

BPC100

Business Phone Connect



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FCC ID: PKRISGBPC100

PN: 90029397 Rev 3 USER GUIDE, UTOPIA, BPC100

Please visit www.inseego.com for the latest information about your device.

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Overview

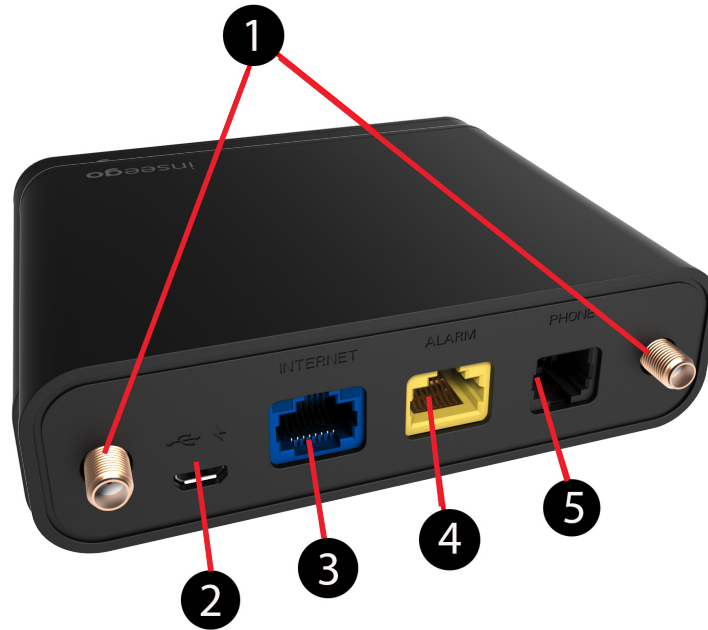
System Requirements
Components and Indicators
Power Management
Caring for Your BPC100

System Requirements

The BPC100 provides business voice and data service. You can connect a wired phone, fax machine, security alarm or Internet capable device (i.e. POS machine).

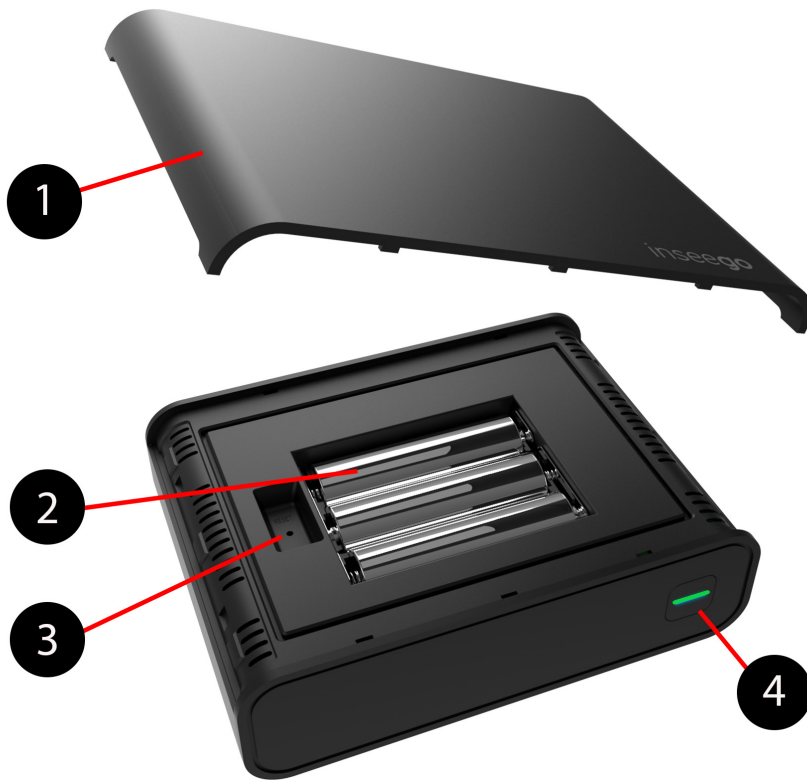
To use the BPC100, you must subscribe to an eligible Verizon plan.

