![Frontier Communications logo]

USER GUIDE
Get the most from your FrontierTV, High-Speed Internet and Frontier Voice services

HIGH-SPEED INTERNET

Now that your Frontier High-Speed Internet service is installed, every networked computer in your home can share the same connection on a Wi-Fi home network. Need to set up Internet-connectable devices, such as a surveillance camera, game console or other remote-access tool? If yes, then go to **FrontierHelp.com/faq.cfm** for easy set-up instructions.

Frontiernet.net

At home or on the go, Frontier customers get more with Frontiernet.net.

On Frontiernet.net, you get breaking and local news, a personalized view for weather, sports with your favorite teams, your stock portfolio, daily games and exclusive video entertainment!

Plus, you can watch videos including movies and TV shows online and manage your Frontier services.

Stay Connected

> Access Frontiernet.net mail from any computer, tablet or mobile device. Simply log in at Frontiernet.net using your Frontier primary member ID (email address) or sub-account member ID and password and click the Mail button

> Integrate and use all your email services from one convenient place with Frontiernet.net webmail

> Connect to Facebook friends and text messages from your Frontiernet.net inbox

Stay Informed

> Get breaking news, entertainment, finance, sports and lifestyle

> Personalize with your favorite teams, financial portfolios and local weather

Be Entertained

> Watch TV shows, movies, sports and music videos online

> Play games, get game memberships, discounts and a lot more

Get Software & Tools

> Instant Messenger, Frontiernet.net Toolbar for quick access to your email, weather and news from any web page

> Frontiernet.net software settings restore tool sets, browser and Frontiernet.net mail settings—useful if you have new service or a new computer

SET UP EMAIL ON YOUR HOME COMPUTER

Client-based email* (POP/SMTP) uses software like Outlook Express to download email directly to your computer.

Open the email software you plan to use and enter the following information in the account setup window:

> Email address: MemberID@Frontiernet.net

> Incoming (POP): pop3.Frontier.com

> Outgoing (SMTP): smtp.Frontier.com (requires authentication)

> Incoming mail server: POP3

> Incoming mail port number: 995 [make sure Secure Connection (SSL) is checked]

> Outgoing mail port number: 465 [make sure Secure Connection (SSL) is checked]

> Set password authentication for outgoing mail

Note: When updating the secure server settings, check the SSL checkbox first and then update the port number if necessary.

*There are numerous client-based email products supplied by non-Frontier third-party vendors. You may incur a fee if you require Premium Tech Support for these products. Alternatively, Frontier also provides online self-help at **Frontier.com/helpcenter/frontiersecure/premium-technical-support** for these applications. As always, we recommend that our customers use Frontier Homepage powered by Yahoo! access via Frontiernet.net, which provides a broad set of functionality to manage and access email anywhere and at any time.

For more email support information, visit Frontier.com/helpcenter/internet/using-your-email.

Wi-Fi instructions

Locate your **Wi-Fi Network Name (SSID)** and **Wi-Fi Password (Wireless Network Key)**.* This information is on your Starter Kit envelope. It can also be found on the side of your Wireless Router.

Now configure your Wi-Fi network:

❶ Go to your computer's "Wireless Network Settings" and refresh the network list.

❷ Select your **Wi-Fi Network Name (SSID)** from the list. You may need to scroll through the list to find your SSID.

❸ Enter the **ten-digit Wi-Fi Password** in the Password field to connect to your network.

*See **Frontier.com/helpcenter/internet/wireless-network-setup** for details and locations.

FREE PC SECURITY SCAN

Free PC Security Scan is a free, easy-to-use diagnostic tool that will quickly assess the health of your PC and its connection settings, as well as recommend solutions to fix potential performance issues. Come back often and use our spam-free PC Health Check to get peace of mind to help prevent issues and check on your computer performance. Visit us at **ftrsecure.com**.
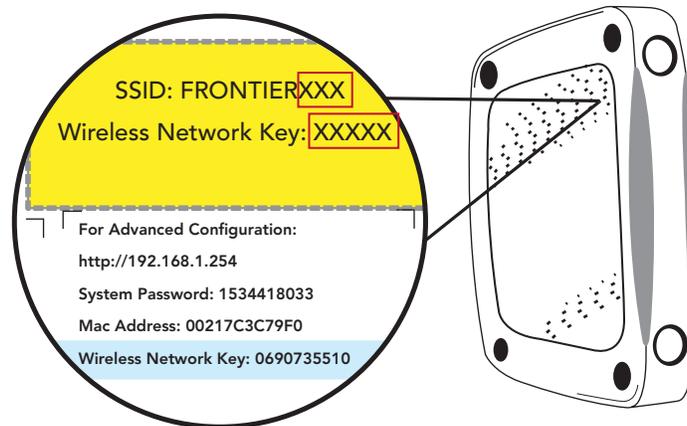
What is your Internet connection speed?

The Frontier Speed Test is available to help you gauge the performance of your online experience. Visit **Speedtest.Frontier.com** to determine the speed at which data is sent to or from your computer.

ASSURE RELIABLE SECURITY FOR YOUR Wi-Fi HOME NETWORK

The ten-digit number printed inside the brackets on your residential/Wi-Fi Router is the Wi-Fi Password (Wireless Network Key) needed to connect your computers to the Router. WPA (Wi-Fi Protected Access) is the underlying security technology for the Wi-Fi (802.11b/g/n/ac) standard on the residential/Wi-Fi Router.

Location of your Router's ten-digit Wireless Network Key code

SSID: FRONTIERXXX

Wireless Network Key: XXXXX

For Advanced Configuration:

http://192.168.1.254

System Password: 1534418033

Mac Address: 00217C3C79F0

Wireless Network Key: 0690735510

Mac® OS X users: You may need to enter the "$" character on the Wireless Network Key (for example, $0690735510). For directions on connecting Mac computers via USB cable, visit **Frontier.com/helpcenter/internet/wireless-network-setup**.

Mac and Macintosh are registered trademarks of Apple Inc.

CONNECT MORE COMPUTERS TO YOUR Wi-Fi HOME NETWORK

You can connect more computers by Ethernet or wirelessly.

> Connect an Ethernet cable from any available Ethernet port on the residential/Wi-Fi Router to your computer's Ethernet port

> Connect wirelessly with a wireless enabled notebook or a computer with an 802.11b/g/n/ac wireless network adapter installed

Ethernet cable
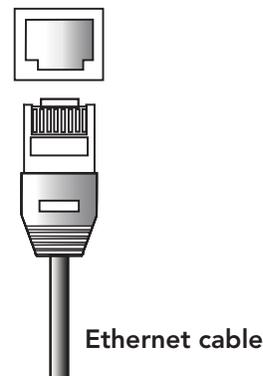
Note: You will need to use your ten-digit Wireless Network Key code (see illustration above).

