



# Verizon One

## User Guide

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## ► Set Up Verizon One

Setting up your Verizon One is an easy process. In just a few minutes you'll be ready to use your phone.

### Verify Installation Kit Contents

1. Open installation kit.
2. Verify box contents:
  1. Base unit
  2. Base unit support stand
  3. Faceplate
  4. Cordless handset
  5. Stylus
  6. Power adapter and cord
  7. Phone cord
  8. Ethernet cable
  9. Important information sheet  
(not pictured)



You're done!

## ▶ Set Up Verizon One *(cont'd)*

### Select a Location for your Verizon One

1. Your Verizon One has three requirements:
  - A sturdy flat surface or table to sit on.
  - A location close to an electrical outlet that is always active (not on a switch).
  - A location within range of your current home network devices.
2. If you have a wireless network, you must be within range of the wireless adaptors on the other devices.
3. If you have a wired network, you must be able to connect to the other devices using Ethernet cables.
4. Other location considerations include:
  - Keep your Verizon One at least 10 feet from a microwave.
  - Position your Verizon One away from heat sources, moisture and excessive dust.
  - Position your Verizon One to keep the number of walls and ceilings between the Verizon One and other devices on your network to a minimum. If the signal must go through walls, it loses less strength if it goes straight through the wall rather than at an angle.

- Place your Verizon One near a window if you want to use your laptop outside.
- Keep your Verizon One away from large metal objects, which can affect signal quality and strength.

You're done!

### Attach the Base Unit to the Support Stand

1. Slip one end of the support stand into the hole at back of the base unit.
2. Slip the other end of the support stand into the other hole at the back of the base unit
3. Confirm that the support stand is firmly connected to the base unit.

You're done!



## ▶ Set Up Verizon One *(cont'd)*

### Plug in the Power Cord

1. Plug the DC 12V power cord to the power connector marked “12V DC” on the rear panel of the base unit.
2. Plug the other end of the power supply cord into an AC wall outlet.
3. Your Verizon One device will power up and turn on.

You're done!

### Configure Verizon One

1. After you plug in your Verizon One, the LCD screen will display the Startup screen.
2. After reading the Welcome screen, touch **Next**.
3. Insert one end of the phone cord (white) into the phone jack on the back panel of the Verizon One.
4. Connect the other end of the phone cord to your phone wall jack.
5. Touch **Next**.
6. If you have an established home network, you can connect your Verizon One to the wired or wireless network.
  - If you have a wired home network, touch **Use a network cable**.
  - If you have a wireless home network, touch **Use my wireless network**.

You're done!



## ▶ Set Up Verizon One *(cont'd)*

### Connect to your Wireless Home Network

1. After Verizon One has scanned for available networks, touch your network from the list of available wireless networks.
2. If your network isn't listed, touch **Add network** to manually enter your networking settings.
  - Use the electronic keyboard to enter your network's SSID in the **Wireless Network Name (SSID)** field.
  - Use the electronic keyboard to enter your network's encryption key or password phrase in the **Encryption Key** or **Pass Phrase** field.
3. Touch **Next**.
4. If you have a secure network (a lock displays before the name in the available network listing), you must enter your network's encryption or password phrase in the **Encryption Key** or **Pass Phrase** field.
5. Touch **Next**.
6. Verizon One will attempt to connect to your network.
7. Touch **Next** when the message displays saying you have successfully connected to your network.

You're done!

### Connect to your Wired Home Network

If you have an established wired home network, you can connect your Verizon One to it.

1. Connect one end of the Ethernet cable into the Ethernet port on the back panel of the Verizon One.
2. Connect the other end of the Ethernet cable into your network router or Ethernet wall jack.
3. Touch **Next**.
4. When the screen displays saying you have successfully connected to the network, touch **Next**.

You're done!



## ▶ Set Up Verizon One *(cont'd)*

### Register Handset

#### Activate Base Unit

Activate registration mode on the base unit so you can register the cordless handset.

1. Return to the base unit.
2. Touch **Menu**.
3. Tap **Tools & Settings**.
4. Touch **Network & Phone Settings**.
5. Touch **Handsets**.
6. Tap **Register Handset**.

You're done!

#### Register Handset to Base Unit

1. Press the **OK** button on the handset.
2. Use the navigation button to select **Register Handset** and press **OK**.
3. Select **Subscription** and press **OK**.
4. Select **Base #1** and press **OK**.
5. Enter **1111** as your PIN and press **OK**.
6. After 3 seconds, the handset will automatically register to the base unit.
7. To verify successful registration, press . A dial tone will be emitted from the handset and it's ready to place a call.

