ZTE WIRELESS HOME PHONE BASE
USER GUIDE

Consumer Cellular®

Thank you for choosing Consumer Cellular!

We know you're excited to use your new ZTE Wireless Home Phone Base, and this user guide will help you get familiar with it, so you can start using it as soon as possible. Each section includes instructions and pictures to make it easy to start using your device. If you would like to learn more, turn to the back of this guide, where you'll find the **CONTACT US** section.

We're always happy to help you!

Need More Information?

Visit our website at **ConsumerCellular.com/Help**

Call us at **(800) 686-4460**
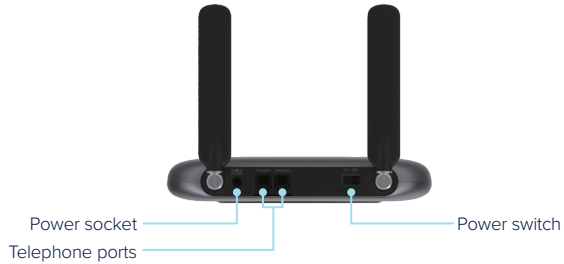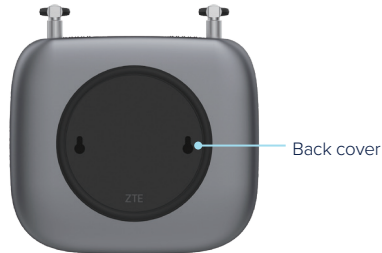
GETTING STARTED

GETTING TO KNOW YOUR DEVICE

Your wireless home phone base enables you to make calls with your wireless service provider's cellular network.

Top View

Antenna

Antenna

ZTE

micro-USB jack*

Battery

Power

Signal strength

Voicemail

Information

* For use by manufacturer.

Back View

Power socket
Telephone ports
Power switch

Bottom View

Back cover

INSTALLING THE BATTERY

1. With the back cover facing upright, sandwich the device between your hands. Slide your top hand down to remove the back cover.
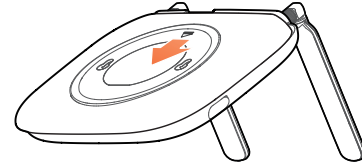
2. Insert the battery by aligning the golden contacts on the battery with the contacts in the battery compartment. Gently push down on the battery until it clicks into place.
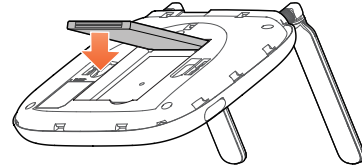
3. Replace the back cover.

INSTALLING THE nano-SIM CARD

1. With the back cover removed, hold your nano-SIM card with the metal contacts facing down and slide it into the nano-SIM card slot.
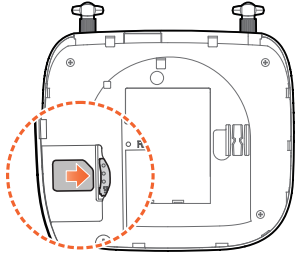
2. Replace the back cover.

   WARNING! Your device only supports a nano-SIM card. To avoid damaging the device, please only use the card that is provided by your service provider.

CHARGING THE BATTERY

1. Connect the adapter to the power socket on the device. Do not force the connector into the power socket.
2. Connect the charger to a standard AC power outlet.

3. Disconnect the charger when the battery is fully charged.

STATUS INDICATORS

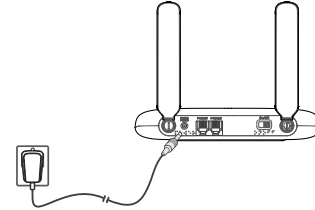| Indicator	Status	Description
⏻ Power	Green solid	Powered on
	Green blinking	Shutting down
	Off	Powered off
▭▭ Voicemail	Green blinking	New voicemail message
	Off	No new voicemail message
ⓘ Information	Green solid	Software update in process
	Green rapid blinking (2 second interval)	Ready to update
	Green slow blinking (10 second interval)	Software update successful
	Red blinking (10 second interval)	Update failed

Indicator	Status	Description
🔋 Battery	Green solid	High (battery in use) or fully charged
	Green blinking	High(charging) or PIN entry needed
	Yellow solid	Medium (battery in use)
	Yellow blinking	Medium (charging) or PUK entry needed
	Red solid	Low (battery in use)
	Red blinking	Low (charging)
	Off	No battery installed
📶 Network Signal Strength	Green solid (icon and bars)	Signal strength (low to high)
	Red solid (icon), Off (bars)	Limited or no service, searching for service, or network registration failed
	Red blinking (icon and bars)	nano-SIM card error, no nano-SIM card, or other issues

DEVICE INSTALLATION

Your device works with your wireless service provider's cellular network instead of your home's phone jacks.

