

State of Florida



Public Service Commission

CAPITAL CIRCLE OFFICE CENTER • 2540 SHUMARD OAK BOULEVARD
TALLAHASSEE, FLORIDA 32399-0850

-M-E-M-O-R-A-N-D-U-M-

DATE: October 25, 2019

TO: Adam J. Teitzman, Commission Clerk, Office of Commission Clerk

FROM: Brandon Wendel, Public Utility Analyst II, Office of Industry Development and Market Analysis *BMW*

RE: Docket No. 20190193-TX - Initiation of show cause proceeding against Tele Circuit Network Corporation for apparent violation of Order Nos. PSC-05-0361-PAA-TX and PSC-11-0419-PAA-TX.

Please file the attached, "Verizon Wireless Home Phone User Guide referenced in Attachment G of staff's recommendation," in the above mentioned docket file.

Thank you.

Attachment

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COMMISSION
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User Guide

WIRELESS HOME PHONE

Welcome to Verizon Wireless

Thank you for choosing Wireless Home Phone.

You're now connected to America's most reliable wireless network. This guide will help you understand your new wireless device and all of its capabilities. So let's get started.

PLEASE READ!!

TO MAXIMIZE WIRELESS HOME PHONE PERFORMANCE PLEASE FOLLOW THE GUIDELINES BELOW.

- Place the Wireless Home Phone near a window to improve its line-of-sight to the VZW network.
- Avoid placing the Wireless Home Phone in metal and enclosed spaces.
- Keep Cordless phones at least 12" from the Wireless Home Phone.
- When placing the Wireless Home Phone in your home make sure the signal strength icon is lit with at least 2 bars.
- Always connect the antenna and put it in the upright/vertical position.

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1 Introduction

Package Contents

The package should contain the following items. Please contact Verizon Wireless if any of the items are missing or damaged.



Wireless Home Phone



Antenna



Battery



Desktop stand



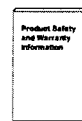
Wall Charger



User Guide



Quick Reference Guide

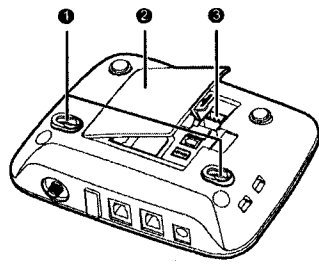


Product Safety and Warranty Information

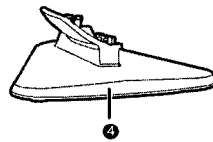
 **Note:**

- Customer must provide their own home telephone. Home telephone can be either traditional corded phone or cordless phone. Home telephone must be single line touch tone. Wireless Home Phone is not compatible with multi line equipment, rotary dial or pulse dial.

Bottom View



- 1 Wall-mounting brackets
- 2 Battery cover

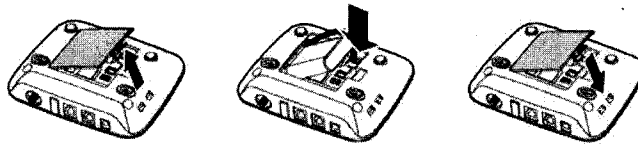


- 3 Battery port
- 4 Desktop stand

2 Installation and Activation

Step 1: Installing the Battery

Remove the battery cover. Carefully insert the battery connection cable into the battery port. The connection cable will click into place when correctly inserted. Place the battery in the battery slot and return the battery cover.

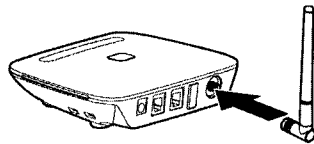


Note:

- The device takes approximately 3.5 hours to charge fully. The charge time may be impacted by environmental factors.
- Talk time is approximately 2 hours and standby time is approximately 36 hours. Actual values will vary with the network environment.
- The battery is intended for backup purposes only (in the event of a power failure).
- When the wall charger is connected the battery will automatically charge.
- When fully charged the battery will automatically stop charging.
- Remove the battery if the device will be unused for a period exceeding 2 weeks.