Visit Frontier.com for more information.

Get more out of digital living…

Backup and Sharing
Save and share the things you love.

Identity Protection
There's only one you—we help keep it that way.

Computer Security
Keep your systems safe and secure.

Premium Technical Support
Get expert tech answers day and night.

Equipment Protection Plans
Protect the devices you use every day.

Convenient, Affordable Bundles
Choose a bundle and save! You'll get great value—plus friendly technical support from our U.S.-based experts.

Call 1.888.620.3663 now or visit ftrsecure.com.

frontiersecure®

Frontier Secure is part of Frontier Communications, a leader in Internet, TV and Phone services for residential and business customers across the country. We pride ourselves on unmatched customer service, community involvement and a 100% U.S.-based workforce.

FRONTIER TV

HOW TO USE THE REMOTE CONTROL

Control devices with mode buttons

Record TV with one click

Replay the last few seconds of a program

Go to the On Demand library

Return to previous menu screen

Go to main Menu screen

PiP browsing

Exit from a menu screen or return to live TV

Mute the sound on your TV

Edit text on the Search screen

Fast-forward in set increments

Go to recorded TV programs list

Explore, entertain and interact with FrontierTV apps

Navigate channels, menus and screens

Go to Program Info screen

Go to Guide screen

Change channel

Return to previously viewed live TV channel

Access the Options menu

Upgrade to our rechargeable Easy Find Remote Control or our Point Anywhere RF Remote Control for even more convenience and cool features. Learn more at Frontier.com

Your remote can control up to four devices

At the time of installation, your remote was set up to control your HD-ready receiver. The remote is also capable of controlling up to three other devices, such as the TV, DVD player or home theater system. You can access step-by-step instructions on how to program your TV or other devices by pressing **MENU** on your remote control and scrolling to **Help** and selecting **Remote Control Setup**.

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RECORD YOUR FAVORITE SHOWS WITH YOUR DVR

One DVR, one experience, any receiver

Record up to four shows at once and record and play back shows in any room from a single DVR.* Your HD-ready receiver with whole home DVR[1] lets you:

> Record up to four shows at once on a single DVR and record and play back your shows from any room in your home

> Schedule, update or delete your recordings from any room in your home

> Pause your recorded show in one room and pick it up where you left off in another

> Pause and rewind live TV or recorded shows from any receiver

> Set Parental Controls for Frontier Movies, Pay-Per-View and live or recorded shows

Note: **BLUE CAPITAL LETTERS** refer to buttons on the remote control. **Black bold letters** refer to selections on your TV screen.

Pause, fast-forward and rewind live TV from any receiver

Your whole home DVR stores up to 60 minutes of the live TV channel you're watching, on up to four of your receiver-connected TVs at the same time! (When you change channels, your DVR will begin storing the new program instead.) You can rewind live TV by pressing **REW**. You can also freeze live TV for up to 60 minutes by pressing **PAUSE** (press **PLAY** to restart).

Record the program you're watching from any receiver

❶ Press **RECORD** on your remote control to begin recording the program you're watching. The Record light on your receiver remains lit until recording stops automatically at the program's scheduled end time.

❷ You can also press **STOP** to end recording at any time.

❸ Press **OK** to confirm.

Schedule program or series recordings from the Guide from any receiver

❶ Press **GUIDE**.

❷ Use **UP/DOWN ARROWS** to scroll to the program you want to record.

❸ Press **RECORD** once to record a single show
(one red dot appears).

❹ Press **RECORD** twice to record the whole series
(three red dots appear).

❺ Press **RECORD** three times to cancel recording.

Search for a show or series you want to record from any receiver

❶ Press **MENU**, select **Live** and use the **DOWN ARROW** to select **Search**.

❷ Press **OK**.

❸ Choose **Options** to narrow your search, or type the show title (use **ARROWS** to highlight a letter, then press **OK** to select it).

❹ Highlight the show you want when it appears and press **INFO** to record a single episode or the whole series.

Watch your recordings from any receiver

❶ Press **RECORDED TV** and select **Browse Recordings** to see a list of your recordings.

❷ Highlight a show and press **OK** to see a Program Info screen, then select **Play** to watch the program.

Now you can watch hit TV shows in more places

Take the FrontierTV experience with you on your computer, smartphone or tablet with an extensive library of On Demand programs.

FRONTIER TV ON YOUR COMPUTER

> Watch Live Disney, ESPN, CNN and more at home or on the go with **Frontier.com** online

> Watch TV shows, movies, sports, music and more on your computer at no extra charge

> View your TV listings and manage your DVR online[2]

To get started:

❶ Visit **Frontier.com**.

❷ Log on with your Frontier ID (email address) and password.

*DVR not included with U-basic packages. Models may vary. [1]Whole home DVR functionality is available on up to eight TVs and requires a receiver for each additional TV. [2]TV and High-Speed Internet account required for DVR-related functions.

FRONTIER TV ON YOUR SMARTPHONE OR TABLET

Enhance your entertainment experience with the free app for your tablet and smartphone. Enjoy live TV channels or access thousands of hit TV shows On Demand! With FrontierTV, you can catch up or keep up with the sports, news and shows you love from wherever you are.

Manage your DVR, browse the guide, watch shows and use your device as a remote control.

> Stream live TV, movies, sports family shows and more
> Carry your show from room to room and watch on your mobile device
> Turn your devices into extra TVs so everyone can watch what they want

To get started:
❶ Download the FrontierTV app from iTunes or Google Play.
❷ Log on with your Frontier ID (email address) and password to link to your account.

FIND SHOWS FAST WITH CHANNEL SHORTCUTS

Browse channels grouped by category and easily find the type of programming you like. Access Channel Shortcuts two ways:

❶ Press **MENU**. With **Live** selected, use **DOWN ARROW** to select **Channel Shortcuts**. Press **OK** and use **DOWN ARROW** to select your category.
❷ From the Guide screen, press **ENTER**. With **Channel Shortcuts** selected, use **DOWN ARROW** to pick a category and press **OK**.
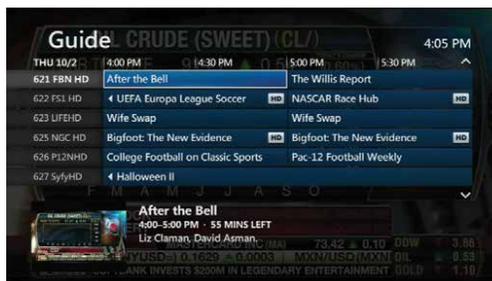
OPTIMIZE YOUR TV EXPERIENCE

Watch TV the way you want by customizing your Guide screen view, what channels you see, your onscreen language, sound settings and more. There are two ways to access Options:

Access Options from the Menu screen to customize all your preferences

Here you can set favorite channels or channels to hide; choose a parental locking PIN; set your audio preferences, screen resolution, closed captioning and language settings, and more.