You're done!

If there is no dial tone but the handset successfully registered with the base, verify

that the base unit is connected to an active telephone line and that this line is plugged into the phone port on the back of the base unit.

### Charge the Cordless Handset Battery

1. Place the handset into the cradle (either way) so the contacts on the handset touch the contacts on the base unit.
2. Allow the battery to charge for approximately 12 hours before using it for the first time.

You're done!

## ▶ **Handset Functionality**

### Handset Buttons



## ▶ Handset Functionality *(cont'd)*

### Received Calls

#### View Incoming Calls

1. Press **OK** to open the Menu.
2. **Received Calls** will be highlighted. Press **OK**.
3. Scroll to **View** and press **OK**.
4. Your list of incoming calls will appear.

You're done!

#### Delete All Incoming Call Information

1. Press **OK** to open the Menu.
2. **Received Calls** will be highlighted. Press **OK**.
3. Scroll to **Delete All** and press **OK**.
4. Press **OK** to confirm you want to delete all call information.

You're done! All incoming call information will be deleted from the handset.

### Placed Calls

#### View Outgoing Calls

1. Press **OK** to open the Menu.
2. Press **▶** to scroll to **Placed Calls** and press **OK**.
3. Scroll to **View** and press **OK**.
4. Your list of outgoing calls will appear.

You're done!



## ▶ Handset Functionality *(cont'd)*

### Placed Calls *(cont'd)*

#### Delete All Outgoing Call Information

1. Press **OK** to open the Menu.
2. Press **▶** to scroll to **Placed Calls** and press **OK**.
3. Press **▽** scroll to **Delete All** and press **OK**.
4. Press **OK** to confirm you want to delete all call information.

You're done! All outgoing call information will be deleted from the handset.



### Handset Phone Book

#### View Phone Book Contact

1. Press **OK** to open the Menu.
2. Press **▶** to scroll to **Phone Book** and press **OK**.
3. Press **▽** to scroll to **View**.
4. Scroll to the contact you want to view.

You're done!



## ▶ Handset Functionality *(cont'd)*

### Handset Phone Book *(cont'd)*

#### Add Contact to the Handset Phone Book

Although your Verizon One base unit has a central Address Book that can be used by the entire family, you can also create a smaller Phone Book on your handset; especially if you've purchased multiple handsets.

1. Press **OK** to open Menu.
2. Press **▶** to scroll to **Phone Book** and press **OK**.
3. Press **▽** to scroll to **Add** and press **OK**.
4. Use the handset keypad to enter the first and last name for this contact and press **OK**.
5. Use the handset keypad to enter the phone number of this contact and press **OK**. Do not enter parentheses, dashes, or periods between numbers.
6. Press **▽** to scroll to the ringtone you want to play when this contact calls and press **OK**.
7. The contact information you entered will display. Press **OK** if the information is correct. If it isn't correct, press **◀** to make any necessary changes.

You're done!



## ▶ Handset Functionality *(cont'd)*

### Handset Phone Book *(cont'd)*

#### Edit Contact in Phone Book

1. Press **OK** to open Menu.
2. Press **▶** to scroll to **Phone Book** and press **OK**.
3. Press **▽** to scroll to **Edit** and press **OK**.
4. Press **▽** to scroll to the contact you want to edit and press **OK**.
5. If no changes are required for the **Name**, press **OK** and skip to Step 7.
6. Use **◀** to move the cursor back to make any necessary edits to the **Name**.
7. Touch **OK** after you have completed the edits.
8. If no changes are required for the **Phone Number**, press **OK** and skip to Step 10.
9. Use **◀** to move the cursor back to make any necessary edits to the **Phone Number**.
10. Touch **OK** after you have completed the edits.
11. Scroll to the ringtone you want to play when this contact calls and press **OK**.
12. Review the contact information. If it is correct, press **OK**.

You're done!



## ▶ Handset Functionality *(cont'd)*

### Handset Phone Book *(cont'd)*

#### Delete Contact from Phone Book

1. Press **OK** to open Menu.
2. Press **▶** to scroll to **Phone Book** and press **OK**.
3. Press **▽** to scroll to **Delete One** and press **OK**.
4. Press **▽** to scroll to the contact you want to delete and press **OK**.
5. Press **OK** to confirm you want to delete this contact.

