

# ZiPLY Fiber Residential User Guide

# **Welcome to Fiber TV. This is going to be exciting.**

## **And easy.**

In this handy guide, you'll find everything you need. Simple, step-by-step directions. Handy tips and hints. Answers to Frequently Asked Questions. Plus, a number of video demonstrations and tools we've created for you on your TV.

We even made the guide easy to navigate with color-coded sections to ensure you quickly find just the ones you need.

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# All You Need to Know About Fiber TV Service

## Fiber TV

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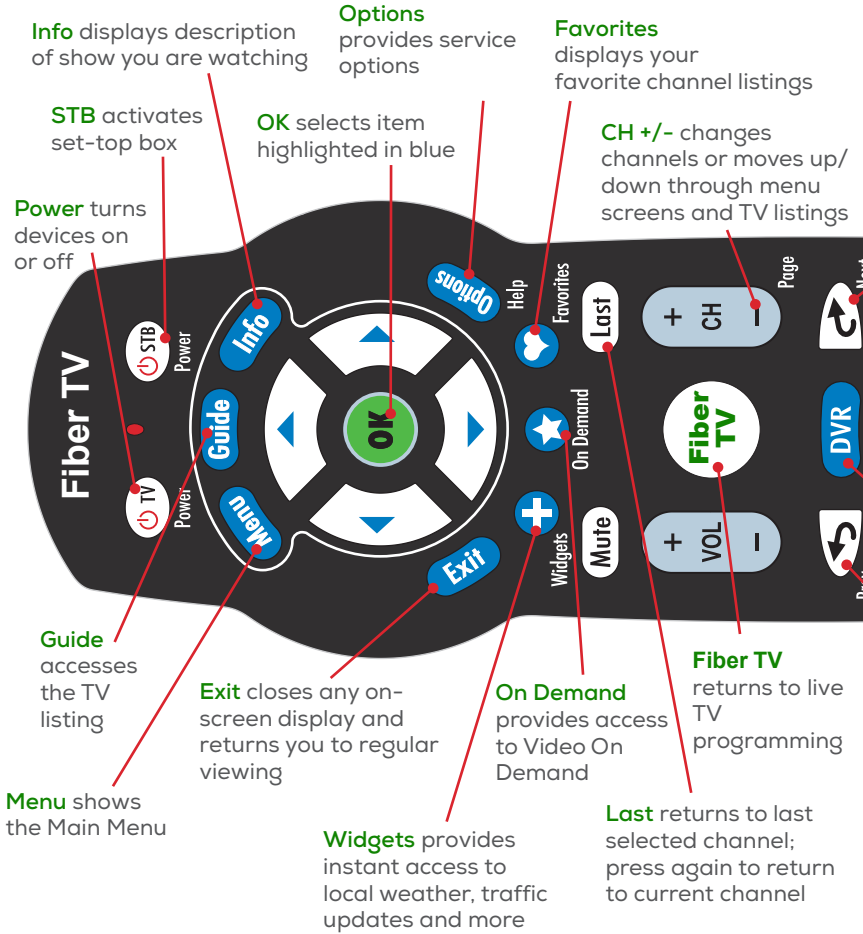
## Digital Voice

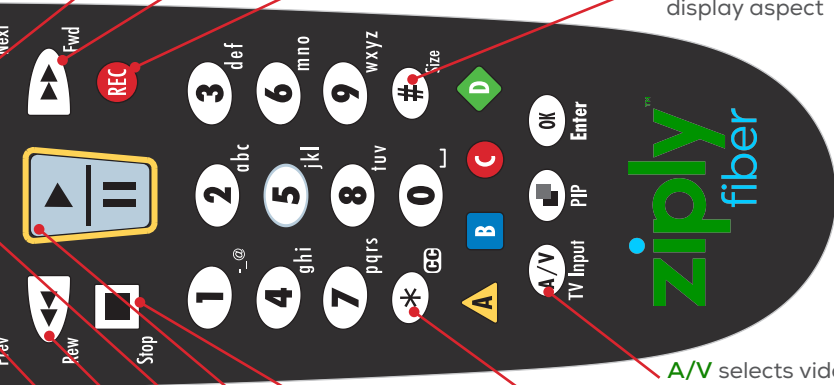
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# Fiber TV remote— everything you need to do it all.

This is Fiber TV. It's so easy, all you have to do is "Press the button." These are the buttons and what they do.





**Skip Forward** jumps forward in recorded TV

**Fast Forward** fast-forwards media and also advances to next day's TV listings

**Records** to DVR

**Size** changes display aspect

**Stops** media

**Plays or Pauses** current DVD, VOD or DVR media

**DVR** launches DVR menu

**Rewinds** media and also jumps back to previous day's TV listings

**Skip Back** activates instant replay

**A/V** selects video source for some TV, DVD, VCR or home theater systems

**(CC)** switches between closed-caption options

## Pay Per View

The latest hit shows and events, such as concerts and wrestling matches, are yours at the push of a button with your Fiber TV remote. To see what's playing and to order, press the **Menu** button on your remote and:

- Select **Pay-Per-View**.
- Highlight a title in **Upcoming Shows**.
- Press **OK**.
- Follow the instructions to purchase.

