



Welcome to
**VERIZON
VOICE LINK**



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Congratulations on transitioning to our optional Verizon Voice Link service, which will improve the reliability of your voice service. Your experience as a Verizon customer is important to us.

This Verizon Voice Link Welcome Kit includes details about your Voice Mail service, calling features, equipment and troubleshooting instructions.

If you have questions that can't be answered in the enclosed materials, please call us at **1.800.VERIZON (1.800.837.4966)** and choose the appropriate option from the main menu:

- For technical support, choose **Repair/Technical Support**
- For billing questions, choose **Billing/Payment**
- To make changes to your account, choose **New/Order Product Information**

See the reverse side for additional information about your new service.

CALL SOUND

You may hear a slight difference in the way your calls sound because they are now being transmitted using a wireless signal. Wireless technology will help to improve your overall home phone experience.

OUTBOUND CALLS

Verizon Voice Link requires the use of 10-digit dialing. If you experience a delay before your call connects, press the pound key (**#**) immediately after dialing the 10-digit number (Example: 908.555.1234 **#**).

VOICE MAIL (if included with your plan)

If you have Voice Mail included with your Verizon Voice Link service, the following are some quick tips to get you started.

- To access, create and make changes to your Voice Mail, dial *** 8 6**
- You can access Voice Mail when you're away from home by dialing your home number. Press **#** when your Voice Mail picks up. You will be prompted to enter your password.
- For an incoming call, the caller will hear 5 rings before reaching your Voice Mail greeting. This is a system setting and cannot be changed.

Thank you for choosing Verizon. We value your business and look forward to providing you with exceptional phone service for many years to come.

TO CHANGE YOUR VOICE MAIL PASSWORD

- Dial *** 8 6** from your home phone
- Enter your current password
- Select menu options below in the order listed:
 - Press **4** – Personal Options
 - Press **2** – Administrative Options
 - Press **1** – General Options
 - Press **1** – Change Password
- Follow system prompts to change your password

If you forgot your password, please call Customer Service at **1.800.VERIZON (1.800.837.4966)** and select “Technical Support” to have your password reset.

Note: If you have Verizon Voice Mail and an answering machine, ensure you adjust your answering machine to pick up before the 5th ring.

VOICE MAIL

Using your **VERIZON VOICE MAIL**



Voice Mail is one of the most popular calling features that Verizon offers and, depending on your calling plan, it may already be included in your service. If not, you have the ability to add the feature by calling us at **1.800.VERIZON (1.800.837.4966)**.

VOICE MAIL FEATURES:

- 20 messages max storage
- 3 minute maximum per message
- 21-day retention
- Standard 5 rings before a call is forwarded to your voice mailbox
- Message waiting indicator light on Verizon Voice Link device
- Stutter dial tone indicates new message

See inside for additional information about your new service.

HOW TO SET UP YOUR VOICE MAILBOX:

- Dial *** 8 6** from your home phone
- Follow the voice prompts to:
 - Select your preferred language
 - Press 1 for English
 - Press 2 for Spanish
 - Create a password
 - Record your greetings
 - Select the greeting callers will hear

Note: After you complete the initial set-up, changes can be made by dialing *** 8 6** and selecting the “Personal Settings” option.

TO ACCESS YOUR VOICE MAILBOX:

From home:

- To access your voice mailbox dial *** 8 6**
- Follow the prompts to enter your password and retrieve your messages
- If you hear your own system greeting when you dial *** 8 6**, press **#** to interrupt it and follow the prompts to enter your password

Away from home:

- Dial your Verizon Voice Link home telephone number
- Press **#** to interrupt the system greeting and follow the prompts to enter your password and retrieve messages

NAVIGATING YOUR VOICE MESSAGES

Follow these system prompts to hear and manage your voice messages:

- While listening to a message, use the following prompts:

1 = Rewind

1 1 = Rewind to beginning of message

2 = Pause

3 = Fast Forward

3 3 = Fast Forward to end of message

4 = Slower

5 = Envelope Info (date/time message was sent)

6 = Faster

7 = Delete Message

9 = Save Message

***** = Cancel/Exit

0 = Help

= Finish/Skip

- After listening to a message, press:

6 = Forward

7 = Delete

8 = Reply

9 = Save

0 = Help

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 **FLASH/SWITCH HOOK** key on your phone. That connects you to the second call.
2. To return to the first call, press **FLASH/SWITCH HOOK** on your phone 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 *** 7 0 +** the number of the person you are calling.

INTERNATIONAL CALLING

To make international calls that require the '011' prefix, you must subscribe to a Verizon Voice Link 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 **verizon.com/myverizon**.
2. From the Home Page, click the Support tab in the header.
3. On the left side of the Support page, select the appropriate category.

REACHING 911 DURING A POWER OUTAGE

In the case of a power outage, your Verizon Voice Link service will operate on battery power for up to 2 talk hours, or up to 72 standby hours. You will need to use a phone that does not have an electrical base station to make calls. When battery runs out, it will not be possible to make or receive calls, including calls to 911, until you replace your batteries.