You're done!

#### Delete All Contacts from Phone Book

1. Press **OK** to open Menu.
2. Press **▶** to scroll to **Phone Book** and press **OK**.
3. Press **▽** to scroll to **Delete All** and press **OK**.
4. Press **OK** to confirm you want to delete all contacts in your handset Phone Book.

You're done!



## ▶ Handset Functionality *(cont'd)*

### Settings

#### Assign Name to Handset

After you've registered your handset, you can assign a name to it. This is helpful if your purchase multiple handsets for your Verizon One.

1. Press **OK** to open Menu.
2. Press **▶** to scroll to **Settings** and press **OK**.
3. Scroll to **Set Name** and press **OK**.
4. Scroll to **On** and press **OK**.
5. Use the handset keypad to enter a name for this handset. (Ex: Kitchen, Living Room)
6. Use **◀** to edit your entries.
7. Press **OK** when you finish entering the handset name.

You're done! The handset name will appear on the main handset screen.

#### Set Background

1. Press **OK** to open Menu.
2. Press **▶** to scroll to **Settings** and press **OK**.
3. Press **▽** to scroll to **Set Background** and press **OK**.
4. Use **△** and **▽** to scroll through the background options.



## ▶ Handset Functionality *(cont'd)*

### Settings *(cont'd)*

#### Set Background *(cont'd)*

5. Press **OK** to select the graphic.
6. Press **OK** to confirm the background update.

You're done! The new background will appear on your handset screen.

#### Change Ringtone

1. Press **OK** to open Menu.
2. Press **▶** to scroll to **Settings** and press **OK**.
3. Press **▽** to scroll to **Ringtones** and press **OK**.
4. Scroll to **Ringtone Type** and press **OK**.
5. Use **△** and **▽** to scroll to the ringtone you prefer and press **OK**.

You're done! Your selected ringtone will sound the next time you receive a call.

#### Set Ringtone Volume

1. Press **OK** to open Menu.
2. Press **▶** to scroll to **Settings** and press **OK**.
3. Press **▽** to scroll to **Ringtones** and press **OK**.
4. Scroll to **Ringtone Volume** and press **OK**.
5. Scroll to the preferred volume level – **Off**, **Low**, **Medium** or **High** – and press **OK**.

You're done!



## ▶ Handset Functionality *(cont'd)*

### Settings *(cont'd)*

#### View Version Information

1. Press **OK** to open Menu.
2. Press **▶** to scroll to **Settings** and press **OK**.
3. Press (down arrow) to scroll to Version and press **OK**.

You're done!

#### Set Contrast

1. Press **OK** to open Menu.
2. Press **▶** to scroll to **Settings** and press **OK**.
3. Press **▼** to scroll to **Set Contrast** and press **OK**.
4. Use **▲** and **▼** to scroll to the level of contrast you prefer and press **OK**.

You're done!

#### Set Handset Volume

1. Press **OK** to open Menu.
2. Press **▶** to scroll to **Settings** and press **OK**.
3. Press **▼** to scroll to **Volume** and press **OK**.
4. Scroll to the preferred volume level – **Off**, **Low**, **Medium** or **High** – and press **OK**.

You're done!



## ▶ Handset Functionality *(cont'd)*

### Intercom

Use the Intercom feature to invite a handset or to transfer a call.

#### Invite Handset

1. Press **OK** to open Menu.
2. Press **▶** to scroll to **Intercom** and press **OK**.
3. Press **▽** to scroll to **Invite Handset** and press **OK**.
4. Scroll to the preferred handset and press **OK**.

You're done!

#### Transfer Handset

Use this feature when you answer a call with the speakerphone of the base unit but want to transfer the call to the handset.

1. Press **OK** to open Menu.
2. Press **▶** to scroll to **Intercom** and press **OK**.
3. Press **▽** to scroll to **Transfer Call** and press **OK**.
4. Scroll to the preferred handset and press **OK**.

You're done! The call will be transferred to the handset you chose.



## ▶ Handset Functionality *(cont'd)*

### Register Handset

#### Register Handset

1. If you haven't done so already, you must first activate registration mode on the base unit.
2. Touch **Menu**.
3. Tap **Tools & Settings**.
4. Touch **Handset Registration**.
5. Tap **Register Handset**.
6. Now the base unit is ready to accept the cordless handset registration.
7. Press the **OK** button on the handset.
8. Use the navigation button to select **Register Handset** and press **OK**.
9. Select **Subscription** and press **OK**.
10. Select **Base #1** and press **OK**.
11. Enter **1111** as your PIN and press **OK**.
12. After 3 seconds, the handset will automatically register to the base unit.
13. To verify successful registration, press **1**. A dial tone will be emitted from the handset and it's ready to place a call.

