Verizon Wireless Home Phone User Guide

Version 29

Federal Communication Commission Interference Statement

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Plug the equipment into an outlet on a circuit different from the one the receiver is on.
- Consult the dealer or an experienced radio/TV technician for help.

FCC Caution: Any changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate this equipment.

This transmitter must not be co-located or operating in conjunction with any other antenna or transmitter.

RF Exposure Statement

To comply with FCC RF exposure compliance requirements, the antenna used for this transmitter must be installed to provide a separation distance of at least 20 cm from all persons and must not be co-located or operating in conjunction with any other antenna or transmitter.

Safety Warnings

Charger

Do not use any other charger except for the one that accompanies this unit, or a charger identified in the list below.
Use of another charger could result in damage to the unit.
The following charger is qualified for use with the Verizon Wireless Home Phone.

This unit must be powered by LUCENT TRANS, model 1A77-1210 or equivalent UL listed power source rated @output 12 V DC, Maximum 1 A.

Battery

Do not use any other battery, as there is a risk of explosion if the battery is replaced with an incorrect type. Please follow the warnings on the battery label.

The battery in the Verizon Wireless Home Phone should not be used with any other product.

Do not remove the bottom cover of the Verizon Wireless Home Phone when the device is in use.

To prevent any potential electrical issues, prior to removing the bottom cover of the Verizon Wireless Home Phone, turn the device off and unplug any connected RJ11 cables.

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Table of Contents

Chapter 1
Introduction

This chapter includes a list of items included with the Verizon Wireless Home Phone, an overview of the device's features, and a description of the user interface and ports on the device.

1.1   Unboxing Information

Inside the product package for the Wireless Home Phone, you should find the following items:

- Verizon Wireless Home Phone
- AC/DC charger
- RJ11 cable
- Rechargeable Li-ion battery

1.2   Key Features

- Wireless voice service using corded/cordless phone handsets
- AGPS for E911 functionality
- Rechargeable backup battery
- Supports a wide range of 4G bands, including B2/B5/B13/B4

1.3   Components and Indicators: Top Side
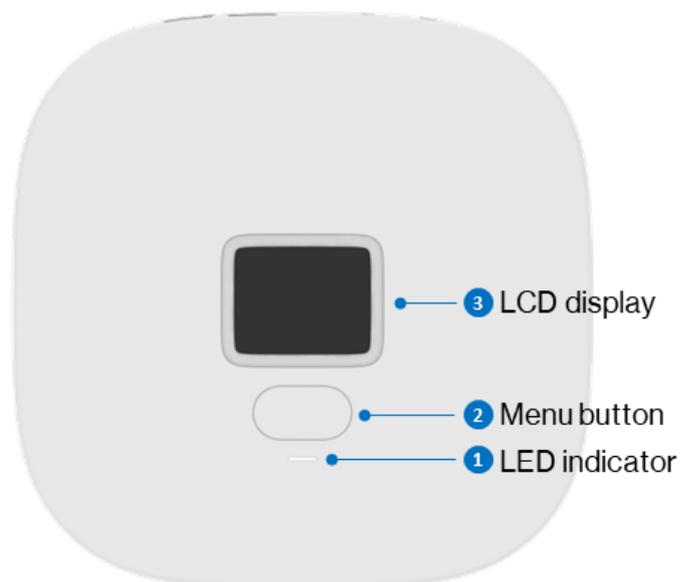
1. LED indicator

An LED indicator is located on the top side of the Wireless Home Phone. When the device is in battery mode, the LED will light up in different ways to indicate the device and battery state of the Wireless Home Phone.

2. Menu button

The Menu button wakes up the display screen and provides access to various device information.

3. LCD display

The LCD display presents device information and call status to users.