Components and Indicators



- ❶ **External antenna connectors** — connect optional antennas for improved connection in areas of low signal strength.
- ❷ **Power connector port** — USB port for the AC power adapter.
- ❸ **Ethernet port** — Ethernet port that can support speeds up to 10Mbps download/5Mbps upload.
- ❹ **Alarm port** — dedicated port for a security alarm.
- ❺ **Phone/fax port** — port to connect either a phone or a fax.

WARNING! Do not connect a phone or fax to the yellow port labeled Alarm. This port is intended for connecting a security system only. Inserting a phone line into this port will cause the phone to stop working. Using a fax/phone port splitter may not be supported and could impact device performance.







- ❶ **Battery cover** — remove to access the batteries and/or reset button.
- ❷ **Batteries** — three replaceable, non-rechargeable AA batteries in case of power failure.
- ❸ **Reset button** — resets the unit back to factory defaults.
- ❹ **Power button/status indicator** — turns unit on and off; light indicates device status (see the following table).
- ❺ **SIM Card**



LED Indicator States

The power button on the front of the unit includes an LED that indicates the current state of the BPC100.

LED	STATE	DESCRIPTION
	Green solid	<ul style="list-style-type: none">• LTE is available• BPC100 Running on Backup Batteries with LTE available
	Blue solid	<ul style="list-style-type: none">• Incoming/Outgoing Call (including 911)*• Incoming/Outgoing Fax• Call Waiting• Conference Call• Call Forwarding Enabled• Software Update in Progress <p>* LED turns green once call is established and LTE is available again.</p>
	Blue blinking	<ul style="list-style-type: none">• Voicemail Available• Missed Call• Software Update Complete
	Red blinking	<ul style="list-style-type: none">• No Service• SIM Error• SIM Locked• Low Battery

Before making a call, listen for a dial tone on your telephone. If the indicator light on your BPC100 is blinking red, move the BPC100 to a location that receives a signal or try installing the optional antennas for greater signal strength.

Power Management

Your BPC100 comes with both an AC wall charger and three AA backup batteries.

During a power outage or if the wall charger is unplugged, the BPC100 continues to run off the batteries, and the LED indicator is green. Data service will not be available in battery mode.

NOTE During a power outage, only corded phones that do not require electric power can be used to make or receive calls (including calls to 911).

If the batteries' charge becomes low, the LED indicator light blinks red. To view the current strength of your BPC100 batteries, use a web browser to access the Web Interface (See [Accessing Your BPC100 Web Interface](#) on page 23.).

Caring for Your BPC100

Like any electronic product, the BPC100 must be handled with care to ensure reliable operation. The following guidelines are recommended:

- Protect the BPC100 from liquids, dust, and excessive temperatures.
- Adhesive labels can be used to mount the BPC100 on a wall. Place the adhesive labels on the bottom of the device. Do not apply adhesive labels over any vents or ports; this may cause the BPC100 to potentially overheat or alter the performance of the antenna.
- Store the BPC100 in a dry and secure location when not in use.
- Never leave the BPC100 in an unattended vehicle due to uncontrollable temperatures that may be outside the desired temperature range for this BPC100 (Please refer to p.30 for temperature ranges for the BPC100).

Getting Started

Setup Overview
Installing the Batteries
Installing the Optional Antennas
Powering On the Unit
Connecting Your Phone or Fax
Connecting a Security System Alarm
Connecting to the Internet
Initial Activation

Setup Overview

To set up your BPC100 for the first time:

- ❶ Make sure you are subscribed to an eligible Verizon plan.
- ❷ Install the supplied AA batteries. (See [Installing the Batteries](#) on page 10.)
- ❸ Install the optional antennas, if desired. (See [Installing the Optional Antennas](#) on page 11.)
- ❹ Power on the BPC100 unit. (See [Powering On the Unit](#) on page 12.)
- ❺ Connect your phone or fax machine. (See [Connecting Your Phone or Fax](#) on page 13.)
- ❻ Connect any security system. (See [Connecting a Security System Alarm](#) on page 14.)
- ❼ Activate your BPC100. (See [Initial Activation](#) on page 16.)

