



Nomorobo On-Boarding

FIDELITY COMMUNICATIONS has partnered with Nomorobo to block unwanted phone calls from telemarketers and robo-callers using a list of known unwanted phone numbers including those on the “Do Not Call” Registry. Users must have ‘Simultaneous Ring’ on their account and add a special 10 Digit Access Number via the user portal.

Briefly, as mentioned above, in order for an end user to utilize the service, they must have ‘Simultaneous Ring’ on their account. So, by default, there may be some customers not eligible to use the service. If the user has Simultaneous Ring on their account, **FIDELITY COMMUNICATIONS**’s ten (10) digit Nomorobo Access Number must be added to their Simultaneous Ring list via the user portal.




- See attached instructions to set up Simultaneous Ring via the user portal (See #13 below)
- **FIDELITY**’s Nomorobo Access Number: **573-262-8422**

Instructions to Configure Nomorobo:

The details below will outline the basic steps that a user must traverse in order to have their Telephone Number successfully defended from unwanted phone calls:

1. Visit the Nomorobo website (www.nomorobo.com) and choose the ‘Get Started’ link.
2. Step 1: Choose Phone Type – Select “Internet Landline”

What do you want to protect?

 Smartphone iOS or Android	 Internet Landline From a Cable/VoIP Provider	 Traditional Phone Copper Wireline Service
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3. Step 2: Determine Carrier – Select “Let me choose my carrier from a list.”

Enter Your Phone Number

Check Availability

We need your phone number to check compatibility.
We will never call, text or share your number without your **EXPLICIT** permission.

Let me choose my carrier from a list.


4. Choose Fidelity Communications via the drop down list.

Choose your internet landline provider

COMCAST xfinity	fios by verizon	AT&T U-verse	Spectrum	ooma PREMIER
sonic	Frontier COMMUNICATIONS	COX	optimum	Vonage

Or Choose From All 76 Carriers

1-Voip



5. Click "Check Availability"
6. Step 3: Complete Your Registration – Enter your email address and Select "Start Blocking Robocalls NOW!"

Good News!

Supports Nomorobo!

Enter your email address to complete registration

Your best email



Start Blocking Robocalls NOW!

7. Please check your email for a link to complete the signup process. If you don't receive it soon, please check your spam folder.
8. The welcome email Subject will say: "Welcome to Nomorobo!". Follow the link in the email.

Welcome to Nomorobo!

Please click the link below to confirm your email and begin the setup process.


Reminder: Nomorobo is completely free for VoIP landlines.

[Click Here to Setup Nomorobo](#)

If the above button doesn't work, please copy and paste this URL into your browser:

<https://nomorobo.com/signup/a934b5aac5ed368b9ac0cc316255f01f71092cb5>

9. Enter your first and last name and create a password and click the 'Sign Up' button.
10. Upon logging in, you will see the Nomorobo user portal



Dashboard

Your Phones

Report a Number

Your Account

Help

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Welcomel Your account has been created.

Welcome to Nomorobo. The best way to stop robocalls.

It doesn't look like you have any phones setup yet. Let's change that.

To enable robocall protection, you have to complete a simple, one-time setup on each of your phone lines.

[Click here to get started.](#)

11. Select 'Click here to get started'
12. Enter the phone number and answer the basic questions, then Click "Next"

Add Your Phone Number

Please enter some information about your phone.

1 Add Your Phone Number

2 Setup Your Carrier

3 Verify Robocall Protection

Phone Type

-- Choose --

Carrier

-- Choose --

If 'Other' Carrier

Phone Number

1-

Description (optional)

« Previous

Next »

13. The 'Setup Your Carrier' page is for configuring your Simultaneous Ring (see the following pages for detailed instructions)
14. Click the test button and follow the instructions.
15. If it is set up properly, the caller at pickup will hear a message saying it is successfully "Protected by Nomorobo".



Enable On Your Carrier

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1 Add Your Phone Number

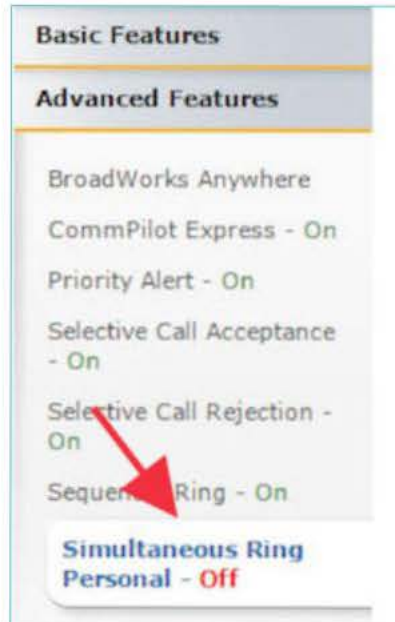
2 Enable On Carrier

3 Verify Robocall Protection

Here's how to enable Nomorobo on Fidelity Communications:

If you have access to your Fidelity Communications online voice portal, please follow the steps below. If you do not have access to the online portal or require assistance, please call 1-800-392-8070, Residential: Option 1, then 1, then 4. Business: Option 2, then 3..

1. Log in to your [Fidelity Communications](#).
2. Click the **Simultaneous Ring Personal** link in the side nav bar.



? Help

3. Turn **Simultaneous Ring Personal** On.

Simultaneous Ring Personal

Phone Number: *(required fields)

Simultaneous Ring Personal: ☒ On ☐ Off

☒ Do not ring my Simultaneous Ring Numbers if I'm already on a call

4. Enter **Your Phone Number** in the **Phone Number** box.

Phone Number	Answer confirmation required
<input type="text"/>	<input type="checkbox"/>

5. Click **Apply** to save your settings for the first half of the process.

Active	Description	Ring Simultaneously	Calls From	Edit
No Entries Present				
				Apply

6. Type **Nomorobo** in the 'Description' text box.

*Description:

7. Select **Use simultaneous ring personal**.

- ☒ Use simultaneous ring personal
☐ Do not use simultaneous ring personal

8. Select **Every Day, All Day** in the 'Selected Time Schedule' selection.

Selected Time Schedule: Every Day All Day ▼

9. Select **Any phone number** in the 'Calls From' selection.

Calls From:

- ☒ Any phone number
☐ Following phone numbers:
☐ Any private number
☐ Any unavailable number

10. Click **Add** to save rule settings.

Add

Verify Robocall Protection

- 1 Add Your Phone Number
- 2 Setup Your Carrier
- 3 Verify Robocall Protection

Nomorobo will now call **Your Number** to make sure that robocall protection is enabled.

Please pick up the phone **after** the status bar on the next page changes color.

« Go Back

I'm ready. Call me now. »

Verify Robocall Protection

1 Add Your Phone Number

2 Setup Your Carrier

3 Verify Robocall Protection

Now calling. Please wait...





Verify Robocall Protection

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1 Add Your Phone Number

2 Setup Your Carrier

3 Verify Robocall Protection

This phone is protected by Nomorobo.

That's it! You're done. »