Voice Connect user guide

Reliable calling.

Flexible features.

Easy to use.

verizon✓

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Voice Connect™

An easy, reliable phone service.
This guide will help you get the most out of your new phone service, whether you use every feature, or simply prefer basic calling. Availability of features is determined by your calling plan. For technical support, call 1.800.Verizon (1.800.837.4966).

10-digit dialing
Voice Connect requires the use of 10-digit dialing for local and long-distance calls. It's the area code and a 7-digit telephone number. All 0+, 500, 10-10, 700, 900, 950 and 976 calls are blocked. Also, you cannot receive collect or third-party-billed calls.

Voice Connect LED indicator
Your device provides a variety of information depending on what you're doing. Call Waiting, voice mail, missed call, low battery, and much more. A complete guide on what you can expect can be found at verizon.com/voiceconnect.

LED indicator states
The power button on the front of the unit includes an LED that indicates the current state of the BPC100.

LED color	State	Meaning
Green 🟢	Solid	• 4G service is available • BPC100 running on backup batteries with 4G service available
Blue 🔵	Solid	• Incoming/outgoing call (including 911)* • Call waiting • Conference call • Call forwarding enabled • Software update in progress *LED turns green once call is established and LTE is available again.
Blue	Blinking	• Voicemail available • Missed call • Software update complete
Red	Blinking	• No service • SIM locked • SIM error • Low battery

Setting up your home voice mail.

How to set it up

1. Dial *86 from your home phone.

2. Follow the voice prompts to:

   • Select your preferred language

   • Create a password

   • Record your greetings

   • Select the greeting callers will hear

How to retrieve it

1. When you have a new message, the Power button on your Voice Connect device will blink blue. You will also hear a "stutter" dial tone.

2. Dial *86 from your home phone. If away, dial your phone number and press # during your voice mail greeting.

3. Follow the system prompts to hear and manage your voice mails.

Calling features

3-Way Calling

3-Way Calling adds a third person to your phone conversation at any time. Making a 3-way call is easy:

1. While on the first call, press <u>flash</u>.
2. Dial the 10-digit number of the second party.
3. When the second party answers, press <u>flash</u> to initiate the 3-way call.
4. If the second party does not answer, press the <u>flash</u> key twice to end the connection and return to the first party.
5. To end both conversations, press the <u>end</u> key.

Call Return

Dial <u>*69</u> and your phone will automatically call the last number received. Note: Call Return requires a subscription to Caller ID.

For technical support, call 1.800.Verizon (1.800.837.4966).

Call Forwarding

Forward calls so they ring and can be answered at another phone number, including your mobile phone or office number.

To activate:
Dial <u>*72</u> and then the number you wish to forward calls to.

To deactivate:
Dial <u>*73</u>. Your home phone will not ring until you deactivate the service.

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:
Dial *71 and then the number you want calls forwarded to.

Once activated your phone will ring several times, giving you the option to answer. If you're on the phone or choose not to answer, the call will be forwarded to the destination phone number.

To deactivate:
Dial *73.

Caller ID

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

Caller ID Block — per call

You may block your Caller ID information on a per-call basis. To activate for one call: dial *67 plus the number of the person you are calling.

Caller ID Block — permanent

To activate the permanent Caller ID Block feature, call 1.800.Verizon (1.800.837.4966). To deactivate for a single call: dial *82 plus the number you wish to reach.

Calling features

Call Waiting

Call Waiting allows you to place a call on hold and switch to answer a second call.

How Call Waiting works:
1. When you're on a call and a second call comes in, you'll hear a beeping tone. Put the first call on hold by pressing the <u>flash</u> key on your phone. That connects you to the second call.

2. To return to the first call, press <u>flash</u> again.

3. To end each call, simply hang up.

How to cancel Call Waiting:
You can stop Call Waiting for a single call by dialing <u>*70</u>.

International Calling

To make international calls that require the '011' prefix, you must subscribe to a Voice Connect International Calling plan. To order an International Calling plan, call 1.800.Verizon (1.800.837.4966).

You can dial directly to international countries that support the North American 10-digit dialing pattern, such as Canada, Puerto Rico and U.S. Territories, without an International Calling plan. International rates will apply to those calls.

To view international rates, countries that support 10-digit dialing and information on country codes:
1. Log in to myverizon.com.

2. From the Home Page, click the <u>Support</u> tab in the header.

3. On the left side of the <u>Support</u> page, select the appropriate category.

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Reaching 911 during a power outage

In the case of a power outage, your Voice Connect service will operate on battery power for up to 3 talk hours, or up to 23 standby hours. You will need to use a phone that does not have an electrical base station to make calls. When the battery runs out it will not be possible to make or receive calls, including calls to 911. Changing your batteries allows for continued service.