❶ Press **MENU** on your remote control.

❷ Use **ARROWS** to select **Options**.

❸ Use **ARROWS** to select the category of preferences you want to change.

❹ Press **OK**.

Access Options while watching live TV

Add the channel you're watching to favorites or change your audio language—without changing the channel.

❶ Press **ENTER** on your remote control while watching TV.

❷ Use **ARROWS** to choose the category of preferences you want to change.

❸ Press **OK**.

HOW TO USE PARENTAL CONTROLS

Once you have a personal identification number (PIN), you can restrict viewing by TV or movie rating, all adult-only programming, who can rent FrontierTV Movies and more.

❶ Press **MENU**, then **RIGHT ARROW** to **Options**, then down to **Parental Locking**. Press **OK**.

❷ Use the remote control's number pad to enter your four-digit PIN and press **OK** (press **DELETE** to clear an entry). You'll have to enter your PIN twice. The Parental Locking screen will appear with your locking options.

Be sure to scroll down to the second page if you want to lock adult-only content, titles and posters from the standard channels, FrontierTV Movies and purchases from Account Manager.

ON DEMAND

FrontierTV On Demand is like having an entertainment superstore in your living room. Watch what you love, whenever you want! You'll find:
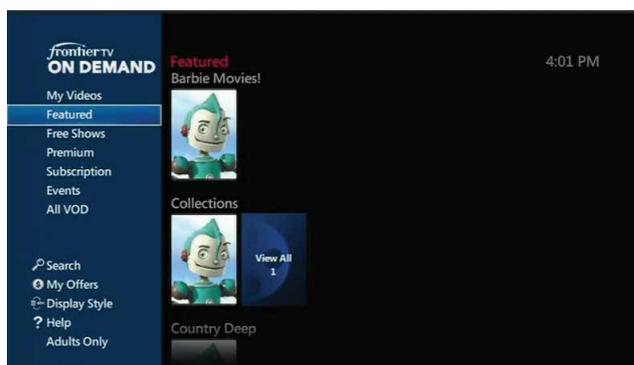
> **FrontierTV Movies:** Choose from a huge selection including new releases and titles available the same day as DVD

> **Free shows On Demand:** Watch movies, kids' shows, sports, hit TV shows and more—all for free, based on your subscription package[1]

> **Premium On Demand:** Watch hit TV shows from premium providers like HBO®, STARZ® and SHOWTIME®, based on your subscription package

> **Subscription On Demand packages:** Get unlimited access to specialty programming—kids' shows, anime, karaoke and more—for a low monthly fee

Press **ON DEMAND** on your remote control to get started.

Tune to Channel 200 to see what's new On Demand with behind-the-scenes features and movie trailers.

Rent Movies On Demand

FrontierTV Movies is evolving the way you watch.[2] Movies the way they're meant to be seen. The newest releases up to a month before Netflix®. The best entertainment, no envelopes attached.

Rentals are usually available for 24-hour timeframes, or extended-viewing timeframes up to three days. Many are available in HD. Here's the fastest way to browse FrontierTV Movies:

❶ Press **ON DEMAND** on your remote control, use **ARROWS** to select **FrontierTV Movies** and press **OK**.

❷ In Movies, you can browse through categories like **Just In** and **New Releases**, or you can see all available movies at a glance by highlighting **All Movies** and pressing **OK**.

❸ When you find the movie you want to rent, highlight it and press **OK** (if parental locks are set, enter your PIN), then select **Rent** and press **OK**.

Visit Frontier.com for more information.   **15**

❹ Press **OK** again to confirm and the program will begin.

Note: While browsing, you can highlight a title and press **INFO** to see details about the program and even rent from the **Program Info** screen.

Search by title or name

❶ Press the **ON DEMAND** button on your remote control.

❷ Use the **DOWN ARROW** to select **Search** and press **OK**.

❸ Use the **ARROWS** to highlight letters one at a time to spell out the show title or actor's name you're searching for; press **OK** after highlighting a letter to enter it in your search. (To enter a number, select **123** and press **OK** to bring up a number keypad. Select **ABC** and press **OK** to return to the regular keyboard.) Note: As you type in letters and numbers, a list of results appears. The more characters you enter, the more focused your results become.
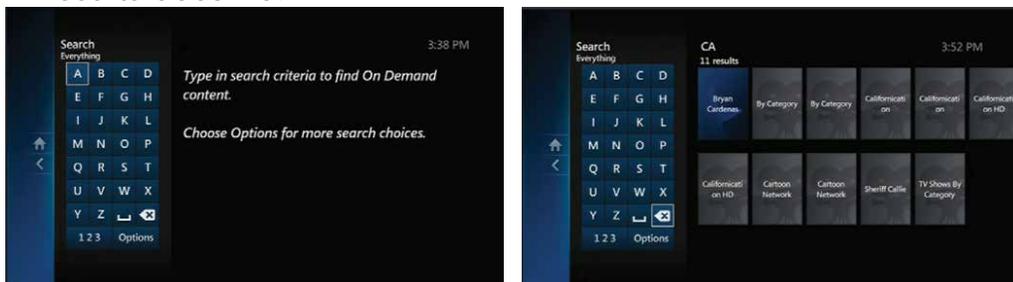
❹ When the program you're searching for is displayed, highlight it using the **UP/DOWN ARROWS** and press **OK**.

❺ A Program Info screen appears showing details about the program and rental price. Select **Rent** and press **OK**. Press **OK** again to confirm and the program will begin.

To return to live TV programming, press **EXIT TO TV**.

Watch On Demand programs

Your rentals are available for you to watch at any time during the rental period.

To watch:

❶ Press **ON DEMAND** on your remote control and select **My Videos** from the main Video On Demand screen.

❷ Use the **ARROWS** to select the video you want and press **OK** to start watching.

You can switch to another channel at any time while you're watching On Demand programming. The show will pause automatically and you may return to it at any time (within your rental viewing time period) and resume watching exactly where you stopped it. You can also start over at any time.

To stop watching your On Demand selection before it ends or to continue watching later, press **STOP**, select **Watch Live TV** or **Recordings** on the screen that appears and then press **OK**.