**Note:** If there is no dial tone but the handset successfully registered with the base, verify that the base unit is connected to an active telephone line and that this line is plugged into the phone port on the back of the base unit.

You're done!



## ▶ **Handset Functionality** *(cont'd)*

### Register Handset *(cont'd)*

#### **Change Base**

1. Press **OK** to open Menu.
2. Press **▶** to scroll to **Register Handset** and press **OK**.
3. Scroll to **Change Base** and press **OK**.
4. Scroll to the base unit you want and press **OK**.

You're done!

#### **Delete Base**

1. Press **OK** to open Menu.
2. Press **▶** to scroll to **Register Handset** and press **OK**.
3. Scroll to **Delete Base** and press **OK**.
4. Scroll to the base unit you want to delete and press **OK**.
5. Press **OK** to confirm you want to delete the selected base unit.

You're done!



## ▶ **Handset Functionality** *(cont'd)*

Register Handset *(cont'd)*

### **Delete Handset**

1. Press **OK** to open Menu.
2. Press **▶** to scroll to **Register Handset** and press **OK**.
3. Scroll to **Delete HS** and press **OK**.
4. Scroll to the handset you want to delete and press **OK**.

You're done!



## ▶ Home Screen

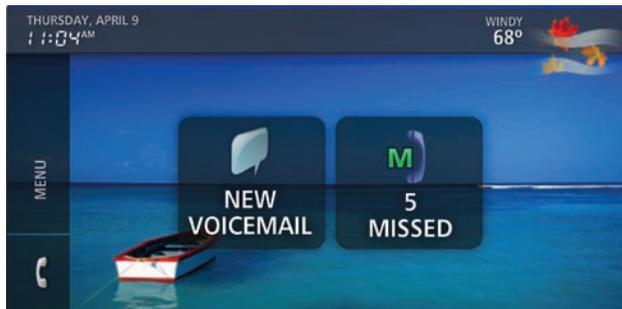
This covers what you can do from the Home screen of Verizon One.

### Date and Time

#### Change Time Zone

1. Touch the **Date and Time** at the top-left of the screen
2. The Calendar will open.
3. Touch **Change Time Zone**.
4. Select the new **Time Zone** and touch **Save**.

You're done! The changes you've made to your Time Zone will be effective immediately.



#### View Calendar

1. Touch the **Date and Time** at the top-left of the screen
2. The Calendar will open.

You're done!



## ▶ Home Screen *(cont'd)*

### Weather

#### Check Local Weather

1. Touch the **Weather** at the top-right of the screen.
2. The Weather will open.

You're done!

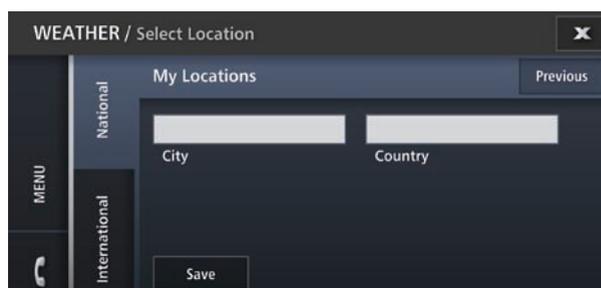
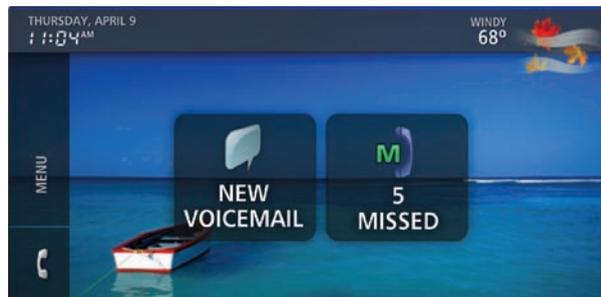
#### View 5-Day Forecast

1. Touch the **Weather** at the top-right of the screen
2. The Weather will open.
3. Touch **5-Day Forecast**.

You're done!

#### My Locations

1. Touch the **Weather** at the top-right of the screen
2. The Weather will open.
3. Touch **My Locations**.
4. To enter a location in the U.S.:
  - Touch the **National** tab.
  - Enter the **ZIP**, **City** and **State**.
  - Touch **Add**.