If you've pre-purchased a presentation, you can easily set a reminder so you don't miss a minute of it. Just go to the **Main Menu** and:

- Select the event through **Search** or with the **Guide** button.
- Select **Set Reminder** on the event information screen.

## Fiber TV Global Search



What was the comedy with the two mismatched roommates? Or the name of the guy who played Igor? Find that movie, show, favorite actor, play or presentation in seconds. Simply use either the on-screen keypad, scroll wheel or cell phone pad. Type in a keyword (or just initials, if that's all you know). Our Global Search will tear through TV DVR listings, HD VOD and Pay Per View\* and give you results by:




- Category (movies, children, sports, music).
- Keyword (program title, actor, topic).
- Content type (TV listings, PPV, DVR, HDTV and VOD).

\*Your search may find programming to which you are not subscribed.

## Favorite Channels

You can easily create and use a list of your Favorite Channels:

- Select **Menu** on your remote.
- Select **Settings** from the **Main Menu**.
- Select **System**, then **Favorite Channels**.
- Highlight them using the  and  buttons.
- Press **OK** to add or remove channels.

To access your favorite channels, press the  button. Scroll using the  and  buttons and click **OK** after highlighting the channel you want to watch.

Set **Flip by Favorites** to only scroll through the channels you set in your Favorites folder.

To access Flip by Favorites:

- Go to **Settings > Favorites > Flip by Favorites**.
- Select which Favorites folder you would like to use.

After this, you will only be able to scroll through channels in that particular Favorites folder.

## Message Center

The Message Center keeps you informed about important information that affects your TV service such as upcoming changes, new features and channel information. If there are messages in the Message Center, the Message Waiting icon will be flashing. To access your messages, press the **Menu** button on the remote control, select **Messages** and then **OK/Select**. Here you can save messages, go back and review or simply delete them.

## Parental Controls

Want to make sure your kids watch only the programming you want them to? No problem. Creating a PIN (Personal Identification Number) will help you block their access to channels, ratings, programs and things you've recorded, as well as their ability to purchase. Putting it in place takes just a few minutes.

### Using Your Fiber TV Remote to Learn About Parental Controls:

- Press **Menu**.
- Select **Help**.
- Select **Help Videos**.
- Scroll across to **Settings** folder.
- Select the **Parental Controls Video**.

To create your **PIN**:

- Press **Menu**.
- Scroll down to **Settings** on the **Main Menu**.
- Select **Parental Controls**.

Please note: You will need to create a PIN on each set-top box that you would like to have Parental Controls on.

### Tips:

- *You can set up two separate PINs, one to block programming, the other to block purchases for VOD, PPV, packages or premiums.*
- *You can temporarily disable the blocks by using the On/Off quick setting. Your settings will be saved.*
- *You can record shows/movies on your DVR set-top box using a PIN, but you'll need the PIN to play them back.*





# Zipty Fiber's DVR Service

## Digital Recording service for one to five\* rooms

Zipty Fiber offers a DVR service that can provide recording capability for 1 to 5 rooms with the capability of recording up to 6 shows at a time.

Zipty Fiber's Multi-Room service lets you view what you've recorded in multiple rooms.

With the Multi-Room DVR, you can:

- Watch what you've recorded on up to 2 additional set-top boxes at the same time.
- Watch the same program in up to 3 different rooms.
- Watch different live programs in 3 different rooms.
- Two set-top boxes at most can access recorded content from the DVR at the same time. An error message will flash after 2 tries.
- Remote set-top boxes cannot pause or rewind live TV.

## Step up to one of Zipty Fiber's Quantum DVR Services and Advanced Interactive Media Guide


**Zipty Fiber's Quantum TV Enhanced DVR service** acts as a video services gateway, providing connectivity to the recording and playback capabilities for all the other TVs connected to the home network.

- Record up to 6 shows at once.
- Enjoy more than 150 hours of HD storage capacity.
- Pause, play and rewind live TV on up to 5 screens.

## Accessing What You've Recorded

It's easy to spread the fun and entertainment around. After you've recorded on your Multi-Room DVR, simply:

- Choose **DVR** from the Menu.
- Select a program using the arrow keys.
- Press **OK**.

You'll be able to use your normal DVR playback controls (Pause, Rewind, Fast Forward) on your remote. When you're done watching a recorded program, just press the  button.

## Multi-Room DVR Parental Controls

Parental Controls for remote set-top boxes only manage live TV viewing. Parental Controls for watching recorded programs on remote set-top boxes are set up on the DVR by creating a PIN. A PIN must be set up for each set-top box.

## Good to Remember

- Program recordings cannot be set from remote set-top boxes, only from the DVR.
- You cannot delete content from the DVR while another set-top box is accessing that content.

### Quick Tip #1

#### How to reboot your router.

- Press power button or unplug the power cord to your router.
- Plug it back into the electrical outlet and wait 30 seconds.
- Always reboot your router first since it might be all that is required to correct the problem.

### Quick Tip #2

#### How to reboot your set-top box.

- Just unplug the power cord from the wall outlet for 30 seconds and plug it back in.
- If you still have the problem, disconnect the power cord from your router and wait a few minutes before reconnecting it.