To resume watching where you left off, select **Channel 1** at any time during the rental period. (To start watching again from the beginning, press **ON DEMAND** to see your **My Videos** screen and click the title.)

On Demand billing

Once your On Demand selection is rented, it cannot be canceled using your remote control or by calling Customer Care. You will be billed.

Your On Demand rentals will be automatically added to your monthly Frontier bill. Prices, dates and programming are subject to change.

Note: Adult programming rentals will be listed by studio name if available; otherwise they will be identified as "adult content."

Set limits on who can rent or watch On Demand shows

Parental locking options let you set limits on who can watch what. See How to use Parental Controls on page 13.

Money-saving movie coupons

We regularly offer discounts on favorite FrontierTV Movies programming. To find available movie coupons, tune in to Channel 200 (SD)/Channel 1200 (HD). The coupon code must be entered before purchasing your movie. Purchases made before the coupon code is entered will not have the coupon discount applied.
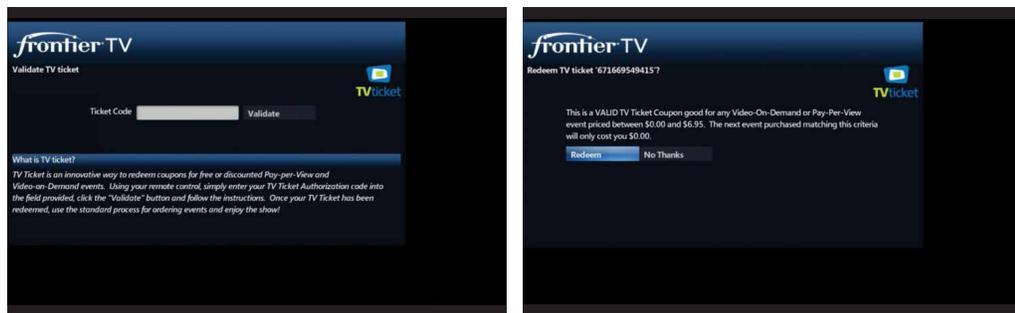
Using your coupon code is easy:

❶ Press **ON DEMAND** button on your remote control.

❷ Use **DOWN ARROW** to select **My Offers**.

❸ Select **Enter New Offers On Demand Coupon** and press **OK**.

❹ Enter your four- to six-digit coupon code, then use the **LEFT ARROW** to select **Continue** and press **OK**.

❺ If your coupon is currently available, select **Redeem Now** to rent.

PAY-PER-VIEW

Get a front row seat to one-time-only events! Nothing captures the excitement of live TV better than Pay-Per-View. Unlike FrontierTV Movies, Pay-Per-View events are shown at scheduled times. You can order Pay-Per-View up to 14 days in advance. Once it's ordered, an event can't be canceled.

Channel 100 for Front Row—highlights on upcoming Pay-Per-View events

Channel 101 for FrontierTV Pay-Per-View schedule

Channels 102 - 106 for SD Pay-Per-View channels

Channels 1102 - 1103 for HD Pay-Per-View channels

How to order Pay-Per-View

❶ SD: Channel 102, 103, 104, 105 or 106.
HD: Channel 1102 or 1103.
Note: You can also press **GUIDE** and use the **UP/DOWN ARROWS** to select one of the Pay-Per-View channels.

❷ Use the **RIGHT ARROW** to see what's coming up in the schedule. Press **FF** to jump forward 24 hours at a time; press **REW** to go back in 24-hour increments.

❸ Select the program you want to order and press **OK**. A Program Info screen will appear with event time and pricing.

❹ Press **OK** to rent (if parental locks are set, enter your PIN). Press **OK** again to confirm your order. Press **EXIT TO TV** to return to the channel you were watching.

DON'T FORGET! Tune to the event's channel at the scheduled start time. If you tune in late, you won't be able to rewind to view the portion you missed.

Pay-Per-View billing

Any Pay-Per-View orders you place are automatically added to your monthly Frontier bill. You'll find them in the "usage charges" section, listed by title with the date of the event and its price.

Note: Once a Pay-Per-View is ordered, it cannot be canceled by remote control or Customer Care. You will be billed and the event will air on your TV set. Event schedules are subject to change. Prices, programming and offers are subject to change.

Set limits on who can rent or watch Pay-Per-View

Parental locking options let you set limits on who can watch what.

❶ Use **ARROWS** to select **Options** and **Parental Locking**.

❷ Select and enter a four-digit PIN.

❸ Select what you want to block including purchases, programming and movies by rating.

❹ Don't forget to save your changes.

ACCESS YOUR TV'S INTERACTIVE FEATURES

Two ways to Go Interactive

❶ Press the **GO INTERACTIVE** button on your remote control and find the app that's right for you. Press **OK** to launch it and explore.

❷ Press **MENU** on your remote control. Then use **ARROWS** to select **Interactive** and **Interactive Apps**. Press **OK**.

Add Frontier High-Speed Internet and Frontier Voice digital home phone service to your FrontierTV service—they work together.

Caller ID notifications on TV[1]

With Frontier Voice, you can see who's calling on your TV screen without changing the channel. Tune to Channel 9900 to manage, view Call History logs or even initiate a call with your remote control.

[1]Caller ID on TV requires subscription to FrontierTV and Frontier Voice.

FRONTIER TV APPS

FrontierTV apps let you interact with your TV—and, in most cases, they're included with your FrontierTV subscription. We offer lots of seasonal apps and we're continually adding new ones, so check back often to see what's currently available.

Simply press **GO INTERACTIVE** on your remote control to explore the extensive choices. They're easy to enjoy—there's no need to switch inputs or buy extra equipment.

Frontier High-Speed Internet account required for some applications. (Indicated below)

Application Name	Description	Access
My Multiview	My Multiview allows you to choose your favorite channels and watch four at once!*	**GUIDE**, **My Multiview**
Other Multiviews[1]: Kids SD & HD News SD & HD Sports SD & HD Paquete Español	Press **MENU** on your remote control and use **UP/DOWN ARROWS** to choose **My Multiview**. Press **INFO** on your remote control. Select **Add/Remove channels**. Use **UP/DOWN ARROWS** to scroll through the channels.	**Other Multiviews:** Kids - 301 & 1301 News - 201 & 1201 Sports - 601 & 1601 PE - 3001

*A limited number of HD channels are not supported for display within My Multiview.
[1]Channels/content available for viewing in Multiview are based on TV package and additional programming purchased.