Step 2: Installing the Antenna

Make sure the device is turned off. Align the antenna with the antenna port on the device as illustrated below. Screw the antenna into the port, ensuring that the connection is secure.

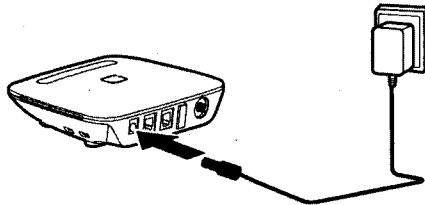


Step 3: Installing the Wall Charger

Under normal usage, the device relies on the external wall charger for its power supply. Insert the wall charger into the DC input port, and plug the unit into an AC wall outlet.

Note:

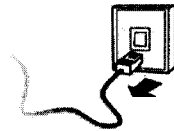
- Back up battery power will only be used during power failure or if the external power adapter is not in use.



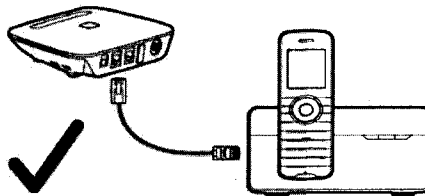
Step 4: Connecting your Telephone to Wireless Home Phone

The Wireless Home Phone device provides ports for up to two telephones. The ports use the same telephone number.

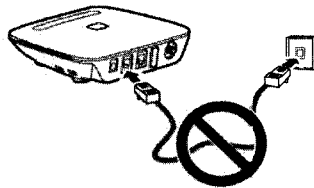
First, unplug your telephone from your wall's telephone jack.



Second, plug the end of your telephone's cord into one of the telephone ports (the other end of the cord must remain plugged into the back of your home telephone base unit).



Warning: Do not plug Wireless Home Phone into your telephone wall jack.



 **Note:**

- The telephone and telephone cord are not included. Customer must provide own telephone and telephone cord.
- The device and telephone cord are for indoor use only.
- Only telephones connected directly to the Wireless Home Phone will receive service.
- If the Wireless Home Phone is connected to a cordless phone base station, any extension phones compatible with that base station will also receive service.

Step 5: Powering on the Device

Press the  button to power on the device. When the device is on, the power indicator will be blue.

 **Note:**

- Press and hold the  button for 1 second to power off the device.

Step 6: Activating the Device

If your device has not yet been activated, please follow the steps below:

Customer Activating New Number

Dial ***228** on the telephone connected to your Wireless Home Phone. You will hear a recording: Press 1 to program your Wireless Home Phone. When programming is complete, hang up. Your Wireless Home Phone is now programmed.

Customer Transferring their Current Home Number





Dial *228 on the telephone connected to your Wireless Home Phone. You will hear a recording: Press 1 to program your Wireless Home Phone. When programming is complete, hang up. Your Wireless Home Phone is now programmed.

Note:


- Customers transferring in their home number will not be able to receive calls on the Wireless Home Phone device until the transfer process is completed. The transfer process can take 2 -10 business days. To make and receive calls, the home telephone should be connected directly to the wall jack, until the transfer process is completed.

Step 7: Understanding the Indicators

The table below describes a possible status for each of the device indicators.

Icon	Indicator	Status
Voice mail 	Blinking Blue	New Message
Battery 	Blue	Full Charge
	Blinking Blue	Partial Charge
	Blinking Red	Low Charge
	Solid Red	No Battery Charge
Signal Strength 	All Blinking in Blue	Roaming
	Three Blue	Strong Signal
	Two Blue	Moderate Signal
	One Blue	Weak Signal
Power	Blue	The device is on
Software update 	Blinking Blue from Left to Right	The software is being updated

Step 8: Making Calls

1. Before making a call, make sure at least one of the signal strength indicators () is lit up.
2. Place a call by entering the desired telephone number, including area code.
3. When your call is complete, hang up or return the phone to the receiver to ensure that you can receive calls.

