Web Portal. Until they are set up, they will not be presented in the phone menu. Once enabled, you can change settings or disable the features by phone. If you disable these features by phone, you will have to set them up again online.</i></p>	<p><b>Notes:</b></p> <ul style="list-style-type: none"> <li>• <i>Although you must create notification options from the Frontier Business Voice Web Portal, once they are set, you may turn the Pager and Text Notification on/off by phone.</i></li> </ul> <p><b>Disclaimer:</b> Voice Mail messages sent by email are not secure and may be intercepted by third parties during transmission over the Internet. Frontier is not responsible for the content of messages sent using the Frontier Business Voice email feature, or for messages that are lost or delayed during transmission.</p>

## Ring Count Change

You can decide how many times your phone will ring before calls forward to Voice Mail. Keep in mind your callers could hear one or two additional rings.

### Web Portal

1. Access your Frontier® Business Voice Web Portal.
2. Select **Settings** from the menu.
3. Click the **Voice Mail Settings** tab.
4. Click on **Telephone Settings**.
5. Choose the number of rings from the drop-down box (one to 10 rings).
6. Click **Save**.

## Voice Mail Screening\*

Voice Mail Screening allows you to listen to a person leaving you a message in real time, similar to an answering machine. During the message, you can choose to interrupt the message and take the call live or have the message continue to be left on Voice Mail.

### Web Portal

#### To turn on Voice Mail Screening:

1. Access your Frontier Business Voice Web Portal.
2. Select Settings from the menu.
3. Click the Voice Mail Settings tab.
4. Click on Voice Mail Screening.
5. Click Turn on Voice Mail Screening and click **OK**.

You will now be able to listen to messages as they are being recorded.

#### To listen to a message while it is being left:

1. After a call has forwarded to Voice Mail and your caller is leaving a message, your phone will ring.
2. When you pick up the phone, you will hear your caller. You can:
  - Press **1** to be connected to the caller (the message that the caller was leaving will NOT be retained in the mailbox once you are connected).
  - Hang up and let the message be recorded in your Voice Mail.

\*Available in California, Texas and Florida only.

## Wake Up Call and Reminder Messages

You have two options for sending reminders to yourself—Wake Up Call and Reminder Messages. For Wake Up Call, you can schedule a system message to be delivered weekdays or weekends. For Reminder Messages, you can record your own message and choose one-time, daily, weekday, weekend or a specific day reminder.

Phone
<p><b>To set up a Wake Up Call or Reminder Message:</b></p> <ol style="list-style-type: none"><li>1. From the main menu, press <b>3</b> for Reminders and Wake Up.</li><li>2. To set up the reminder:<ul style="list-style-type: none"><li>• Press <b>1</b> to schedule a Wake Up Call.</li><li>• Press <b>2</b> to schedule a Reminder Message.</li></ul></li><li>3. Follow the prompts to set up the schedule for your reminder and to record Reminder Messages.</li><li>4. Press <b>1</b> to confirm.</li></ol>

## 5.8 Other Mailbox Options—Washington, Oregon and Indiana

### Language Options

Language Options allows you to choose the language for the prompts both you and your callers hear. The default language is English, but you can select Spanish.

Phone	Web Portal
<ol style="list-style-type: none"><li>1. At the Main Menu, press <b>4</b> for Mailbox Settings.</li><li>2. Press <b>6</b> for Additional Settings.</li><li>3. Press <b>2</b> to change Language.</li><li>4. Press <b>3</b> to change Language. Follow the prompts to select your preferred language, and then language callers will hear if they reach Voice Mail.</li></ol>	<ol style="list-style-type: none"><li>1. Access your Frontier® Business Voice Web Portal.</li><li>2. Select <b>Settings</b> from the menu.</li><li>3. Click the <b>Voice Mail Settings</b> tab.</li><li>4. Click on <b>Telephone Settings</b>.</li><li>5. Select English or Spanish.</li><li>6. Click <b>Save</b> to ensure the changes are accepted.</li></ol>



## Messaging with Other Users on Your Account

Mailbox to Mailbox Messaging lets you quickly and easily exchange messages with other Frontier® Business Voice Mail customers without calling them directly or ringing their phone. It's also a convenient way to communicate with your colleagues when there's something you don't want to forget to tell them. You can even set up Group Lists to make it easy to send a message when you communicate with the same people on a regular basis. You also have the following delivery options:

- **Private**—prevents the message from being copied to another mailbox.
- **Report on Read**—notifies you with a message in your mailbox when your message is delivered to the recipient(s).
- **Report on Read**—notifies you with a message in your mailbox when the recipient(s) listen(s) to your message.
- **Urgent**—plays the message before others.

