

# Home phone upgrade instructions

**Verizon is upgrading your voice equipment  
to our latest Voice Connect device.**

There is no charge to you and swapping out  
the device is easy.

**verizon** ✓

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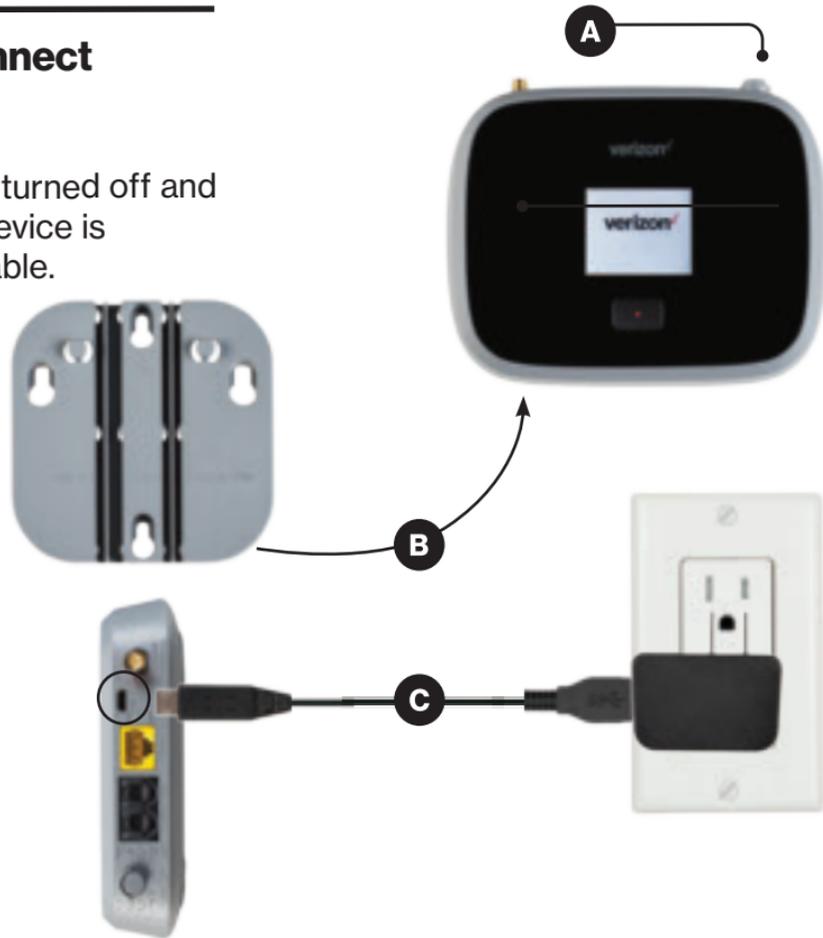
## Step 1: Turn off and disconnect your old Voice Connect device.

**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 device.

**B** Remove your old device from the wall bracket.

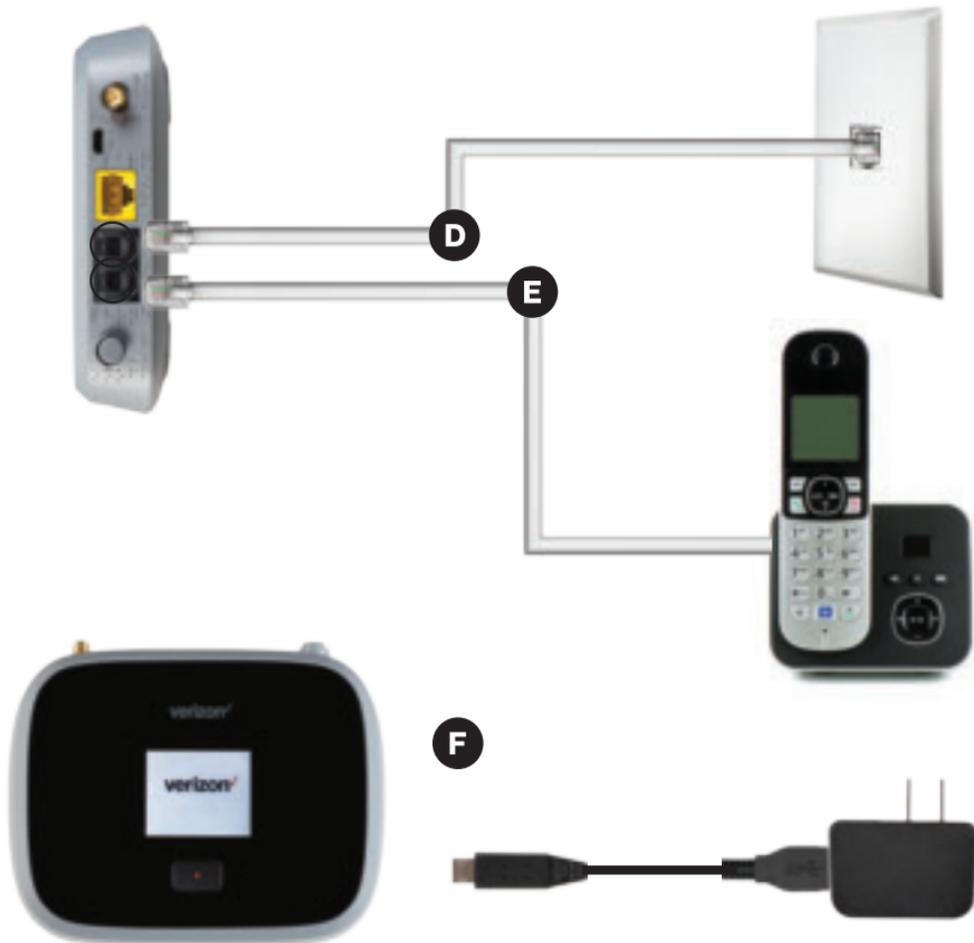
**C** Unplug the power cord from the device and the wall.



**D** 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.

**E** If you have a phone connected to your old Voice Connect device, unplug the phone cord from the device and keep the other end of the cord attached to the phone.

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



## 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.

Important: Don't power on the device until instructed to do so in step 3.

**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 device. If you also need to plug a phone directly into your device, use the provided adapter to connect both.

**E** If not connected to a wall jack, and you only require a single RJ11 port to connect your phone, you can plug your phone directly into the black port on the new device. If you need to connect both, use the provided adapter.



- 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.



- H** Your new device cannot be mounted on the wall. Simply place the device on the counter or table near your phone.



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

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T2050 to BPC100  
Swap Guide  
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