### Quick Tip #3

#### Where do I go for on-screen TV help?

- For on-screen help, look at the TV Help Videos—just press **Menu** on the remote and scroll down to **Help**. Also check out **Channel 131** to see what's new!






# Here's How to Record Live TV

## Recording TV Shows

To record a show that's currently playing:

- Press the  button on the remote.

To schedule recording of an upcoming show or series:


- Press **Menu** on your remote.
- Go to **TV listings** or use **Search** to find the show.
- Use the  and  buttons to highlight the show you want to record.
- Press  and a green check will appear next to the show.
- Press  a second time to record a series.
- Press  a third time to cancel a scheduled recording.

## Series Manager

This smart feature ensures that all the shows are recorded, even if the show's time slot or length is changed by the broadcaster. The folder with a red dot on your screen tells you the Series Manager has been scheduled. It will enable you to:

- Record only first-run episodes.
- Add extra time before and after a show.
- Permanently save a show.
- Rank the series you want to record.


## Recording Pay-Per-View Programs

This is an option available on some Pay-Per-View programs. Just press  when the Pay-Per-View program begins. If you'd prefer to automatically record future Pay-Per-View shows, choose the Purchase and Record option when you select a show. Then, enjoy it any time you'd like.

### Tips:

- *Your Digital Video Recorder (DVR) recording hours are dependent on the model and definition of programming.*
- *Programs recorded in Hi-Def can only be played back on High-Definition DVRs or High-Definition Set-Top Boxes.*

## Reviewing Scheduled Recordings

Simply press the  button on your remote or select DVR from the **Main Menu**. You'll see the list of shows you've scheduled to be recorded under **View Schedule**. If you've scheduled to record a series, choose **Series Manager** to view listing. As a helpful reminder, you'll also see how much recording time you have left.

## Canceling Scheduled Recordings

It's easy to undo what you've done.

- Select **View Schedule** from the DVR menu.
- Highlight the program you want to cancel.
- Press **OK**.
- Then press **Cancel**.

## Playing a Recorded Show

Here's all you have to do:

- Select **Recorded Programs** from the DVR menu.
- Highlight the program you want to watch.
- Press **OK**.
- Then press **Play**.

## Deleting a Recorded Show

To delete, select **Recorded Programs** from the DVR menu. Highlight the program you want to delete and select **Remove**.

Once the recording space is full, the DVR will automatically delete the oldest shows to make room for new recordings. If there's a show you want to be sure isn't deleted, select **Recorded Programs** from the DVR menu, highlight a program you want to save, then select **Protect**.


## Controlling Live TV

With Fiber TV, you can control live TV in some cool new ways:


- Pause the current channel viewed.
- Switch to another channel.
- Go back to the previous channel.
- Resume viewing the program that was previously paused.

You can continuously switch between two channels, pausing, fast-forwarding and rewinding on both channels. Fiber TV lets you control live TV in the ways described below.


## Pausing or Resuming Live TV

Press the  button once to freeze the action. Press **Play** to resume the show.




## Rewinding Live TV

Press the  button to go back to any part of a show already stored. Then press **Play** and resume watching the show. While you're doing this, you won't miss a thing because the DVR will continue to store the show.


## Fast-Forwarding Live TV

Press the  button to skip past a previously viewed portion of a live TV show. Then press **Play** to resume watching.


## Watching in Slow Motion

Want to see all the detail of that car chase crash? Or catch something you missed in the background? Press  then  or  to see the action in slow-motion, frame by frame.

## Instant Replay

Why should the sports broadcasters have all the fun? With Fiber TV, you can do your own instant replay. Press the  button to view the previous 10 seconds of a show you're watching live or have recorded.

## Resume Watching Live TV

If you're watching a live program delayed by pausing or rewinding live TV, press the  button and you'll jump forward to the point in the show currently being broadcast.

## Status Bar

Whenever you pause, fast-forward or rewind a live or recorded program, this helpful feature appears. It shows you how much of a current show is stored in memory, what point of the show you're watching now and how far behind the live broadcast you are

# All About Video On Demand (VOD)

## VOD

Customers will be able to choose from a vast library of thousands of a la carte features and again be in complete control of their TV viewing experience with the convenience of selecting any available program, any time they want.

As with subscription options, they will also have the ability and flexibility to pause, resume play, fast forward and rewind as many times as they like within a 24-hour period.

There are several categories of VOD available including:

- **Free**
- **Premium**
- **Transactional**
- **HD**

### Free On Demand

Free On Demand allows customers to choose from thousands of titles and programs, including sports, home and leisure, music, pop culture and more with our Fiber TV library.

Zipty Fiber's selection of free on-demand programs and films crosses many genres and touches all age groups and interests, including one of the largest selections of children's programming in the industry.

Free On Demand channels include Disney, Discovery, ESPN, Home & Garden, MTV and many others. Available content is controlled by the network providing the content and not Zipty Fiber.

### Premium VOD

When you subscribe to Fiber TV Premium with options like HBO, Cinemax or the Movie Package, you automatically have access to many past and present episodes of original programming and shows. Not to mention, the hottest movie releases—any time you want.

The Premium or Subscription On Demand options provide for even greater value and flexibility for subscribers, at no additional cost beyond the monthly package rate.

