ZTE WIRELESS HOME PHONE BASE

QUICK TIP GUIDE



Consumer Cellular

INTRODUCTION HOW IT WORKS

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

TABLE OF CONTENTS	
Introduction	2
How It Works	3
Getting to Know Your Device	4–5
Initial Set-Up	6–8
Calling Features	9–10
Voicemail and Message Retrieval	11–12
Home Answering Machines	13
About Your Service	14
Important Device and Service Information	15
Warranty and Returns	16
Helpful Tips	17–18
Contact Us	19

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 **GETTING TO KNOW YOUR DEVICE**

GETTING TO KNOW YOUR DEVICE



LED INDICATORS

Signal

• Solid green: On **Power** • Light off: No power

Voicemail • Blinking green: New message waiting • Light off: No new messages

• Solid green: High **Battery** charge • Solid yellow: Medium • Solid red: Low

• Blinking light (any color): Battery currently in use

• Rapid blinking red: No battery installed

• Light off: No charge

• Solid green (1–5 bars): Signal strength (low to high) strength • Blinking red: Check SIM card

• Light off: No service

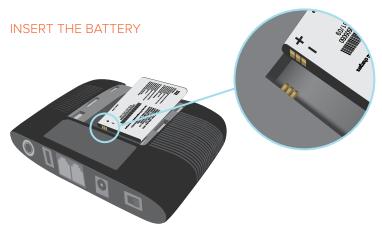


BOTTOM OF UNIT



INITIAL SET-UP INITIAL SET-UP

INITIAL SET-UP



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.

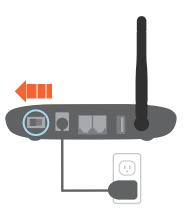
CONNECT THE POWER CORD

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.



INITIAL SET-UP CALLING FEATURES

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 AND MESSAGE RETRIEVAL

HOME ANSWERING MACHINES

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.

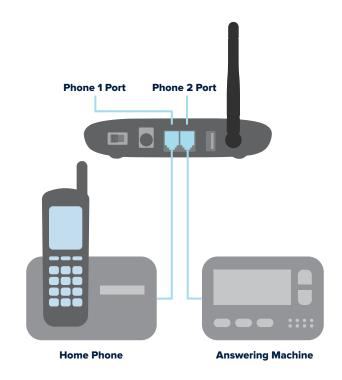
Simply follow the prompts to listen to and manage your voicemail messages.

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

IMPORTANT DEVICE AND SERVICE INFORMATION

EMERGENCY SERVICES

911 services are supported just as they are on any wireless device. You should expect to provide your home address to the emergency response center responsible for sending first responders (police, medical assistance, or fire) to your location.

POWER OUTAGES

The Wireless Home Phone Base has a back-up battery with talk time of up to 3.5 hours depending on environmental factors. Please note you'll need a standard corded phone that doesn't require external power to function with the backup battery for all calling, including 911.

DEVICE COMPATIBILITY

The Wireless Home Phone Base does not support rotary or pulse-dialing phones, home security systems, fax machines, dial-up or DSL internet service, DVR services, media alert services, or credit card machines. The service cannot be used to make 500, 700, 900, 976, 0+ collect, operator assisted, or dial-around calls (e.g., 1010 XXXX). The device does not support data services (e.g., texting, multimedia message services (MMS), and data tethering).

WARRANTY AND RETURNS

HELPFUL TIPS

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.

HELPFUL TIPS CONTACT US

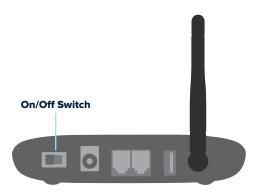
POWERING ON/OFF

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 **6-1-1** 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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ConsumerCellular.com