PLEASE NOTE

Verizon Voice Link does not support fax machines, home monitoring and alarm systems or Internet services. Please see the *Verizon Voice Link Terms of Service* for more information regarding service capabilities and requirements.



If you'd like to make any changes to your account, learn about or order additional services, please call us at **1.800.VERIZON (1.800.837.4966)**.

CALLING FEATURES



Calling Feature INFORMATION

Your calling plan may include some, all or none of the calling features listed.

10-DIGIT DIALING

Verizon Voice Link requires the use of 10-digit dialing for local and long-distance calls. It's the area code and a 7-digit telephone number.

CALLING RESTRICTIONS

All 0+, 500, 10-10, 700, 900, 950 and 976 calls are blocked.

Also, you cannot receive collect or third-party-billed calls.



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, dial the 10-digit number of the second party.
2. Press **FLASH/SWITCH HOOK** on your phone; the first party is automatically put on hold while the call is made.
3. When the second party answers, press **FLASH/SWITCH HOOK** on your phone to initiate the 3-way call.
4. If the second party does not answer, press the **FLASH/SWITCH HOOK** key on your phone twice to end the connection and return to the first party.
5. To end both conversations, press the **END** key.

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 *** 7 1** 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 *** 7 3**.

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 *** 7 2** and then the number you wish to forward calls to.

To Deactivate:

Dial *** 7 3**. Your home phone will not ring until you deactivate the service.



CALLER ID

Caller ID allows you to see the caller's name and/or phone number on your phone 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 *** 6 7** + number of the person you are calling.

CALL RETURN

Dial *** 6 9** and your phone will automatically call the last number received. NOTE: Call Return requires a subscription to Caller ID.

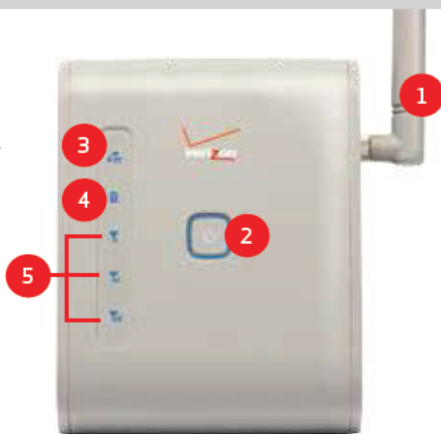
CALLER ID BLOCK — PERMANENT

To activate the permanent Caller ID Block feature, call **1.800.VERIZON (1.800.837.4966)**. To deactivate for a single call: dial *** 8 2** + the number you wish to reach.



Get to know your VERIZON VOICE LINK EQUIPMENT

1. **Antenna** - Should be hand tightened and remain in an upright position.
2. **Power Button** - The blue light must remain on to make and receive calls. No light indicates the unit is turned off. If off, press the power button to turn it on.
3. **Message Waiting Indicator** - If you have Verizon Voice Mail, the indicator light will blink if you have a new message. To listen to your message, dial *** 8 6**.
4. **Battery Strength Indicator** - In the event of a power outage, your device will continue to operate using a *Battery Backup*.
SOLID BLUE LIGHT - Batteries are strong
BLINKING BLUE LIGHT - Batteries are at 50%
BLINKING RED LIGHT - Batteries are below 10% and should be replaced
NOT LIT - Batteries need to be replaced or are not installed
5. **Signal Strength Indicator** - 2 to 3 bars indicates optimal performance. Blinking 2 bars or less, refer to the Troubleshooting page.



6. **Power Cord Insert** - Your device must remain plugged in at all times. The only time you should unplug the unit is when replacing batteries.
7. **Phone and Wall Jack Ports** - Leave in same position as set up by your technician.
8. **Test Port** - For Verizon use only.

See reverse side for important battery backup information

IMPORTANT INFORMATION ABOUT THE BATTERY BACKUP

Verizon Voice Link must be plugged in using the provided AC adapter power cord at all times. In the event of a power outage, your device is equipped with a battery backup that will allow you to continue to send and receive calls.

You will need to test and replace your batteries on a regular basis, similar to changing batteries in your smoke detectors. To test your current battery power, unplug the power cord and wait 10 seconds. If the battery indicator is solid red or blinking red, your batteries need to be replaced.

AA Batteries:

To replace, swap out the three existing batteries with new AA batteries. It is recommended that you keep additional batteries on hand in case you need extended battery life during a power outage.

Please note: Replacing your batteries on a regular basis is important and will ensure you have the ability to make and receive calls, including 911 in the event of a power outage.



For technical support, call **1.800.VERIZON (1.800.837.4966)**.

HEARING DIFFERENT MESSAGES OR TONES

1. Call cannot be completed as dialed

- Ensure that the signal strength indicator on your Verizon Voice Link device is at 2 bars or more. Blinking 2 bars or less may impact your call.
- Ensure that you are dialing 10 digits. Verizon Voice Link does not support 7 digit dialing.

