

Voice
Gateway
**USER
GUIDE**



Model: VG10A

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

Adapter

Do not use any other adapter except for the one that accompanies this unit, or an adapter identified in the list below.

Use of another adapter could result in damage to the unit.

The following adapter is qualified for use with the Verizon Voice Gateway.

This unit must be powered by LUCENT TRANS, model 1A17-EDHD or equivalent UL listed power source rated @output 5V DC, Minimum 2A.

Battery

Do not use battery types other than Li/FeS₂ (Lithium) AA batteries, as there is a risk of explosion if the battery is replaced with an incorrect type.

Do not open the battery compartment cover of the Verizon Voice Gateway when the device is in use.

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INTRODUCTION

- 1.0** Package Contents
- 1.1** Key Features
- 1.2** Getting to Know Your Voice Gateway
- 1.3** LED Definitions
- 1.4** Device Information
Icons

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

1.0 / PACKAGE CONTENTS

Inside the product package for the Verizon Voice Gateway, you should find the following items:

- Verizon Voice Gateway (with four pre-inserted AA batteries)
- Power adapter
- RJ11 cable
- Wall mount bracket with accessories (screws, anchors)
- External antennas

1.1 / KEY FEATURES

The Verizon Voice Gateway provides reliable and high-quality voice service and connects to your existing landline phone.

- Voice communication over cellular (4G/5G) or VoIP (via Wi-Fi or Ethernet)
- 2.4" LCD display for alerts and notifications
- Supports fax via RJ11
- Replaceable AA lithium batteries support 3 hours talk time and 24 hours of standby time
- Supports external portable battery (via USB-C)

1.2 / GETTING TO KNOW YOUR VOICE GATEWAY

1.2a/ FRONT SIDE



1. LCD display

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

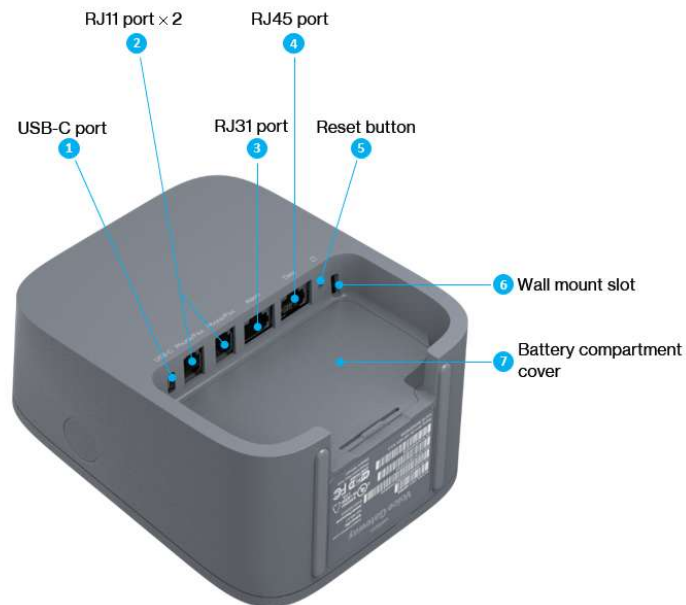
2. & 4. Up and Down buttons

The Up and Down buttons are used to switch between screens in the user interface and to change values in fields.

3. Center button

The Center button wakes up the display screen and provides access to the Voice Gateway's user interface.

1.2b/ BACK SIDE



1. USB-C port

The power adapter connects to the Voice Gateway through this port.

2. RJ11 ports

Connect your home phones and/or fax machines to these ports.

3. RJ31 port

Connect external devices (e.g., alarm panels) to this port for message transmission purposes; the Voice Gateway itself does not perform any alarm detection or control functions.

4. RJ45 port

Use this port to connect the routers/gateways in your home to the Voice Gateway.

5. Reset button

Use this button to reset the Voice Gateway to default factory settings. To initiate the reset process, use a paper clip or a pin to press and release the button.

6. Wall mount slot

The prongs on the wall mount bracket go into these slots (the other wall mount slot is beside the USB-C port).

7. Battery compartment cover

This cover protects the battery compartment of the Voice Gateway.

1.3 / LED DEFINITIONS

AC Mode ^{[1][2]}		Status	LED Behavior
	System	Booting up	Blinking white, then shuts off
		Normal operation	Solid white
		Low battery	Blinking red
		No cellular connectivity	Solid red
		Firmware update (FOTA)	Blinking white
	WPS Pairing	WPS pairing in progress	Blinking blue
		WPS pairing failed	Stops blinking blue and reverts to displaying current system status
	Factory Reset	Factory reset	Blinking white

Battery Mode ^[2]		Status	LED Behavior
	System	Booting up	Blinking white, then shuts off
		Normal operation	Blinking green
		Low battery	Blinking red
		No cellular connectivity	Solid red
		Firmware update (FOTA)	N/A (FOTA not available in battery mode)
	WPS Pairing	WPS pairing in progress	Blinking blue
		WPS pairing failed	Stops blinking blue and reverts to displaying current system status
	Factory Reset	Factory reset	Blinking white










[1] If batteries are not inserted, the LED will not be able to provide low battery level warnings.











[2] LED will be disabled if the SIM card is not inserted or is corrupted/unreadable.

DEVICE INFORMATION ICONS

The LCD display of the Voice Gateway is used to communicate information while the device is plugged in and in use. When the power adapter is connected, all information related to phone operation will be displayed on the screen. In battery mode, the display screen goes blank after 10 seconds of inactivity to save power; press any button to wake the screen up. When the Voice Gateway is in sleep mode and inactive, the display screen goes blank to conserve power, and only the LED indicator is used to convey the status of the Voice Gateway. When the Voice Gateway is in power-saving or sleep mode, press any button to wake the Voice Gateway and access its menu.