Step 9: Receiving Calls

- For customers with a new telephone number, simply share your new number with friends & family. When they call, answer the phone connected to your Wireless Home Phone device.
- For customers that are transferring their current home number to the Wireless Home Phone, do not disconnect your existing home phone from the wall jack during the transfer process.
- Incoming calls will continue to ring on your existing home phone until the transfer is complete.
- The transfer process may take 2 to 10 business days to complete.
- You will receive an email (to the email address provided) when your transfer is complete.
- To check status of your transfer, call 877-567-4899.

Once the transfer is complete, disconnect the phones attached to your home wall jacks. Connect your phone to the Wireless Home Phone device. You will now be able to make and receive calls through the Wireless Home Phone device.

3 General Functions

Mounting the Device

Horizontal Mounting

Place the device on a smooth surface with good ventilation. Place it at least 4 inches away from other objects.

 **Note:**

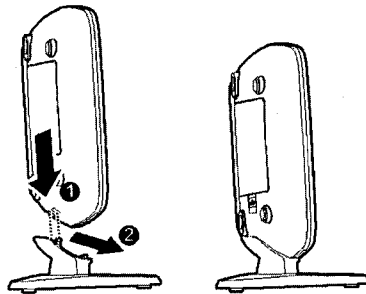
- Avoid placing Wireless Home Phone near other electrical equipment, such as Refrigerator, Television, and/or Microwave.

Wall Mounting

Fix two wall screws (not included) into the wall with the screw heads extending approximately 0.1 inches from the surface of the wall. The diameter of a screw head should be between 0.22 inches and 0.28 inches. The distance between two screws should be 4 inches. Align the mounting brackets with the screws, push the device towards the wall, and connect the brackets with the screws ensuring that the device is stable.

Desktop Stand Installation

Wireless Home Phone device can be placed vertically on the desktop stand vertically, as illustrated below.



Making a 3-Way Call

You can talk with two parties at the same time by using the 3-way call feature on your Wireless Home Phone. Airtime and other charges, which may include toll or long distance charges will apply for all simultaneous calls. Not available in some areas.

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

Note:

- 3-Way Calling is an included feature that is typically added to your account when you first activate service. If you wish to confirm you have this feature, sign in to My Verizon to view the calling features available on your account.
- ***FLASH** key will vary by telephone type.

Using Voice Mail

1. The voice mail indicator (📧) will blink blue to indicate that you have one or more unheard voice mail messages.
2. Dial * 86 to access your voice mail.
3. Follow the system prompts to listen to and manage your voice mails. (for more details about your voicemail service, please visit www.verizonwireless.com/voicemail)

 **Note:**

- Please refer to the Troubleshooting section for additional details on accessing voice mail, or if you would like to use a home telephone answering machine as your preferred method to manage your voice mail messages.

Using Call Forwarding

Wireless Home Phone allows customers to forward calls to another phone number, including your mobile phone or office number. Your home phone will not ring until you deactivate the service. Airtime applies to forwarded calls even if you send the call to landline telephones.

To Activate Call Forwarding:

1. Dial *72.
2. Immediately enter the phone number where you want calls to be forwarded (e.g. *72-212-123-4567).
3. You will hear a confirmation tone.
4. Hang up your home phone or return the phone receiver to its base.

To Deactivate Call Forwarding:

1. Dial *73.
2. You will hear a confirmation tone.
3. Hang up your home phone or return the phone receiver to its base.

Important Facts About Your Wireless Home Phone

10-Digit Dialing

Your Wireless Home Phone may require 10-digit dialing in most areas. Customers may need to use the three-digit Area Code when dialing local and long distance numbers.

Your Wireless Home Phone does not support rotary or pulse dialing phones.

Fax Machine Compatibility

Your Wireless Home Phone does not support incoming or outgoing fax service.

Home Security Systems

Your Wireless Home Phone may not be compatible with certain Home Security systems. Please check with your security system provider to confirm the compatibility requirements of your Home Security system.

