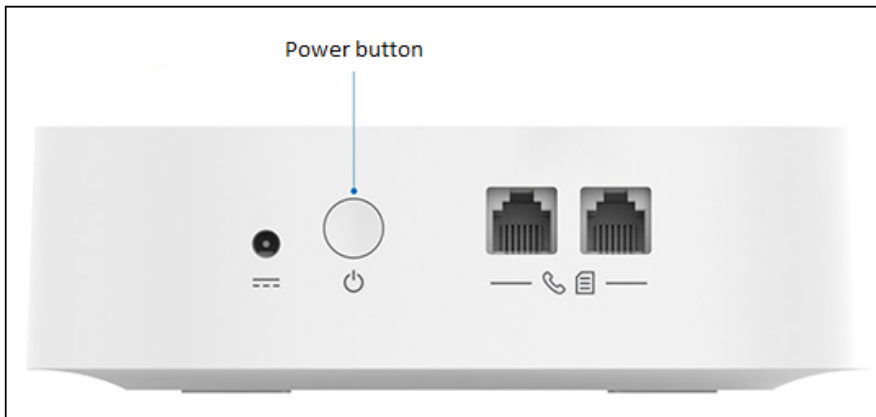
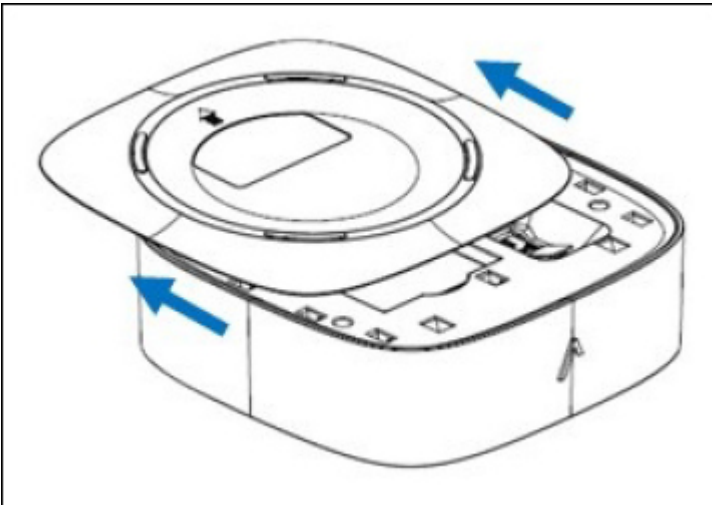


## Verizon Device (LVP2) Troubleshooting Tips

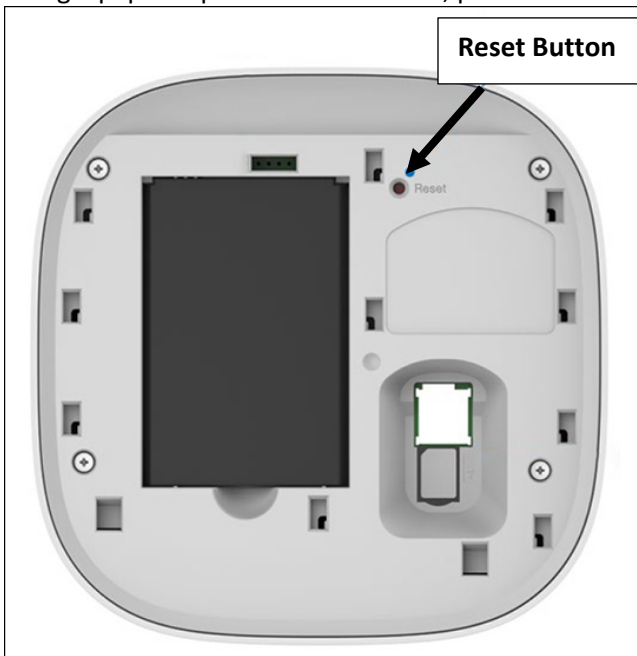
1. Press and hold the **Power button** (on the back of the unit) for 3 seconds to turn the device off.