1.4   Components and Indicators: Back Side
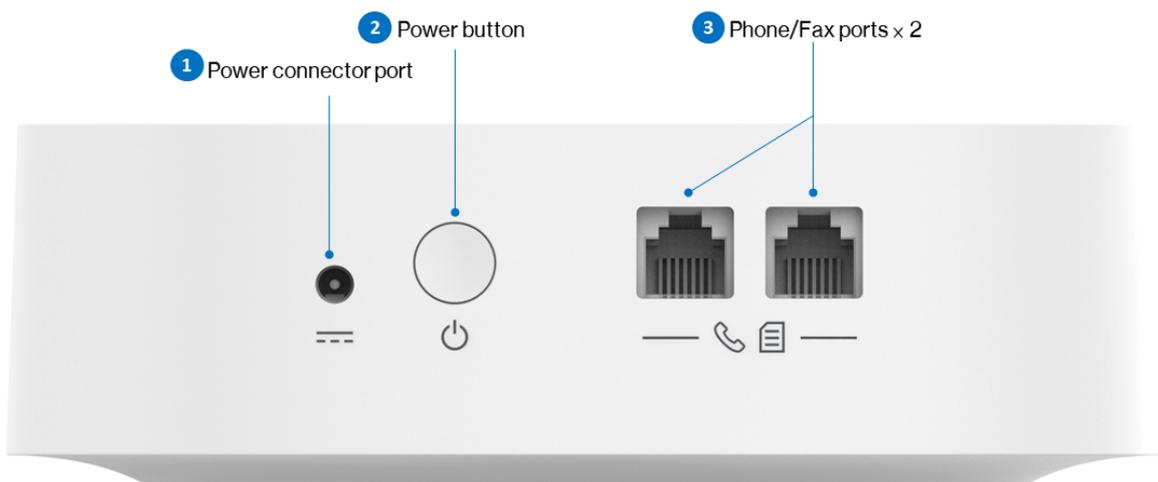
1. Power connecter port

    The AC/DC charger connects to the device through this port.

2. Power button

    The power button turns the device on/off. Pressing and holding down the button for 10 seconds will restore all software settings to factory default values.

3. Phone/Fax ports × 2

    Connect your home phone and/or fax machine to the phone/fax ports on the device.

![Verizon logo]

1.5   Components and Indicators: Top Side
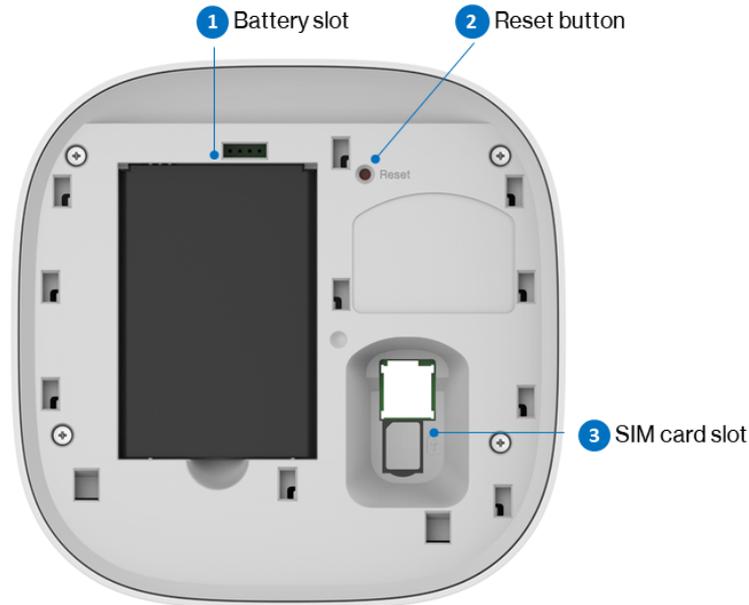
1. Battery slot

   The installation slot for the battery used in the Wireless Home Phone.

2. Reset button

   The reset button restarts the device. Press and release the button to restart the device.

3. SIM card slot

   Install the SIM card used in the Wireless Home Phone here. The SIM slot utilizes a push-push type SIM connector.

1.6   LED Indicator States (AC & Battery modes)

The LED indicator light on the Wireless Home Phone will blink in different colors according to the current battery capacity or LTE signal strength.