Installing the Batteries

- 1 Carefully remove the battery cover from the the BPC100 and set it aside.
- 2 Install the three AA batteries that came with the unit.
- 3 Replace the battery cover by setting it on the BPC100 where the notches align, then press on the cover until it clicks into place.



IMPORTANT Whenever you remove or insert the batteries, make sure your BPC100 is not connected to any device or power source.

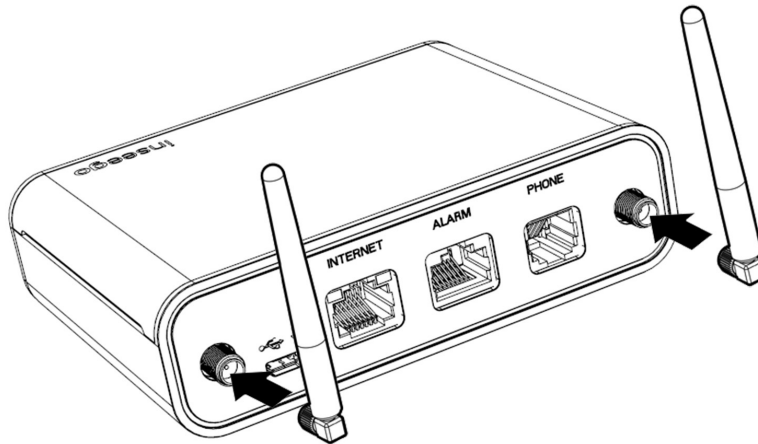
Backup Battery Tips

- Battery life depends on the network, signal strength, temperature, features, and accessories you use.
- Generally, talk usage time on backup batteries is approximately three hours, and standby time is approximately 23 hours.
- When battery charge is low, the LED indicator on the power button flashes red.
- To view the current strength of your BPC100 batteries, use a web browser to access the Web Interface. (See [Accessing Your BPC100 Web Interface](#) on page 23.)
- Do not use sharp objects or excessive force or remove the battery, as this may damage the BPC100 and the batteries.
- Never expose batteries to temperatures below -20°C (4°F) or above 60°C (140°F).

Installing the Optional Antennas

Two external antennas are included with the BPC100 to improve connection in areas of poor coverage. To increase signal strength, install one or both onto the antenna connectors on the BPC100:

- 1 Align each antenna with a connector and screw securely into place.
- 2 Restart the BPC100 after antennas are installed or removed. To restart the BPC100, press and hold the power button for 3 seconds until the device is off. Once powered off, press the power button to turn the device back on.



Use the following installation instructions to comply with FCC rules on RF exposure. Failure to follow these guidelines can result in operations that exceed RF exposure limits.

- Maintain a minimum distance of at least 30 cm (12 in) from all persons.
- Use only the antennas supplied by Inseego. Never use an antenna from another vendor or another source.

Powering On the Unit

- ① Position the BPC100 near an AC outlet.
- ② Plug the AC power cord and USB cable into the USB port on the back of the BPC100.
- ③ Plug the other end of the power cord into an appropriate electrical outlet.
- ④ Press and hold the power button on the front of the BPC100 to turn the system on.

WARNING! Be sure to use the power cord that came with your BPC100 to avoid damage that may void the warranty.



The LED indicator is green when the device is turned on.

If the LED indicator blinks red, there might not be a strong enough signal. Make sure both antennas are properly installed, and if necessary, move the BPC100 to an alternative location that provides a stronger signal.

To power off the unit, simply press and hold the power button.