2. Disconnect the power cable.
3. Remove the battery cover (on the bottom of the device).

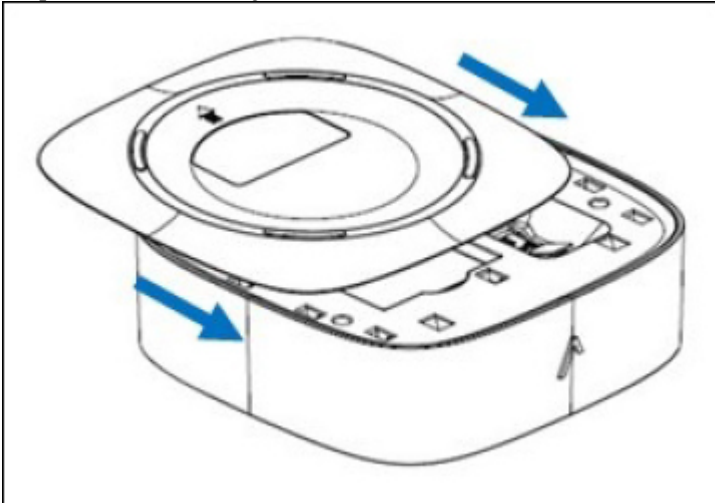


4. Using a paper clip or other small tool, press and release the **Reset button**, then wait a few seconds.

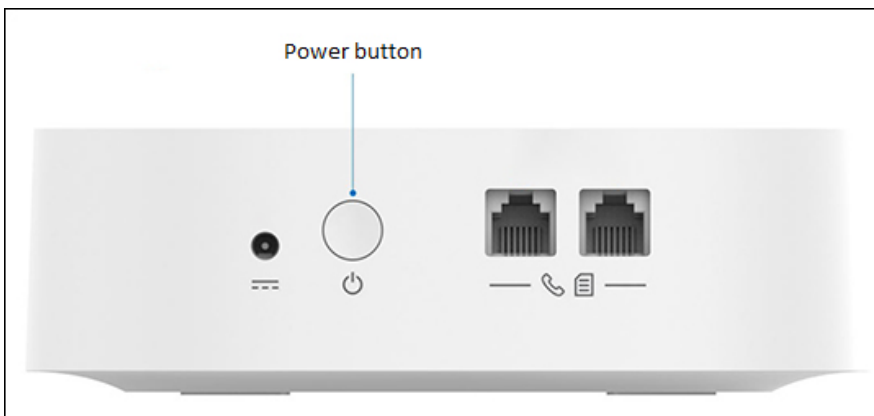


5. Reconnect the power cable.

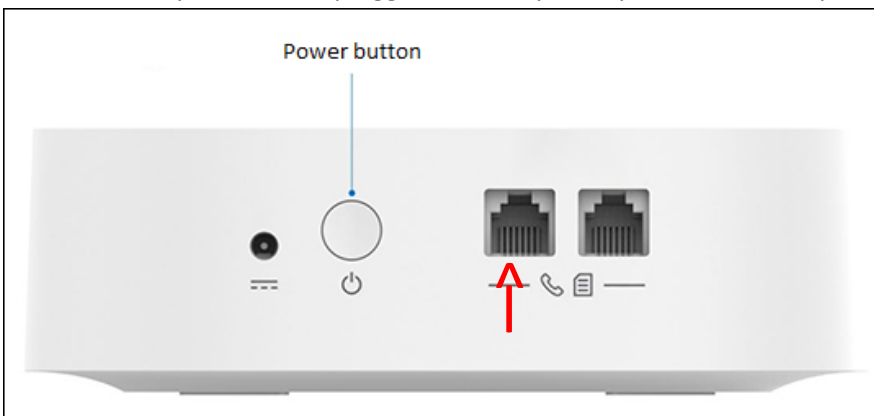
6. Replace the battery cover.



7. Press and hold the **Power button** (on the back of the unit) until turns back on.




8. Make sure the phone line is plugged into the phone port, not the fax port.



9. Test to ensure everything is working correctly.

- a. Place a call using the store phone.
- b. Place a call to the store phone.

**\*Any issues create a "POS Helpdesk Ticket" via Store Portal.**

**Observations:** if the Verizon Phone Box seems to be working as expected (full connection bars  , miss calls on the screen, white light and rings up when you called them), but their phone still says no line, consider looking into the cabling, if the phone line goes to a port that is wired internally, try connecting the phone directly to the Box instead.