AC mode[1][2]:

LED indicator color	State	Description
White	Blinking	LTE signal is good
Yellow	Blinking	LTE signal is weak

Note: Your device is in AC Mode and receiving direct power when plugged into a wall outlet.

Battery mode[2]:

LED indicator color	State	Description
White	Blinking	Battery capacity ≥ 25%; good LTE signal
Yellow	Blinking	Battery capacity ≥ 25%; poor LTE signal
Red	Blinking	Battery capacity < 25%

Note: Your device is in Battery mode when not plugged into a wall outlet.

[1] In AC mode, the LED indicator is disabled if the battery is not installed.

[2] The LED indicator is disabled if the SIM card is not readable or not inserted.

1.7 LCD Power-saving Feature (AC & Battery modes)

The LCD on the Wireless Home Phone will enter power-saving mode and the display will dim or turn off automatically if no actions are taken after a period of time.

Power Mode	Regular State	Power-saving State	Timer	Actions/Events that return the LCD to its regular state
AC Power	Full brightness	Reduced brightness	30 seconds	• The menu button is pressed • System events: Incoming/outgoing calls, voicemail, or software updates
Battery	Reduced brightness	Off		• The menu button is pressed • System events: Incoming/outgoing calls, voicemail, or software updates.

Note: LCD will not enter power saving status during the call function.

1.8 Power Button Functions

The power button of the Wireless Home Phone can be used to power the device on/off and initiate a factory reset.

Function	Activation Process
Power on	Press and hold the button for 3 seconds.
Power off	Press and hold the button for 3 seconds, then release the button.
Factory Reset	Press and hold the button for 10 seconds.

Note: After turning the device off, please wait at least 10 seconds before attempting to turn it back on.

1.9   Device Information Screens

The LCD display of the Wireless Home Phone is used to communicate information while the device is in plugged in and in use. In idle mode, the display screen goes blank to save power. Press the Menu button to activate the display. When the AC/DC charger is connected, all information related to phone operation will be displayed on the screen. In battery mode, the display screen stays blank to save power, using only the LED indicator to convey the state of the device.

