

# Verizon Hub™

# Quick Start Guide



# Welcome

## THANK YOU FOR CHOOSING VERIZON HUB!

This guide will help you set up your Verizon Hub and understand its key features. So let's get started.

Your box contains everything you'll need for set up.

### BOX CONTENTS

1. Verizon Hub base
2. Cordless handset
3. Support stand
4. Power cord
5. Handset battery
6. Ethernet cable – black (for wired connection only)
7. Stylus
8. Emergency E911 sticker (not pictured)



## BEFORE YOU GET STARTED

You'll need the following information handy to set up your Verizon Hub. During the set up wizard, you will be asked to enter your phone number, Verizon Wireless account information and how you'll connect to the Internet.

### 1. Verizon Hub Phone Number

If you don't know your number, refer to your store receipt and you will find it listed there.

### 2. Verizon Wireless Account Information

You will need the User Name and Password for the PRIMARY ACCOUNT HOLDER – other IDs associated with the account will not work.

Don't have a User Name or Password? Forgot User Name or Password?

Go to [www.verizonwireless.com/myaccount](http://www.verizonwireless.com/myaccount)

### 3. Connecting to the Internet

Verizon Hub requires an active Internet connection, and works with either a wired or wireless connection. If you're unsure which method to use, check with your Broadband Provider.

If you choose a wireless connection, you'll need your wireless Network Name (SSID) and Encryption Key or Pass Phrase.

Tip: These may be found in your router manual or on the side of your wireless network kit or router.

# Getting Started

## Set Up Base and Handset

First things first.

### STEP 1

#### Attach the Support Stand to the Base

Slip one end of the support stand into the hole at the back of the base. Then, slide the other end of the support stand into the other hole.

#### If you want to use a wireless connection

Place your Verizon Hub on a sturdy, flat surface that captures a strong wireless connection and is near an active power outlet.

#### If you want to use a wired connection

Be sure to find a location that's near an active power outlet and allows you to plug in an Ethernet cable.



### STEP 2

#### Plug in the Power Cord

Take the small end of the power cord and plug it into the hole on the back marked 12V DC.

Plug the other end – the pronged end – into a power outlet. The base screen will power on.

If you are still unsure how to connect your Verizon Hub, go to [www.verizonwireless.com/verizonhub](http://www.verizonwireless.com/verizonhub) for more details.

### STEP 3

#### Insert the Battery

Slide the battery cover off the back of the handset.

Insert the battery until it snaps into place.

Slide the battery cover back on until it clicks.



### STEP 4

#### Place Handset in Cradle

With the screen facing outward, place the handset in the cradle until you see the battery icon appear and show that it's charging.

It's important to fully charge the battery before using it the first time. We suggest charging it for 12 hours. For best results, use the handset until the battery drains before recharging.



# Getting Started

## Connect Your Home Network

### Follow Set Up Instructions

Once powered on, a set up wizard will walk you through a few steps to connect to your home network.

It's easy to navigate – just tap the screen with your finger or stylus to move through the steps.

To enter information into blank fields, tap the empty field to launch a keyboard.

Follow the instructions on your Verizon Hub screen. Once you're done, you can take a tour of the features or immediately start using your service.

# Getting Started

## Set Up Voice Mail

Last but not least.

### STEP 1

Pick up your handset and dial \*0.

Tip: Your battery should have enough charge to do this; however, be sure to charge it for 12 hours after you're done.

### STEP 2

Enter the last 4 digits of your Verizon Hub phone number followed by the # key.

These 4 digits will be your default PIN.

### STEP 3

The first time you set up your Voice Mail account, you will hear:

"Welcome to the Messaging Center. Since this is the first time you're logging in, please complete the following steps in order to initialize your account."

### STEP 4

Enter a new 4-8 digit PIN followed by the # key. Then re-enter your new PIN followed by the # key.

### STEP 5

Your Voice Mail account is now initialized.

Record your name and personalized greeting.



### HOW TO CHECK VOICE MAIL

#### From Handset Menu Screen

- Press **OK** to open Menu
- Select **Voice Mail**
- Enter 4-8 digit **PIN**

#### From Handset Dialpad

- Press **\* 0**
- When Voice Mail prompt begins, press **\***
- Enter 4-8 digit **PIN**

#### From Base Touch Screen

- Tap **Menu**
- Tap **Communications**

# Getting Started

## Transfer Your Phone Number

We've made it easy for you to request to transfer your phone number.

### STEP 1

You can pre-qualify your number when you order Verizon Hub or check availability from the Verizon Hub Web Management Site.

Go to [www.verizonwireless.com/verizonhub](http://www.verizonwireless.com/verizonhub). Click **Transfer your number** under Settings to begin the transfer request process.

### STEP 2

Fill out and submit the electronic Letter of Authorization form during the setup wizard on the Verizon Hub base. This form is also available at the Verizon Hub Web Management Site.

Your request will be submitted to your existing carrier for processing.

### STEP 3

Conveniently located on your Verizon Hub home screen or on the Web Management Site, you can view the status of your order. We will let you

know when your number has been successfully transferred to your Verizon Hub service.