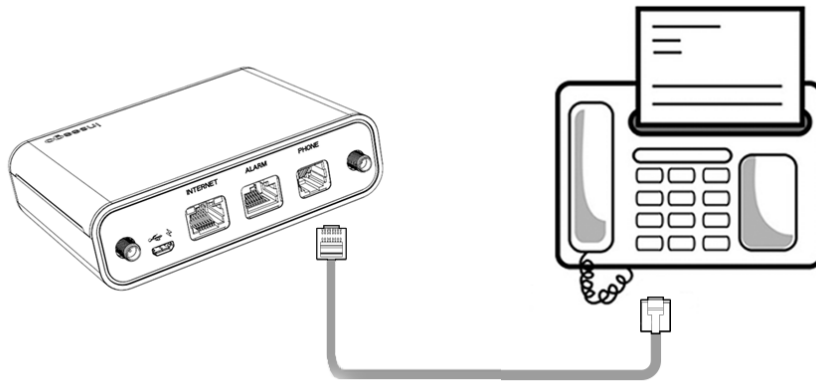
Connecting Your Phone or Fax

The BPC100 provides one phone port that can be used for either a phone or a fax machine.

- 1 Unplug your phone or fax from the wall port.

WARNING! Do NOT plug the BPC100 into your phone wall port.

- 2 Plug the end of the phone cord that was just removed from the wall port into the PHONE port on the back of the BPC100. The other end of the cord must remain plugged into the back of your phone's base unit or your fax machine.



* The BPC100 may not be compatible with all fax machines.

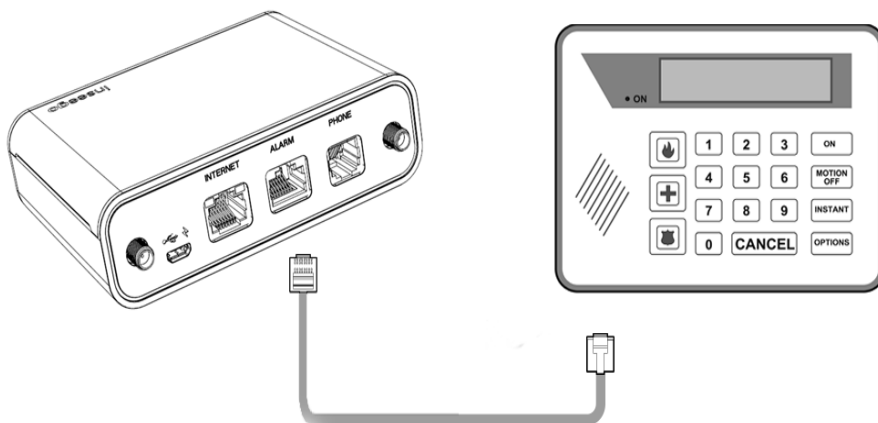
WARNING! Do NOT plug a phone or fax machine into the yellow port labeled ALARM. Doing so will stop the device from working.

Connecting a Security System Alarm

The BPC100 provides an alarm port for connecting a security system. Contact your security system provider before connecting the BPC100 to your security system. In the event of an alarm, the security system will use the BPC100 to call authorities.

- 1 Plug the end of the alarm cable into the yellow port (labeled ALARM) on the BPC100.
- 2 Plug the other end of the cable into the alarm port of the security system.

NOTE Alarm cables are not included with the BPC100.



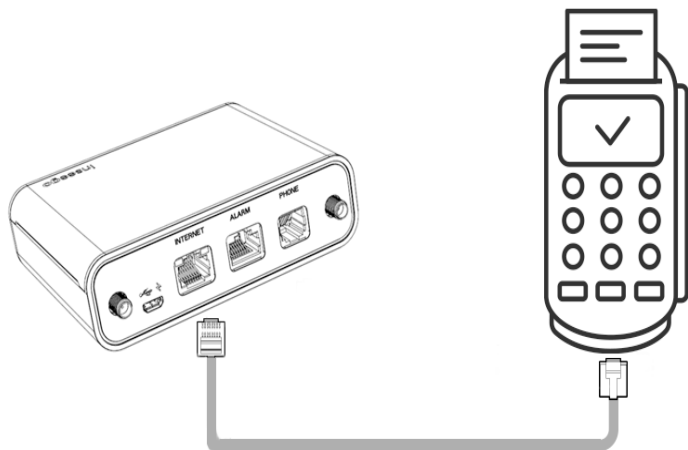
* The BPC100 may not be compatible with all security systems.

