User Guide

VerizonONE Phone

Model Number: W2-3DWCB

GENERAL INFORMATION

Thank you for purchasing the only phone you will ever need!

The VerizonONE phone is the only phone of its kind that provides the quality of a digital

cordless phone with the convenience and mobility of the latest in cellular phone technology.

HOW THE PHONE BRINGS CORDLESS & WIRELESS WORK TOGETHER

When the handset is in the range of the cordless base, the incoming and outgoing calls are made using the Cordless service. The range is approximately 500 feet in open space – range may vary depending on the physical characteristics of the space it is being used in. When the handset is moved out of the range of the cordless base, incoming calls can be answered by other phones in the apartment or can be received by the Verizon ONE phone in Wireless Mode.

The Mode Icon **(C/D/A/R)** icon in the top row (as shown in the figure to the right) indicates whether the phone is in Cordless or Wireless Mode. When the handset is Idle and in range of the cordless base station, it is in both modes.

HOW DOES THE SERVICE WORK?

All calls will always be sent to your home number. If your handset rings 4 times at home (Cordless Mode) and you don't get to it in time, the call will then ring 4 times on your handset again in Wireless Mode. If no one answers the phone, the caller will have the option of leaving you a voicemail message.
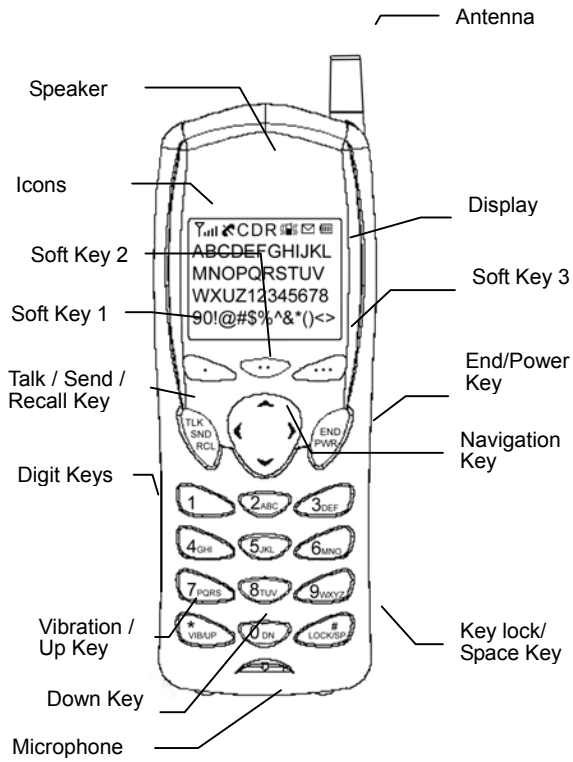

WHAT AFFECTS YOUR SERVICE CHARGES?

Cordless (landline) calls and Wireless calls have different rates. Please refer to the applicable Verizon Avenue service plan package for specific call rates. Even in the vicinity of the Cordless Base, you may receive Wireless calls, if the call is forwarded to Wireless after ringing 4 times in Cordless mode. If a wireless call is received in range of the cordless base

station, a "Wireless Incoming Call" Message will be shown on the display at the time of ringing. If the base is turned off or the cordless signal is weak, the phone may turn to Wireless mode.

Remember, the mode of the phone is indicated by the cordless icon on the top row of the display. Also, long distance, international, or toll calls, such as 900 and 977 may incur additional charges on your bill.