### Phone

#### To send a Mailbox to Mailbox Message:

1. At the Main Menu, press **2**.
2. Listen for further instructions to:
  - Enter the recipient(s)' phone number(s), or a Group List number (see Group Lists on the next page).
  - Record your message and press **#**.
3. Press **#** to send your message, or press **1** to hear delivery options:
  - 1** Review message
  - 2** Mark as Urgent
  - 3** Mark as Private
  - 4** Re-record message
  - 5** Report on delivery
  - 6** Report on read
  - 7** Add or remove recipient
  - 8** Send as is
  - \* Exit

## Phone

### To reply to a message or to send a copy of a message:

1. At the Main Menu, press **1** to listen to a message in your mailbox.
2. After listening to the message:
  - Press **4** to reply to a message sent from another Frontier® Business Voice Mail customer. If your caller is not also a Frontier Business Voice Mail customer, you will not have this option.
  - Press **5** to send a copy of the message to another Frontier Business Voice Mail box.

### Group Lists

You can send a single message to every number in the group at one time. Be sure to update your list as the members of your group change.

#### To create a group list:

1. At the Main Menu, press **4** for Mailbox Settings.
2. Press **1** for Group Lists.
3. Press **1** to create the Group List.
4. Listen for further instructions to:
  - Assign a Group List number.
  - Name your Group List.
  - Enter mailbox numbers you want on this list.

### Notification Options

You will be alerted on your phone when messages arrive by an interrupted dial tone and/or message waiting light on your phone (if equipped). You can also be notified by email.

Phone	Web Portal
<p><b>To turn Message Waiting Indicator (MWI) on/off:</b></p> <ol style="list-style-type: none"> <li>From the main menu, press <b>4</b> for Mailbox Settings.</li> <li>Press <b>5</b> for Notification Options.</li> <li>Press <b>3</b> for Notification Options. The system will give a status of all notification options.</li> <li>Press <b>1</b> for MWI (Audible and Visual Message Waiting Indicator) setting. Press <b>3</b> for email notifications setting.</li> </ol> <hr/> <p><b>Note:</b> We recommend leaving these features turned on so that you have immediate notification of a new message.</p> <p><i>Email Notification must be set up using the online Web Portal. Once enabled, you can change settings or disable the features by phone. If you disable these features by phone, you will have to set them up again online.</i></p>	<p><b>To turn Message Waiting Indicator (MWI) on or off:</b></p> <ol style="list-style-type: none"> <li>Access your Frontier Business Voice Web Portal.</li> <li>Select <b>Settings</b> from the menu.</li> <li>Click the <b>Voice Mail Settings</b> tab.</li> <li>Click on <b>Voice Mail Notification</b>.</li> <li>Check/uncheck <b>Light message light and/or change dial tone to stutter (where available)</b>.</li> <li>Click on <b>Save</b> and <b>OK</b>.</li> </ol> <hr/> <p><b>Note:</b> We recommend leaving these features turned on so that you have immediate notification of a new message.</p>
	<p><b>To set up and turn on/off Notification Options:</b></p> <ol style="list-style-type: none"> <li>Access your Frontier® Business Voice Web Portal.</li> <li>Select <b>Settings</b> from the menu.</li> <li>Click the <b>Voice Mail Settings</b> tab.</li> <li>Click on <b>Voice Mail Notification</b>.</li> <li>Check the box to <b>Send to Email</b>, and enter your email address.</li> <li>Click on <b>Save</b>.</li> </ol> <hr/> <p><b>Note:</b> Although you must create Email Notification from the Frontier Business Voice Web Portal, once it is set, you may turn the Email Notification on/off by phone.</p> <p><b>Disclaimer:</b> Voice Mail messages sent by email are not secure and may be intercepted by third parties during transmission over the Internet. Frontier is not responsible for the content of messages sent using the Frontier Business Voice email feature, or for messages that are lost or delayed during transmission.</p>

## Ring Count Change

You can decide how many times your phone will ring before calls forward to Voice Mail. Keep in mind your callers could hear one or two additional rings.