Connecting to the Internet

The BPC100 provides an Ethernet port that can support speeds up to 10Mbps download/5Mbps upload.

- 1 Plug the end of an Ethernet cable into the INTERNET port on the BPC100.
- 2 Plug the other end of the cable into a device like a POS terminal to access the Internet.

NOTE Ethernet cables are sold separately.



Initial Activation

A service plan is required to make and receive calls. If you are not subscribed to a plan with voice service, call Verizon Business Sales at 800-526-3178 to sign up for service.

Make a call to test service. Note that in most areas, you will need to include the three-digit area code even for local calls.

Transferring Your Existing Number

IMPORTANT Customers transferring a phone number to Verizon will not be able to receive calls on the BPC100 until the transfer process is complete. This process can take 2–10 business days. When the transfer is complete, you will receive an email at the email address you provided to Verizon.

Once your phone number transfer is complete, disconnect your phone or fax from the wall port and connect it to the BPC100. After powered on, you will be able to make and receive calls through the phone or fax connected to the BPC100.

To check the status of your transfer, visit www.verizonwireless.com/lnp or call the Port Center at (888) 844-7095.

Using Your BPC100

Making Calls
Receiving Calls
Using Voice Mail
Call Forwarding
Using a Text Telephone

Making Calls

Before making a call, make sure the LED indicator on the power button is green.

- ❶ Place a call by entering the desired phone number. In most areas, you will need to include the three-digit area code, even when dialing a local number.
- ❷ When your call is complete, simply hang up the phone.

Restrictions

The following types of calls cannot be made with your BPC100:

- Collect or operator-assisted calls
- Phone numbers beginning with 500, 700, 900, 976
- Dial-around calls (e.g., 1010-XXXX)
- DSL or dial-up Internet service
- Calls to Medical or Life Alert systems

Receiving Calls

As soon as your BPC100 is set up and your Verizon service has been activated, it will be able to receive calls. When an incoming call is received, simply answer the attached phone as you normally would.

NOTE If you have a new phone number, be sure to share it with business contacts, family, and friends.

Call Waiting

If a call comes in while you are on the phone, you'll hear a click and the incoming phone number appears on the phone screen (if available). Depress the Flash button on the phone to put the first call on hold and answer the second call. When you hang up or press Flash again, you are reconnected with the first call.

Missed Calls

If you do not pick up an incoming call, the BPC100 LED indicator light blinks blue.

Using Voice Mail

Verizon includes integrated voice mail with its phone service. If you want to use it, you must first set it up for your account.

Setting up Voice Mail

To set up and manage your voice mail, dial *86 and follow the system prompts. For more details about your voice mail service, visit www.verizonwireless.com/voicemail.

Using Voice Mail

- ❶ When the voice mail system includes messages you have not listened to, the LED indicator on the power button blinks blue.
- ❷ Dial ***86** to access your voice mail.
- ❸ Follow the system prompts to listen to and manage your voice mails.

NOTE Refer to the Troubleshooting section for additional instruction on accessing voice mail or using a phone answering machine as your preferred method to manage your voice messages.

Call Forwarding

With Call Forwarding, you can automatically transfer all calls coming into your BPC100 to another phone number. The phone connected to your BPC100 will not ring until you turn off the service.

To Turn on Call Forwarding

- ❶ Dial *72.
- ❷ Immediately enter the phone number to which you want calls forwarded (for example, *72-555-123-4567).
- ❸ You will hear a confirmation tone.
- ❹ Hang up your phone or return the phone receiver to its base.

To Turn off Call Forwarding

- ❶ Dial *73.
- ❷ You will hear a confirmation tone.
- ❸ Hang up your phone or return the phone receiver to its base.

Using a Text Telephone

A Text Telephone (TTY) is used by those who are hearing or speech impaired to translate typed text to voice and vice versa. To use the BPC100 with TTY, you must change the TTY mode from the default (None) to one of the following modes:

- **Full TTY** translates both text to voice and voice to text. The person using the TTY can type outgoing messages (which are translated to voice on the other end) as well as read messages that have been translated from the connected caller's voice.
- **Voice Carry Over (VCO)** translates incoming voice to text, allowing the person using the TTY to speak directly to the other caller and read translated text on the TTY screen.
- **Hearing Carry Over (HCO)** translates text typed to voice, allowing the person using the TTY to type instead of speak yet hear the connected caller's voice.

