

## Verizon T2000 Troubleshooting Tips

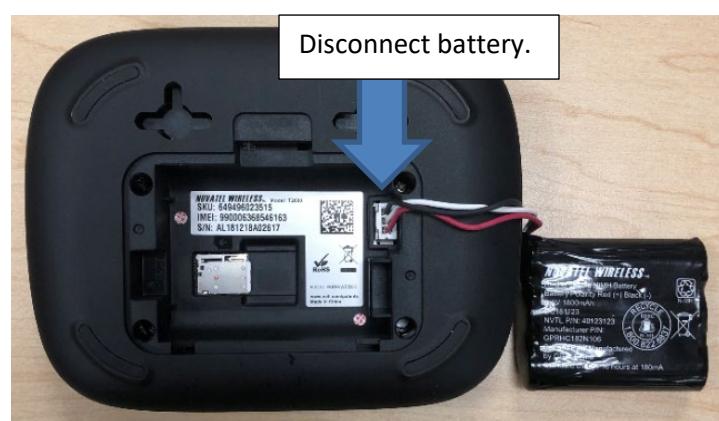
1. Turn off box.



2. Turn box over and remove cover.



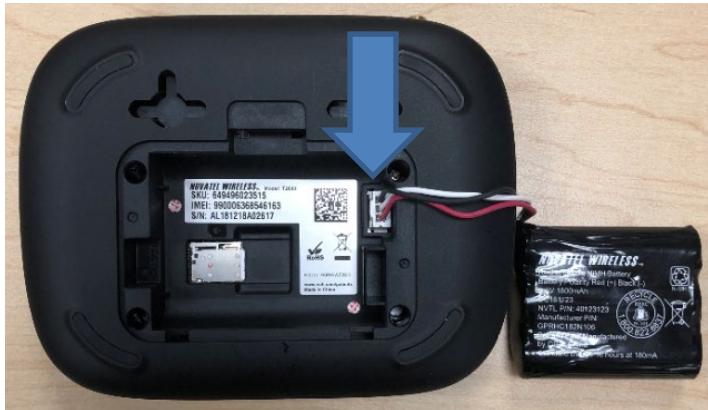
3. Pull out battery and disconnect.



4. Disconnect the power cable and wait a few seconds.



5. Reconnect battery.



6. Place battery back in place.



7. Put the cover back on.



8. Reconnect the power cable.



9. Push power button.



10. Once completely powered on, light will stay "blue".



11. Make sure the phone line is plugged into the phone port, not the fax port. The alarm port (yellow) should be empty.



12. Test to ensure everything is working correctly.

- Place a call using the store phone.
- 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, blue 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.