Application Name	Description	Access
CNBC App	If you have FrontierTV and High-Speed Internet, you can track your stocks and receive live updates from CNBC. You can also review current news articles and videos and watch CNBC live while you check your personalized stock prices.	1218 & 218 or **GO INTERACTIVE**, **Channel Extras**
Weather On Demand	Access the weather whenever you want— view forecasts, videos and radar for any ZIP Code in the U.S.	227 and add your ZIP Code of choice or **GO INTERACTIVE**
Facebook® on TV*	Follow up to ten Facebook accounts on your TV without missing your show. Update your status, post to your wall, rate what you're watching and more.	**GO INTERACTIVE**, **Entertainment**
TumbleBooks TV	Gather the kids to read along with animated digital books on TV. TumbleBooks TV provides illustrations and narration for over 140 books for kids ages six to twelve. Try out five to ten highlighted books for free! Unlimited access to the full library is available for only $5/mo.* (not available with U-basic package).	345 or **GO INTERACTIVE**, **Entertainment**

Application Name	Description	Access
Frontier Games	Discover Frontier Games and play all of your favorites. There's something for everyone. Get unlimited play for just $5/mo.* Games include: **Blackjack** Play one of the most popular casino games right on your TV. Watch your cards carefully and hope you don't bust! **WPT®: Texas Hold 'Em** Raise the stakes and take poker to the next level with WPT: Texas Hold 'Em poker. Put your card skills to the test and see if you can come out the big winner! **Deal or No Deal™** **Solitaire** **and more!**	93 or **GO INTERACTIVE**, **Entertainment** 1. Tune to Frontier Games on channel 93 or press **GO INTERACTIVE** on your remote control and select **Frontier Games**. 2. Press **OK** to start Frontier Games. 3. If you are not a subscriber, you can sign up for Frontier Games via Account Manager on channel 9910. 4. Use your remote control to start playing games or to create a new user profile. 5. Select any game for rules and more information on how to play.

*Select games may be available for a limited time at no additional cost. Access to unlimited game play requires $5/mo. High-Speed Internet account required.

QUICK TIPS ABOUT YOUR FRONTIER TV SERVICE

Best ways to locate channels quickly

> Press any **ARROW** to access your onscreen Picture-in-Picture browse bar

> Print a channel lineup guide for your area at **Frontier.com**

See what's hot to watch now

> Press **ON DEMAND** on your remote control to access Frontier Movies

Watch exclusive FrontierTV channels

> **Front Row Channel 100**
   Learn what's coming up on Pay-Per-View

> **Frontier Movies 200/1200 HD**
   Watch Frontier Movies trailers, interviews and more

> **Buzz Channel 300**
   Go behind the scenes of your favorite TV shows

> **Help Channel 411**
   Get FrontierTV service help

> **Frontier Showcase Channel 800/1800 HD**
   Sample FrontierTV high definition at no additional charge with rich and exotic footage of the world's most beautiful places

Easy system setup

You can program your FrontierTV remote control and set your TV's screen resolution and Parental Controls using the System Setup Tool:

> Press **MENU** on your remote and use **ARROWS** to select **Help**

> Press **OK** to select **System Setup**

FRONTIER TV

QUICK RESOLUTION GUIDE

RESOLVE PROBLEMS WITH YOUR TV SERVICE

Don't have picture or sound, but TV and receiver are both turned on?

❶ Press **TV** on your remote control.

❷ Press **TV/VIDEO** to see TV programming.

If you're still having trouble with your Internet, TV and Voice services, try resetting your TV receiver or residential/wireless Router by unplugging it from the power outlet in the wall. (See below for details for alternate reset if you have different equipment.)

Note: Unplugging the TV receiver or residential/Wi-Fi Router will interrupt any recordings in progress.

If the trouble is with only one TV

❶ Turn off the receiver connected to that TV and unplug it.

❷ Wait at least two minutes before plugging the receiver back in. Turn it on and retry what you want to do.

If the trouble is with more than one TV, or with Internet or Voice service:

❶ Unplug the residential/Wi-Fi Router from the power source. (See below for alternate reset.)

❷ Wait at least two minutes, then plug the residential/Wi-Fi Router back in and retry what you want to do. It may take up to ten minutes for the Router to reset.

Alternate reset: If your service is supported with a Home Network Hub and Power Supply Unit (PSU with battery backup), then you will need to press the Reset button on the left side of the PSU to reset FrontierTV service. The PSU may be located in the garage or a closet near an outside wall.

Want more help? Frontier Getting Started has answers all in one place online at **Frontier.com/helpcenter**. You can also chat live with an agent while getting started, or call 1.800.219.6877 and say "FrontierTV Technical Support."

CHANGE YOUR TV'S SCREEN RESOLUTION

❶ Press **MENU** on the remote control, then use **ARROWS** to select **Options** and **System Options**, then press **OK**. Select **TV Screen Resolution (HD/SD)** and press **OK**.

❷ Use **UP/DOWN ARROWS** to select **Standard Definition**, **Widescreen Standard Definition**, **720p High Definition** or **1080i High Definition** to match your TV's capability, then press **OK**.

❸ Use **ARROWS** to select **Continue** and press **OK** to access a Test Screen.

❹ Select **Start Test** and press **OK** then follow the prompts to verify that you have the correct setting. Once successful, be sure to save your format. You should now see a blue light on your receiver.

PROGRAM YOUR REMOTE TO CONTROL UP TO FOUR DEVICES

During installation, the **STB** button was set up to control your Frontier HD-ready receiver. You can also control a TV plus up to two other devices such as a DVD player, stereo receiver or home theater in a box by programming the **TV**, **DVD** and **AUX** mode buttons. Once the devices are programmed, press the corresponding mode key on the remote to control that device.

Note: The instructions on page 30 don't require you to enter a manufacturer's device code because most codes are stored in the FrontierTV remote control's memory. If you're unable to add a device, or want to learn about advanced features like reassigning mode buttons, refer to the remote's manual provided at installation.

How to assign devices to TV-DVD-AUX mode buttons

❶ Power on the device to be programmed.

❷ Point the remote control at the selected device.

❸ Press and hold the mode key that matches the device you want to program (**TV**, **DVD** or **AUX**) along with the **ENTER** key. Hold both keys for one second, then release. The four mode keys on the remote control flash twice to indicate you are in search mode.

❹ Search by pressing the **SCAN/FF** key repeatedly until the device turns OFF (the selected mode key will flash once for each press of the **SCAN/FF** key). Pause briefly between each key press to allow your device enough time to respond.

❺ Press the **POWER** button on the remote control to turn the device back on.

Note: If the device does not turn off and you have searched all available codes, the selected mode key will flash eight times. If this happens, please start over.