Place your device in an area where there is a strong signal from a signal tower, typically near a window or wall.
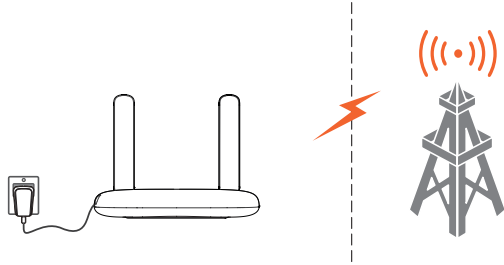
USING YOUR DEVICE

Learn how to make calls with your device or configure the call settings.

POWERING ON/OFF

- Slide the **Power Switch** to the **On** position to turn on your device.
- To power off, slide the **Power Switch** to the **Off** position.

CONNECTING TO A PHONE

1. Unplug your phone from the home phone wall jack.
2. Plug your phone into the **PHONE 1** port on the device through a phone cable.
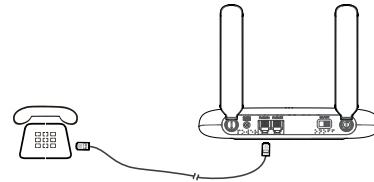
NOTE: The **PHONE 2** port can be used to connect an additional phone, or cordless base station. All telephones connected to the device will use the same telephone number.

PHONE CALLS

Placing a Call by Dialing

1. Pick up the handset of the connected home phone.
2. Dial the phone number.
3. Wait 4 to 8 seconds for the call to be connected automatically.

NOTE: You will need to dial 10 digits even for local numbers.

Answering a Call

When the phone rings, pick up the handset to answer it. If the telephone has hands-free function, you can answer the call by pressing the hands-free button.

Ending a Call

During a call, hang up your home phone by pressing the hands-free button or returning the phone receiver to its base.

ADJUSTING VOLUME

You can adjust call volume using the volume controls of any connected phone or the device's Volume Setting Mode.

1. While on a call, quickly press ** or ## to enter Volume Setting Mode.
2. Press * to turn the volume down or # to turn the volume up.
3. To exit Volume Setting Mode, press any other key or wait 5 seconds.

NOTES:

- There are five settings, volume levels 1–5; level 4 is the default. When you're at the highest level 5 or lowest level 1, you can't adjust the volume anymore and will hear the indication sound.
- If your home phone(s) have volume controls, they are independent of the device's Volume Setting Mode.

MANAGING YOUR VOICEMAIL

Your device can divert calls to voicemail, so callers can leave voicemail messages when they cannot reach you.

When a voicemail message is waiting, the voicemail indicator on the device flashes, and you can hear an intermittent dial tone when you pick up any connected phone handset.

Checking Your Voicemail Messages

1. Dial **1** or ***86** on the connected home phone. Wait 4 to 8 seconds to connect to your voicemail box.
2. If prompted, enter your voicemail password.
3. Follow the prompts to listen to and manage your voicemail messages.

Setting Voicemail Options

1. Call voicemail, as explained above.
2. Follow the system prompts to set options such as a password and voice recording.

NOTE: For detailed information, please contact the service provider.

SETTING UP A CONFERENCE CALL

When the call waiting and three-way call features are available, you can switch between two calls or set up a conference call. With this feature, you can talk to two people at the same time.

NOTE: The call waiting and three-way call features need network support and may result in additional charges. Please contact your service provider for more information.

1. Place the first call.
2. Once you have established the connection, press the **Flash** (or **Talk**) key on your phone.
3. When you hear a dial tone, dial the second number.
4. When you're connected to the second party, press the **3** key and **Flash** (or **Talk**) key to complete the three-way connection.
5. To end the conference call, hang up your home phone or return the phone receiver to its base.

   If one of the people you called hangs up during your call, you and the remaining caller stay connected. If you initiated the call and are the first to hang up, all callers are disconnected.

NOTE: If your phone does not have a **Flash** (or **Talk**) key, use the off-hook mechanism supported by your phone instead.

USING CALL WAITING

Call waiting allows you to be notified of incoming calls while on a call. Press ***43#** or **#43#** to enable or disable the call waiting feature.

When you're on a call and another call comes in, you will hear two tones.