### Transactional VOD

Transactional on Demand provides for even more exciting a la carte features, including Movies, Events and Adult Entertainment, for a minimal one-time fee.

With Movies On Demand, you can find the hottest blockbuster movies, in addition to old favorites, at the press of a button, for a fraction of the cost of a movie ticket. Hundreds of titles are available every month, including studio movies from Sony, Fox, Universal, Paramount, MGM, DreamWorks, Artisan, New Line, Disney and WB.

With Event VOD, programming varies every month, offering access to special concerts or sporting events at a designated cost. Rates will vary and are accessible through the IMG.

Adult VOD offers adult programming and is available from several content providers. The content varies monthly and each selection has a designated cost.

Rates vary and are accessible through the IMG. Mature content can be blocked if desired.

Please note that all rates quoted are subject to change.

### HD VOD

Fiber TV now brings together the best of both worlds by joining two exciting entertainment options—High Definition and Video On Demand.

With Fiber TV, customers have the ability to get many of their favorite titles, offered with crystal-clear picture and sound quality that is unparalleled.

# Frequently Asked Questions

## **There is no display on my TV. What can I do?**

- Check to make sure your TV and set-top box are powered on. Make sure your TV has proper input settings (e.g., HDMI 1, Video 1 or channel 3 or 4).
- Your installation technician determined the proper input or channel your TV should be tuned to when the service was installed; if those settings were changed, they must be restored.
- After you have verified you are on the correct input settings on your TV, check the cable from your STB to your TV—make sure it's plugged in correctly and that it's securely fastened.
- Make sure that your batteries are charged.

## **I am seeing a blue screen. How can I remedy this?**

Change your DVD or VCR's channel to 3 or 4. If changing the DVD or VCR's channel did not change your TV screen, make sure the TV is not in Video mode. Try one of the following to correct:

- Press the **Input** button.
- Scroll through the options and select **TV**.
- Press the **Video** button to change your TV's mode from Video to TV.
- Or press the **Menu** button and locate the mode for Audio/Video setup and select the **TV** option.
- Make sure that your remote control batteries are charged.

## **My remote is not working. What may be causing this?**

Your remote needs a clear visual path to the sensor on the home entertainment equipment you are trying to operate. Make sure:





- There are no obstacles between you and the remote.
- You are trying to use the remote from within 25 feet of the device.
- You are pointing the device directly at the sensor on your entertainment device.
- That your remote control batteries are charged.

## **What if I can't power on and off from my TV and set-top box using the remote after I have programmed it?**

It may be because either your TV or set-top box isn't receiving the infrared signal from the remote.


## How can I program the button to turn on both the TV and STB?

Your remote has separate power buttons for the TV and STB. You can program the key to turn on/off both your TV and STB at the same time.

1. Turn both your TV and STB on.
2. Press and hold the **OK** and  buttons together, then release both.
  - The **RED LED** will blink twice and then stay on.
3. Press **9 - 7 - 7**.
  - The **RED LED** will blink twice and remain on.
4. Press .
  - The **RED LED** will blink three times and then turn off.
5. Test that the  button now turns on the TV and STB at the same time.
6. If you want to reset the remote so that the  button controls **only** the STB, follow the same steps as above but press **OK** in Step 4.




## What if the Power button on the remote doesn't always turn my TV on and off?

Try the following steps:

- Make sure the TV and set-top box are near each other.
- Make sure nothing is blocking the front of either device.
- If your TV is plugged into the power outlet on the back of the set-top box, try plugging your TV directly into a wall outlet.
- Press the  button to control the TV alone.


## Control TV Volume through STB


If the volume control keys don't work with your TV, you can program the remote so that the STB will control the volume.

1. Press and hold the  and **OK** buttons together, then release both.
  - The **RED LED** will blink twice and then stay on.
2. Press **9 - 5 - 5**.
3. The **RED LED** light will blink twice and remain on.
4. Press .
5. The **RED LED** will blink three times and then turn off.
6. If you want to change it back again so that volume buttons control the TV, follow the same steps as above but press  in Step 5.




## Key Fix

If your remote control is programmed for your TV, but the  keys do not work correctly, then you can try using the Key Fix feature to fix the buttons.

1. Press and hold the  and **OK** buttons simultaneously.
  - The **RED LED** will blink twice and then stay on.
2. Press and hold the key that does not work correctly. The remote control will try a new code every second.
3. Once the TV responds correctly, release the button.
4. Press **OK** to save the current settings and finish programming your remote control.

## Reset the Remote Control Original Settings

1. Press and hold the  and **OK** buttons together, and release.
2. The **RED LED** will blink twice and then stay on.
3. Press **9 - 0 - 0**.
4. The **RED LED** will blink three times and then turn off to indicate original settings are restored.
5. **CAUTION**, all previous programming in the remote control will be lost if you follow this procedure.

## What if I see the message "Press MENU to watch Fiber TV?"

- This means that your TV is on and your **STB** is off.
- You can either power off the TV individually or press **MENU** on the remote to turn the **STB** back on.
- When **MENU** is pressed, if the set-top box does not turn on, press **STB** on the remote, then press **MENU**.

## I don't see any Guide information or I'm unable to access Video On Demand. What should I do?

- Make sure your router is powered on.
- If your router is on and you still don't see the Guide, try rebooting your router. See Quick Tip #1 on Page 9.

