

ZTE WIRELESS HOME PHONE BASE

USER GUIDE



Consumer Cellular®

Thank you for choosing Consumer Cellular!

We know you're excited to use your new Wireless Home Phone Base and this short 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!

We hope you enjoy your new Wireless Home Phone Base.

Need More Information?

Visit our website at ConsumerCellular.com/Support

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

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HOW IT WORKS

The Wireless Home Phone Base uses Consumer Cellular service to provide phone service to your cordless or corded home phone(s). Place it anywhere in your house where you have a wireless signal. It does not require the use of a home phone wall jack like traditional home phone service.

BEFORE YOU BEGIN

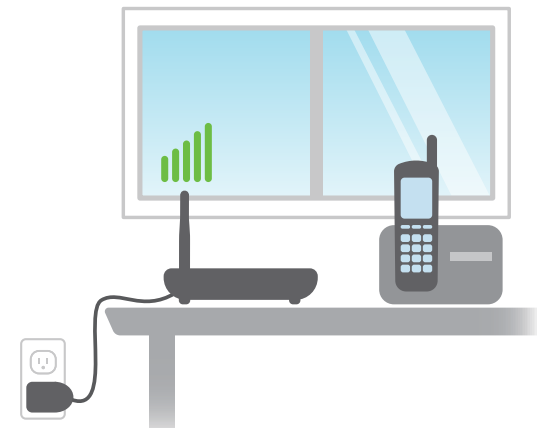
Your device works exclusively with Consumer Cellular service and does not use home phone wall jacks.

Your device should be located:

- Where you have a strong cellular signal, typically near a window or outside wall. Signal strength may vary in different parts of your home
- Near an electrical wall outlet

Select which phone you will use with the Wireless Home Phone Base:

- A cordless phone system with multiple handsets should be used to place phones throughout your home
- If using a single, corded phone, unplug it from the wall jack



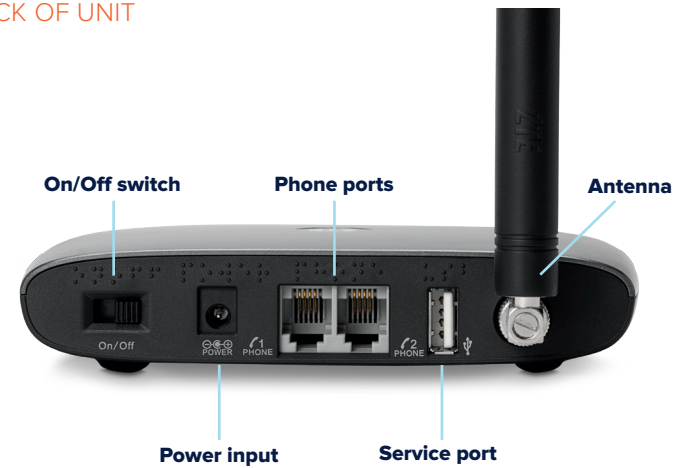
GETTING TO KNOW YOUR DEVICE



LED INDICATORS

- 1 Power**
 - Solid green: On
 - Light off: No power
- 2 Voicemail**
 - Blinking green: New message waiting
 - Light off: No new messages
- 3 Battery charge**
 - Solid green: High
 - Solid yellow: Medium
 - Solid red: Low
 - Blinking light (any color): Battery currently in use
 - Rapid blinking red: No battery installed
 - Light off: No charge
- 4 Signal strength**
 - Solid green (1–5 bars): Signal strength (low to high)
 - Blinking red: Check SIM card
 - Light off: No service