A list of LCD display icons and their descriptions are provided below:

Item	Icon	Description
5G/LTE Signal		Indicates the signal strength of the service connection (from one to three bars)
		No signal
Wi-Fi Signal		Indicates the signal strength of the service connection (from one to four bars)
Ethernet		Indicates that the Voice Gateway is connected to an Ethernet network
Battery		Indicates battery level (from one to four bars)
		Batteries are not installed
AC Power		Indicates that the Voice Gateway is connected to AC power
Passive Notifications (notifications that are not active, such as missed calls)		Indicates that there are unread missed calls
		Indicates that only E911 calls can be made

Active Notifications (notifications for events that are presently occurring, such as incoming calls)		Indicates an active call
		Indicates an outgoing call
		Indicates an outgoing fax
		Indicates that there is another incoming call
		Indicates an incoming call
		Indicates an incoming fax
		Indicates an ongoing conference call
		Indicates that call forwarding is active and that there is an incoming call
		Indicates an ongoing 911 call
Voicemail		Indicates that there are unread voicemails

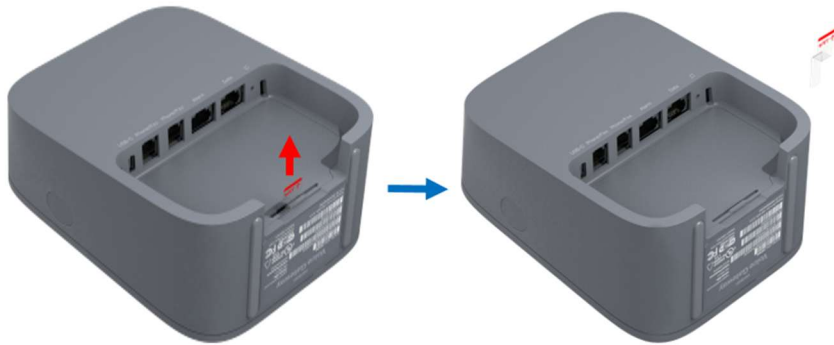
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SETUP OVERVIEW

- 2.0** Initial Setup
- 2.1** Connecting Your Phone and/or Fax Machine to the Voice Gateway
- 2.2** Replacing Batteries
- 2.3** Performing a Factory Reset
- 2.4** Mounting the Voice Gateway
- 2.5** Installing/Removing External Antennas

2.0 / INITIAL SETUP

1. Unbox the Voice Gateway.
2. Pull on the pull tab shown in the image below until it comes out.

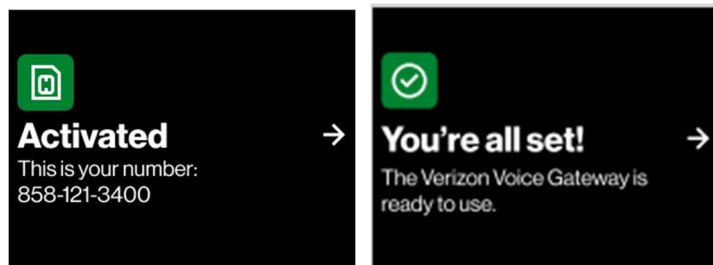


3. Plug the power adapter into the USB-C port on the Voice Gateway, and plug the other end into an appropriate electrical outlet.

Connecting the included power adapter to the Voice Gateway lets you view all information related to phone operation on the device's LCD display (installing batteries with sufficient power will also activate the display).



4. Power on the device. As the device boots up, you'll see the Verizon logo on the LCD display, followed by the SIM activation screen if a new and un-activated SIM is being used. After the SIM is activated, the Home screen will appear. If the SIM is activated, and signal strength is acceptable, the following two messages will appear:



SIM activation takes up to 10 minutes to complete. During this process, keep the Voice Gateway in a location with good cellular signal coverage.

5. Check the signal strength indicator and make sure at least two bars are displayed. If not, move the Voice Gateway to an alternative location that provides a stronger signal. The device may not operate properly when the signal strength is at or below one bar.



If a message indicating an issue with the SIM card appears, please call (800) 922-0204 for support.

Note: The Voice Gateway only works with Verizon SIM cards.

2.1 / CONNECTING YOUR PHONE AND/OR FAX MACHINE TO THE VOICE GATEWAY

The Verizon Voice Gateway enables corded/cordless phone handsets to place phone calls and fax machines to transmit faxes over a cellular connection. The device comes with two RJ11 ports. Typically, one is used for a phone and the other is used for a fax machine. Follow the steps below to connect the Voice Gateway to your telephone and/or fax machine.

1. Complete the steps in section 2.0.
2. Plug your phone or fax machine into one of the RJ11 ports on the Voice Gateway. You can use the phone cord that was previously connected to the wall jack, or the RJ11 cable included with the Voice Gateway.

To provide service to other phones in your home, connect one end of your phone cord or included RJ11 cable to an RJ11 port on the Voice Gateway, and plug the other end into the wall jack.

Warning: Do not plug the Voice Gateway into your phone wall jack if you have existing telephone (FXS) service. Doing so will not damage the device, but call functions will be rendered unusable.

3. Check the signal strength indicator and make sure at least two bars are lit. The device will not operate properly when the signal strength is at or below one bar.

You may now use a telephone to make calls or use a fax machine to send faxes over a cellular 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 Voice Gateway.

The following cordless phone models have been verified to work with the Voice

Gateway:

Panasonic: KX-TGD560, KX-TG885SK

Uniden: D1780

VTech: CS5119-16

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

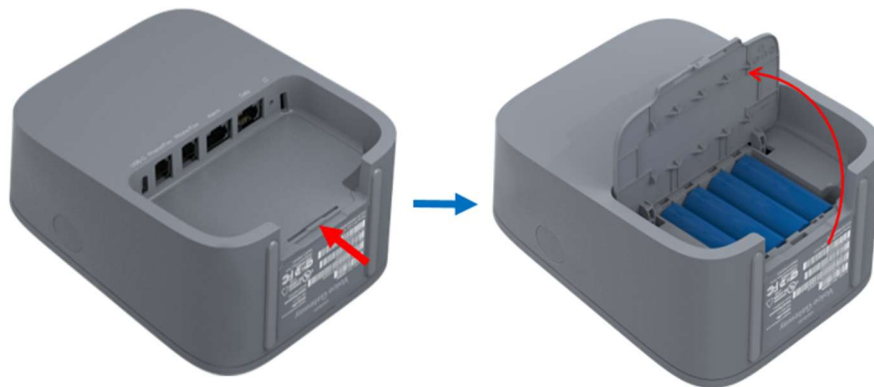
2.2 / REPLACING BATTERIES

The Voice Gateway can use batteries to provide backup power to the device, enabling you to use the device's functions, such as E911, even when a power outage occurs.

[**Note:** While the Voice Gateway can use batteries as a backup power source, if the corded/cordless phone handset to which the Voice Gateway is connected requires external power to operate, service (including the ability to make and receive 911 calls) will not be available during a power outage.]

To replace batteries in the Voice Gateway, follow the steps below:

1. Remove all cables connected to the Voice Gateway.
2. Remove the battery compartment cover by pushing on the small tab on the bottom of the battery cover, then lifting the cover up. Remove the existing batteries from the Voice Gateway and put in new batteries.



3. Replace the battery compartment cover to its original position. Lightly press down on the tab of the cover until you hear a click.

4. Connect all necessary cables back to the Voice Gateway.

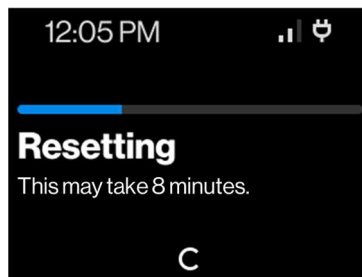
Note: To check the battery level of the Voice Gateway, unplug the power adapter to switch to battery mode.