A list of LCD display icons and their descriptions are provided below:
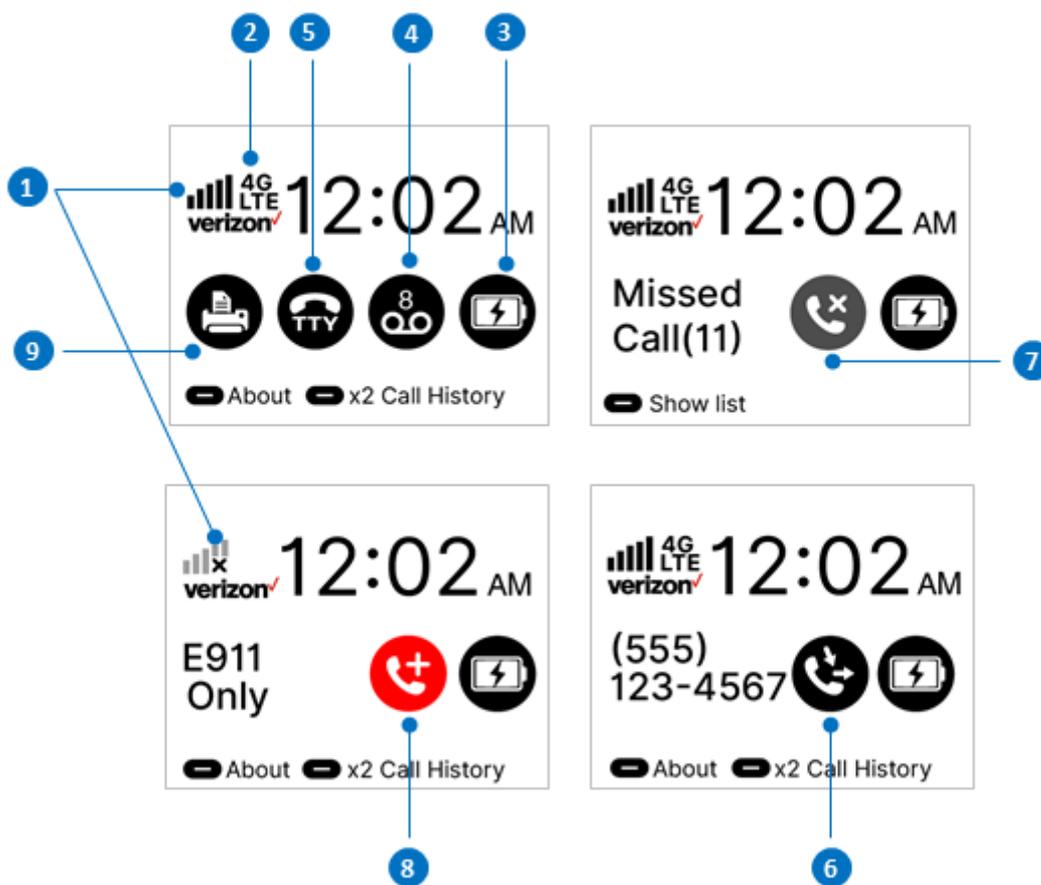
No	Item	Icon	Description
1	LTE Signal		Indicates the signal strengh of the service connection (from one to five bars)
			No signal
2	4G LTE	**4G LTE**	Type of wireless service connection
3	Battery		Indicates battery level (from one to four bars)
		(When in Home Screen) / (When in Function Screen)	Indicates that the battery is charging.
		(When in Home Screen) / (When in Function Screen)	Battery is fully charged
		(When in Home Screen) / (When in Function Screen)	Battery is not installed
4	Voicemail		Indicates there are new voice messages,
5	TTY	Full TTY mode / HCO mode / VCO mode	Appears when TTY (text telephone service) is enabled and also indicates the mode (Full TTY, HCO, VCO).
6	Call Forwarding		Appears when call forwarding is enabled.
7	Missed Call		Indicates a call's been missed.
8	E911		Indicates that the device may only make E911 calls.
9	Fax Enabled / Fax Disabled		Appears when the fax function is enabled (left icon) or disabled (right icon).

Chapter 2
Setup Overview

2.1   Installing the Battery

The Verizon Wireless Home Phone comes with a battery that provides power to the device, enabling you to use the device's functions, such as E911, even when a power outage occurs. **[NOTE: While the Wireless Home Phone does have a backup battery, if the corded/cordless phone handset to which the Wireless Home Phone is connected requires external electric power to operate, Service (including the ability to make and receive 911 calls) will not be available during a power outage.]** To install the battery into the Wireless Home Phone, follow the steps below:

1. Unbox the Wireless Home Phone, AC/DC charger, battery, and RJ11 cable.

2. Remove the bottom cover by sliding it off following the blue arrows shown below in the left image.
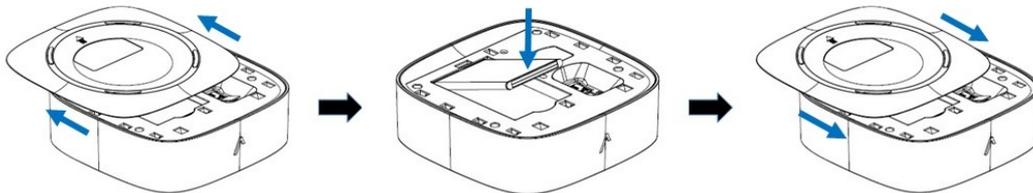
3. Place the end of the battery that has metal contacts into the battery slot of the device, making sure the contacts align with the metal contacts in the slot, then push down on the other end of the battery.

4. Replace the battery cover by sliding it back onto the device. Make sure that the cover is flush with the bottom edge of the device.