- Press the **Flash** (or **Talk**) key to hold the current call and accept the waiting call. You can press the **Flash** (or **Talk**) key again to switch back and forth between calls.
- Press 1 and the **Flash** (or **Talk**) key to end the current call and accept the waiting call.
- Press 0 and the **Flash** (or **Talk**) key to reject the waiting call.

NOTE: Your device comes with standard three-way calling and call waiting support. Operation of these features will vary depending on your home phone equipment.

FORWARDING INCOMING CALLS

The call forwarding feature allows you to forward your incoming calls to another phone number, such as your mobile phone or office number—even when your phone is turned off. You can continue to make calls from your phone when you have activated call forwarding.

Always forward
1. Press **21* on your connected phone.
2. Dial the 10-digit number to which you wish to forward your calls.

3. Press #.

   (Example: **21*1234567890# forwards your calls to the phone number 123-456-7890)

4. Wait for 3 seconds and until you hear a confirmation tone for the forwarding to complete before hanging up.

NOTE: To un-forward calls, press ##21#. Please wait for 3 seconds and until you hear a confirmation tone for the un-forwarding to complete before hanging up.

Forward when busy

1. Press **67* on your connected phone.
2. Dial the 10-digit number to which you wish to forward your calls.
3. Press #.
4. Wait for 3 seconds and until you hear a confirmation tone for the forwarding to complete before hanging up.

NOTE: Press ##67# to un-forward calls.

Forward when unanswered

1. Press **61* on your connected phone.
2. Dial the 10-digit number to which you wish to forward your calls.
3. Press #. Or press **[DelaySec]#.

   NOTE: [DelaySec] represents the duration of no answer. (Example: **61*1234567890**10# forwards your calls to the phone number 123-456-7890, if you don't answer the calls in 10 seconds.)

4. Wait for 3 seconds and until you hear a confirmation tone for the forwarding to complete before hanging up.

NOTE: Press ##61# to un-forward calls.

Forward when unreachable

1. Press **62* on your connected phone.
2. Dial the 10-digit number to which you wish to forward your calls.
3. Press #.
4. Wait for 3 seconds and until you hear a confirmation tone for the forwarding to complete before hanging up.

NOTE: Press ##62# to un-forward calls.

TTY MODE

Your device is TTY compatible. A TTY device can allow people who have hearing or speech disabilities to communicate by telephone.

To set the TTY mode or turn TTY support off, dial ***983*889*n#** on your connected phone, replacing **n** with one of the following numbers:

- Replace **n** with **0** for **TTY Off** mode. Users who can hear and talk can disable TTY support.
- Replace **n** with **1** for **TTY Full** mode. Users who cannot talk or hear may use this mode to send and receive text messages through a TTY device.

- Replace **n** with **2** for **VCO** mode. Users who can talk, but cannot hear, may use this mode to talk through the phone and receive responses via text messages.
- Replace **n** with **3** for **HCO** mode. Users who can hear, but cannot talk, may use this mode to listen to conversation of the other party and respond via text messages.

PIN LOCK

Refer to the following table to check your nano-SIM card status, and perform the corresponding action.

nano-SIM Status	Battery Indicator	Action
PIN Locked	Green blinking	Enter PIN code and then the "#" key.
PUK locked	Yellow blinking	Enter PUK code, the "*" key, new PIN, the "*" key again, new PIN again, and then the "#" key.

NOTE: When you enter a wrong PIN code 3 times, the nano-SIM card will be PUK locked; when you enter a wrong PUK code 10 times, the nano-SIM card will be permanently locked.

SPECIFICATIONS

DEVICE SPECIFICATIONS

Item	Description
Model Name	WF723CC
Dimensions	1.11 x 6.30 x 5.51 in
Weight	Approx.385 g
Frequency	1.1 GHz
Technology Bands Supported	FDD LTE: Band2/Band4/Band5/Band12 (with MFBI)/Band13

BATTERY SPECIFICATIONS

Item	Description
Limited Charge Voltage	4.4 V
Type	Lithium-ion
Capacity	2800 mAh
Continuous Talk Time	Approx. 3 hours
Continuous Standby Time	Approx. 12 hours

TROUBLESHOOTING

Symptoms	Possible Problems/ Solutions
There is no dial tone.	• Please wait for 1 to 2 minutes after your device is turned on. • If signal reception is poor, move to where signal reception is good.
The connection sounds distorted/noisy.	• Remove any electrical appliance which is too close to the phone or your device. • The cable or phone set might be damaged. Try using a different cable or phone, or contact the dealer.
There is a rapid engaged tone when the phone is removed from the receiver.	Place the phone back on the receiver and try again.
After dialing, there is no tone.	After dialing, wait 4 to 8 seconds for the call to connect.