BACK OF UNIT



BOTTOM OF UNIT

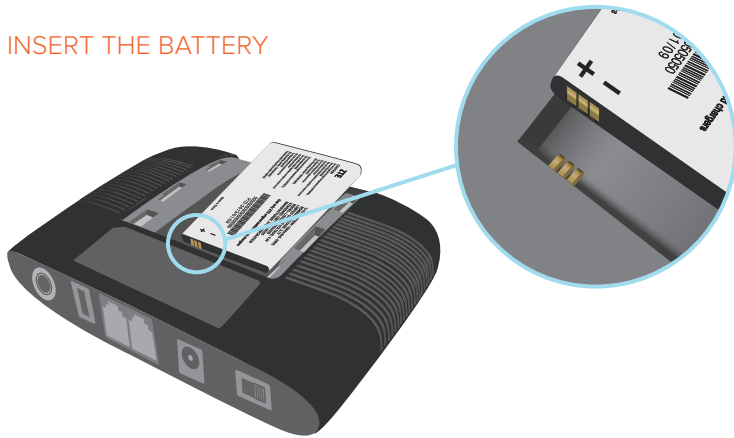


IMEI:00000 00000 00000 ZTE
 SIN: XXXXXXXXXXXXX
 Model: WF721
 FCC ID: SRQ-WF721
 HKU: CCWF721
 HW: 84A
 MADE IN CHINA

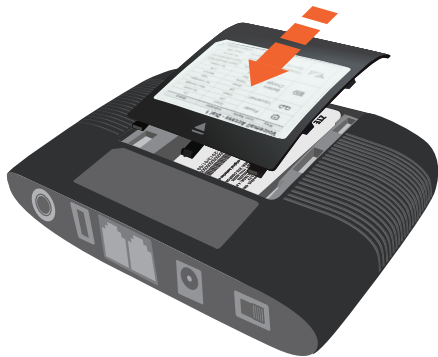
Voicemail Access - Dial 1			
Key	Icon Name	Indicator	Status
⏻	Power	Green	On
		Off	No power
📧	Voicemail	Green	New message
		Off	No messages
		Green	High
🔋	Battery Charge	Yellow	Medium
		Red	Low
		Off	No charge
		Green	Signal Strength (Low to High)
📶	Wireless Service	Green	Signal Strength (Low to High)
		No Bars Lit	No service
		Blinking Red Bars	Check SIM
		Solid Red Bars	Software updating

INITIAL SET-UP

INSERT THE BATTERY



INSTALL THE BATTERY COVER



NOTE:



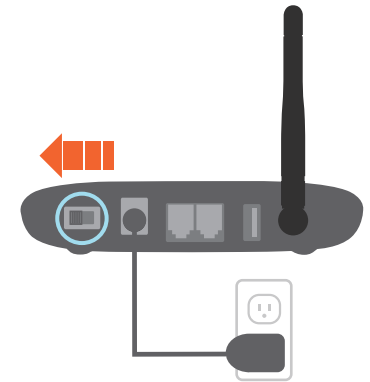
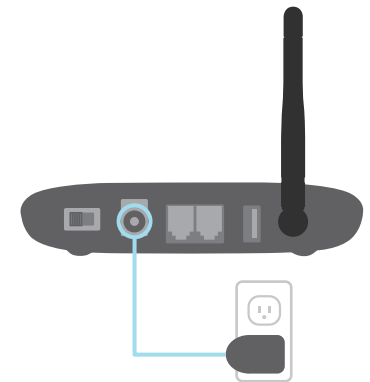
The battery must be installed at all times for your Wireless Home Phone Base to operate properly, even when plugged into a power source. It may take 5 hours to fully charge. The battery will charge inside the device while connected to a power supply.

CONNECT THE POWER CORD

Insert the small end of the power cord into the **Power Input** port on the back of your device.

Plug the power cord into an electrical wall outlet that is not powered by a wall switch.

Slide the **On/Off Switch** to the **On** position.



CHECK THE WIRELESS SIGNAL

Raise the **Antenna** to an upright position and check the signal strength. More green bars indicate a stronger signal.

Your device can be relocated in your home for best performance.



CONNECT THE DEVICE TO A PHONE

Important: Before you begin, unplug your phone from your home phone wall jack.

Plug your phone into the **Phone 1 Port** on the Wireless Home Phone Base, using your existing phone cable or the included phone cable.



ACTIVATE DEVICE AND PLACE A TEST CALL

After connecting your device, call us at **(888) 213-5349** to begin the activation process.

If you are not transferring your home phone number, you do not need to call to activate.

For best results, if using a cordless phone, place the cordless phone base approximately 12 inches from the device.