2.3 / PERFORMING A FACTORY RESET

To perform a factory reset for the Voice Gateway, make sure the power adapter is connected, then go to the Home screen. Use a paper clip or a pin to press and release the Reset button on the back of the device (refer to image below for the location of the reset button).



The following message will appear.



Once the process is complete, the Voice Gateway will automatically reboot itself.

Caution: To prevent damage to the Voice Gateway, keep the AC power connected until the reboot process is fully complete.

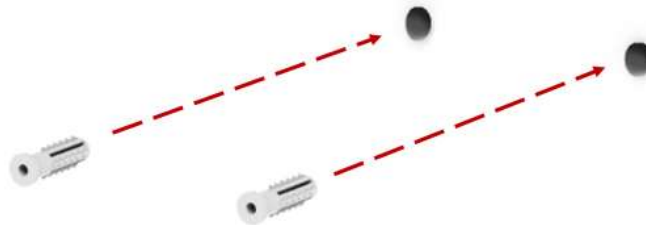
2.4/ MOUNTING THE VOICE GATEWAY

Follow the steps below to mount the Voice Gateway to a wall in your home.

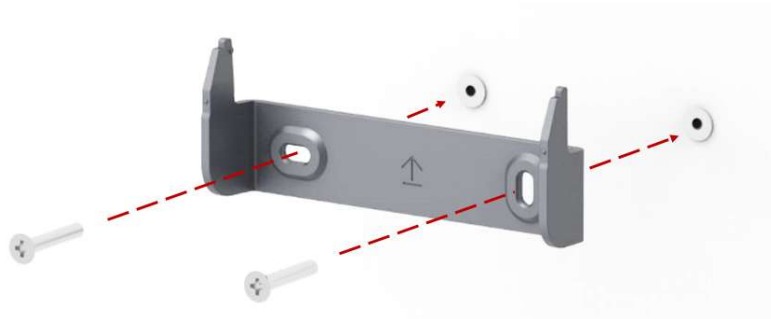
1. Place the wall bracket on the location on the wall where you want to install the Voice Gateway, then use a pen or pencil to mark the locations where holes will be drilled into the wall.



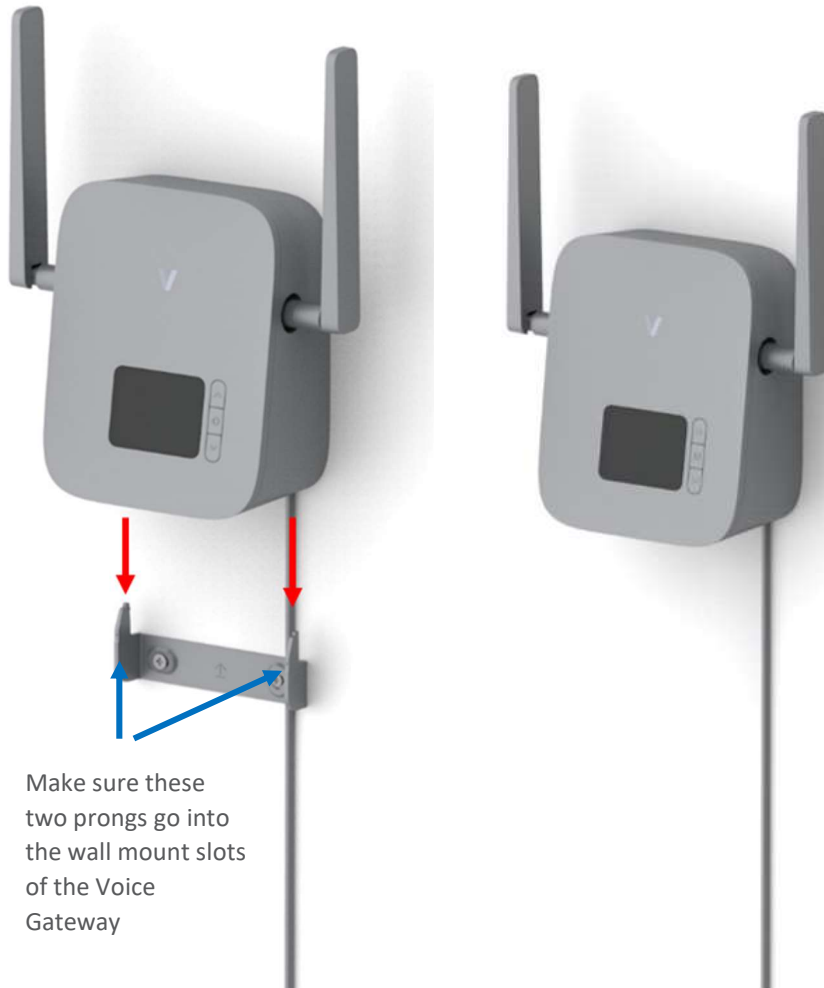
2. Use a drill to drill 1/4 inch holes in the marked locations, then take two wall anchors and place them into the holes (make sure the tops of the anchors are flush with the wall).



3. Align the holes on the wall bracket with the installed anchors, then take two screws and screw them into the wall anchors.



4. After installing the bracket, align the two wall mount slots on the Voice Gateway with the two prongs on the bracket, then place the Voice Gateway onto the bracket to complete installation.



2.5/ INSTALLING/REMOVING EXTERNAL ANTENNAS

The external antennas for the Voice Gateway are optional accessories that you can install depending on your signal coverage. Follow the steps below to install the antennas.

1. Remove the caps covering the antenna ports.



2. Screw the antennas into the antenna ports. To remove the antennas, unscrew them from the ports.



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BASIC SETTINGS

- 3.0** Accessing the Web GUI
- 3.1** Signal Optimization
- 3.2** Low Battery on Bootup

3.0/ ACCESSING THE WEB UI

Follow the steps below to access the Web UI of the Voice Gateway.

- a. Connect your PC or laptop to the router in your home via Ethernet or Wi-Fi.
- b. Connect the Voice Gateway to the router in your home via Ethernet or Wi-Fi.
- c. Use your PC or laptop to access your home router's Web UI and look up the IP address of the Voice Gateway.
- d. Open a web browser on your PC or laptop and enter **https://<the IP address of your Voice Gateway>** in the address bar (e.g., if the IP address of your Voice Gateway is 192.168.2.2, enter **https://192.168.2.2** in the address bar) and press Enter. The following page will appear.