### Web Portal

1. Access your Frontier® Business Voice Web Portal.
2. Select **Settings** from the menu.
3. Click the **Voice Mail Settings** tab.
4. Click on **Telephone Settings**.
5. Choose the number of rings from the drop-down box (one to 10 rings).
6. Click **Save**.

## Reminder Messages

Reminder Messages can be set up for one-time, daily, weekday, weekend or a specific day reminder.

### Phone

#### To set up a Reminder Message:

1. From the main menu, press **5** for Reminders.
2. To set up the reminder:
  - Press **1** to add a new Reminder Message.
3. Follow the prompts to set up the schedule for your reminder and to record Reminder Messages.
4. Press **1** to confirm. Then:
  - Press **1** for a one-time reminder.
  - Press **2** for a weekday recurring reminder.
  - Press **3** for an everyday recurring reminder.

And follow the prompts to set up the schedule accordingly.



## 6.2 Contacts

Frontier® Business Voice provides you with an online Contacts directory to save frequently called contacts.

### Web Portal

#### To add a Contact:

1. Access your Frontier Business Voice Web Portal.
2. Select **Contacts** from the menu.
3. Click **Add** (or **Add Contacts Now** if there are no records at all).
4. Enter the information and click **Save**.

#### To add or edit a Contact from the Call Logs or Voice Mails:

1. Access your Frontier Business Voice Web Portal.
2. Click **Recent Calls** or **Voice Mails** on the Summary screen.
3. Click on any telephone number from your list of calls or Voice Mails.
4. Click **Add to Contacts** if this will be a new Contact, or **View Contact** to change the name or phone number information for an existing Contact.

#### To delete Contacts:

1. Access your Frontier Business Voice Web Portal.
2. Select **Contacts** from the menu to display your directory.
3. To delete individual contacts:
  - Click **Delete**.
  - Check the box(es) next to the Contacts you wish to delete.
  - Click **Delete**.
  - Click **Delete** to confirm the action.

## 6.3 Time Zones

You can customize your Frontier Business Voice Web Portal by Time Zone.

### Web Portal

#### To change your Time Zone:

1. Access your Frontier Business Voice Web Portal.
2. Select **Settings** from the menu.
3. Select **Account Settings**.
4. Click on **Time Zones**.
5. Select the desired Time Zone and click **Save**.

---

**Note:** Changing the Time Zone will affect the display of Call Logs and Voice Mail Logs based on the Time Zone you selected.

## 6.4 Back-up Number

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

### Web Portal

#### To set up your Back-up Number:

1. Access your Frontier Business Voice Web Portal.
2. Select **Settings** from the menu.
3. Select **Account Settings**.
4. Click on **Back-up Numbers**.
5. Enter the desired Back-up number and click **Save**.

## 6.5 International Call Block

You can block one or all of your telephone numbers from placing International calls.

### Web Portal

#### To change your International Call Block setting:

1. Access your Frontier Business Voice Web Portal.
2. Select **Settings** from the menu.
3. Select **Account Settings**.
4. Click on **International Call Block**.
5. Check the box next to the number(s) for which you want to block outgoing international calls and click **Save**. Click **OK** to confirm the action.

## 6.6 Fax Capability

With Frontier Business Voice, all you need to do to send or receive a fax is make sure your fax machine is plugged into a telephone outlet. Dial out as you normally would to make a call and your fax will be sent.