To ensure your device is working, you can place a test call free of charge to our test line at **(888) 460-8781**.



CALLING FEATURES

MAKING CALLS

Using a phone connected to the Wireless Home Phone Base allows you to place and receive calls as you normally would. The Wireless Home Phone Base supports both cordless and corded phone dialing methods.

CALL WAITING

You will hear two tones if someone calls while you are already on a call.

To hold the current call and accept the waiting call, press the **Flash (Phone/Talk) key** on your phone. You can press the Flash (Phone/Talk) key at any time to switch back and forth between calls.

To clear the current call and accept the waiting call, **enter 1** and press the **Flash (Phone/Talk) key**.

To reject (User Busy) the waiting call, **enter 0** and press the **Flash (Phone/Talk) key**.

REMINDER:



You will always need to dial full 10 digit phone numbers, even for local calls.

THREE-WAY CALLING

While on an existing call, press the **Flash (Phone/Talk) key** on your phone to put the first party on hold. When you hear a dial tone, dial the second party's number (wait for up to 4 seconds).

When the second party answers, press the **Flash (Phone/Talk) key** again to complete the three-way connection.

If the second party does not answer, press the **Flash (Phone/Talk) key** to end the connection and return to the first party.

NOTE:

If your phone does not have a Flash (Phone/Talk) key, use the off-hook mechanism supported by your phone instead.

VOICEMAIL AND MESSAGE RETRIEVAL

Voicemail is just like a virtual answering machine, and it comes free with your Wireless Home Phone Base service. When you miss a call or choose not to answer, calls are sent to your voicemail the same way they would be sent to your answering machine. Follow the steps below to set-up and use your voicemail.

VOICEMAIL SET-UP

Press 1 on any home phone connected to the Wireless Home Phone Base and wait 4 seconds to connect to your Consumer Cellular voicemail.

Simply follow the voice prompts to complete set-up.

To enable remote voicemail retrieval and for added security, be sure to create a password during set-up.

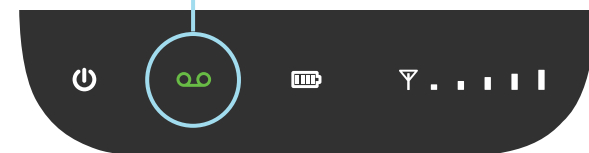
MESSAGE WAITING

There are two indicators to let you know that you have received a new voicemail message.

The **Voicemail icon** on the Wireless Home Phone Base (shown below) will blink when a new voicemail message is waiting.

You will also hear an intermittent dial tone on any connected phone handset before placing a call if any new voicemail messages are waiting.

Voicemail icon



RETRIEVING MESSAGES

To retrieve voice messages, **press 1** on any home phone connected to the Wireless Home Phone Base and wait 4 seconds to connect to your Consumer Cellular voicemail box.

Simply follow the voice prompts to listen to and manage your messages. Alternately, you may dial your 10-digit home phone number to access your voicemail box.

REMOTE RETRIEVAL

To retrieve voicemail messages from a phone not connected to the Wireless Home Phone Base, dial the number associated with your Wireless Home Phone Base service.

When voicemail picks up, press the **Star key (*)**. You will then be prompted to enter your password.

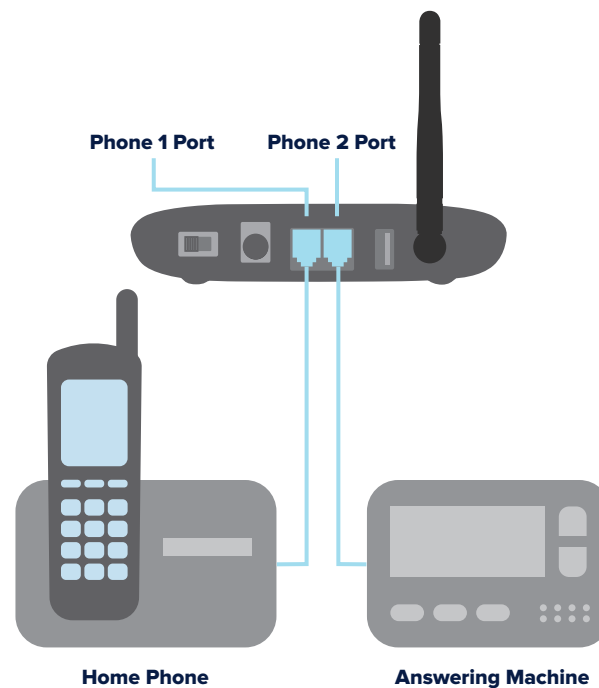
Simply follow the prompts to listen to and manage your voicemail messages.