## ▶ Home Screen *(cont'd)*

### Weather *(cont'd)*

#### My Locations *(cont'd)*

- To enter an international location:
  - Touch the **International** tab.
  - Enter the **City** and **Country**.
  - Touch **Add**.

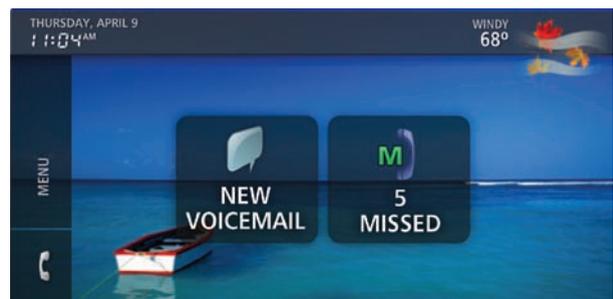
You're done! The locations you added will also be displayed with you open the Weather screen.

### Dialer

#### Make a Call

- Touch .
- The Dialer will open.
- Enter the **phone number** you want to call.
- Touch  **Dial**.
- The call will be placed using the Speakerphone. If you want to switch to the handset, simply pick it up and press **Talk**.

You're done!



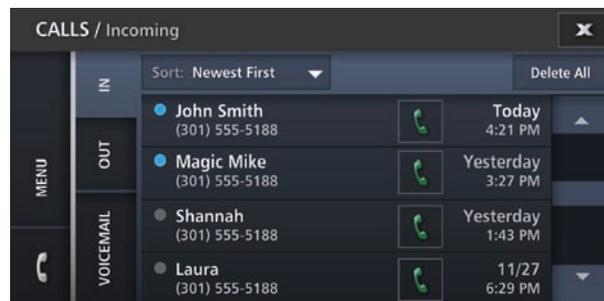
## ▶ Home Screen *(cont'd)*

### Dialer *(cont'd)*

#### Call a Person in Address Book or Call Logs

1. Touch .
2. The Dialer will open.
3. Touch **Address Book** or **Call Logs**.
4. Touch  next to the person you want to call.
5. The call will be placed using the Speakerphone. If you want to switch to the handset, simply pick it up and press **Talk**.

You're done!



#### Call a Person in Speed Dial List

1. Touch .
2. The Dialer will open.
3. Touch **Speed Dial**.
4. The Speed Dial list will appear.
5. Touch  next to the person you want to call.
6. The call will be placed using the Speakerphone. If you want to switch to the handset, simply pick it up and press **Talk**.

You're done!



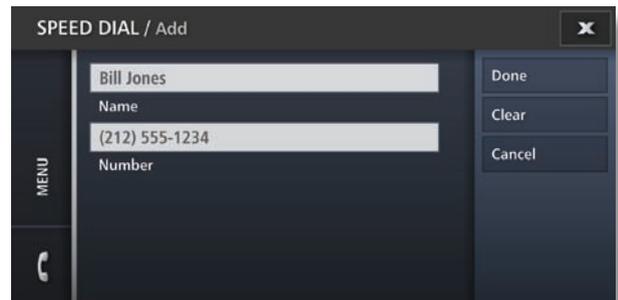
## ▶ Home Screen *(cont'd)*

### Dialer *(cont'd)*

#### Add a Person to Speed Dial List

1. Touch .
2. The Dialer will open.
3. Click **Speed Dial**.
4. Touch one of the entries labeled **(Empty)**.
5. Enter the **Name** and **Number** of the person.
6. Click **Done**.

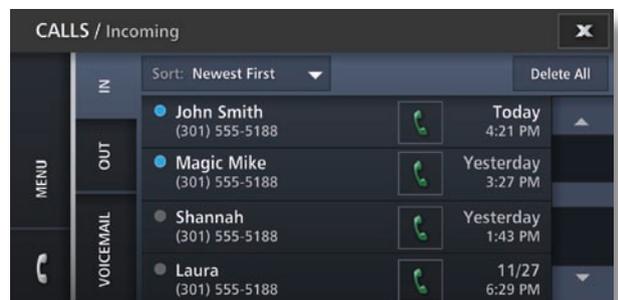
You're done! This person will be added to your Speed Dial List.



#### View Call Log

1. Touch .
2. The Dialer will open.
3. Touch **Call Logs**.

You're done!