2.2   Connecting the AC/DC charger

Connecting the included AC/DC charger to the Verizon Wireless Home Phone lets you view all information related to phone operation on the LCD display of the device.

1. Plug the AC/DC charger into the power connector port on the Wireless Home Phone, and plug the other end into an appropriate electrical outlet.

2. Press the power button on the back of the Wireless Home Phone to turn on the device.

3. As the device boots up, you'll see the Verizon logo on the LCD display, followed by a Home screen like the one below:

4. Check the signal strength indicator (▎▎▎▎) and make sure at least two bars are lit. If not, move the Wireless Home Phone to an alternative location that provides a stronger signal. The device will not operate properly when the signal strength is at one bar.

2.3   Connecting Your Phone and/or Fax to the Wireless Home Phone

The Verizon Wireless Home Phone enables corded/cordless phone handsets to place phone calls and fax machines to transfer faxes over an LTE connection. The device comes with two phone ports. Typically, one is used for a phone and the other is used for a fax machine. Follow the steps below to connect the Wireless Home Phone to your telephone and/or fax machine.

1. Complete the steps in section 2.1 and 2.2.

2. Unplug your phone or fax machine from the wall jack.

3. Using the connector previously plugged into a wall jack, plug the phone cord of your phone into one of the RJ11 ports on the Wireless Home Phone. Alternatively, you may use the RJ11

cable that comes with the Wireless Home Phone to connect the device with your phone/fax machine.

Warning: Do not plug the Wireless Home Phone into your phone wall jack. Doing so will not damage the device, but call functions will be rendered unusable.

4. Check the signal strength indicator (ılıll) and make sure at least two bars are lit. The device will not operate properly when the signal strength is at one bar.

You may now use a telephone to make calls or use a fax machine to send faxes over an LTE connection.

Note: The fax and call functions cannot be used at the same time when both a fax machine and wired/wireless phone are connected to the Verizon Wireless Home Phone.

The following cordless phone models have been verified to work with the Wireless Home Phone:

Panasonic: KX-TGD560, KX-TG885SK
Uniden: D1780
VTech: CS5119-16

Note: If the telephone base is in close proximity to the Wireless Home Phone, you may encounter interference during calls. If this occurs, move your telephone base at least two feet from the Wireless Home Phone.

2.4   Conducting a Factory Reset

To conduct a factory reset for the Wireless Home Phone, press and hold down the Power button for 10 seconds. The following screen will appear:

Press the Menu button twice to select OK action to proceed with the reset. After a factory reset, all settings will be restored to factory defaults, and call history data will be erased. To cancel the reset, after the above screen appears, press the Menu button once, or wait for 10 seconds.

Chapter 3
Using the Wireless Home Phone

3.1 SIM Card Activation

Press the Power button on the Wireless Home Phone to turn the device on. The Verizon logo will appear on the screen. If the SIM card is installed and activated, the following screen will appear:
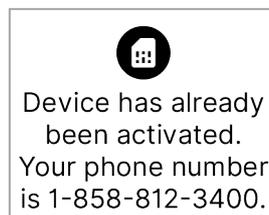
After 10 seconds, the Home screen will appear. If the SIM card is installed but not activated, an activation process will begin, followed by an activation screen if the process was successful.
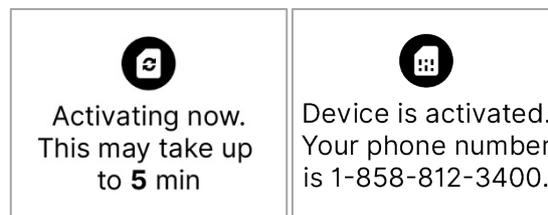
If a screen indicating an issue with the SIM card appears, please call (800) 922-0204 for support.

3.2 Software Updates

The Wireless Home Phone will receive periodic firmware updates from Verizon. The device will automatically receive over-the-air (OTA) firmware updates. The user may also manually initiate updates. To initiate an update, make sure the AC/DC charger is connected. Press the Menu button once while on the Home screen to access the first page of the About screen, then press the button once again to access the second page. Afterwards, press the Menu button twice in quick succession to initiate the update.

