Reliable calling.
Flexible features.
Easy to use.
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Introducing Verizon Voice Link.
An easy, reliable phone service.

We know you have a choice of providers, and we appreciate your loyalty to Verizon. This guide will help you get the most out of your new phone service, whether you use every feature, or simply prefer basic calling. Available calling features are determined by your calling plan.

For technical support:
Call 800-VERIZON (800-837-4966).
10-DIGIT DIALING

Verizon Voice Link requires the use of 10-digit dialing for local calls. It’s simply the area code and a 7-digit telephone number.

All 0+, 500, 10-10, 700, 900, 950 and 976 calls will be automatically blocked from your phone. Also, you cannot receive collect or third-party-billed calls.

SETTING UP VOICE MAIL

1. Dial **86**.
2. Follow the voice prompts to:
   • Create a password
   • Record your personal greeting
   • Record a busy greeting (which a caller will hear when you’re on the phone)
   • Record a name announcement
   • Select the greeting callers will hear

RETRIEVING VOICE MAIL

1. When you have an unheard message on your Verizon Voice Mail, the indicator on your Verizon Voice Link device will blink BLUE. You will also hear a “stutter” dial tone.
2. Dial **86** to access your voice mail.
3. Follow the system prompts to listen to and manage your voice mails.

CALLING FEATURES

3-Way Calling

3-Way Calling adds a third person to your phone conversation at any time. As long as the originator of the 3-way call stays on the line, either of the other parties can hang up and leave the remaining two callers to continue their conversation. To disconnect the entire 3-way conversation, the person who made the 3-way call must hang up.

1. While on the first call, dial the 10-digit number of the second party.
2. Press FLASH, the first party is automatically put on hold while the call is made.
3. When the second party answers, press FLASH to initiate the 3-way call.
4. If the second party does not answer, press the FLASH key to end the connection and return to the first party.
5. To end both conversations, press the END key.

Call Return

Dial *69 and your phone will automatically call the last number received.

For technical support:
Call 800-VERIZON (800-837-4966).
Call Forwarding
Forward calls to another phone number, including your mobile phone or office number.

To Activate:
Press *72 and the 10-digit number you want to forward calls to and wait for the confirmation tone.

To Deactivate:
Dial *73 and wait for the confirmation tone.

Call Forward No Answer/Busy Transfer
Use this feature to send calls to another phone when your phone is busy or when you don't answer after three or four rings.

To Activate:
Press *71 and the 10-digit number you want to forward calls to and wait for the confirmation tone. While this feature is active, your phone will ring several times when you get an incoming call, giving you the chance to answer.
If you're on the phone or choose not to answer, the call will be forwarded to the destination phone number. You can still make outbound calls with this feature activated.

To Deactivate:
Dial *73 and wait for the confirmation tone.

Caller ID
Caller ID allows you to see the caller's name and/or phone number before you take the call. This information will appear on your phone.

Caller ID Block — Per Call
If you'd prefer not to have your name/number displayed on outgoing calls, you may block your Caller ID information on a per-call basis.
Dial *67 + 10-digit number of the person you are calling to BLOCK your Caller ID information for the call.

Caller ID Block — Permanent
To activate the permanent Caller ID Block feature, call 800-VERIZON. You may lift the permanent Caller ID Block feature on a per-call basis.
Dial *82 + 10-digit number of the person you are calling to LIFT the block for the call.

For technical support:
Call 800-VERIZON (800-837-4966).
Cancel Call Waiting

If Call Waiting is an active feature on your line, but you do not want interruptions during a call, you can cancel the feature on a per-call basis. Simply dial *70 + 10-digit number of the person you are calling to cancel Call Waiting during the call.

REACHING 911 DURING A POWER OUTAGE

In the case of an electrical outage, your Verizon Voice Link service will continue to operate on battery power for up to 2 talk hours, and 36 standby hours. If electricity has not returned after that time, it will not be possible to make or receive calls, including emergency calls to 911.

Note: Service will only be available during a power outage if the phone connected to the base device does not rely on external power to operate (cordless phones typically require external power).

INSTALLING/REPLACING THE BATTERY

1. Remove the battery cover.
2. If replacing, remove battery from battery compartment and carefully unplug connection cable from device.
3. Carefully insert the battery connection cable of the new battery into the battery port.
4. The connection cable will click into place when correctly inserted.
5. Place the battery in the battery slot and return the battery cover.

BATTERY/PART REPLACEMENT

To order a replacement battery or part, call 800-VERIZON and select “Technical Support.”

TROUBLESHOOTING

No Dial Tone

1. Check to make sure the power adapter is properly connected and the power indicator is illuminated.
2. Check to make sure the telephone cable is securely plugged in.
3. Plug phone directly into the Verizon Voice Link device to isolate home wiring issues.

For technical support:
Call 800-VERIZON (800-837-4966).
4. Before placing a call, make sure at least two of the signal-strength bars are lit.

5. It is also possible that you are roaming too far from the base. Move closer to the phone base and try again.

Not Receiving Voice Mail

1. Make sure you’ve set up your voice mail box (see page 3).
2. Check that your voice mail box is not full.
3. Check to see that Call Forwarding is not sending calls to another number.

No Lights on the Base Device

1. Check that your power supply is plugged into an outlet.
2. If the outlet is controlled by a light switch, make sure it’s ON.
3. Ensure the connection between the device and the power supply is secure. If trouble persists, call 800-VERIZON.

Voice Quality

1. Try a different phone in the house to see if the problem is isolated to just one phone.
2. Check that nothing is blocking or interfering with the signal (e.g., microwave).
3. If using a cordless phone, ensure phone is fully charged.
4. Call 800-VERIZON if trouble persists.

Moving the Base Device

If you need to move or relocate the base device for any reason, DO NOT move it on your own. Moving the base could impact 911 capabilities and signal strength. Please call Verizon for technical assistance. In addition, the base device is the property of Verizon and must stay within your home.

For technical support:
Call 800-VERIZON (800-837-4966).