Testing and replacing the battery

Voice Connect uses 3 AA batteries. Remove the battery cover to access the battery compartment.

To test, remove device from AC power. If the LED button is blinking blue you are running on backup power. If the LED is blinking red your batteries are low. If the device powers off after you remove AC power, then the batteries are either dead or not installed. Batteries should also be replaced every six months or after a power outage.

To replace, purchase 3 standard alkaline AA batteries. Remove battery compartment cover and place in battery tray.

For technical support call 1.800.Verizon (1.800.837.4966).

Additional information

Monitored home alarm system

Voice Connect can support most monitored home alarm systems. A monitored alarm system is one that would call you if your alarm was triggered.

Monitored home alarms may or may not connect to your Verizon home phone service. You would only use Voice Connect with your alarm if your home phone is used to contact the alarm company.

Consult with your alarm company to identify if and how your alarm is connected. Alarms supported by radio cell or a mobile service do not require connection to Voice Connect.

Follow these steps only when using your home phone number to communicate with your monitored home alarm.

Your Voice Connect device is equipped with an RJ31 port to support alarms. Your alarm company can connect directly into the yellow port on the Voice Connect device.

When your alarm is tripped, it calls a specific phone number to reach your alarm company. This number must be entered into your Voice Connect device. There may be two numbers, a primary and a secondary. Consult with you alarm company to identify the number(s).

Adding alarm company central monitoring telephone numbers

When using your line for a fire or home alarm, it is your responsibility to have and replace backup batteries to ensure your ability to make and receive calls. The batteries in your Voice Connect device do not power your alarm panel or any phones connected to your Voice Connect device.

Verizon is not responsible for unsuccessful alarm responses. All alarm functionality is the responsibility of your alarm company.

Adding alarm telephone numbers

Alarm companies use different protocols to communicate with alarm panels. In order to maximize the likelihood that the alarm panel can successfully connect to the alarm company, it is necessary to enter several codes into the Voice Connect device.

Using a phone connected to your Voice Connect device, dial ##21*MDN# where the MDN is the 10-digit telephone number provided by your alarm company. This is the number your alarm panel will call when an alarm is tripped. Example ##21*1234567890# (MDN is (123) 456-7890).

After pressing # you will hear a tone in your receiver indicating that the telephone number has been successfully added.

You can add up to 5 telephone numbers using the same dialing sequence before powering off and on.

Turn off the Voice Connect device and turn it back on.

To ensure you programmed the alarm number correctly you should test your alarm. If the alarm company responds with a phone call, then your connection is complete. Failure to verify may result in your alarm not working.

If you feel that you have entered a number incorrectly, follow the steps below to clear out the stored numbers and begin the process again.

Additional information

Clearing monitoring alarm central station numbers

Using a phone serviced from your Voice Connect device, dial ##22*# followed by ##268# to clear out all numbers stored.

Once telephone numbers are cleared they are gone. You can add and program them again if needed.

Faxing

Voice Connect, when connected to a compatible fax machine, allows you to send and receive faxes.

The fax machine can be connected directly to your device or plugged into a wall jack serviced by your Voice Connect device.

Warning: Do NOT plug your phone or fax machine into the yellow port labeled Alarm. Doing so could stop the device from working.

Fax machine settings

Setting	Recommended Value	Notes
Speed	Slow 9600bps if your machine has speed settings in bps	Your fax machine may have a "Compatibility" setting (see below) rather than "Speed".
Compatibility	Basic	Your fax machine may have a "Speed" setting (see above) rather than "Compatibility".
Resolution	Standard/Normal	
Error Correction (ECM)	Off	When ECM is off, minor errors will not prevent sending or receiving a fax.

Personal medical devices

Voice Connect supports most medical devices that communicate with professional monitoring centers. This includes personal emergency response devices that would have been connected to your landline. To connect your device: plug an RJ11 phone cord (not supplied) directly into the black RJ11 port on the back of your Voice Connect device (not the yellow or blue port). This connection method supports personal medical devices that rely on your phone line to call the monitoring center. Devices that communicate with a monitoring center by other means, like wireless services, should not require connection.

Verizon is not responsible for unsuccessful alarm responses or medical device relays. All alarm and medical device functionality is the responsibility of you and your alarm and/or medical device company. Compatibility is determined by your testing of your alarm and/or medical device at time of install.

Voice Connect supports most Text Telephone or TTY devices.

