

# Installation instructions

Exchanging your Voice Connect device.



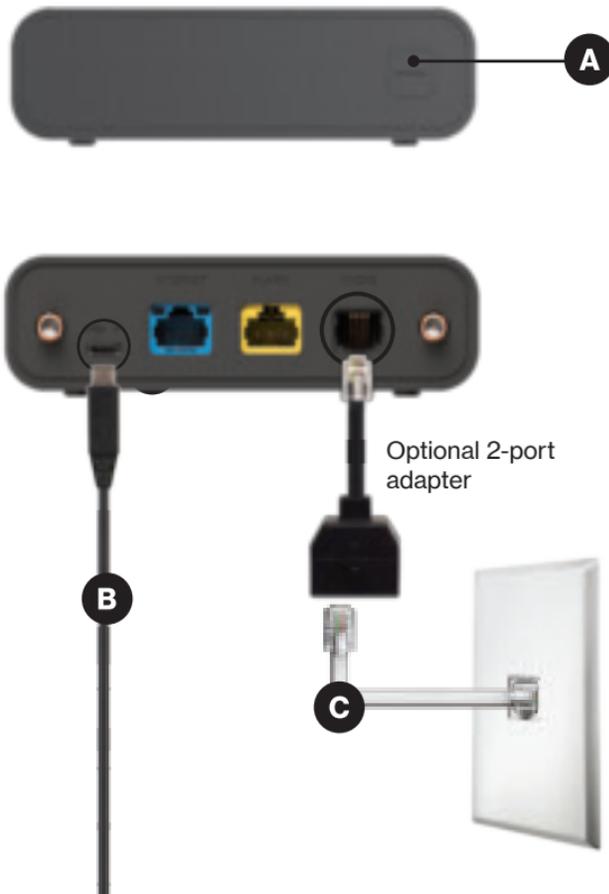
**verizon**<sup>v</sup>

## Step 1: Turn off and disconnect your old Voice Connect device.

**Wait!** During the installation process, your equipment will be turned off and you will not be able to make or receive calls until your new device is activated. Consider this and call from another phone if available.

- A** Turn off your old Voice Connect device by pressing the Power button on the front of the device.
- B** Unplug the power cord from the device and the wall.
- C** If your old Voice Connect device is plugged into a wall jack, unplug the cord from your device only, and leave the cord plugged into the wall jack.

Note: If your setup includes a 2-port black adapter, just unplug the adapter from your old Voice Connect device. You can leave the other two cords plugged into the adapter.



**D** If you have a phone connected directly to your old Voice Connect device, or a 2-port adapter, unplug the phone cord from the device and keep the other end of the cord attached to the phone.

**E** Please recycle your old Voice Connect device using your local recycling rules.

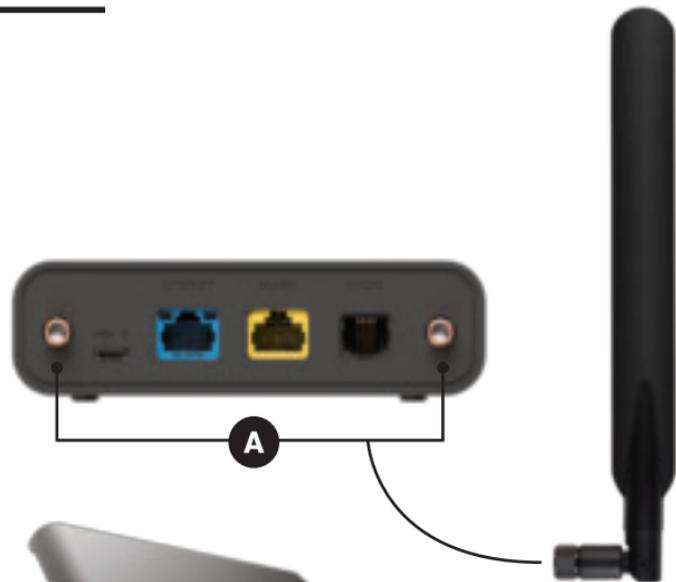


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## Step 2: Install your new Voice Connect Device

**Get started.** Remove all items from the box and lay them out.

**A** Screw both antenna onto your new device.



**B** Remove the top of the device, insert the provided AA batteries, and put the battery cover back on. Don't power on the device until instructed to do so.