The following screen will appear:

Checking for new updates …
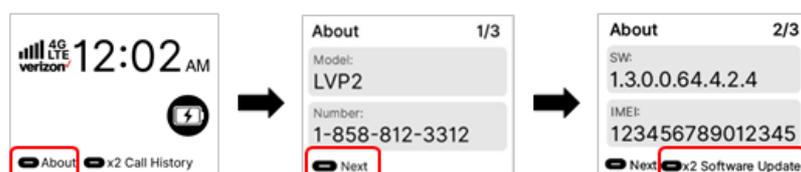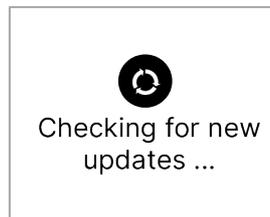
If a new update is available, the device will start downloading the update, if the download is successful, the update process will begin.

Downloading... → Updating …
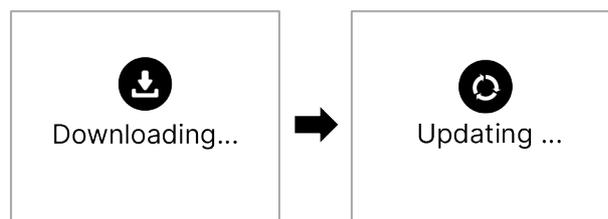
If the update does not download successfully, a screen will indicate that the download has failed. After 3 seconds, the LCD display will revert to the Home screen.

Download Failed
Please try again later.
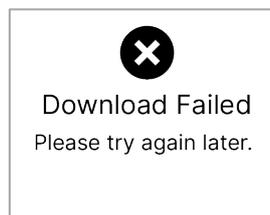
Once the update process is complete, the device will restart after 3 seconds. Afterwards, a screen will appear indicating whether the update was successful or not:

Update Successful

Update Failed
Please try again later.
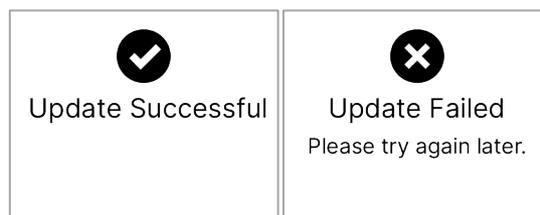
You will be taken to the Home screen 3 seconds after one of the above two screens appear.

3.3   Making Calls

To help ensure call quality, check your signal strength indicator and make sure you have at least two bars before making a call.

![verizon logo]

1. Place a call by entering the desired phone number into your corded/cordless phone. In most areas, you will need to include the three-digit area code. The LCD display of the Wireless Home Phone will show the number being entered.

1-123-456-7890
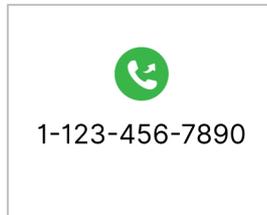
2. As soon as your call is connected, the screen will display a counter that tracks the duration of your call.

1-123-456-7890
00:02:23
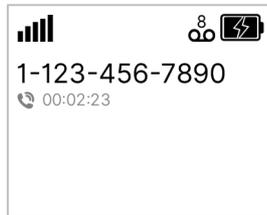
3. When your call is complete, hang up your corded/cordless phone so you can receive calls.

3.4   Receiving Calls

Once your Wireless Home Phone is set up and activated, it will be able to receive calls. When an incoming call is received, the number of the incoming caller will be shown on the LCD display. If the caller ID is blocked or unavailable, it will be shown as "Restricted."