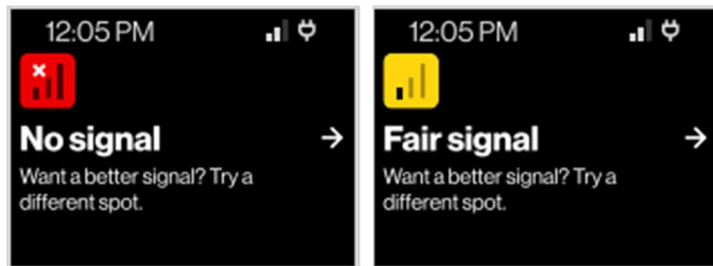
Login

Password

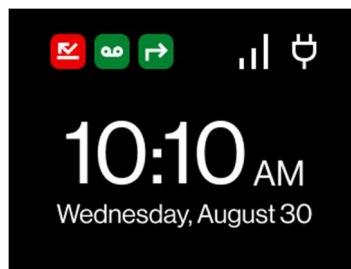
- e. Enter the Voice Gateway's Web UI password in the password field, then click the Login button. (Note: the password is printed on the label of the Voice Gateway.)

3.1 / SIGNAL OPTIMIZATION

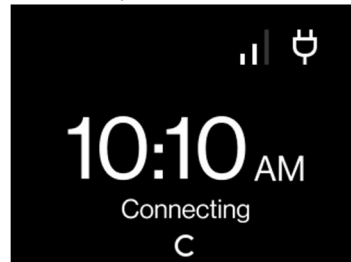
If the No signal or Fair signal screens appear, try moving the Voice Gateway to a different location to get a better signal.



Once the signal strength is at an acceptable level, click the Center button. The above two screens will revert back to the Home screen like the one below.

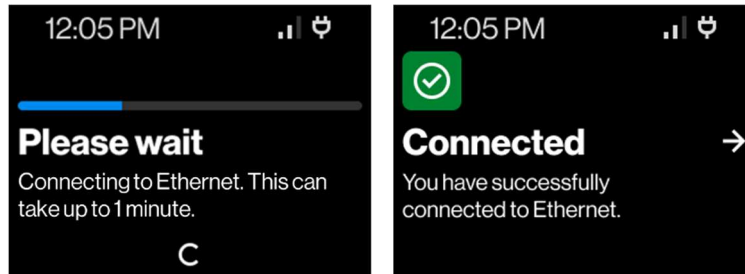


Once the voice service reconnects, the main screen will display "Connecting."



If an Ethernet cable is plugged in, the Voice Gateway will take a few seconds to

connect to the Ethernet network. During this process, the following screens will appear.



3.2/ LOW BATTERY ON BOOTUP

When the Voice Gateway is not connected to AC power and its battery level drops below a certain level, a low battery message will appear. When this occurs, remove the batteries from the Voice Gateway and wait 10 seconds. Install new batteries and connect the Voice Gateway to AC power, and the Home screen will reappear. We recommend keeping the Voice Gateway's battery level high to ensure optimal backup capability during power outages.



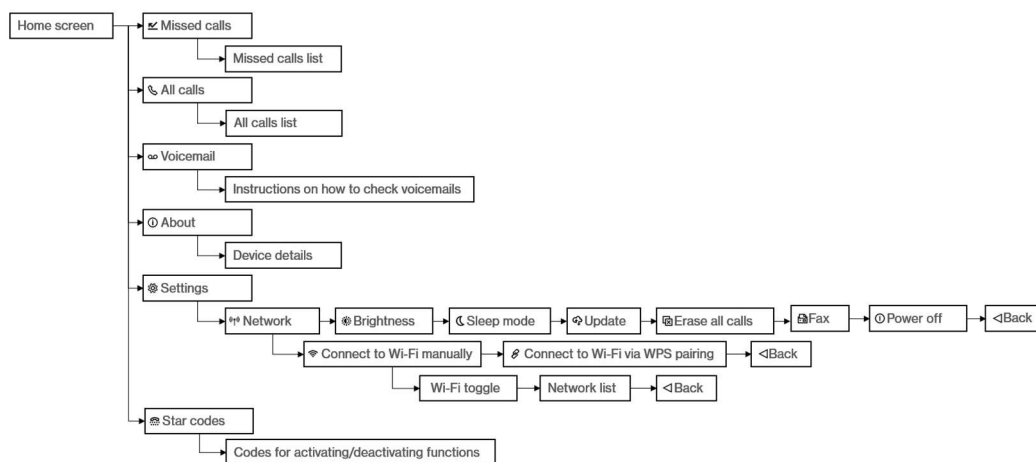
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DEVICE FUNCTIONS AND SETTINGS

- 4.0** Functions & Settings Menu Tree
- 4.1** Accessing the Functions and Settings Screens
- 4.2** Missed Calls
- 4.3** All Calls
- 4.4** Voicemail
- 4.5** About
- 4.6** Settings
- 4.7** Star Codes
- 4.8** Firmware Update
- 4.9** Call Screen