Other Incompatibilities

Additional incompatibilities for the Wireless Home Phone device include:

- Sending or Receiving Collect Calls
- DSL or Dial up Internet Service
- DVR, Dish Network, and DirecTV
- Mobile Merchant Machines (credit card machines)
- Any type of PBX or Centex System
- Medical or Life Alert Dependencies

Assistive Communication Devices


TTY (Text Telephony) and TDD (Telecommunications Device for the Deaf) allow individuals who are

deaf, hard of hearing, or have speech or language disabilities to communicate by telephone.

When a user types his or her conversation on a TTY keyboard, it is transmitted as tones through the telephone. Tones are received by the other person's TTY, translated into text and displayed on the screen. In order to use the TTY network, you must have a TTY-compatible phone and be in the TTY mode to place or receive calls. Note that most digital wireless devices are TTY-compatible.

4 Frequently Asked Questions

Why am I not getting a dial tone on my handset?

1. Ensure that the wall charger is properly connected (refer to page 4 of the User Guide) and that the power indicator is illuminated (refer to page 7 of the User Guide).

2. Check to make sure the telephone cable is securely plugged in (refer to page 4 of the User Guide).
3. Check to make sure you are not roaming outside of the Verizon Wireless network.

Can I create a shortcut to access my voice mail?

The availability of a shortcut feature to access voice mail messages depends solely on the capabilities of the corded or cordless phone that you use with Wireless Home Phone. Please refer to the user material that came with your phone. If your home phone does not support a shortcut feature to access voice messages, you may have the option to save your voice mail number into the address book on the handset and assign that number to the #1 speed dial position on your phone's keypad. Remember, you can always dial *86 to access your voice mail.

Can I use my telephone answering device instead of voice mail?

Yes. Set the answering device to fewer rings in order to pick up the call before Verizon Wireless voice mail. Alternatively, turn off your home answering machine or increase the number of rings if you would like to use the Verizon Wireless voice mail service. Please refer to the user material provided by the Home Answering Machine manufacturer for instructions.

Does 911 work on this device?

Yes, but since the Wireless Home Phone Adaptor is designed for an indoor environment, please be prepared to provide your location inside the premises to public service personnel. The GPS chipset embedded in this device will work best if the device is located near a window or other opening.

Does this product work during a power outage?

While the Wireless Home Phone Adaptor has a backup battery, if the landline device requires external power to operate, service (including the ability to make and receive 911 calls) will not be available during a power outage.

Service will only be available during a power outage if the home telephone connected to the device does not rely on external power to operate (as is the case with many corded phones).

How long is the battery life of Wireless Home Phone?

Talk time is approximately 2 hours and standby time is approximately 36 hours. Actual values can vary with environmental conditions.

How does Caller ID (CID) work?

CID allows you to see the caller's name and/or phone number before you take the call. Monthly subscription charges may apply. Please consult your carrier for further information.

Can I adjust the volume on my telephone?

You can adjust the volume using your telephone connected to the Wireless Home Phone device. Four volume levels are available, with level 1 being the softest and level 4 the loudest. The default setting is level 2.

1. Take the phone off the hook so you can hear the dial tone and verify that telephone service is available.
2. Press # # 1 to adjust the volume.
3. Press keys 1 to 4 to select the desired volume.
4. After selecting the desired volume, press the * key to save it. If you hear a single confirmation tone, you have successfully set the volume level.

Note: If you hear a double tone you have pressed an incorrect key. The system will return to the off-hook state, and you can try adjusting the volume again when you hear the dial tone.

How to set the TTY mode?

Enter the keys # # 5 6 * n # to set the TTY mode.

- n=0: TTY off mode. The standard voice speaking mode and the listening mode. This is the default setting.
- n=1: TTY full mode. Transmit and receive the TTY characters.
- n=2: VCO mode. Receive TTY characters but transmit by speaking into the speaker.
- n=3: HCO mode. Transmit TTY characters but receive by listening to the receiver.

Why do I get the recording, "Call cannot be completed as dialed?"

Check the number to ensure you're dialing correctly, without pauses longer than two seconds between dialed digits.

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