# Appendix A

## Frequently Asked Questions

### General Product

#### 1. What is Frontier® Business Voice?

Frontier Business Voice is an advanced voice service that works on Frontier's fiber-optic network, but uses generally available corded or cordless phones connected to your existing phone jacks. Frontier Business Voice lets you make direct-dialed domestic calls (including direct-dialed calls to the U.S. territories, Canada and Puerto Rico), and international calls at great low rates. (Canada calling is included at no additional cost with our Unlimited Plan.)

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

#### 2. What are some primary differences between Frontier Business Voice and traditional voice service?

Frontier Business 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 Business Voice Web Portal also allows you to access your Voice Mail messages through any computer with Internet access or mobile device.

*IMPORTANT: Unlike traditional phone service, your Frontier Business Voice service requires electrical power to function. In the event of a power outage, your Frontier Business Voice service will not function, unless you have the Battery Back-up Unit (BBU), which will power your basic Frontier Business 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 service will not function for any purpose. If your security system is currently using a jack in your facility, those same jacks can be used for Frontier Business Voice without impacting security services; however, in the event of a power outage, the power limitations apply to your alarm system. 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 Business Voice Web Portal online?

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

#### 4. With Frontier Business Voice, can I talk on the phone and use my computer at the same time?

Yes, your Frontier Business Voice service will work even if you are simultaneously accessing the Internet with your FiOS Data service. Therefore,



surfing the Internet, streaming music or video will not affect your ability to make and receive calls at the same time.

### **5. Can I use a toll-free number to manage my Frontier® Business Voice features?**

You can use a toll-free number (1.844.387.5200 or \*86 from your phone if you are in California, Texas or Florida, **OR** 1.844.994.4993 or \*100 if you are in Washington, Oregon or Indiana) to access and retrieve Voice Mail messages.

### **6. What features are included with Frontier Business Voice plans?**

All Frontier Business Voice calling plans include the following calling features at no additional cost:

- Anonymous Call Rejection
- Back-up Number
- Call Forwarding
- Call Logs
- Call Notification
- Call Return
- Call Waiting with Caller ID
- Caller ID Name and Number
- Do Not Disturb
- Incoming Call Block
- Individual Contacts Directory
- International Call Block
- Locate Me
- Place a Call
- Selective Call Forwarding
- Simultaneous Ring
- Speed Dial
- Three-Way Calling
- Voice Mail
- Voice Mail Screening\*
- Wake Up and Reminder Messages\*

*\*Available in California, Texas and Florida only.*

### **7. What other features are available with Frontier Business Voice plans?**

The following features are also available with Frontier Business Voice for an additional fee:

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

### **8. Does Frontier Business Voice support TTY (Text Telephone Relay) for the deaf and hard-of-hearing?**

Yes, Frontier Business Voice supports TTY services.

## Troubleshooting

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

In the event of a power outage, your Frontier Business Voice will not function unless you have a Battery Back-up Unit (BBU), which can power your basic Frontier Business Voice services, including 911 dialing, for up to eight hours. 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 (except in California where the BBU is provided at no charge by Frontier).

### **2. What if my Frontier® Business Voice calls are being directly routed to Voice Mail?**

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

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

If you are still experiencing problems, please call Frontier Business Voice Customer Service at 1.800.921.8102.

### **3. What if I have no dial tone on my phone connected to Frontier Business 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.
- If you are still experiencing problems, please call Frontier Business Voice Customer Service at 1.800.921.8102.