2. Call cannot be completed at this time.

This is usually a temporary situation due to a heavy volume of calls being processed in your area. You should continue to attempt your call.

3. If you hear a “stuttered” dial tone or a beeping sound when you lift the receiver, this indicates that you have Verizon Voice Mail and a new message is waiting to be played. You should also see a blue Message Waiting Indicator light blinking on your Verizon Voice Link device. Please refer to the Voice Mail insert for instructions on how to retrieve your message.

4. If someone is calling you and hears, “The Verizon Wireless customer you are calling is not available at this time”— this indicates that you may not have answered after several rings and you don’t have Voice Mail. Please refer to the Voice Mail insert to learn more about Voice Mail and how to order.

Please Reference the “Equipment” Section of your Welcome Kit for further information about the device and its components.

NEED FURTHER HELP?



If you require additional assistance, please call Verizon Customer Service at **1.800.VERIZON (1.800.837.4966)** and choose—Technical Support—from the automated menu.

TROUBLESHOOTING

Find answers FAST



CANNOT CALL OUT

1. Make sure the device is plugged into a live power outlet and powered on.
2. Ensure the antenna is securely attached (if needed, tighten the antenna clockwise).
3. Using the Power Button, turn the device off, and then back on.
4. Check the Signal Strength Indicator. If you see a solid 2 or 3 bars, continue to #5. If not, please call our technical support **1.800.VERIZON (1.800.837.4966)** from an alternate phone source for further assistance.
5. Ensure that you are dialing all 10 digits when calling out (Note: to expedite the connection of the call, press the **#** key after entering the full 10 digits).
6. Try calling a different 10 digit number to see if that call goes through.
7. If you’ve gone through the above steps and are still having trouble, unplug the phone port connections to your device and then connect a reliable phone directly into one of the phone ports on the device. If you are then able to call out, the problem is with your other phone(s) or home wiring and not your Verizon Voice Link device.

See inside for additional information

8. You must have a **Verizon International Calling Plan** if you'd like to make International calls. To add an International Calling Plan, please call **1.800.VERIZON (1.800.837.4966)** and choose "Make Changes" from the automated menu.

CANNOT RECEIVE CALLS / CALLERS GET VOICE MAIL ONLY

1. Follow steps 1-4 and 7 in the "Cannot Call Out" section.
2. Check your phone(s) to make sure your ringer is on.
3. Ensure Call Forwarding is disabled (deactivate by dialing *** 7 3**).

NO DIAL TONE

1. Make sure the power adapter is properly connected from a live wall outlet to the Power Cord Insert at the side of the device. The electric outlet serving the device cannot be a connected to an outlet operated by a wall switch.
2. Make sure the device's Power Button indicator is illuminated (blue). If it's not, press the Power Button to turn the device on.
3. Make sure your phone cord is securely connected to the Phone Jack Port and that all the Verizon Voice Link device connections are secured.
4. If you still don't hear a dial tone, unplug the phone port connections to your device and then connect a reliable phone directly into one of the phone ports on the device.

SOUND / VOICE QUALITY

You may hear a slight difference in the way your calls sound because they are now being transmitted using a wireless signal instead of our landline network. This is normal but if there are other voice quality issues, here are some things to check:

1. Ensure no electronic devices are placed within one foot of the Verizon Voice Link device to prevent interference with the signal.

2. If you've moved the device since the Verizon technician installed it, move it back to the original location.
3. Adjust the volume on your phone. You may need to increase or decrease the volume to improve the sound of the call.
4. If you hear **static, crackling** or a **hum** this indicates that there is a problem with your phone(s), jack(s) or inside wiring. Unplug the phone port connections to your device and then connect a reliable phone directly into one of the phone ports on the device, and try again. If the problem still exists, it appears there is a problem with your phone. If the sound is now clear, then it appears there is an issue with the jack or inside wiring. Please call technical support at **1.800.VERIZON (1.800.837.4966)**.
5. If you hear **every other word spoken, garbled sounds or cutting off/breaking up**, make sure that the Signal Strength Indicator on your Verizon Voice Link device displays either a solid 2 or 3 bars. If you see a blinking 2 bar, 1 bar or no bars, please call technical support at **1.800.VERIZON (1.800.837.4966)**.

VOICE MAIL ISSUES

1. If you hear a "slow busy tone" after dialing *** 8 6** this means that Voice Mail was not enabled or is not included in your Verizon Voice Link calling plan. If you want to add Voice Mail, please contact us at **1.800.VERIZON (1.800.837.4966)**.
2. If a caller is trying to reach you and receives a recording that Voice Mail has not been setup, please dial *** 8 6**, then follow the voice prompts to verify and complete the initial setup.
3. Check to see if your Voice Mail box is full. If it is, clear your messages.
4. Check to see that Call Forwarding is not sending calls to another number (deactivate by dialing *** 7 3**).



SAVE FOR
FUTURE REFERENCE



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