HOME ANSWERING MACHINES

Use of home answering machine systems is not recommended as some systems may not be compatible with the Wireless Home Phone Base.

If you choose not to use the voicemail provided by the Wireless Home Phone Base, you can use your home answering machine by plugging it into the **Phone 2 Port** on the back of the Wireless Home Phone Base.

Then, set your answering machine to pick up calls in fewer rings than the voicemail service, which is set to 4 rings by default.



ABOUT YOUR SERVICE

COVERAGE AREA

Your Consumer Cellular plan covers calls to and from anywhere in the United States (including Puerto Rico and U.S. Virgin Islands) with no long distance or roaming charges.

TRANSFERRING A PHONE NUMBER

Transferring a landline phone number to the Wireless Home Phone Base is typically completed within 5 days. Outgoing calls can be made immediately using the device, however incoming calls will continue through your old service until the transfer is complete.

It is recommended that a phone be kept connected to your existing home wiring or prior service to continue to receive incoming calls until the transfer is complete.

To check the status of your transfer, please call Consumer Cellular customer support at **(800) 686-4460**.

INTERNATIONAL CALLING

To make an international call using your Wireless Home Phone Base, please dial: **(401) 537-2523** and follow the prompts. Our international rates start at just 4 cents per minute plus standard usage fees.

For more information about our international rates please visit [**ConsumerCellular.com/Int**](http://ConsumerCellular.com/Int)

TTY SUPPORT

TTY (Text Telephony) and TDD (Telecommunications Device for the Deaf) are supported by the Wireless Home Phone Base. In order to use the TTY network, you must have a TTY-compatible phone and be in TTY mode. Note that most digital wireless devices are TTY-compatible.

Dial ***983*889*n#** to set the TTY mode.

- n = 0: TTY off mode. The standard voice speaking mode and 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.

IMPORTANT DEVICE AND SERVICE INFORMATION

E911 SERVICE

For emergency calls, you may have to provide your location address to the **911** operator.

POWER OUTAGES

The Wireless Home Phone Base has a battery in the event of a power outage with talk time of approximately 3 hours depending on environmental factors. However, a landline phone requiring separate electric power to operate (e.g., cordless phones) connected to a Wireless Home Phone Base will not place or receive calls (including 911 calls) during a power outage.

If you experience a power outage and your battery is fully depleted, it will be necessary to restart your device when power is restored by sliding the **On/Off switch** off and on.

DEVICE COMPATIBILITY

The Wireless Home Phone Base is not compatible with data or messaging services, home security systems, fax service, medical alert systems, medical monitoring systems, credit card machines, IP/PBX Phone systems, or dial-up Internet service. May not be compatible with your DVR/Satellite systems, please check with your provider. DSL customers should contact their provider before transferring a phone number to ensure uninterrupted DSL Internet service.

The Wireless Home Phone Base cannot be used to make 500, 700, 900, 976, 0+ collect, operator assisted, or dial-around calls (e.g. 1010-XXXX).

IN-HOME WIRING

Interconnecting to home telephone wiring is not necessary, but is possible; however, it is not recommended unless you possess sufficient knowledge of electrical systems. Use with home wiring requires the physical disconnection from other services, including the landline coming into your home. Use of a qualified licensed electrician is highly recommended. Improper installation may result in phone equipment damage or even a fire.

FREQUENTLY ASKED QUESTIONS

What kind of phone do I need to work with the Wireless Home Phone Base?

Most standard touch-tone phones may be used. Rotary phones are not supported. Cordless phone systems provide the most flexibility and allow you to easily place additional handsets throughout your home. Cordless phone systems still need to be plugged into a power outlet.