From the Verizon Hub Web Management Site, click **Transfer Status** for updates.

### Important Information

- Please note that not all successful pre-qualifications result in a transfer. There maybe certain features or circumstances with the existing phone line that do not allow for a transfer.
- The transfer process normally takes 14 days to complete after the Letter of Authorization is submitted.
- Do not cancel your service with your existing provider until the transfer is complete. If you do so, this will prevent us from being able to process your transfer.
- Your existing service will automatically be cancelled once your number has been transferred.
- Additional information is available at [www.verizonwireless.com/verizonhub](http://www.verizonwireless.com/verizonhub).

# Features

You're now ready to enjoy your Verizon Hub. Let's get to the good stuff.

### Phone

Make phone calls directly from the touch screen.

### Home Screen Shortcuts

Quick access to our most popular features.

- Missed Calls
- Voice Mail
- Messages – Text, Photo and Video
- Do Not Disturb
- Call Forwarding
- Time & Weather

### Calling Features

Customize your Verizon Hub calls with great options like Simultaneous Ring, Call Forwarding and Do Not Disturb.

### Chaperone <sup>SM</sup>

Know where your family and friends are – locate their cell phones by entering their number and your Chaperone password to map them.

### VZ Navigator <sup>SM</sup>

Lookup an address and send the directions to your cell phone, turning it into an advanced GPS device.

### Movie Tickets

View movie listings, showtimes and trailers, and purchase tickets directly from Verizon Hub.

### Horoscopes, News and More

Read the top news stories from around the world and get your personal daily horoscope.

### Web Management Site

While you are away from home you can use the Web Management Site to enjoy the same great features, plus the ability to upload photos.

As new features become available they will automatically be delivered to your Verizon Hub. Watch for updates on your Verizon Hub and the Web Management Site.

# Need Help?

## HELP WITH YOUR VERIZON HUB

If you need help with your Verizon Hub, try these troubleshooting tips.

### 1. Confirm active Internet connection

Check Internet activity from a computer to make sure your connection is working properly in your home.

### 2. Check Home Network connection

If using a wireless connection, check your Verizon Hub Wi-Fi signal strength. Try moving it to another location to capture a stronger signal.

If using a wired connection, make sure the Ethernet cable is properly connected.

Lastly, see if your router is working properly.

### 3. Restart your Verizon Hub

Unplug the power cord, wait 15 seconds and then plug the power cord back into the power source. The screen will reboot.

### 4. Download full User Guide or review FAQs

If you're still seeing unexpected results,

go the Web Management Site at [www.verizonwireless.com/verizonhub](http://www.verizonwireless.com/verizonhub) to get answers to your questions.

### 5. Call Customer Support

If you are unable to solve your issue by restarting Verizon Hub or referencing the User Guide, please call Customer Support at 1-800-922-0204.

# More Information

## WARRANTY

### 30 Day Worry Free Guarantee®

Verizon Wireless will refund absolutely 100% of your purchase price within 30 days of the original purchase date. All we'll ask you for is dated proof of your purchase, and that it be returned in new condition, with its original packaging, including all parts accessories and literature. Refunds will be made in the form of the original method of purchase.

The Full Warranty Policy for Verizon Hub available at [www.verizonwireless.com/verizonhub](http://www.verizonwireless.com/verizonhub).

## FCC STATEMENT

This product has been tested and complies with the specifications 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 according to 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 is found 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.

# More Information

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.

FCC Caution: Any changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate this equipment.

## IMPORTANT NOTE

### FCC Radiation Exposure Statement

To insure the safety of users, the FCC has established criteria for the amount of radio frequency energy various products may produce depending on their intended usage. This product has been tested and found to comply with the FCC's exposure criteria.

This transmitter must not be co-located or operating in conjunction with any other antenna or transmitter.

The installation of the base unit should allow at least 20 centimeters between the base and persons to be in compliance with FCC RF exposure guidelines. For body worn operation, the portable part (handset) has been tested and meets FCC RF exposure guidelines.

This equipment has been SAR-evaluated. The Maximum average SAR(1g) test value for the head is 0.0223W/kg and the body is 0.0337W/kg. Verizon Wireless declares that Verizon Hub is limited in CH1~CH11 for 2.4 GHz by specified firmware controlled in U.S.A. The FCC ID is located on your Verizon Hub device.

## IMPORTANT SAFETY INFORMATION

Please read the following important safety notices and instructions before installing or using the product.

- A **DANGER** warning refers to situations that could cause bodily injury.
- A **CAUTION** warning refers to situations that could result in equipment malfunction or damage.

1. Follow all warnings and instructions marked on the product.
2. Unplug this product from the wall outlet before cleaning. Do not use liquid cleaners or aerosol cleaners. Use a water-moistened cloth for cleaning.
3. Do not use this product near water.
4. Do not place this product on an unstable cart, stand or table. If the product falls, it could be seriously damaged.
5. This product should be operated using the type of power indicated on the marking label. If you are not sure of the type of power available, consult your dealer or local power company.
6. Do not allow anything to rest on the power cord. Do not locate this product where people will walk on the cord.
7. Never push objects of any kind into this product through cabinet slots as they may touch dangerous voltage points or short-out parts that could result in a fire or electric shock.
8. Never spill liquid of any kind into or onto the product.
9. Do not attempt to service this product yourself, as opening or removing covers may expose you to dangerous voltage points or other risks.
10. Refer all questions regarding servicing of this product to qualified service personnel.