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**Help!** Just press **Menu** on the remote and scroll down to **Help** for further assistance with any features of the remote.

# Welcome to Fiber Internet

## Home Network Connections

As part of your Fiber Internet service, you received a router. Your router lets you create a home network, so that multiple devices can be online at the same time. This can be done on either a wired or a wireless connection. Before connecting any device, confirm your router is plugged in, powered on and all cables are firmly connected.

### Adding a Network Connection

1. Connect your device using your WiFi Settings. On a computer, this can be typically found with a stacking bar icon in the lower right corner of your screen  that will take you to the **Network and Sharing Center**. On a wireless phone or tablet, this is usually found under **Settings > WiFi**.
2. **Select your wireless network.** The name of your wireless network is the five-digit ESSID located on the back or side of your router.
3. Enter your password. Your password (unless you have changed it to something else) is your WPA2 KEY or WEP KEY, also located on your router.
4. On a computer, you will see **connected** next to the stacking bars and on a wireless phone, your 4G or LTE symbol will change to a WiFi symbol  to indicate you are connected to your wireless network.

### Adding an additional computer to a wired network:

1. Connect one end of an Ethernet cable (an Ethernet cable looks similar to a regular phone jack, but is slightly larger) to the back of your computer and the other end to the Yellow port on the back of your router (tip—make sure it's in the Yellow port).
2. Once connected, wait 60 seconds—now you're ready to open up your Internet connection.

# Support

## Need Help?

You can always find help by visiting [www.ziPLYfiber.com/helpcenter](http://www.ziPLYfiber.com/helpcenter)

### Quick Tip #1

#### How to reboot your router.

- Unplug the power cord to your router.
- Plug it back into the electrical outlet and wait 30 seconds.
- Always reboot your router first since it might be all that is required to correct the problem.

### Quick Tip #2

#### How to factory reset your router.

If rebooting your router did not fix the issues, you can try a factory reset.

**Note:** Any settings you may have changed to the router will be lost.

- Hold down the Reset button on the back of the router for approximately three to five seconds.
- You will see the lights on the router flicker.
- Once the lights come back to normal, try to access the Internet as you usually would.

## Frequently Asked Questions

### **My computer occasionally loses its connection to the Internet. How can I fix it?**

- Check the coaxial or Ethernet connections between your computer and router.
- Check the connections between your router and wall jack.
- Make sure your router power cord is properly plugged in.
- Disconnect your power cord, wait a few minutes, then plug it in again.
- If you have a wireless connection, make sure there is no interference (2.4 GHz phones, microwaves, fluorescent lights) between your computer and router.
- Try moving your computer closer to the router for a stronger signal.
- If none of this restores your connection, please contact our help desk.

### **I forgot my Ziplly Fiber Online username and password. What should I do?**

For your protection, Ziplly Fiber requires that you contact us directly for assistance in obtaining this information so we may verify your identity. Please call **1-866-699-4759** so we may assist you.

### **My service seems slow. What can I do?**

- Clear your temporary Internet files by clearing the cache on your browser. Here's how to do it for Microsoft Internet Explorer:
  1. Select **Tools**.
  2. Select **Internet Options, Delete Files**, click **OK** in the **Delete Files** box.
  3. Click **OK** to close the Internet Options window.
- Reboot your computer. You can do this by unplugging its power cord for a few minutes and then plugging it in again.
- Make sure your anti-virus software is running and that it has the most recent updates.

## How can I optimize my wireless home network?

Does your WiFi ever seem slow? Your router uses radio waves called WiFi to connect your devices to the Internet and there are a number of factors that can impact performance including age of your computer or device, the number of devices connected, the distance from your router and household items that may cause interference. Here are some tips that may help.

- Place your wireless router at least 10 feet from other items that use radio waves such as cordless phones, baby monitors, refrigerators and microwaves to avoid potential interference.
- Place the wireless router as high as possible and to the center of your home.
- Keep the wireless router away from any large metal objects, as these will hinder its range.
- Turn off or disconnect devices from your WiFi network that are not in use.
- Just like cell phones and TVs, routers have improved over time. If you have had your current router for longer than three years, you may want to consider upgrading to a newer router. Newer routers are better with overcoming interference than older ones.
- If you are experiencing dead spots or limited range, you may want to consider adding a wireless bridge or extender to create a larger, stronger network.
- Contact us to discuss router and extender options.

# Welcome to Equipment

## Fiber Internet Equipment

### Optical Network Terminal (ONT)

Think of this as a kind of electronic translator. Fiber Internet sends signals over our state-of-the-art network using laser-generated pulses of light. The ONT, installed either outside or inside your home, converts those pulses into electric signals.

### ONT Power Supply Unit (OPSU)

This unit connects the ONT directly to a grounded electrical outlet in your home or garage. The OPSU's green indicator light tells you it's receiving power. Make sure it's plugged in at all times and that the green light is on. The ONT requires very little power to operate. In fact, it's as little as what it would take to operate a couple of night lights.