Description of the keys

Antenna

Speaker

Icons

Display

Soft Key 2

Soft Key 3

Soft Key 1

End/Power Key

Talk / Send / Recall Key

Navigation Key

Digit Keys

Vibration / Up Key

Key lock/ Space Key

Down Key

Microphone

Display text:
```
Y.ull CDR ⚡ ✉ ▤
ABCDEFGHIJKL
MNOPQRSTUV
WXUZ12345678
90!@#$%^&*()<>
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KEY FUNCTIONS

	Digit Keys are used to enter numbers, letters, and symbols.
	Soft Keys are used with the various menus available through the handset display.
	TALK/SEND/RECALL Press before or after entering the phone number to make a call (depending on mode). Press and hold for one second to redial the last phone number in the call history.
	END/POWER Press to hang up a call. Press and hold to turn the phone On/Off.
	Base/Phone Synchronization Place handset in base and it will synchronize automatically. That means only your handset can communicate with your base station for cordless service.
Left Side	**Side Volume Keys**
	Press and hold to ringer style and/or vibration mode.
	Press and hold to turn the Keypad lock On/Off.

ICONS

Yᵘll	Indicates signal strength and presence of Wireless network.
(phone icon)	In Use. Call is in progress.
(icon)	Out of Service Area.
C	Cordless Mode.
D	Digital Wireless Mode.
A	Analog Wireless Mode.
R	Roaming. Out of the home service area (on another carrier's network).
(vibration icon)	Vibration Mode is ON.
(envelope icon)	Voice or Text Message has been received.
(battery icon)	Battery Level Indicator.

SETTING UP THE HARDWARE

❑ Connect the phone cord (also known as an RJ11) to the appropriate phone jack and also to the Cordless Base. Both the phone cord and Cordless Base are included in your package.

❑ Connect the Power Adaptor to the Cordless Base and connect the adaptor to an appropriate power receptacle.

❑ If the Power LED lights up, the unit is ready. The Power LED should show.

CHARGING THE BATTERY

The Cordless Base also serves as the charging station for the phone.   Place the handset in the base station to charge the battery. The Charge LED on the base and animated battery icon in the handset display indicates the status of charging.

The Charge LED will show Red when the handset is not fully charged and Green when it is fully charged.

OVER THE AIR ACTIVATION (OTA)

What is OTA? OTA is the latest technology used to activate a customer's phone on the Verizon network. It gives you the ability to activate your phone from the comfort of your home. The phone needs to be activated in your home market before using, so you need to follow these steps. It is important that when you follow the activation instructions, you are physically located in your home market. If you are in a different city and try to activate your handset using the OTA function, you may download incorrect information to your handset that will then cause it to malfunction.

ACTIVATING THE VERIZON ONE PHONE

Before the Verizon One Phone can be activated, you need to ensure that all the appropriate applications and packages have been filled out and accepted. Once this has been done, you can do the following:

1. Ensure that the handset is in Wireless Mode (you can step outside the range of the base or unplug the base). The handset should not show a "C" on the display. If the handset does show a "C" it means that it is in cordless mode. Ensure that you are out of range of the cordless base station before going to the next step.

2. Dial the number *22890. This will initiate the OTA process and program the

phone with the appropriate information.

3. A message similar to "Update Successful" should appear on the display

indicating programming is complete.

POWERING THE PHONE ON / OFF

Press and hold END/PWR key to power the phone On / Off.   When turned on, wait a few seconds for the phone to initialize.

Remember: If you turn the phone off, you won't receive calls even when you are at home! Your other home phones will ring as they normally do.

MAKING A CALL

For your convenience, you can make wireless calls can be made in three ways.

1. Pre-dial the digits and press the TALK/SEND key.
2. Pre-dial the digits and wait for 4 seconds.
3. Press the TALK/SEND key and dial the digits.

Make cordless calls the same way you place calls on your current cordless phone.

1. Press TALK/SEND key and listen for dial tone.
2. Dial digits and place call.

If you make a mistake entering the digits, press the right soft key to delete the last digit.

ANSWERING INCOMING CALLS

When an incoming call comes in, the handset rings.   The backlight also turns on.   If vibration mode is set, the phone also vibrates.   An alert message with Caller ID, if available, is displayed.   Press the TALK/SEND key or the soft key that is indicated on the display to answer the call.

DISCONNECTING CURRENT CALLS

▪ Press the END/PWR key to disconnect the call once you are finished or wait for

the other party to hang up.

VOICEMAIL

Setting up Voicemail

Voicemail can be used only after setting up the Verizon Avenue voicemail account. Please refer to the Verizon Avenue voicemail account setup instructions for additional information.

1. Dial your Voicemail access number and press the TALK/SEND key to connect to your Voicemail Account.

RETRIEVING VOICE MAIL MESSAGE