Note: If the device does not turn on, you may have pressed the **SCAN/FF** key too many times. Press the **REW/SCAN** key to scan backwards and test the **POWER** button again.

❻ Check **VOLUME** and **MUTE**. Do not test using **REW/SCAN**, **SCAN/FF**, **FWD** or **EXIT**. If there is any problem with any of the keys, press the **SCAN/FF** button and search until you find a code that will operate all the functions properly.

❼ Press the **ENTER** key to save the programming. The appropriate mode key will give a long flash, indicating successful programming.

Note: If the programming is interrupted or inactive for more than 30 seconds, the mode keys will flash eight times. This indicates the remote has left the programming mode and returned to normal operation without saving any changes.

If you have an integrated or combination unit such as TV-DVD, TV-DVD-VCR, etc., each component of the unit may need to be programmed separately by using the mode keys. For instance, for a TV-DVD, search for the device code of TV and program into the TV mode key, then search for the device code of DVD and program into the DVD mode key.

Want more help? Check the remote's user manual provided at installation, or watch Help On Demand on TV: Press **MENU**, select **Help**, then **Help On Demand** to see all program titles.

CHANGE YOUR TV'S INPUT SELECTION TO MATCH ITS VIDEO SOURCE

If you're unable to see TV programs on your screen, first try pressing the **TV/VIDEO** button on your remote control to change from Video 1 to Video 2 or Video 3. These separate video inputs (Video 1, Video 2 and Video 3) must match the incoming video source—the receiver, DVD player or other device connected to the TV. If this doesn't solve the problem, depending on how your devices are connected, it may be that the TV's input selection does not correspond to the input of the FrontierTV receiver. See three examples of how to connect the HD-ready receiver to your HDTV set on page 33.

Check device connections for your TV
TV screen menus and port configurations vary. Most devices have ports that require one or more of the cables shown below. The manuals for your devices will have specific directions.

To connect your Frontier HD-ready receiver to your HDTV set, the connection is generally HDMI to HDMI (the highest quality video/audio connection). You can also use color-coded component RCA cables (some HDTV sets do not have an HDMI port) that deliver audio/video signals from the receiver and plug into matching audio/video RCA inputs on the back of your HDTV set. If you've connected your TV input using Composite (yellow connector), S-Video or Coaxial, you won't get an HD picture. HD is supported only via HDMI or Component (red/green/blue). The same holds true for Dolby® Digital 5.1 surround sound, which is available only via HDMI or TOS Link (optical). The Baseband (red and white connectors) delivers sound only in stereo.

(VIDEO OUT)

HDMI cable · RCA cable · Coaxial cable · S-Video cable
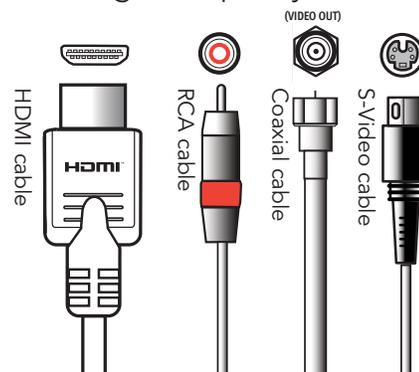
Check to see if the TV recognizes your video inputs correctly

Many newer TVs have an auto-detection system that will automatically detect equipment connected to the various ports on the TV. However, some TVs have to be configured manually.

To change the video input selection manually, press **TV/VIDEO** on your remote control to locate the video input menu for your specific TV.

The video input menu screen shows checkboxes next to devices the TV is detecting. This menu must match the inputs on the back of the TV where video components are connected in order to correspond with Video 1, Video 2 or Video 3 on your remote control. Follow the screen prompts to check/uncheck boxes for your devices.

Note: Refer to your TV manufacturer's guide to resolve issues specifically related to your TV.

CHOOSE ONE OF THREE EASY WAYS TO CONNECT YOUR FRONTIER TV RECEIVER TO YOUR TV

FrontierTV receiver output connector
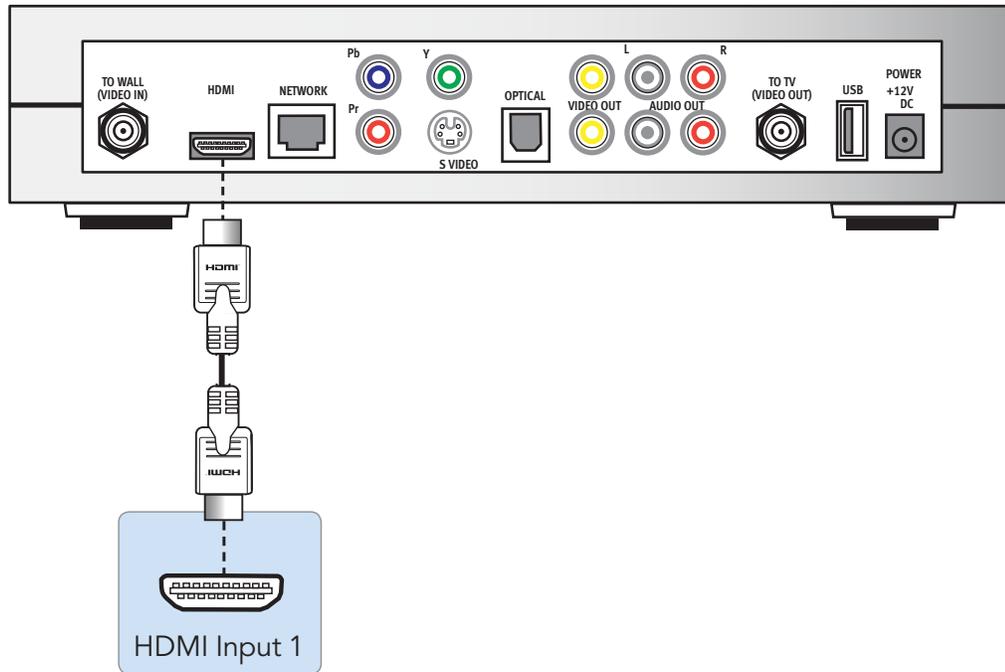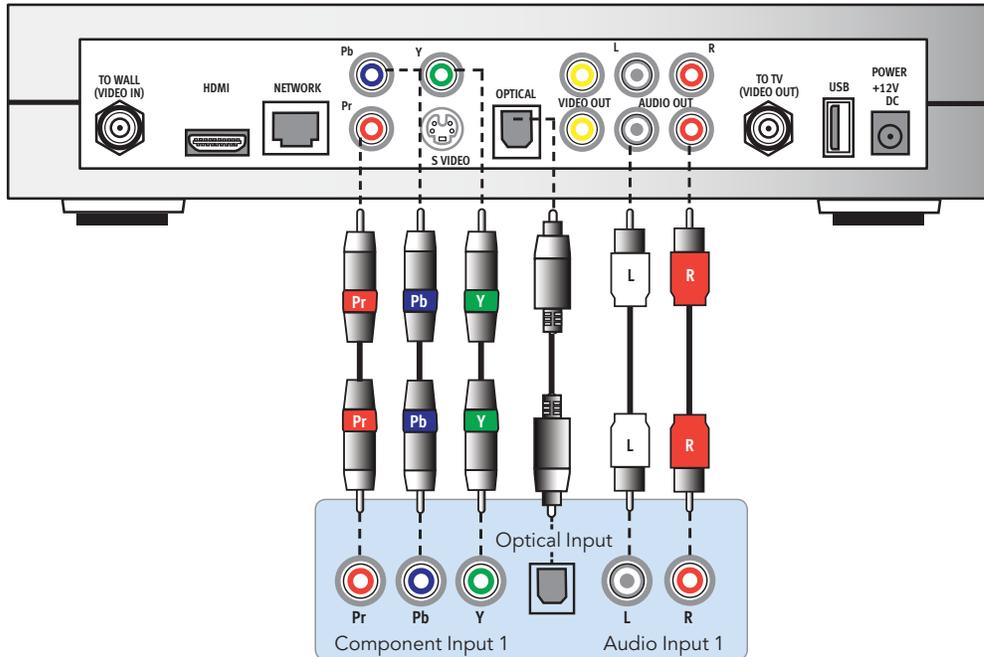