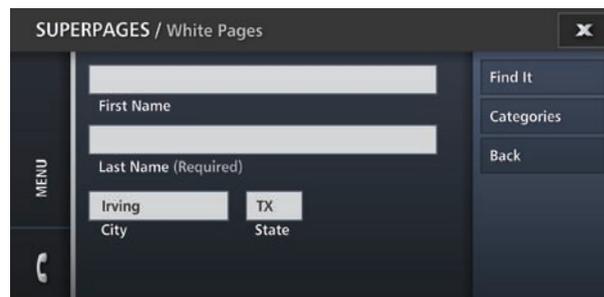
## ▶ Home Screen *(cont'd)*

### Dialer *(cont'd)*

#### Look Up Person or Business in SuperPages

1. Touch .
2. The Dialer will open.
3. Click **SuperPages**.
4. Touch **Yellow Pages** or **White Pages**.
5. Enter the **Name**, **City** and **State**.
6. Click **Find It**.
7. Your results will appear.
8. Touch:
  -  to call them.
  - **1+ Dial** to call them (if the number is long distance).
  - **Map** to generate a map of their location.

You're done!



#### Use Intercom to Find Handset

1. Touch .
2. The Dialer will open.
3. Click **Intercom**.
4. The handset will beep for 10 seconds so you can find it.

You're done!



## ▶ Home Screen *(cont'd)*

### On-Screen Actions

#### Access Menu

1. Touch **Menu**.
2. The Menu will open.

You're done!

#### Answer a Call

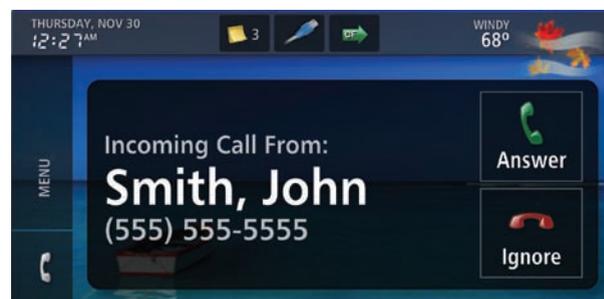
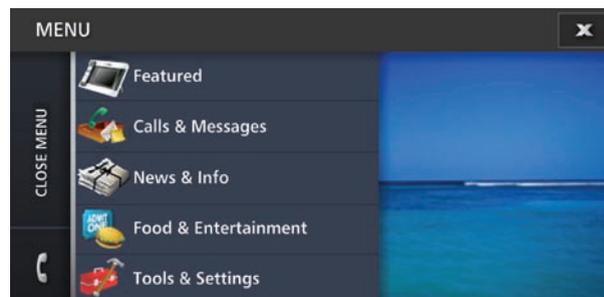
1. A Caller ID pop-up will appear for each incoming call.
2. Tap **Answer**.
3. The call will be answered using the Speakerphone. If you want to switch to the handset, simply pick it up and press **Talk**.

You're done!

#### Ignore a Call

1. A Caller ID pop-up will appear for each incoming call.
2. Tap **Ignore**.
3. The caller will be sent to Voice Mail.

You're done!



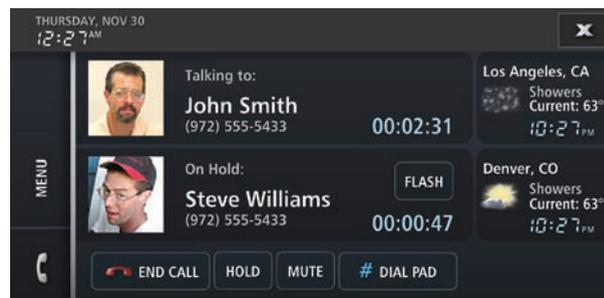
## ▶ Home Screen *(cont'd)*

### On-Screen Actions *(cont'd)*

#### Answer Call Waiting

1. The Caller ID of the first caller will remain on the screen.
2. When a new Caller calls, another Caller ID will appear.
3. Touch **Flash** to answer Call Waiting.
4. Touch **End Call** to end your conversation with the second caller.

You're done! You are returned to speaking with the first caller.



#### Adjust Speaker/Ringer Volume

1. Locate the volume buttons on the Verizon One device.
2. Press **+** to increase the volume.  
OR  
Press **-** to decrease the volume.

You're done!



## ▶ **Featured**

This section will be updated with the latest Verizon One features. Each of these features will be Featured here, but also appear in their permanent location. Be sure to check this section occasionally to see what's new with Verizon One.