# More Information

## IMPORTANT SAFETY INFORMATION (CONT.)

### **DANGER - ELECTRIC SHOCK AND FIRE**

Electric current from power, telephone, and communication cables is hazardous, and could result in electric shock and/or fire.

To avoid electric shock, use caution when connecting cables. For example, do not connect safety extra-low voltage (SELV) circuits to telephone-network voltage (TNV) circuits. LAN ports contain SELV circuits, and WAN ports contain TNV circuits. Some LAN and WAN ports both use RJ-45 connectors.

To avoid electric shock, do not operate the product or connect or disconnect cables during electrical storms.

To avoid electric shock, do not use this product in or near water.

To reduce the risk of fire or overheating, keep this product in well-ventilated areas, away from radiators or other heat sources. Do not block cooling vents.

The plug-socket combination must be accessible at all times because it serves as the main power-disconnecting device.

Use only the manufacturer-provided AC adaptor approved for use with this product. Use of another AC adaptor may cause a fire or explosion.

This product relies on short-circuit (overcurrent) protection installed in your home or office. Ensure that a fuse or circuit breaker no larger than 120 VAC, 15A U.S. is used on the phase conductors (all current-carrying conductors).

## IMPORTANT SAFETY INFORMATION (CONT.)

Unplug this product from the wall outlet and refer servicing to qualified service personnel under the following conditions:

- a. When the power cord or plug is damaged or frayed.
- b. If liquid has been spilled into the product.
- c. If the product has been exposed to rain or water.
- d. If the product does not operate normally when the operating instructions are followed. Adjust only those controls that are covered by the operating instructions, since improper adjustment of other controls may result in damage and will often require extensive work by a qualified technician to restore the product to normal condition.
- e. If the product has been dropped or the case has been damaged.
- f. If the product exhibits a distinct change in performance, indicating a need for service.

### **CAUTION - DISPOSAL**

This product contains harmful substances. Ultimate disposal of this product should be handled according to all applicable laws and regulations. Do not put the product or its components (including the LCD or the rechargeable battery pack) in trash that is disposed of in landfills.

### **DANGER - HANDSET BATTERY PACK**

The wireless handset uses a rechargeable battery pack. There is a danger of an explosion if the battery pack is replaced with an incorrect battery or if the battery is inserted improperly. The battery pack contains a small amount of harmful substances.



# More Information

## IMPORTANT SAFETY INFORMATION (CONT.)

### To avoid possible injury:

- Replace only with a battery of the type recommended by the manufacturer, or an equivalent type.
- Keep the battery pack away from fire.
- Do not expose the battery pack to water or rain.
- Do not attempt to disassemble the battery pack.
- Do not short-circuit the battery pack.
- Keep the battery pack away from children.

### CAUTION - ELECTROMAGNETIC INTERFERENCE

This product generates, uses, and can radiate radio frequency energy and, if not installed or used in accordance with the manufacturer's instruction manual, may cause interference with radio and television reception. This product has been tested and found to comply with the limits set forth in Part 15 of the Federal Communications Commission Rules.

### DANGER - LIQUID CRYSTAL DISPLAY (LCD)

The LCD is made of glass and could break if subject to mishandling or dropping. Care should be used in handling broken glass to avoid injury. If the LCD breaks and internal fluid gets into your eyes or on your hands, immediately wash the affected areas with water for at least 15 minutes; if any symptoms are present after washing, seek medical care.

## DIGITAL VOICE SERVICE DISCLAIMER

Digital Voice Service as a Voice Over Internet Protocol (VoIP) service differs from regular wireline telephone service. Digital Voice Service will not work in the event of an electrical or broadband outage. A broadband connection is required for service. Digital Voice Service calls travel over the Internet. Network congestion or use of data services at the same time may affect sound quality. Digital Voice 911 Service differs from wireline 911 service. You must maintain an alternate device for reaching emergency assistance. An accurate service address is required to route your 911 calls to the appropriate emergency call center if you dial 9-1-1. You must update your address if you use Digital Voice from a new location. Digital Voice Service will provide service only in areas where it can direct a 911 call to the appropriate emergency response center in a manner consistent with applicable law. If Digital Voice Service cannot provide 911 service in an area, service will be suspended. Digital Voice Service will not provide a credit or refund for the period that service is in suspension. Digital Voice Service may not support certain types of home security systems, satellite television systems and other electronic devices. Digital Voice Service may not work behind some firewalls. Digital Voice Service does not provide operator services. Not all area codes are available. If the area code you select for your primary Digital Voice Service telephone number is different from the area code that normally corresponds to your service address, then people making calls to you from within your normal local calling area could be charged long distance rates. Additional terms and conditions apply.