Input connector on rear of TV

> HDMI

Some HDTVs have a High-Definition Multimedia Interface (HDMI) connector that provides the digital and audio connection. This is the easiest connection if your TV has an HDMI input port.

Note: If your HDTV has an input port marked DVI (Digital Visual Interface), you will need an HDMI-to-DVI adapter and separate component RCA audio connectors.

> Color-coded component connectors

If your TV doesn't have an HDMI or DVI input port, you can use color-coded component video cables (Pr, Pb and Y) for HD video signals. For audio, plug red and white RCA connectors into the left/right audio input and output ports.

FrontierTV receiver output connectors

Input connectors on rear of TV

Note: Your hardware may be slightly different than pictured.

> **> S-Video**
>
>   If your TV has an S-Video port, you can connect your receiver to your TV using an S-Video cable. For audio, you can use RCA cables or plug a single optical cable into the optical ports.

WATCH HELP ON DEMAND— TUNE TO CHANNEL 411

Get more out of your Frontier service: Watch Help On Demand videos about these topics on Channel 411, the Help Channel.

These videos will walk you through how to customize and use your Frontier equipment, record your favorite shows, take advantage of your interactive television or voice services, troubleshoot issues and other features that will allow you to enhance your FrontierTV experience.

FRONTIER VOICE

IMPORTANT INFORMATION

Frontier Voice, including 911 dialing, will not function during a power outage without battery backup power. Frontier Voice service is compatible with many monitored home alarms and medical monitoring systems, however, please check with your external system's provider to ensure compatibility. In the case the external system is not compatible with VoIP, a traditional telephone line can be added to support the external systems.

To manage Phone or Unified Messaging Features online, log in to the Frontier Voice Web Portal at **https://um.Frontier.com** using your ten-digit phone number (no dashes) and your pin.

HOW TO MANAGE OR CHANGE VOICEMAIL SETTINGS

Services	Description	Manage Online	How to Activate from Your Phone
Voicemail Setup	Instructs you on how to set up Voicemail.	✓ Go to Settings	• Dial ***100** or ***98** from your home phone • Follow the prompts to set up a mailbox
Change Voicemail Greeting	Allows you to choose the greeting callers will hear when they reach your voice mailbox.	✓ Go to Settings	Dial ***100** or ***98** from your phone, press **3** "Work with Greetings Menu" and follow the prompts

Services	Description	Manage Online	How to Activate from Your Phone
Change PIN for Voicemail	Allows you to change your existing personal identification number (PIN) that is used to access your mailbox over the phone. Your PIN must be six to 13 digits in length and cannot contain any form of the phone number, more than two sequential numbers (example: could be 12 but not 123), or more than two repetitive numbers (example: 11 but not 111).	✓ Go to Settings	**From home:** • Dial ***100** or ***98** • Press **4** for Mailbox Settings, then **3** for Security Options and then **1** • Follow the prompts **From any touchtone phone:** • Dial your phone number and once you hear your greeting, press ***** • Enter your PIN • Press **4** for Mailbox Settings, then **3** for Security Options and then **1** to change PIN **Any touch-tone phone (forgot password):** • Dial your Voice home phone number and once you hear your greeting, press ***** • Enter your PIN • If you have forgotten your PIN and do not have access to your home phone or the portal, you can call 1.800.219.6877 for a representative to reset your pin

Services	Description	Manage Online	How to Activate from Your Phone
Turn On, Off Voicemail Notification	Allows you to control the call forwarding to your voice mailbox. When the feature is on, all calls not answered will go to your voice mailbox. When it is off, your Voicemail will not answer calls.	✓ Go to Settings	
Voicemail Access	Allows you to access your voice mailbox to retrieve voice messages.	✓ Go to Messages and Calls	**From home:** • Dial ***100** or ***98** **Away from home:** • Dial your phone number • Press the ***** when you hear your greeting • Enter your PIN • Press **1** and follow the prompts
Voicemail Viewer	Enables you to view, manage and listen to your Voicemail messages on qualifying computers or wireless devices. There is no need to log in to your account to view your messages or dial in to listen to your messages. Instead, they are automatically delivered to your computer or wireless device.	✓ Go to Messages and Calls	Go to the app store and search for "Frontier Voicemail Viewer"

HOW TO MANAGE OR CHANGE VOICE FEATURES

Services	Description	Manage Online	How to Activate from Your Phone
Anonymous Call Rejection	Allows you to reject incoming calls from callers who block their Caller ID. The calls will not be sent to Voicemail.	✓ Go to Call Manager tab in Web Portal	Manage online or to activate Dial ***77**. To deactivate, dial ***87**
All Call Forwarding	Allows you to forward all incoming calls to another number.	✓ Go to Call Manager tab in Web Portal	Manage online or to activate Dial ***72**, then enter a forwarding number. To deactivate, dial ***73**
Busy Call Forwarding	Allows you to forward all incoming calls to another number when your line is busy.	✓ Go to Call Manager tab in Web Portal	Manage online or to activate Dial ***90**, then enter a forwarding number; to deactivate, dial ***91**
Selective Call Forwarding	Allows you to forward a list of specific phone numbers to an alternate phone number.	✓ Go to Call Manager tab in Web Portal	Manage online or to activate, Dial ***63**; to deactivate, dial ***83**
No Answer Call Forwarding	Sends any phone calls that aren't answered to either Voicemail or an alternate phone number.	✓ Go to Call Manager tab in Web Portal	Manage via web portal, or to activate, dial ***92**, then a forwarding number; to deactivate, dial ***93**