### Battery Backup Unit (BBU)

In case the OPSU is accidentally unplugged, or there's a commercial power failure, the BBU is here to help. Depending on the type of ONT installed, your ONT may have an internal Sealed Lead Acid battery or an external optional PowerReserve battery backup device. It will give you power for voice service (not Internet or TV) for up to eight hours (or approximately 20-hour battery backup time if the PowerReserve is used). It's installed in a location in your home or garage where you can easily monitor it. Its audible alarms and indicator lights tell you whether your service is being powered by your home's electricity or the battery.

### Good to remember:

- When your BBU needs to be replaced, you can purchase a battery at most major electronic outlets and home-improvement stores or by calling Zply Fiber.

**Note:** If you have the Zply Fiber supplied Sealed Lead Acid battery, it is designed specifically for use with the Fiber TV Network. Use of a battery other than a 12-Volt 7.2 Ah SLA Sealed Lead Acid battery is not recommended since other battery types may impact the performance of your Fiber TV services. Zply Fiber is not responsible for damages that result from use of an improper battery.

- Batteries need to be disposed of properly. Visit [www.epa.gov/osw](http://www.epa.gov/osw) or call the EPA at 1.202.272.0167 for instructions.

## Battery Backup (BBU) Audible Alarms

If there's a problem with your BBU, an alarm will sound for two seconds and will be silent for 58 seconds. This will be repeated until you press the Alarm Silence button. Once you do, be sure to check the lights on the BBU to find the issue. On the next page are two of the most common reasons for the alarm to sound—and how you'll know:

**Low Battery**—the alarm is silenced after electrical power returns, or when the battery is fully discharged or removed from the BBU.

**Replace Battery**—the alarm is silenced when the battery is removed.

## Fiber Internet Router

This unit enables more than one device in your home to be online at the same time. It's been designed specifically to work with the Fiber network. Using routers not supplied by Zply Fiber may impact the performance of your Fiber Internet services.

Your router comes with diagnostic software that can help you troubleshoot and correct problems with your Fiber Internet service.

## BBU Indicator Signals

These are the sights and sounds you should know.

### Lights

#### System Status:

Green—normal operation  
Blinking Green—system fault

#### Battery Power:

Red—ONT is operating off battery power; no AC power available  
Blinking Red—low battery power

#### Replace Battery:

Red—battery needs to be replaced

#### Auxiliary Power:

Green—auxiliary power available  
Red—auxiliary power not available

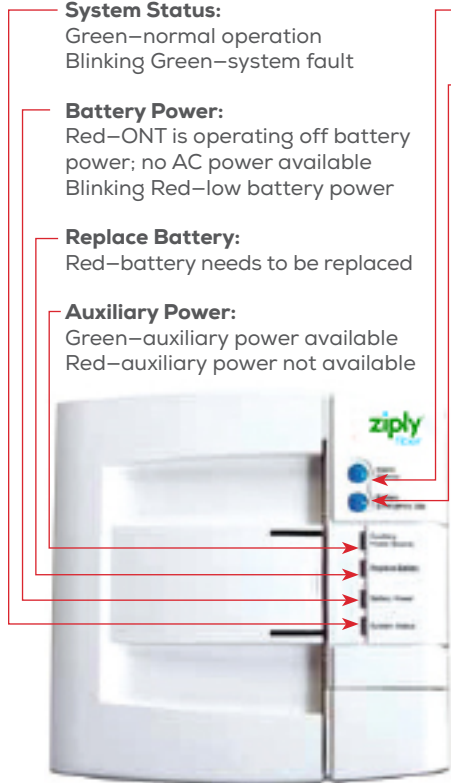
### Buttons

#### Alarm Silence:

Press to silence audible alarm

#### Battery Emergency Use:

Press once to reboot ONT and get up to one hour of battery life for phone calls—all remaining battery life will be used



Optional PowerReserve BBU available in select areas

# Home Phone Unlimited

## Advanced Calling Features and Voicemail

Your new Zply Home Phone Unlimited service comes with many easy-to-use features that can be managed by phone, via the Internet, from your mobile device or from your Fiber TV. 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. You can sign up with the Nomorobo service to block unwanted, robocalls. It's free at [www.nomorobo.com/signup](http://www.nomorobo.com/signup).

To get started, review the following information to get an idea of all the new and exciting features of your Home Phone Unlimited service. Detailed information can be found in the Digital User Guide at [www.zplyfiber.com](http://www.zplyfiber.com). Set up your voicemail, then check out your Digital Voice Web Portal at [www.zplyfiber.com](http://www.zplyfiber.com) from any Internet connection. Log in using your Zply Fiber Username and Password. If you don't have a Zply Fiber logon, you'll be able to create a new one.

## Important 911 Information

As a reminder, your Home Phone Unlimited service requires 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 backup battery or an alternative means, such as a cellphone. In the case of an electrical outage, the optional Battery Backup Unit (BBU) will power your basic Fiber TV Digital Voice services, including 911 dialing, for a minimum of eight hours if a fully-charged battery is inserted in the unit. 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.

## Out-of-Service Backup Phone Number

Home Phone Unlimited service 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 backup). Once service has been restored, the forwarding will automatically be stopped. Backup numbers can be set up using your Digital Voice Web Portal under Account Settings.