REGULATORY AND SAFETY INFORMATION

SAFETY PRECAUTIONS

- Some electronic devices may be susceptible to electromagnetic interference. Place your device away from the TV set, radio and other electronic equipment to avoid electromagnetic interference.
- Your device may interfere with medical devices like hearing aids and pacemakers. Consult a physician or the manufacturer of the medical device before using this device.
- Please keep yourself at least 8 inches (20 centimeters) away from the device.
- Do not use your device in dangerous environments such as oil terminals or chemical factories where there are explosive gases or explosive products being processed.
- Please use original accessories or accessories that are authorized by ZTE. Unauthorized accessories may affect your device's performance, damage it, or cause danger to you.
- Do not attempt to dismantle your device. There are no user serviceable parts.
- Do not allow your device or its accessories to come into contact with liquid or moisture at any time. Do not immerse your device in any liquid.

- Do not place objects on top of your device. This may lead to overheating of the device.
- The device must be placed in a well-ventilated area while in use.
- Do not expose your device to direct sunlight or store it in hot areas. High temperature can shorten the life of electronic devices.
- Do not allow children to play with your device or its charger.
- Keep the length of the cable between your device and the phone less than 33 feet (10 meters).
- Your device is for indoor use only. Do not use it outside. Do not connect telephone extensions which run outside of the building. These can result in lightning damage to your unit.

CLEANING AND MAINTENANCE

- Use an antistatic cloth to clean your device. Do not use chemical or abrasive cleanser as these could damage the plastic case. Turn off your device before you clean it.
- Use your device within the temperature range of 14°F–131°F (-10°C–+55°C), and the storage temperature range is -40°F–158°F (-40°C–+70°C). The humidity range is 5%–95%.
- Do not take out your nano-SIM card unnecessarily. The nano-SIM card may be easily lost or it can be damaged by static electricity.

FCC COMPLIANCE

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.

CAUTION: Changes or modifications not expressly approved by the manufacturer could void the user's authority to operate the equipment.

NOTE: 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 not 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:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and 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/TV technician for help.

RF EXPOSURE

This device complies with FCC radiation exposure limits set forth for an uncontrolled environment. In order to avoid the possibility of exceeding the FCC radiation exposure limits, human proximity to the antenna shall not be less than 20 cm (8 inches) during normal operation.

The FCC grant can be found under the Display Grant section of http://www.fcc.gov/oet/fccid after searching on FCC ID: SRQ-Z723EL.

CTIA REQUIREMENTS

- Do not disassemble or open; crush, bend or deform; puncture or shred the battery.
- Do not modify or remanufacture, attempt to insert foreign objects into the battery, immerse or expose to water or other liquids, expose to fire, explosion or other hazards.
- Only use the battery for the system for which it is specified.
- Only use the battery with a charging system that has been qualified with the system per CTIA Certification Requirements for Battery System Compliance to IEEE 1725. Use of an unqualified battery or charger may present a risk of fire, explosion, leakage, or other hazards.

- Do not short-circuit a battery or allow metallic conductive objects to contact battery terminals.
- Replace the battery only with another battery that has been qualified with the system per this standard, IEEE-Std-1725. Use of an unqualified battery may present a risk of fire, explosion, leakage or other hazards.
- Promptly dispose of used batteries in accordance with local regulations.
- Battery usage by children should be supervised.
- Avoid dropping the phone or battery. If the phone or battery is dropped, especially on a hard surface, and the user suspects damage, take it to a service center for inspection.
- Improper battery use may result in a fire, explosion or other hazards.
- The phone shall only be connected to CTIA certified adapters, products that bear the USB-IF logo or products that have completed the USB-IF compliance program.

WARRANTY

This product is guaranteed for a period of 12 months from the date of purchase. In the unlikely event of a fault occurring during this period, please contact the place of purchase. Proof of purchase is required for any service or support needed during the guarantee period.

This guarantee will not apply to a fault caused by an accident or a similar incident or damage, liquid ingress, negligence, abnormal usage, non-maintenance or any other circumstances on the user's part. Furthermore, this guarantee will not apply to any fault caused by a thunderstorm or any other voltage fluctuations. As a matter of precaution, we recommend disconnecting the charger during a thunderstorm. Batteries are consumables and are not included in any guarantee. This guarantee does not apply if batteries other than ZTE original batteries are used.

CONTACT US

For assistance, please contact:
Website: **ConsumerCellular.com/Help**
Telephone: **(800) 686-4460**

NOTES

Consumer Cellular®