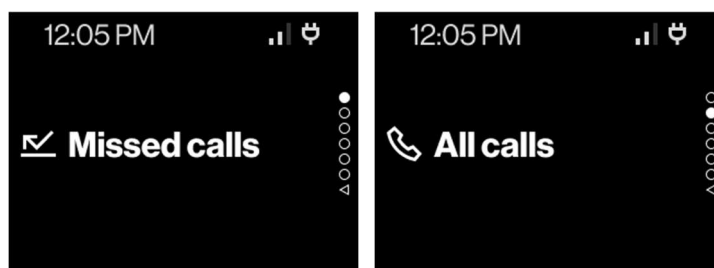
4.0/ FUNCTIONS & SETTINGS MENU TREE

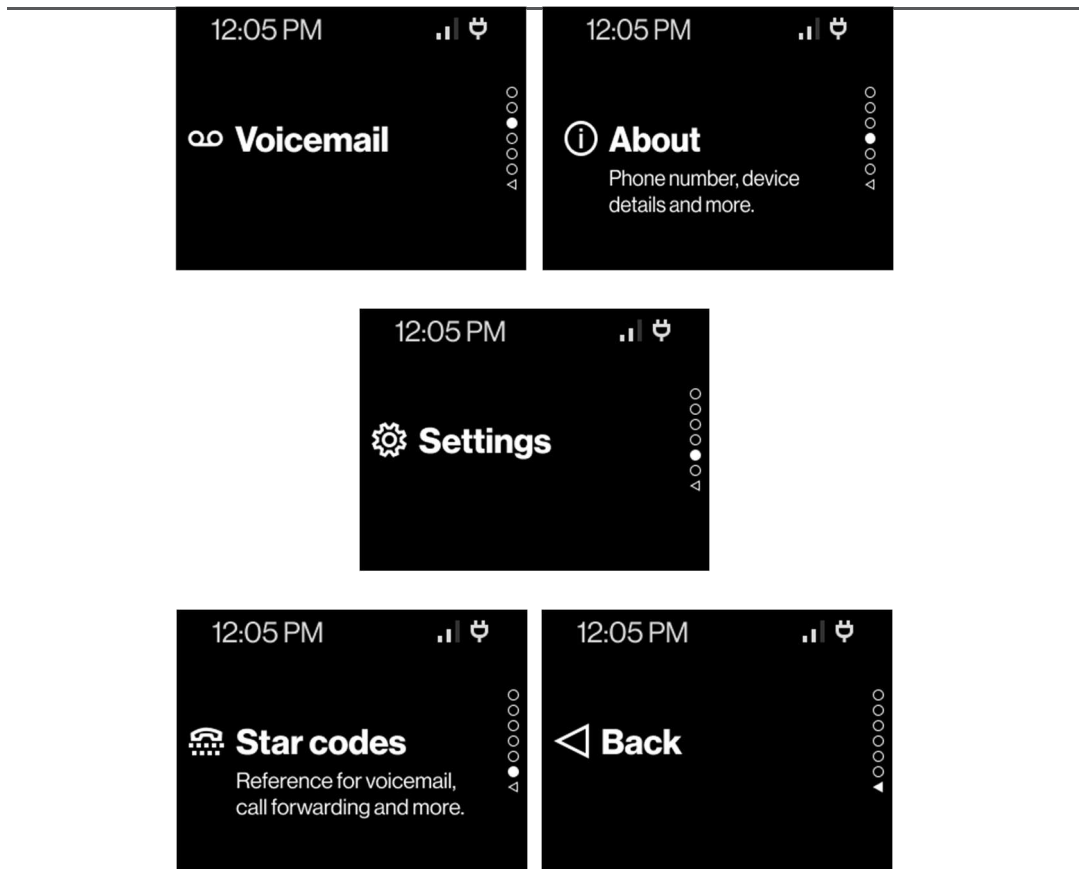
The menu tree below provides an overview of the functions & settings screens in the Voice Gateway's user interface and how they are organized. Use it as a reference to identify each screen and any associated settings/options.



4.1 / ACCESSING THE FUNCTIONS AND SETTINGS SCREENS

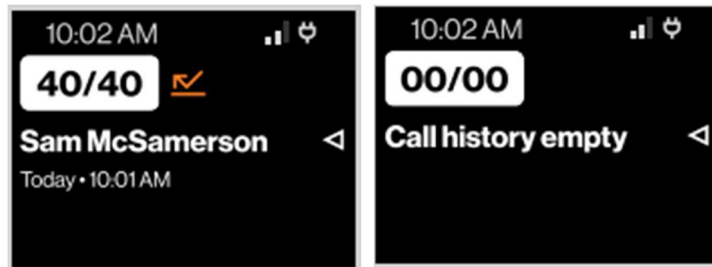
To access the functions and settings screens of the Voice Gateway, press the Center button while on the Home screen. The missed calls screen will appear first. Use the Up and Down buttons to navigate through the screens shown below. Press the Center button to enter the settings screen for that screen.





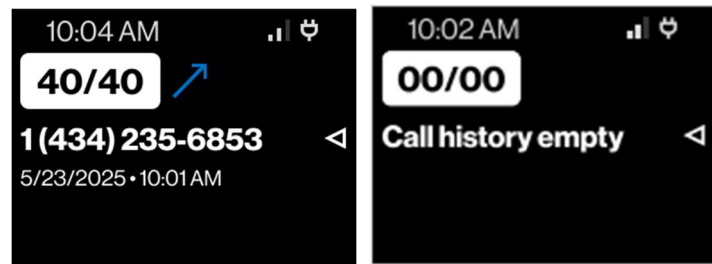
4.2/ MISSED CALLS

Press the Center button while in the Missed Calls menu to enter the missed calls screen. Use the Up and Down buttons to scroll through the missed calls. If there are no missed calls, there will be a "Call history is empty" message. Pressing the Center button while in this screen will return you to the Missed Calls screen.



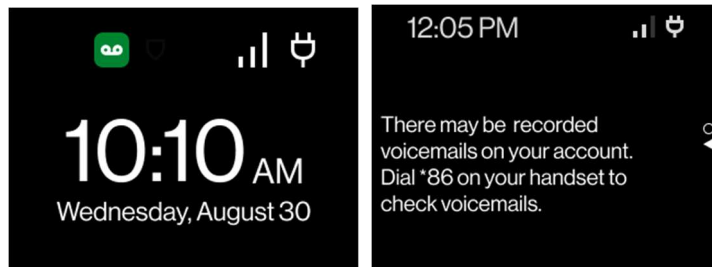
4.3 / ALL CALLS

Press the Center button while in the All Calls menu to enter the All Calls screen. Use the Up and Down buttons to scroll through the call history. If there are no calls, there will be a “Call history is empty” message. Pressing the Center button while in this screen will return you to the All Calls screen.



4.4 / VOICEMAIL

This screen provides basic instructions on how to check voicemails. If you have unread voicemails, the voicemail icon will appear in the Home screen.

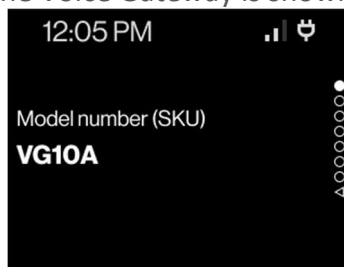


4.5/ ABOUT

Press the Center button while in the About menu to show screens listing details relating to the Voice Gateway. Use the Up and Down buttons to scroll through the screens. The screens in this menu are as follows: Model name, Number, SW version, IP address, IMEI, TTY, Support, and Back.

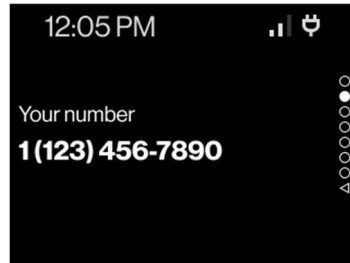
1. Model name

The model name of the Voice Gateway is shown in this screen.



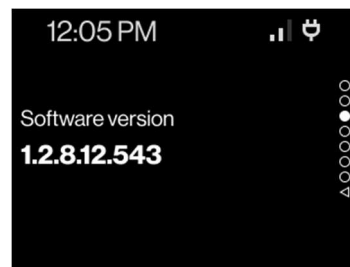
2. Number

The phone number being used by the Voice Gateway is shown in this screen.



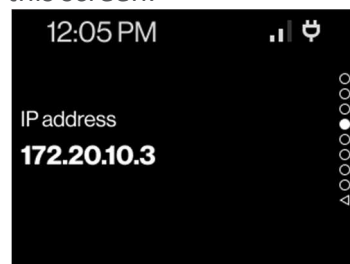
3. SW version

The software version being used by the Voice Gateway is shown in this screen.