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

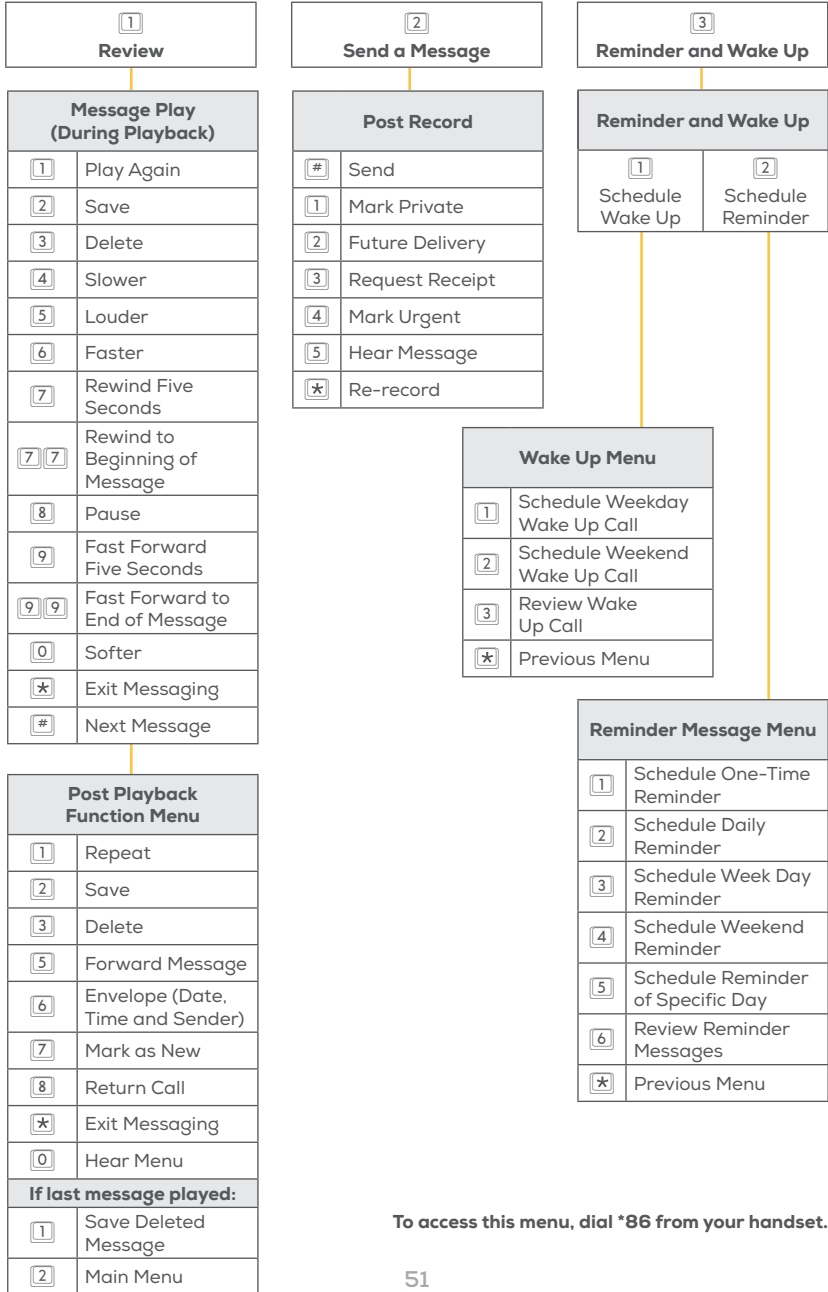
If your phone is not ringing when there is an incoming call, check your phone to ensure that the ringer is set to an appropriate level. Verify that Call Forwarding or Do Not Disturb is not enabled by going to the "Call Settings" section of your Frontier Business Voice Web Portal. If you are still experiencing problems, please call Frontier Business Voice Customer Service at 1.800.921.8102.

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

If you're experiencing a fast busy signal on your phone, please call Frontier Business Voice Customer Service at 1.800.921.8102.