During a power outage, a standard corded phone which doesn't require electrical power is needed.

How do I install my Wireless Home Phone Base?

Refer to pages 6-8 of this guide for the most common installation methods. Other helpful information:

- Installation near a window or outside wall is strongly recommended to ensure the strongest possible wireless signal in order to maximize voice quality.
- If your voice quality is unacceptable, your device may not have sufficient signal strength (green bars). You may need to relocate the device to another area of your home with a stronger wireless signal.

Will my Wireless Home Phone Base work in areas with no or low wireless signal strength?

A strong wireless signal (three to five green bars) is recommended for optimal performance. A moderate signal (one to two green bars) may be sufficient. If you do not see three to five green bars, you may want to choose an alternate location.

Does the Wireless Home Phone Base support data or text messaging?

No, only voice services are supported.

Why don't I see the name of the caller on Caller ID?

The Wireless Home Phone Base, similar to other wireless devices, supports calling number identification.

However, contact names stored on your cordless home phone may display for incoming calls.

Do I need broadband Internet service for the Wireless Home Phone Base to work?

No, the service is provided through the Consumer Cellular wireless network.

Can I move my Wireless Home Phone Base and use it in another location?

Yes, you can use your device anywhere in the U.S. where Consumer Cellular is authorized to provide wireless services. All you need is an available wireless signal and power outlet.

When I dial a seven-digit number using the Wireless Home Phone Base, I get a message that the number cannot be completed as dialed. Does the Wireless Home Phone Base support seven-digit dialing?

The Wireless Home Phone Base requires 10-digit dialing for domestic calls in most areas.

Can I make international calls with my Wireless Home Phone Base?

Yes. To add international calling to your account, please call **611** from your connected phone, or **(800) 686-4460**.

Can I use my Wireless Home Phone Base internationally?

No. Use is limited to the United States, Puerto Rico, and U.S. Virgin Islands.

What is the warranty on the Wireless Home Phone Base?

Consumer Cellular Wireless Home Phone Base has a 12-month limited warranty. For details, see page 31.

I can't make or receive calls with my Wireless Home Phone Base. What should I do?

Please follow the troubleshooting steps found on the following pages. If further assistance is required, call **(800) 686-4460**.

TROUBLESHOOTING

Problem	Possible Solution
No dial tone	<ul style="list-style-type: none"> • Make sure the battery is installed in your Wireless Home Phone Base. • Make sure the device is turned on (Power indicator light is green) and there is AC power to the Wireless Home Phone Base. Do not connect to an AC outlet controlled by a wall switch. • Move the device to an area with sufficient network signal (at least 1 to 2 green bars are displayed). • Make sure your home telephone equipment has power and is connected properly to the Wireless Home Phone Base.
Caller Number ID only	<ul style="list-style-type: none"> • Like all wireless services, only the calling number is displayed with Caller ID. • Your home phone equipment may support the display of names stored in its contacts memory.
Battery LED is off	<ul style="list-style-type: none"> • Plug your Wireless Home Phone Base into a power outlet to charge the battery.

Problem	Possible Solution
Poor voice quality	<ul style="list-style-type: none"> • Make sure all connections are firmly in place. • Make sure the external antenna is installed and securely fastened. • Move your device to another area of the home with a strong wireless signal (3 green bars or more), typically near a window or outside wall. • Make sure the home phone that is connected to the Wireless Home Phone Base is of good quality and in good working order. • Connect your phone using the phone cable included with the Wireless Home Phone Base. • Make sure the antenna is in a vertical position and increase the distance away from other electronic devices and the Wireless Home Phone Base (including cordless base stations, Wi-Fi routers, and cell phones). • Voice quality may degrade with a low battery charge (red). Connect to an AC power source to recharge when power is available.
Wireless Service indicator is blinking green	<ul style="list-style-type: none"> • The Wireless Home Phone Base is connected to a 3G MicroCell, and is operating properly.