Troubleshooting your device

Most problems can be cleared by powering the device off then back on.

If restarting your device does not resolve your issue, follow the steps shown here.

No dial tone

1. Make sure the power adapter is properly connected and the <u>Power</u> button LED is lit.

2. Make sure the telephone cable is securely plugged in.

3. Plug phone directly into the Voice Connect device to isolate home wiring issues.

4. Using a cell phone, make sure you have at least 2 steady bars of signal coverage.

5. Try moving the device near a window to obtain a better signal.

Not receiving voice mail

1. Verify that you've completed the initial voice mail setup.

2. Check to see if your voice mailbox is 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 <u>on</u>.

3. Ensure the connection between the device and the power supply is secure.

No name displayed on Caller ID

If you subscribe to Caller ID with Name, your telephone will have the ability to display both the telephone number and the name of the person calling. If you're not seeing the caller's name on your telephone:

1. Call 1.800.Verizon (1.800.837.4966) to verify you subscribe to Caller ID with Name

2. Try using Voice Connect with a different brand of telephone handset as not all telephone sets are compatible with Caller ID with Name. Some manufacturer's devices will only show a caller's number and not a name.

How to know when operating on battery power

When on battery, the LED light will be green until the batteries become low. A blinking red LED indicates low battery. No light indicates batteries are dead and power is not connected. Your device performs best when plugged into a power outlet. Battery power is intended for short-term power outages only. Changing batteries during an outage will ensure continued service during an outage.

Voice quality

1. Try a different home phone.

2. Check that nothing is interfering with the signal (e.g., microwave). Move your Voice Connect device at least eight inches away from other electronic equipment.

3. If using a cordless phone, ensure phone is fully charged.

Moving the device

Moving the device could impact 911 capabilities and signal strength. Please call Verizon for technical assistance if you need the device relocated. Remember, the device is the property of Verizon and must stay within your home.

Call connection

You may hear up to seven seconds of silence before your call is connected.

For technical support, call 1.800.Verizon (1.800.837.4966).

Fax troubleshooting

If you are having difficulty sending or receiving faxes on your Voice Connect device, try these steps.

1. Check the cable
Check that the RJ11 cable is properly connected. If possible, try using a different RJ11 cable. High-quality cables give noticeably better results.

2. Check the settings on your fax machine
Changing the settings on your fax machine may provide better results. The recommended settings are shown on page 13. Consult the User Guide for your fax machine for the procedure to change its setting.

Federal Communications Commission (FCC) Notice

FCC ID: PKRISGBPC100

Electronic devices, including computers and wireless modems, generate RF energy incidental to their intended function and are therefore subject to FCC rules and regulations.

This equipment has been tested to and found to be within the acceptable 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 when the equipment is operated in a residential environment.

This equipment generates radio frequency energy and is designed for use in accordance with the manufacturer's user manual. However, there is no guarantee that interference will not occur in any particular installation. If this equipment causes harmful interference to radio or television reception, which can be determined by turning the equipment off and on, you are encouraged to try to correct the interference by one or more of the following measures.

• Reorient or relocate the receiving antenna.

• Increase the separation between the equipment and the receiver.

• Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.

• Consult the dealer or an experienced radio/television technician for help.

This device complies with Part 15 of the Federal Communications Commission (FCC) Rules. Operation is subject to the following two conditions.

• This device may not cause harmful interference.

• This device must accept any interference received, including interference that may cause undesired operation.

WARNING: DO NOT ATTEMPT TO SERVICE THE WIRELESS COMMUNICATION DEVICE YOURSELF. SUCH ACTION MAY VOID THE WARRANTY. THE BPC100 IS FACTORY TUNED. NO CUSTOMER CALIBRATION OR TUNING IS REQUIRED. CONTACT INSEEGO CORP TECHNICAL SUPPORT FOR INFORMATION ABOUT SERVICING YOUR WIRELESS COMMUNICATION DEVICE.

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

MODIFICATIONS: The FCC requires that you be notified that any changes or modifications made to this device that are not expressly approved by Inseego Corp. may void your authority to operate the equipment.

NOTE: The Radio Frequency (RF) emitter installed in your modem must not be located or operated in conjunction with any other antenna or transmitter, unless specifically authorized by INSEEGO CORP.

FCC RF Exposure Guidance Statement

In order to comply with FCC/ISED RF Exposure requirements, this device must be installed to provide at least 30 cm (11.8 in) separation from the human body at all times. 32 Wireless Communication

Need help?

Your satisfaction is important to us.

Call 1.800.Verizon (1.800.837.4966)

Visit verizon.com/support

FPO clear space
for FSC logo

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