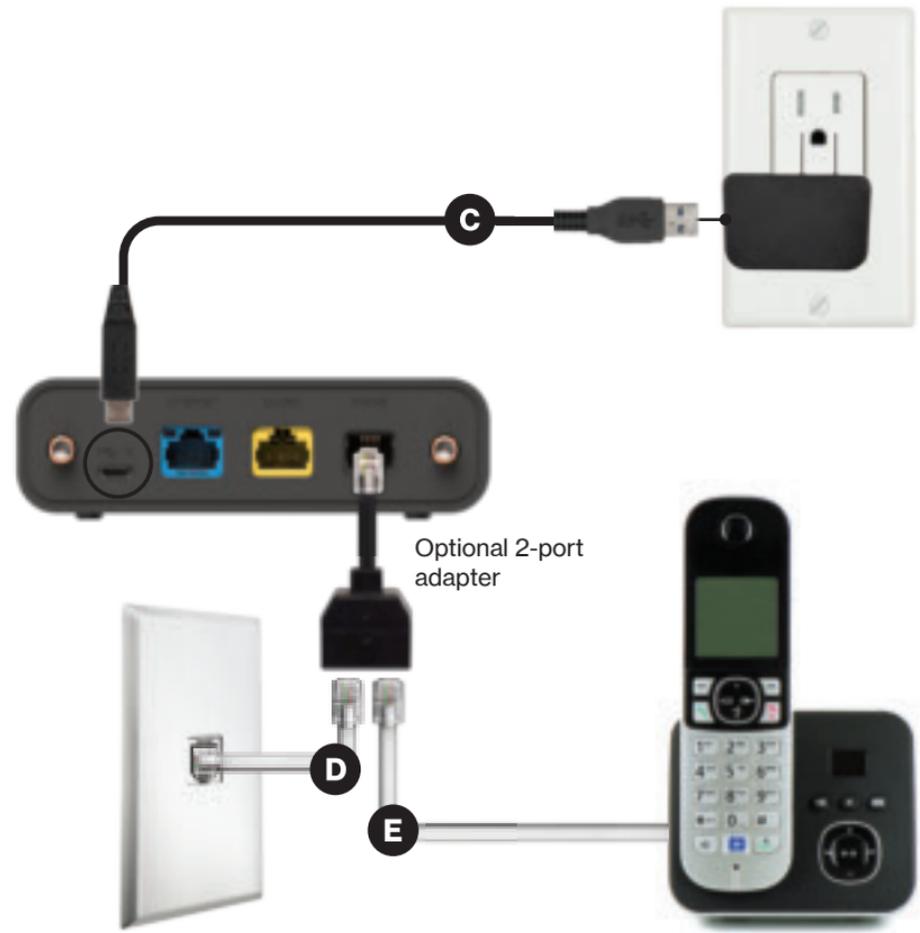


- C** Connect the smaller end of the new power cord to the port next to the antenna and the larger end to the plug provided. Once connected, plug into your electrical wall outlet.

- D** Plug the cord from the wall jack into the black port on your new device. Or, if your previous setup included an adapter, plug that into the black port on your new device.

- E** If previously connected to your old device, plug the cord coming from your phone to the black port on your new device.

Note: Your phone cord may already be attached to the adapter if you plugged that in as part of Step D.



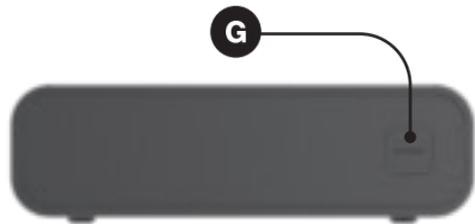
**F** Call 1.800.Verizon (1.800.837.4966). If asked to enter the telephone number you're calling about, enter your Voice Connect home number. The system will recognize you're calling to activate your new Voice Connect device and ask if you are ready to activate.

**Calling from Voice Connect home number** – Once you trigger the activation, if successful, the call will disconnect and you will lose dial tone. Follow the instructions in step G to obtain dial tone on your new Voice Connect device.

**Calling from another number** – Once trigger is sent and confirmed, you will hear a success message. Follow the instructions in step G to obtain dial tone on your new Voice Connect device.

- G** Once you hear the activation success message, hang up, and power on your new Voice Connect device. If you had your device already powered on, turn it off and then back on again. The device will now activate. Allow about five minutes for activation to complete. Once you have a dial tone, make a test call to ensure activation is complete.

If you have any questions, call us anytime at 1.800.Verizon (1.800.837.4966).



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