Problem	Possible Solution
Wireless Service indicator displays a red antenna and no bars are lit	<ul style="list-style-type: none"> • Make sure the external antenna is installed and securely fastened. • Move your device to another area with sufficient network signal (at least 1 to 2 green bars are displayed).
Solid red Wireless Service indicator (all other indicators solid green)	<ul style="list-style-type: none"> • A software update is in progress and may take up to 7 minutes to complete. Once complete, the LEDs on your Wireless Home Phone Base will return to normal state.
Blinking red Wireless Service indicator	<ul style="list-style-type: none"> • SIM is missing or not installed properly. <ol style="list-style-type: none"> 1) Remove the battery cover and battery. 2) Locate the SIM card slot and insert the SIM card into the slot until secure. • For a replacement SIM card, call Consumer Cellular customer support at (800) 686-4460.

Problem	Possible Solution
Can't connect to my 3G MicroCell (Wireless Service indicator is not flashing green)	<ul style="list-style-type: none"> • Add the phone number associated with your Wireless Home Phone Base to your 3G MicroCell Approved User List. • Power cycle your 3G MicroCell as well as your Wireless Home Phone Base. • Make sure the Wireless Home Phone Base is within range of the 3G MicroCell.
SIM card doesn't work in my mobile device	<ul style="list-style-type: none"> • The SIM card provided with your Wireless Home Phone Base is intended for use only in your specific Wireless Home Phone Base and cannot be used in a mobile handset.
Message Waiting indicator on my home phone equipment doesn't light	<ul style="list-style-type: none"> • The Wireless Home Phone Base does not support this functionality with your home phone equipment. • The Wireless Home Phone Base has a dedicated Message Waiting indicator light and will flash when you have a new voice message. You will also hear an intermittent dial tone when you pick up your handset.
I hear an intermittent dial tone	<ul style="list-style-type: none"> • You will hear an intermittent dial tone when you have a new voicemail message waiting. • Dial 1 from your home phone equipment connected to the Wireless Home Phone Base to review your voice messages.

Problem	Possible Solution
My phone doesn't ring when a call comes in	<ul style="list-style-type: none"> • Make sure the battery is installed in your Wireless Home Phone Base. • If you recently transferred your landline number, you will continue to receive incoming calls on your previous service until the transfer is complete. To check transfer status, call Consumer Cellular customer support at (800) 686-4460. • Make sure your Wireless Home Phone Base is NOT connected to your in-home phone wiring. • Make sure your home phone is powered on and connected to the Wireless Home Phone Base. • Your Wireless Home Phone Base number may be set to Call Forward. Dial #21# to un-forward calls. Charges may apply for Call Forwarding.
My answering machine won't pick up calls	<ul style="list-style-type: none"> • Set your answering machine settings to pick up calls before network voicemail, which is approximately four (4) rings. • Or, you can have network voicemail removed from your account by calling Consumer Cellular customer support. Dial 611 from your connected phone or (800) 686-4460.
I hear a constant low frequency tone (not dial tone) when I try to place a call	<ul style="list-style-type: none"> • Hang up your home phone to restore dial tone.

SPECIFICATIONS

Dimensions (W×D×H)	5.51" (W) × 4.33" (D) × 1.18" (H)
Weight	8.26 oz. (including antenna and battery)
Battery	1,900 mAh
Talk time	Approximately 3 hours (2G and 3G)
Standby time	Up to 25 hours

NOTE:



The value of the talk time or standby time varies with the actual environment.

SAFETY INSTRUCTIONS

- Some electronic devices are susceptible to electromagnetic interference sent by devices that may not be adequately shielded. For best performance, position the Wireless Home Phone Base as far from these types of devices (TV sets, radios and other automated office equipment) as possible (at least 8 feet) so as to avoid possible electromagnetic interference.
- Do not use the device in hospitals.
- Do not use the device on board aircraft.
- Operating of the device may interfere with medical devices like hearing aids and pacemakers. Consult a physician or the manufacturer of the medical device before using.
- Be aware of usage limitations when using the device at places such as oil warehouses or chemical factories, where there are explosive gases or explosive products being processed. Even if your terminal is in idle state, it still transmits radio frequency (RF) energy.
- Keep the antenna free from obstructions and position the antenna straight up. This will ensure best call quality.
- Please put the device in a safe place. The device may cause injury if used as a toy by children.
- Do not put other things on the terminal to avoid overheating.
- Please use original accessories or accessories that are approved by vendor. Using any unapproved accessories may affect your device's performance, damage your terminal, or even cause danger to you and violate related national regulations about telecom terminals.