## Features Management

You can manage your features anywhere, anytime! Experience a whole new level of control over your voice communications from your Fiber TV

- To share the voicemail, you can forward a message as an email attachment.
- Turn on/off Call Forwarding or Simultaneous Ring using your smartphone or tablet.



## From the Web

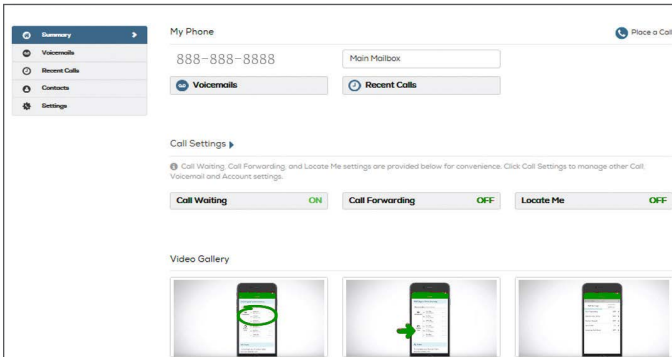
You can access your Web Portal from any computer with a broadband Internet connection that meets the following system requirements:

- Internet Explorer 11 (or higher), or a recent version of the Chrome, Firefox or Safari browsers.

Go to **www.ziPLYfiber.com**. Log in with your ZiplY Fiber username and password. If you have not yet established a username and password or have forgotten it, simply click on the appropriate link to get started.

Once you have logged in, you can access and control your Call Log, Voicemail, Calling Features and more:

- View the Call Log (Call Back using your Home Phone Unlimited line, Block, Delete).
- View Voicemail Inbox (Play messages, Call Back using your Fiber TV Digital Voice line, 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).
- Call Block (Turn On/Off and change settings).
- Search for Businesses using ZiplY Fiber Pages.

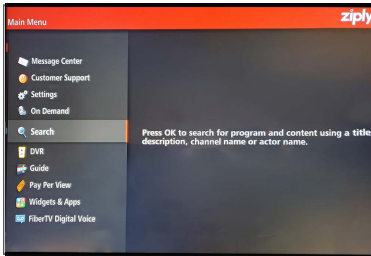


### Digital Voice Web Portal Summary Page

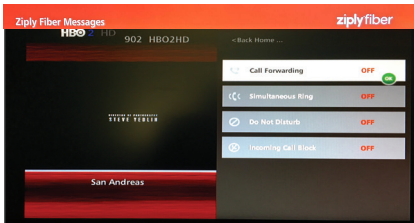
## From Your Fiber TV

To access your Home Phone Unlimited account on your Fiber TV:

1. From the Main Menu, go to Fiber TV Digital Voice.



2. You're ready to access your Call Logs, Voicemail and some Calling Features using your set-top box remote control.
  - Enable Caller ID on your TV.
  - View the Call Log (Call Back using your Home Phone Unlimited line, Block, Delete).
  - View Voicemail Inbox (Play messages, Call Back using your Home Phone Unlimited line, Block, Delete).
  - Call Forwarding (Turn On/Off and change settings).

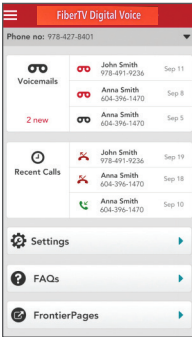


- Simultaneous Ring (Turn On/Off and change settings).
- Do Not Disturb (Turn On/Off and change settings).
- Incoming Call Block (Turn On/Off and change settings).

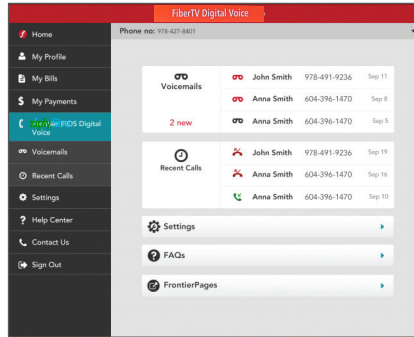
## From Your Smartphone or Tablet

If you have an Android or iOS smartphone or tablet, you can download the myZiPLY app through your app store. With the app, you can access the following features:

- View the Call Log (Call/Text Back using your mobile service carrier, Block, Delete).
- View Voicemail Inbox (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).



Smartphone



Tablet

# Feature Access Summary

Feature	Phone	Web Portal	Mobile Devices	TV Set-Top Box
<b>Calling Features</b>				
Call Forwarding	X	X	X	X
Call Logs		X	X	X
Call Notification		X		
Call Return/Call Back	X	X	X*	X
Call Trace	X			
Call Waiting	X	X		
Caller ID				X
Caller ID Block	X	X	X	
Do Not Disturb	X	X	X	X
Incoming Call Block/ Anonymous Call Rejection	X	X	X	X
International Call Block		X		
International Calling Rates		X		
Locate Me		X	X	
Simultaneous Ring		X	X	X
Speed Dial	X			
Text Back			X*	
Three-way Calling	X			
Virtual Telephone Numbers with Distinctive Ring		X		
<b>Voicemail Features</b>				
Autoplay	X			
Caller Invitation	X			
Envelope Information (time stamp before each message)	X	X		
Greetings	X	X		
Language Options (English/Spanish, Gender, Quick/Full Prompts)	X	X		
Notification Options (MWI, Special Delivery, Email, SMS Text, Pager)	X	X	X	
Passcode	X	X	X	
Retrieve Messages	X	X	X	X
Ring Count	X	X		
Send Messages	X			
Set Up Main and Individual Mailboxes	X			
Sort Order of Messages	X			
Voicemail Screening		X		
<b>Other Service Features</b>				
ZiPLYPages Business Search		X	X	
Time Zone		X		
Wake Up Call/Reminder Message	X			

\*Uses your mobile service carrier for outgoing calls and text messages.