Services	Description	Manage Online	How to Activate from Your Phone
Unavailable Call Forwarding	Allows you to forward incoming calls to another phone number if your main phone line has a service disruption.	✓ Go to Call Manager tab in Web Portal	Manage online
Selective Call Rejection	Selective Call Rejection allows you to prevent a list of phone numbers from ringing through to your phone.	✓ Go to Call Manager tab in Web Portal	Manage online or to activate, dial ***60**; to deactivate, dial ***80**
Caller ID Blocking	Allows you to hide your name and number on all outgoing calls.	✓ Go to Call Manager tab in Web Portal	Manage online
Caller ID Per Call Blocking	Blocks Caller ID display of your name and number to the phone number you are calling on a "per call" basis.		To activate, dial ***67**

Services	Description	Manage Online	How to Activate from Your Phone
Caller ID on TV[1] This is an "optional—no charge" feature. If you want this feature permanently removed from your line, for residential call 1.800.921.8101 or for business call 1.800.921.8102.	Allows members with FrontierTV and Frontier Voice services to receive Caller ID notifications on their TV. A small window will appear on the TV screen when a new call comes in and will automatically disappear after a few seconds.		
Call Screening	Accept calls from a list of priority phone numbers when "Do Not Disturb" feature is active.	✓ Go to Call Manager tab in Web Portal	Manage online, or to activate, dial ***64**; to deactivate, dial ***84**

[1]Caller ID on TV requires subscription to FrontierTV and Frontier Voice.

Services	Description	Manage Online	How to Activate from Your Phone
Call Trace	Traces the number of the last call you received— additional charge may apply for each use. Note: Only law enforcement officials have access to call records. A complaint must be filed to give law enforcement officials access to call records.		***57#**
Three-way Calling	Allows you to add a third party to an existing conversation.		To activate, press **FLASH**, dial the number you wish to add, then press **FLASH** again
Call Waiting This is an "optional— no charge" feature. If you want this feature permanently removed from your line, call the Contact Center, for residential call 1.800.921.8101 or for business call 1.800.921.8102.	Plays an audible tone indicating that an incoming call is waiting to be answered. You have the option to put the current call on hold and accept the other call. Or don't accept the call that's waiting and send the caller to your Voicemail message box. If you have Caller ID capability, then the number of the incoming caller will be displayed.		Press **FLASH** to activate during a call

Services	Description	Manage Online	How to Activate from Your Phone
Cancel Call Waiting	If you have Call Waiting, you can cancel Call Waiting for a specific call or during a current call.		**Per-Call Cancel: *70** + dial number **#** **Call Waiting Mid-Call Cancel: FLASH** + ***70#** + **FLASH**
Directory Assistance Blocking	Allows you to prevent all outgoing calls to Directory Assistance (such as 411 or xxx-555-1212 information).	✓ Go to Call Manager tab in Web Portal	
Do Not Disturb	Gives you the option of rejecting all incoming phone calls without ringing your phone or feature can be set to ring your phone, once when a call is rejected. A busy signal will be heard by the caller when Do Not Disturb is turned on.	✓ Go to Call Manager tab in Web Portal	Manage online, or dial ***78** to activate and ***79** to deactivate.
International Call Blocking	International Call Blocking allows you to prevent all outgoing calls to international numbers (when dialing starts with 011 or 010).	✓ Go to Call Manager tab in Web Portal	Manage online, or dial ***343** to activate and ***353** to deactivate.

Services	Description	Manage Online	How to Activate from Your Phone
Find Me Follow Me	Never miss an incoming call again! Not only will your Frontier Voice number ring, but up to four other numbers will all ring at the same time or sequentially.	✓ Go to Call Manager tab in Web Portal	Manage online, or dial ***361** to activate and ***362** to deactivate.

CREATE SUB-ACCOUNT VOICE MAILBOXES ONLINE

Create up to ten sub-account mailboxes, one for everyone in the family—each with a unique PIN and greeting and notification options.

❶ Log in to the Frontier Voice Web Portal at **https://um.Frontier.com** using your ten-digit phone number (no dashes) and your pin.

❷ Select the "Settings" Tab.

❸ Select "Group Mailbox" on the Settings window.

❹ Select "New Mailbox" at the lower left-hand corner of the window and enter the information in the pop-up window for the new mailbox. Click "Apply."

Record your important Frontier information here for easy reference.
With all your key information in one place, it's a snap to manage your account and get support when you need it. For your own security, if you need to record account passwords, write them down separately and keep them in a safe place.

GENERAL INFORMATION

_____
Customer name on account

_____
Billing Telephone Number

_____
Frontier primary member ID (Frontier email address)

_____
Frontier primary member password

_____
VM PIN #

_____
Frontier password hint, if applicable

Your Frontier services were installed by: _____

WE'RE ALWAYS HERE TO HELP:
Visit **Frontier.com** or call **1.800.219.6877**
and say, "FrontierTV technical support."

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Communications

WIRELESS (RESIDENTIAL) ROUTER INFORMATION

Manufacturer and model number

Wi-Fi Network Name (SSID)

Wi-Fi Password (required for home Wi-Fi access)

Your Frontier primary member ID allows you to manage your account online. You can view and pay your bill, enroll in paperless billing, sign up for Frontier AutoPay, upgrade your account, get updates regarding your Frontier service and so much more.

UPGRADE OR ADD SERVICES ANYTIME.

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ACCESSIBILITY SUPPORT

> Customers with Disabilities: Voice Calls: 1.800.288.8303

TTY Calls: 1.877.462.6606

> Customer Service: Residential Customers: 1.800.921.8101

Business Customers: 1.800.921.8102

> Repair Center: Voice Calls: 1.800.921.8104

TTY Calls: 1.877.462.6606

Get answers 24/7 at **Frontier.com/helpcenter/contact-us** or chat live with a Frontier representative.

Sign up for free paperless billing! Log in at **Frontier.com** to sign up.

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Take advantage of Frontier's 24/7 customer support
at **Frontier.com/HelpCenter/Contact-Us** or for
Residential **1.800.921.8101** and for Business **1.800.921.8102**