# Appendix B

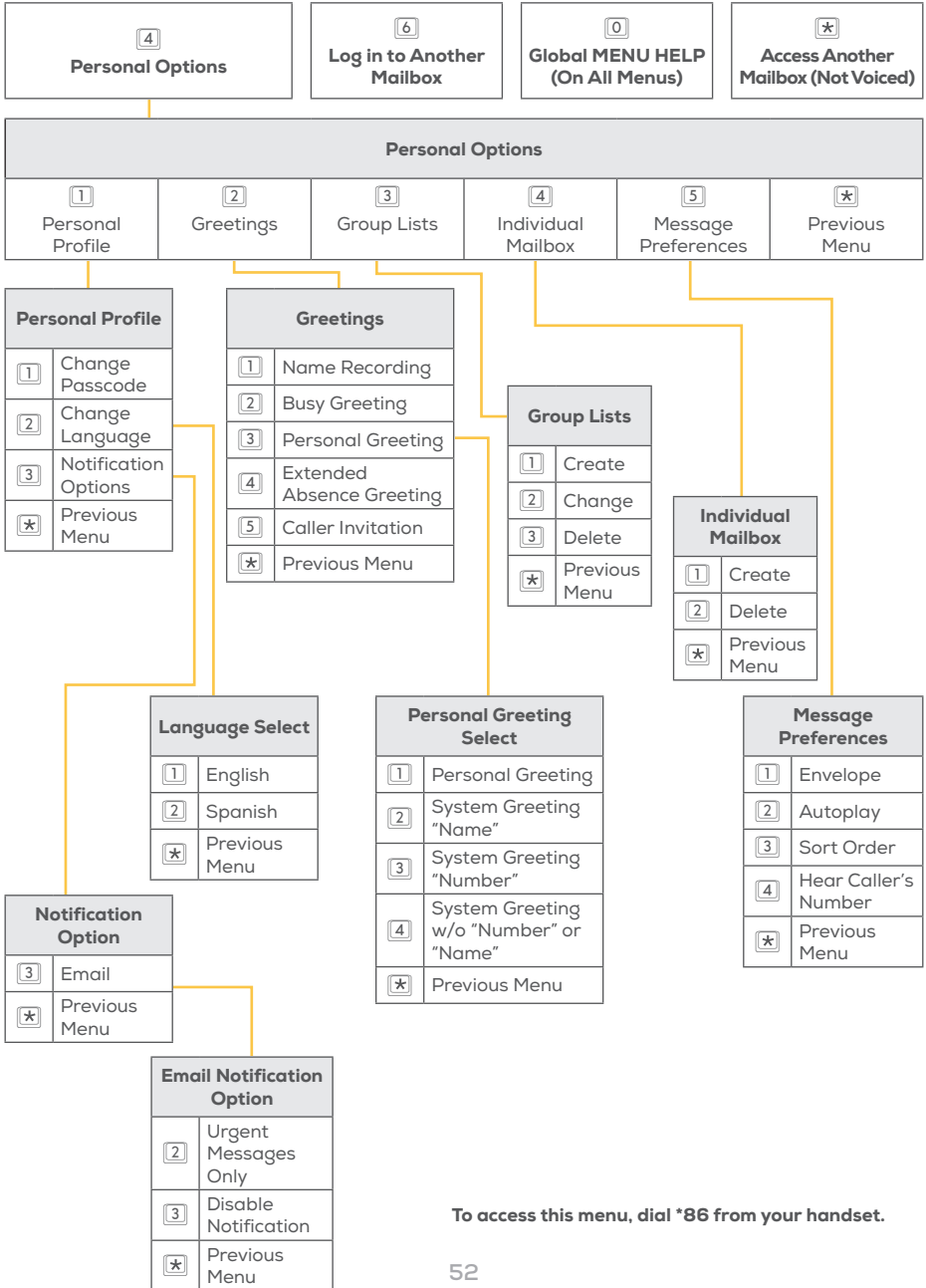
## Voice Mail Menu Map for California, Texas and Florida Users page 1



To access this menu, dial \*86 from your handset.