- Because the device can produce an electromagnetic field, do not place it near magnetic items such as computer disks.
- Do not expose the device to direct sunlight or store it in hot areas. High temperatures can shorten the life of electronic devices.
- Prevent liquids from leaking into the device.
- Do not attempt to disassemble the device by yourself. Non-expert handling of the device may cause bodily injury or device damage.
- Do not install or remove the SIM card when the power is on.

RADIO FREQUENCY (RF) ENERGY

This device meets the government's requirements for exposure to radio waves.

This device 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:

The exposure standard for wireless mobile devices employs a unit of measurement known as the Specific Absorption Rate, or SAR. The SAR limit set by the FCC is 1.6 W/kg.*

While there may be differences between the SAR levels of various devices and at various positions, they all meet the government requirement.

The FCC has granted an Equipment Authorization for this device with all reported SAR levels evaluated as in compliance with the FCC RF exposure guidelines. SAR information on this device is on file with the FCC and can be found under the Display Grant section of <http://www.fcc.gov/oet/ea/fccid/> after searching FCC ID: **SRQ-WF721**.

*Tests for SAR are conducted using standard operating positions accepted by the FCC with the device 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 device while operating can be well below the maximum value. This is because the device 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.

FCC COMPLIANCE

This device complies with part 15 of the FCC Rules. Operation is subject to the condition that this device does not cause harmful interference.

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.

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.

HASSLE-FREE RETURN PROCESS

Returns must include the Wireless Home Phone Base, accessories, user manuals, all original packaging and a copy of your sales receipt. All items must be in new condition.

Call **(888) 345-5510** to start the return process.

HELPFUL TIPS

ADJUSTING VOLUME

Use your home phone's volume adjustment if available. Alternately, the volume of the Wireless Home Phone Base can be adjusted if necessary.

While on a call, press the **Star key (*)** twice or the **Pound key (#)** twice to enter Volume Setting Mode.

Press the **Star key (*)** to decrease volume.

Press the **Pound key (#)** to increase volume.

Four volume levels are available (level 1 to level 4). By default the volume is set to the loudest level (level 4).

Your home phone(s) may have a separate volume level setting that is independent of the Wireless Home Phone Base.

To exit Volume Setting Mode press any other key or wait 5 seconds after adjusting the volume.

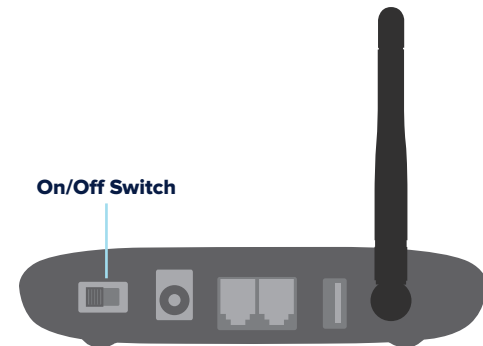
POWERING ON/OFF

The **On/Off Switch** is used to turn the Wireless Home Phone Base off when still connected to the power supply.

When powered off, the Wireless Home Phone Base will no longer send or receive calls, but it will continue to charge the back-up battery if still connected to the wall outlet.

To turn the Wireless Home Phone Base device on, slide the **On/Off Switch** to the **On** position.

To turn it off, slide the **On/Off Switch** to the **Off** position.





CONTACT US

If you have any questions, our friendly U.S. based customer service representatives will be happy to help you.

You will be connected to a representative for free by contacting us the following ways:

1. Dialing **611** from your phone connected to a Wireless Home Phone Base
2. Calling **(800) 686-4460** from any phone

If you're calling for assistance with your home phone connected to a Wireless Home Phone Base, it is best that you call us from a different phone using the toll-free phone number listed above so that we may help you troubleshoot. You can also go online to find answers to frequently asked questions by visiting ConsumerCellular.com/Support

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