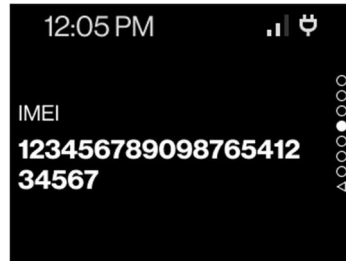
4. IP address

When connected to a router, the IP address being used by the Voice Gateway is shown in this screen.

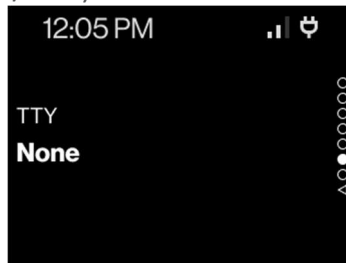


5. IMEI

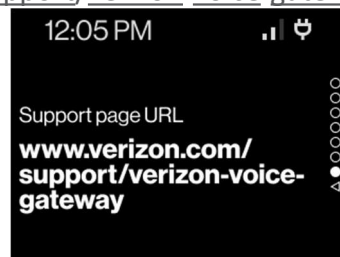
The IMEI number of the Voice Gateway is shown in this screen.

**6. TTY**

This screen shows whether TTY mode is configured. "None" means that the auto setting (HCO/VCO) is active.

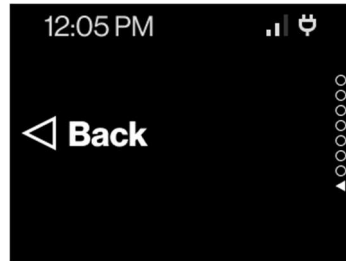
**7. Support**

This screen shows URL for the support webpage of the Voice Gateway.
www.verizon.com/support/verizon-voice-gateway/



8. Back

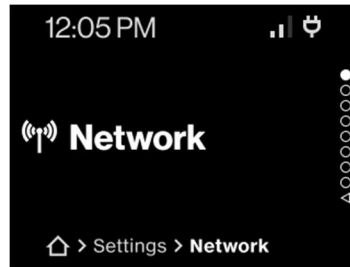
When in this screen, press the Center button to go back to Settings.

**4.6 / SETTINGS**

Press the Center button while in the Settings menu to show the list of settings screens. The screens in this menu are as follows: Network, Brightness, Sleep mode, Update, Erase all calls, Fax, Power off, and Back.

1. Network

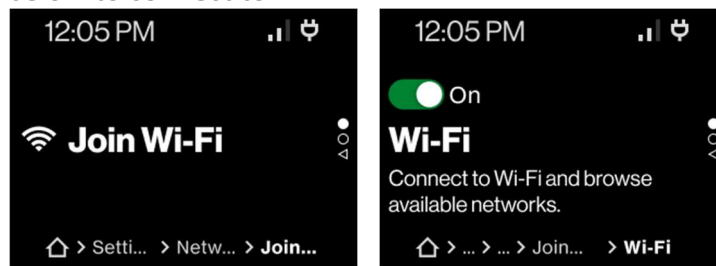
Users can use the settings in this screen to change the signal source for the Voice Gateway. The items shown to users on this screen change depending on the type of network the Voice Gateway is currently connected to. Press the Center button while in this screen to see the items available for adjustment. If you want to connect to the network via Ethernet, plug an Ethernet cable into the Voice Gateway, then plug the other end into your router. The Ethernet connection has the highest priority. If you want to connect to a Wi-Fi or cellular network, please unplug the Ethernet cable. You can switch between Wi-Fi and cellular networks in this screen. It takes 30 to 120 seconds to switch between Wi-Fi and a cellular network.



Connecting to Wi-Fi: Users can connect the Voice Gateway to a Wi-Fi network via WPS or by manually entering a Wi-Fi SSID and the password for your SSID.

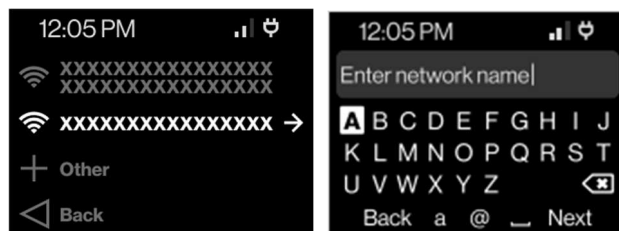
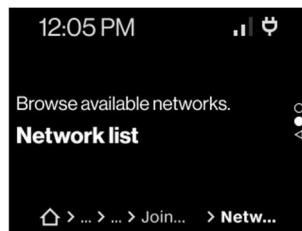
a. Connecting to Wi-Fi manually:

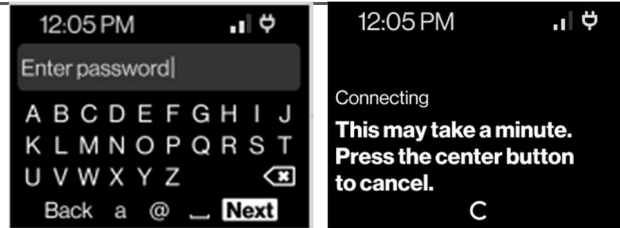
Press the Center button while in the Networking screen to enter the Join Wi-Fi screen. You can turn Wi-Fi functionality on/off in this screen. Follow the steps below to connect to Wi-Fi.



- (1)** Press the Center button while in the Join Wi-Fi screen to enter the screen with the Wi-Fi on/off switch. You can turn Wi-Fi on or off using this switch. While in this screen, press the Down button again to enter the Network list screen.
- (2)** When in the Network list screen, press the Center button to browse available networks (the Voice Gateway will take a few seconds to search for networks). Once the list of networks appears, use the Up and Down buttons to navigate the list.

- (3) Select your desired Wi-Fi network, then press the Center button to go to password text editor screen and enter the network's password. If the Wi-Fi network you want is unavailable, highlight **Back** and press the Center button to return to the previous screen, then re-enter the Network list screen to search again.
- (4) If you want to find a Wi-Fi network by manually entering the network's name, highlight **Other** while in the Network list screen, press the Center button to enter the Wi-Fi name text editor screen, then enter the name of the Wi-Fi network. Then, highlight **Next** and press the Center button. The password text editor screen will appear. Enter the Wi-Fi password, highlight **Next** and press the Center button. The Voice Gateway will start connecting to the Wi-Fi network.
- (5) A connection screen will appear when the Voice Gateway is connecting to a Wi-Fi network. To cancel the connection process, press the Center button.