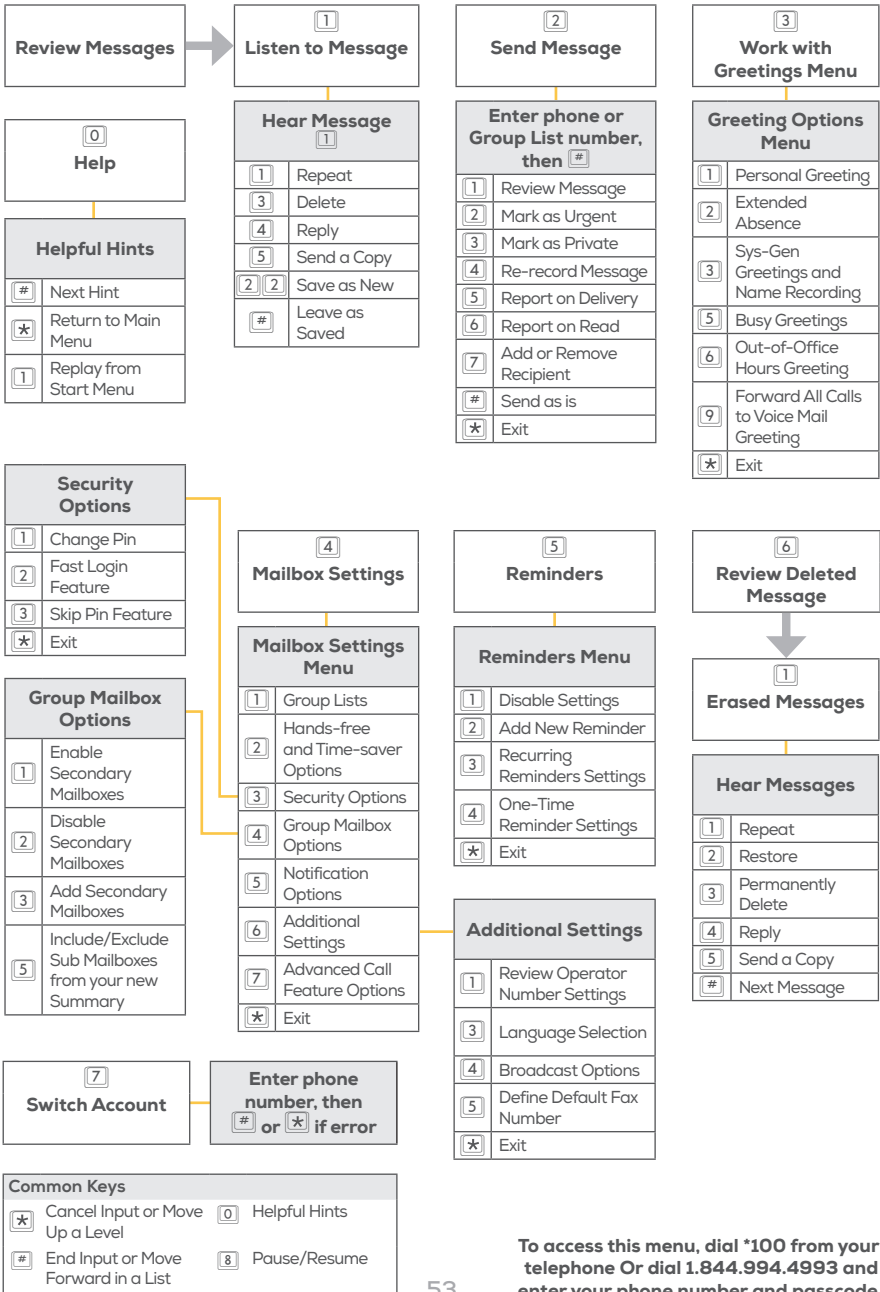
# Appendix B

## Voice Mail Menu Map for California, Texas and Florida Users page 2



# Appendix C

## Voice Mail Menu Map for Washington, Oregon and Indiana Users



To access this menu, dial \*100 from your telephone Or dial 1.844.994.4993 and enter your phone number and passcode.

## Appendix D

### Telephone Star Code Reference Chart

Frontier® Business Voice Feature	Telephone Access Code	
	Enable	Disable
Anonymous Call Reject	*77	*87
Call Forwarding	*72	*73
Call Return	*69	
Call Trace	*57	
Call Waiting (California, Texas & Florida only)	*43	*44
Call Waiting Disable per Call	*70	
*Do Not Disturb (see note below)	*78	*79
Outgoing Caller ID Block per Call	*67	*82
To use Speed dial, dial number and #	<b>To enable:</b> –California, Texas, Florida *75 –Washington, Oregon, Indiana *74 or *75	

Additional features are available using your online Web Portal.

**\*Note:** If you enable Do Not Disturb using \*78, you cannot disable or change options using your online Web Portal.

## Contact Information

### HELP BY PHONE

FiOS® Repair/Support **1.877.600.1511**

Customer Service/Billing **1.800.921.8102**

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.