# Voicemail Telephone Menu Maps

**1**  
Listen to Message

Message Play (During Playback)	
1	Play Again
2	Save (n/a for expired messages)
3	Delete
4	Slower
5	Louder
6	Faster
7	Rewind Five Seconds
7 7	Rewind to the Beginning of Message
8	Pause
9	Fast Forward Five Seconds
9 9	Fast Forward to End of Message
0	Softer
*	Exit Messaging
#	Next Message

Post Playback (Function) Menu	
1	Play Again
2	Save
3	Delete
4	Reply to Sender
5	Forward Message
6	Date, Time and Sender
7	Mark as New
8	Return Call
9	Renew (Expired Message Only)
*	Exit Messaging
0	Replay Menu
If Last Message Played:	
1	Save Deleted Message
2	Main Menu

**2**  
Send Message to Another Subscriber

Post Record	
#	Send
1	Mark Private
2	Future Delivery
3	Return Receipt
4	Mark Urgent
5	Hear Message
*	Record

**3**  
Wake Up and Reminder Messages

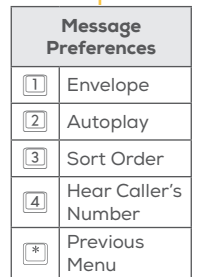
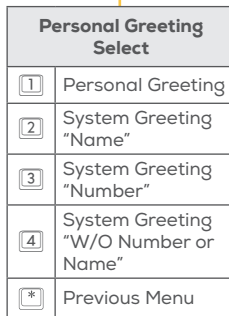
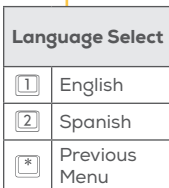
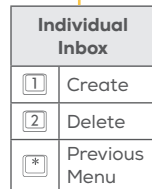
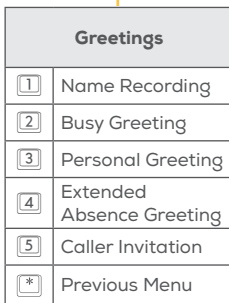
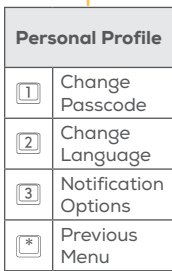
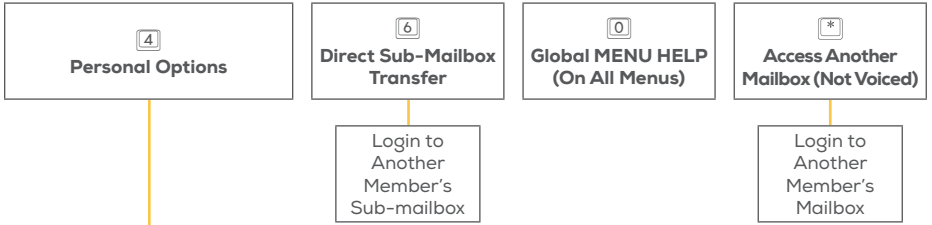
Reminder and Wake Up	
1	2
Schedule Wake Up	Schedule Reminder

Wake Up Menu	
1	Schedule Weekday Wake Up Call
2	Schedule Weekend Wake Up Call
3	Review Wake Up Call
*	Previous Menu

Reminder Message Menu	
1	Schedule One-Time Reminder
2	Schedule Daily Reminder
3	Schedule Weekday Reminder
4	Schedule Weekend Reminder
5	Schedule Reminder of Specific Day
6	Review Reminder Messages
*	Previous Menu

# Voicemail Telephone Menu Maps

## (Continued)



## Calling Features–Telephone Star Codes

Fiber TV Digital Voice Feature	Telephone Access Code
Anonymous Call Reject–Activate	*77
Anonymous Call Reject–Disable	*87
Call Forwarding–Activate	*72
Call Forwarding–Disable	*73
Call Return	*69
Call Trace	*57
Call Waiting–Activate	*43
Call Waiting–Disable	*44
Call Waiting–Disable per Call Activate	*70
Do Not Disturb–Activate	*78
Do Not Disturb–Disable	*79
Outgoing Caller ID–Allow Per Call Activate	*82
Outgoing Caller ID Block–Activate	*31
Outgoing Caller ID Block–Disable	*32
Outgoing Caller ID–Block Per Call Activate	*67
Speed Dial 100 program–to use, dial # + two-digit speed dial code	*75

# Contact Information

## HELP BY PHONE

Fiber Internet Repair/Support **1.888.488.0038**

Customer Service/Billing **1.866.699.4759**

## HELP ONLINE

Go to <http://www.ziplyfiber.com/helpcenter> to access the following information:

- Account and Billing
- Using Your Email
- Calling Features
- Troubleshooting