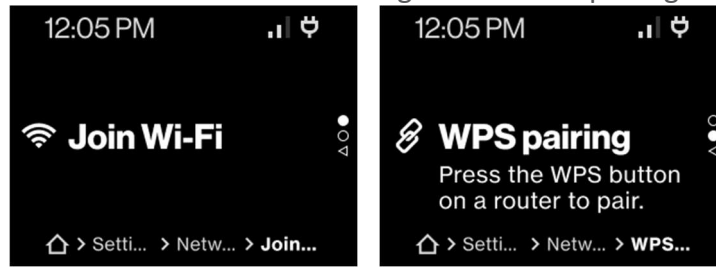




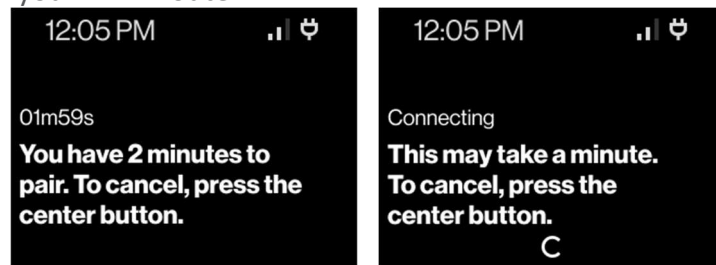
If the Voice Gateway successfully connects to the Wi-Fi network, a Wi-Fi connected message will appear. If no connection is established, a Not connected message will appear.

b. Connecting to Wi-Fi via WPS:

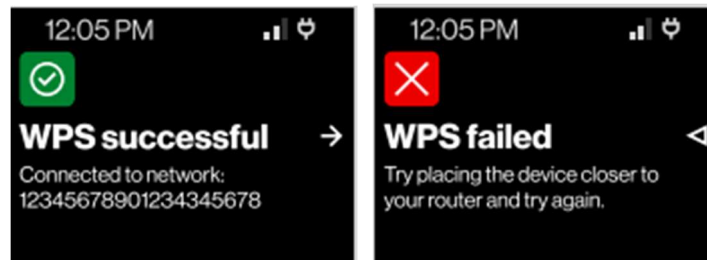
Press the Center button while in the Networking screen to enter the Join Wi-Fi screen. Press the Down button to go to the WPS pairing screen.



Press the Center button when in the WPS pairing screen to start the pairing process. A two-minute countdown will begin, followed by a connecting message. Once the connection screen appears, press the WPS button on your Wi-Fi router.

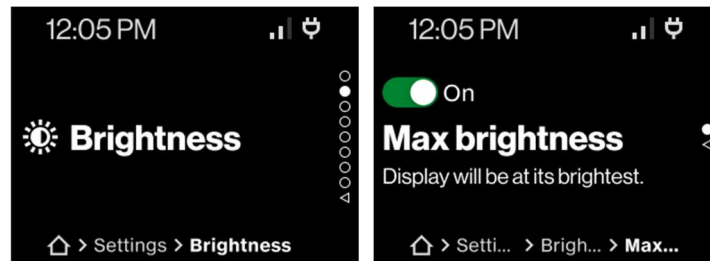


During the two-minute countdown or while connecting, you may press the Center button to cancel the process. If pairing is successful, a WPS successful message will appear. If no connection is established when the countdown ends, a WPS failed message will appear.



2. Brightness

Users can use the settings in this screen to change the brightness of the LCD display on the Voice Gateway. Press the Center button to enter the Max brightness screen. Press the Center button again to toggle this setting on/off.

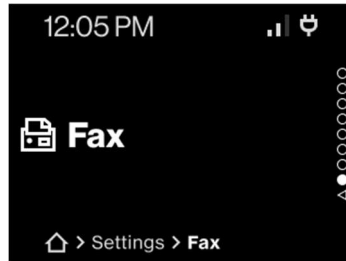


3. Sleep mode

Users can use the settings in this screen to turn Sleep mode on/off. Press the Center button to enter the Sleep mode screen. Press the Center button again to toggle this setting on/off. If the Voice Gateway is in Sleep mode, it will return to the Home screen after 30 seconds and turn off the LCD display after another 30 seconds.

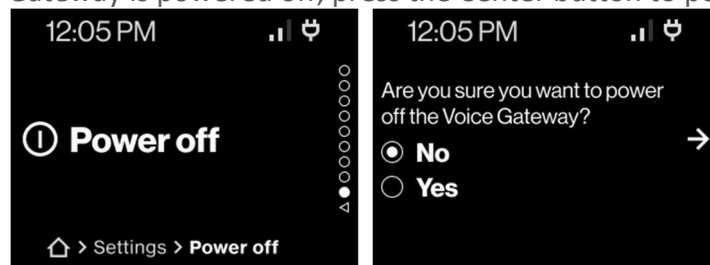
6. Fax

This screen provides basic instructions on how to connect the Voice Gateway to a fax machine.



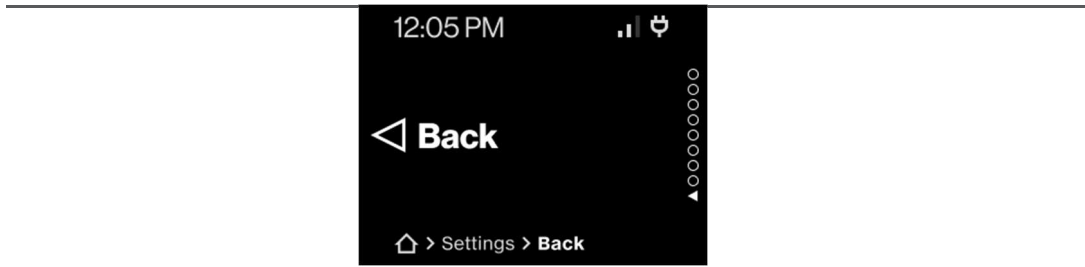
7. Power off

Users can use this screen to power off the Voice Gateway. To do so, press the Center button to go to the next screen, press the Down button to select Yes, and press the Center button to power off Voice Gateway. When the Voice Gateway is powered off, press the Center button to power it on.



8. Back

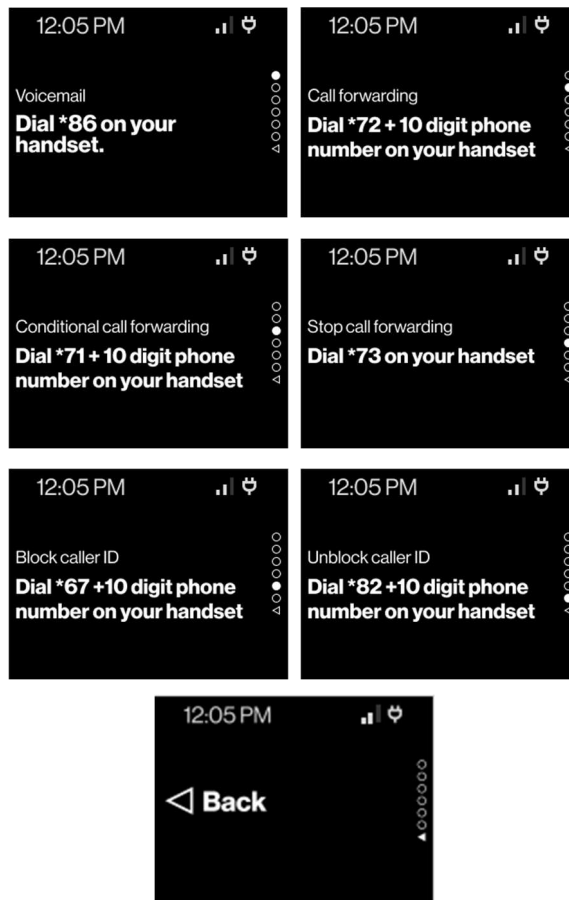
When in this screen, press the Center button to go back to the Settings menu.