The Message Waiting icon indicates the arrival of voicemail. A text notification will also be displayed on the handset for two seconds, when the message is first received. After that, the Message Waiting icon will be displayed until the voicemail messages are listened to in your voicemail account.

1. Press the middle soft key in Idle Mode to enter the message Menu.
2. The Message page shows how many voice mails you have received.   Select Voicemail and press the TALK/SEND key to connect to your Voicemail account.

ADVANCED CALL OPTIONS

Call Waiting

When you are on a phone call and you hear a call waiting tone, press the TALK/SEND key to receive the call. Press the TALK/SEND button to switch between the two calls.

Three-way calling

While on a call, press the TALK/SEND button to put the first call on hold.   Enter the phone number you want to dial and press the TALK/SEND button to call the third person. Once you are connected you can press the TALK/SEND key again to connect both of your callers at once.

ADJUSTING EARPIECE VOLUME

During a call, press the Volume Up / Down keys on the left side to adjust the earpiece volume.

CORDLESS / WIRELESS CHANGING

While in the range of the Cordless Base, the user can make and receive calls via landline and will be using the landline minutes.   If the phone is moved out of the range, the phone is changed to wireless mode and will receive and send call via wireless network, using the wireless minutes.   If the user moves out of the range while making a landline call, warning beeps sounds and the call is disconnected.   If the user moves into the range while making a wireless call, the call does not get disconnected.   The phone will be change to cordless mode upon hanging up.

DATA SERVICE

VerizonOne phone is voice only and does not support data service.

TECHNICAL INFORMATION

The Cordless Mode is a 800MHz Digital Spread Spectrum Technology phone, while the Wireless Mode is a tri-mode CDMA phone capable of 1900MHz, 800MHz Digital and Analog bandwidths.

FCC REQUIREMENTS

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 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 or more of the following measures.

1. Reorient or relocate the receiving ANTENNA.

2. Increase the distance between the equipment and the receiver.

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

4. Consult the dealer or an experienced radio/TV technician for help.

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.

RF EXPOSURE

THIS MODEL DEVICE MEETS THE GOVERNMENT'S REQUIREMENTS FOR EXPOSURE TO RADIO WAVES.

Tests for SAR are conducted using standard operating positions specified by the FCC with the phone transmitting at its highest certified power level in all tested frequency bands. Although the SAR is determined at the highest certified power level, the actual SAR level of the phone while operation can be well below the maximum value. This is because the phone is designed to operate at multiple power levels so as to use only the power required to reach the network. In general, the closer you are to a wireless base station antenna, the lower the power output.

Before a phone model is available for sale to the public, it must be tested and certified to the FCC that it does not exceed the limit established by the government-adopted requirement for safe exposure. The tests are performed in positions and locations (e.g., at the ear and worn on the body) as required by the FCC for each model. (Body-worn measurements may differ among phone models, depending upon available accessories and FCC requirements). While there may be differences between the SAR levels of various phones and at various positions, they all meet the government requirement for safe exposure.

For body worn operation, to maintain compliance with FCC RF exposure guidelines, use only accessories that contain no metallic components and provide a separation distance of 1.5cm (0.6 inches) to the body.   Use of other accessories may violate FCC RF exposure guidelines and should be avoided.

HEALTH AND SAFETY INFORMATION

Exposure to Radio Frequency (RF) Signals
Your wireless phone is a radio transmitter and receiver. It is designed and manufactured not to exceed the emission limits for exposure to radio frequency (RF) energy set by the Federal

Communications Commission of the U.S. Government. These limits are part of comprehensive guidelines and establish permitted levels of RF energy for the general population. The guidelines are based on the safety standards previously set by both U.S. and international standards bodies:
* American National Standards Institute (ANSI) IEEE. C95.1-1992
* National Council on Radiation Protection and Measurement (NCRP). Report 86. 1986
* International Commission on Non-Ionizing Radiation Protection (ICNIRP) 1996
* Ministry of Health (Canada), Safety Code 6. The standards include a substantial safety margin designed to assure the safety of all persons, regardless of age and health.

The exposure standard for wireless mobile phones employs a unit of measurement known as the Specific Absorption Rate, or SAR. The SAR limit set by the FCC is 1.6W/kg *.
In the U.S. and Canada, the SAR limit for mobile phones used by the public is 1.6 watts/kg (W/kg) averaged over one gram of tissue. The standard incorporates a substantial margin of safety to give additional protection for the public and to account for any variations in.

WARNING

Changes or modifications not expressly approved by the party responsible for its compliance could void the user's authority to operate