Restricted
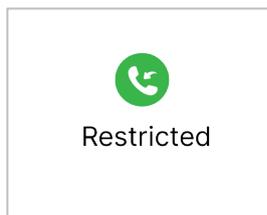
Simply answer the call as you normally would. Upon answering a call, the screen will begin displaying the call's duration.
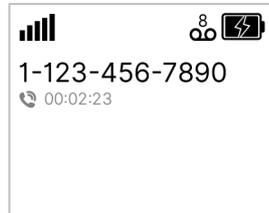
3.5 Call Waiting

If another call comes in while you are on the phone, the incoming phone number will appear on the bottom of the Wireless Home Phone's display.
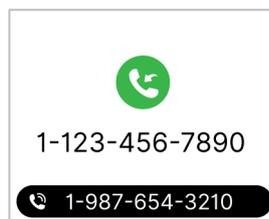
Press and release the hang-up switch (or press the Flash button) on your phone to put the first call on hold and answer the second call. When you hang up or press the Flash button again, you are reconnected with the first call.

If you do not pick up an incoming call, the display screen will indicate the missed call number at the bottom of the screen for 10 seconds.
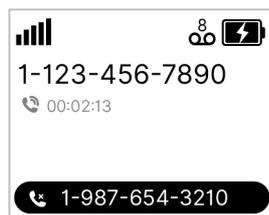
Note: the Menu button is disabled during calls.

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3.6   Missed Calls/Show Call History

If you have missed any calls, a notification showing the total number of missed calls will be displayed as a message and icon on the Home screen.

Note: The total number of missed calls that can be indicated is 999; if the number of missed calls exceed this, it will be shown as 999+.

Press the Menu button on the Wireless Home Phone to view the call history and any missed calls stored on the device. The last 40 incoming, outgoing, or missed calls will be stored (including a maximum of 20 missed calls). Press the Menu button to see your missed calls and to cycle through your call history.

Note: The numbers in parentheses beside the telephone numbers in the missed call and call history screens indicate the number of times the call has been missed or the number of times the caller has called. Like the missed calls message on the Home screen, the total number of calls that can be indicated is 999; if the number of missed calls exceed this, it will be shown as 999+.
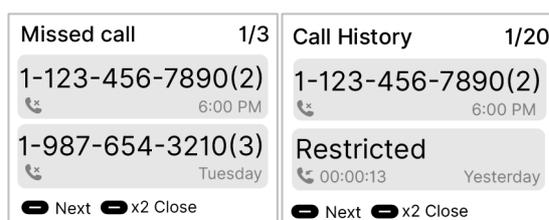
To go back to the Home screen, press the Menu button twice. The following screen will appear.
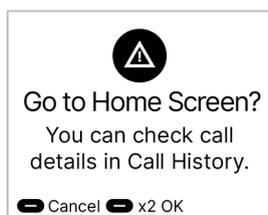
Press the Menu button to cancel and go back to the call history screen, or press it twice to go back to the Home screen (the device will automatically go back to the Home screen after 10 seconds if no action is taken).

3.7   Placing a Conference Call

The HD Voice feature of the Wireless Home Phone allows three to six parties to participate simultaneously in a conference call. This feature is available in areas covered by Verizon 4G LTE. However, some telephone models may be incompatible. Both the FLASH key and HOOK SWITCH can be used to dial another party and merge calls. Follow the steps below to add additional parties to a conference call.

1. Dial the 10-digit number of the first party you want to call, and wait until they have answered.

2. Locate and press the FLASH key on the face of your telephone, or momentarily press and release the HOOK SWITCH. The initial call will be put on hold, and you will hear a dial tone.

    Note: The location and design of the FLASH key or HOOK SWITCH can vary between different telephone models.

3. Dial the 10-digit number of a third party.

4. After the third party answers the call, press the FLASH key or HOOK SWITCH twice within 1.6 seconds to merge the calls.

5. Repeat steps 2-4 to add up to three additional parties.

Individual parties can leave the call freely. However, the conference call will be terminated when the party that made the initial call hangs up. While in a conference call, the number of parties is displayed in parentheses:
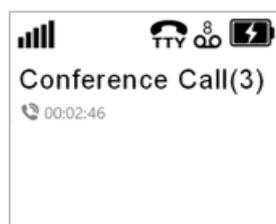
Note: The Menu button of the device will be disabled during a conference call

3.8   Call Forwarding

With Call Forwarding, you can automatically transfer all calls coming into your Wireless Home Phone to another phone number, such as your mobile phone or office number.