4.7 / STAR CODES

Press the Center button while in the Star Codes menu to show the screens listing codes that activate or deactivate functions on the Voice Gateway. Use the Up and Down buttons to scroll through the screens. Press the Center button while in the Back screen to return to the Star Codes screen.

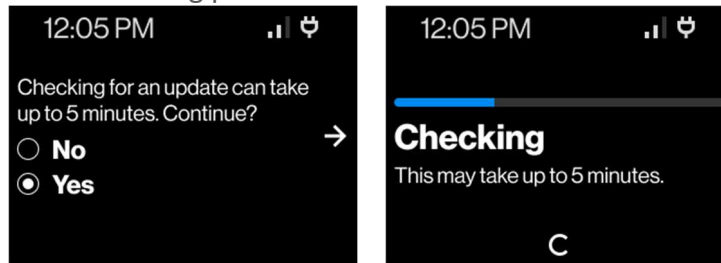
Note: Star codes can only be dialed from a landline phone connected to the Voice Gateway.



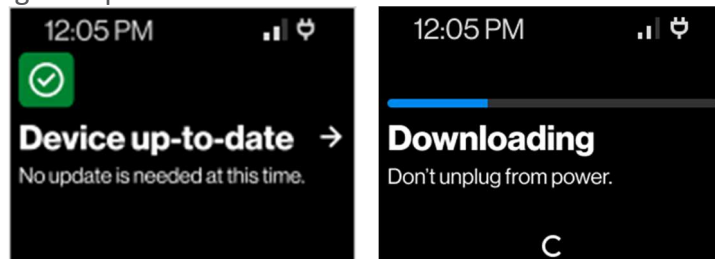
4.8 / FIRMWARE UPDATE

The Voice Gateway 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 manually, make sure the power adapter is connected. Press the Center button while in the Settings menu to enter the Update screen, then press the Down button followed by the Center button to start the update process. The Voice Gateway will start checking whether an update is available.

The FOTA upgrade process takes around 15 minutes. Please keep the Voice Gateway connected to AC power for the entirety of this process. Phone calls cannot be executed when a FOTA upgrade is in progress, and a FOTA upgrade will not be initiated during phone calls.

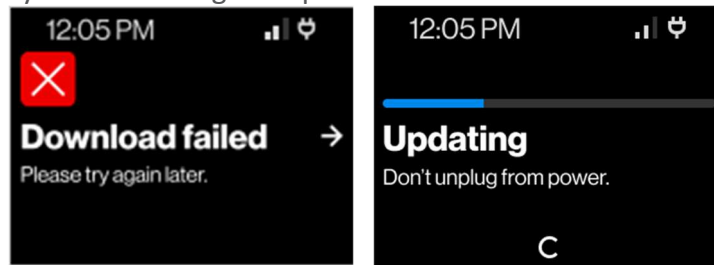


If no new updates are available, the screen will indicate that the device is up-to-date. If a new update is available, the Voice Gateway will automatically start downloading the update.



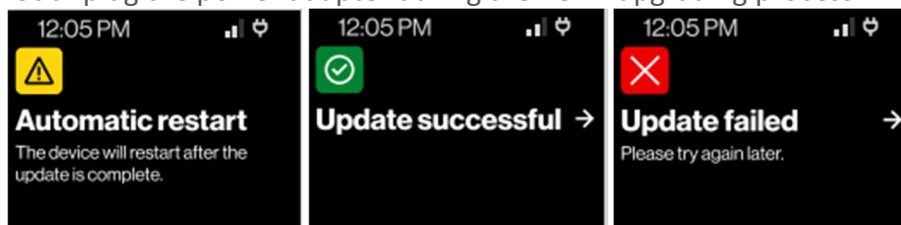
If the update does not download successfully, a message will indicate that the download has failed. If the download is successful, the Voice Gateway will

automatically start installing the update.



Once the update process is complete, the device will restart within one minute. A message will then appear indicating whether the update was successful or not. If the update fails, please try again later.

Do not unplug the power adapter during the FOTA upgrading process.



Caution: To prevent damage to the Voice Gateway, keep the AC power connected until the reboot process is fully complete.

4.9 / CALL SCREEN

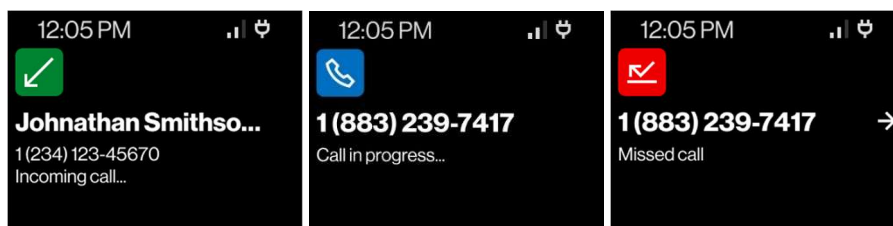
The call screen changes based on the call status, enabling you to easily identify an incoming call, an ongoing call, or a missed call.

Incoming Call (left image below): Displays the caller name or phone number and the “Incoming call...” message.

Ongoing Call (middle image below): Displays the caller phone number and the “Call in progress...” message.

Missed Call (right image below): Displays the caller phone number and the “Missed call” message to notify you that the call was not answered.

Note: If the caller name is available in your contacts, it is shown first; otherwise, the phone number is displayed.



05 / **SPECIFICATIONS**

5.0 Product Specifications

5.0 / PRODUCT SPECIFICATIONS

Name	Verizon Voice Gateway
Dimensions	Size: 120 × 149.5 × 73.5 mm Weight: 433 g (469 g with external antennas)
Display	2.4" TFT-LCD display Resolution: 240 × 320 RGB
Ports	RJ45 (1 GbE) × 1 RJ31 × 1 RJ11 × 2 USB-C × 1
Connectivity	LTE bands: B2, B4, B5, B13, B48, B66 5G bands: n2, n5, n48, n66, n77 Ethernet: 1 Gbps Wi-Fi: 802.11ax 2.4/5 GHz 2x2
Standby time	24 hours
Operating temperature	0 °C to 40 °C