To turn on Call Forwarding:

1. Dial *72 (direct forwarding – phone will not ring) or *71 (phone will ring a few times before forwarding).

2. Immediately enter the phone number to which you want calls forwarded

   (Example: *71-555-123-4567).

*71-555-123-4567
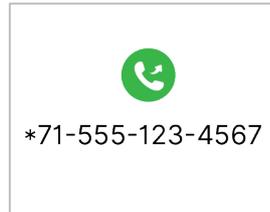
3. You will hear a confirmation tone.

4. Hang up your home phone or return the phone receiver to its base.

While Call Forwarding is activated, the icon indicating that the function is active will appear on the LCD.

To Turn off Call Forwarding:

1. Dial *73.

2. You will hear a confirmation tone.

3. Hang up your home phone or return the phone receiver to its base.

3.9   How to Check Voicemail

Follow the steps below to access the voicemails stored in the Wireless Home Phone.

Note: Any auto answering machines need to be turned off before the voicemail function can be used.

1. Enter *86 (*VM) using a phone connected to the WHP and press the send button.

2. If prompted, enter the voicemail password, then press the # key.

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3. Follow the voice prompts to check voicemails, listen to/delete voicemails, or use other functions.

Note: After checking or deleting voicemail, the device will update the voicemail icon on the LCD as the device receives updated status information from the network. It may take a few seconds for the icon to update.

In addition, when the Wireless Home Phone receives voicemail while the missed calls notification icon is shown on the LCD display, the voicemail icon will overwrite the missed calls icon (as seen in the image below. The number of voicemails received will also be indicated.

Note: the maximum number of voicemails shown in the icon is 20. If the total number of unheard voicemails exceeds 20, after you listen to a voicemail, the number on the icon will remain at 20; this will continue until the total number of unheard voicemails is lower than 20.

3.10   Using a Text Telephone

A Text Telephone (TTY) is used by those who are hearing or speech impaired to translate typed text to voice and vice versa. To use the Wireless Home Phone with TTY, you must change the TTY mode from the default (None) to one of the following modes:

Full TTY translates both text to voice and voice to text. The person using the TTY can type outgoing messages (which are translated to voice on the other end) as well as read messages that have been translated from the connected caller's voice.

Voice Carry Over (VCO) translates incoming voice to text, allowing the person using the TTY to speak directly to the other caller and read translated text on the TTY screen.

Hearing Carry Over (HCO) translates text typed to voice, allowing the person using the TTY to type instead of speak yet hear the connected caller's voice.

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Refer to the table below for the key combinations to dial in order to change the TTY mode on the Wireless Home Phone:

TTY Mode	Key combination
None (TTY is disabled)	**240#
HCO	**241#
VCO	**242#
Full	**243#

When TTY mode is activated, and both a telephone and fax machine are connected to the Wireless Home Phone, the TTY function and its UI icon on the LCD display will be prioritized over the functions and icons for the telephone/fax machine. More information on priority is listed below:

1. When TTY mode is activated and there are incoming/outgoing faxes, the TTY function and icon will have priority.

2. When there are incoming/outgoing voice calls and faxes at the same time, whichever answers first has priority.

3. When TTY mode is activated and there are incoming/outgoing voice calls, the TTY function and icon will have priority.

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Chapter 4
Product Specifications

Name	Verizon Wireless Home Phone
Connectivity	· LTE B2/B5/B13/B4
Dimensions / Weight	Size: 145 × 145 × 46 mm (with rubber feet installed) Weight: 430 g
Power (AC/DC charger)	12 V 1 A
Ports	2 RJ11
Standby Time	30 hours
LCD Display	Size: 1.77 inches Resolution: 160 × 128 RGB
Operating Temperature	0 °C to 40 °C