To change TTY mode on the BPC100, dial **##56*n#** where *n* indicates the TTY to use:

0 - None (TTY is disabled)

1 - Full TTY mode

2 - VCO mode

3 - HCO mode

Accessing Your BPC100 Web Interface



Overview Page
Settings Page
Software Update Page
About Page
Help Page

Overview Page

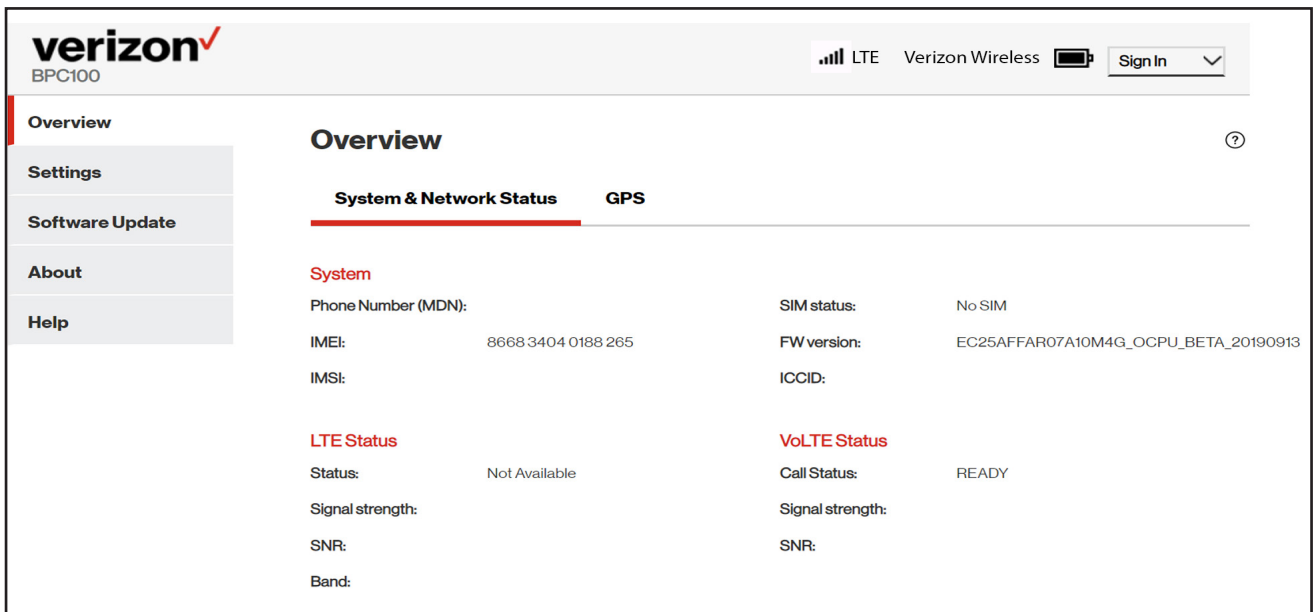
The Web Interface is web-based software that interacts directly with your BPC100. Use it for initial setup, software updates, network status and information, and links to online help and customer support.

To access the Web Interface, your BPC100 must be connected to a computer with an Ethernet cable. On the computer, use a browser to log into <http://my.bpc100>.

The first time you log in, use the default password: **admin**. You will be prompted to enter and confirm your own individual password for future access.


When you are logged in, the website banner displays current voice signal status () and battery strength () for your BPC100. It also includes buttons to sign into (or out of) your account and to change your password.

The initial home page (Overview) displays general information about your BPC100 and network status.



The screenshot displays the Verizon BPC100 Overview page. The top header includes the Verizon logo, 'BPC100', and status indicators for LTE, Verizon Wireless, and a battery level. A 'Sign In' button is also present. The left sidebar contains navigation links: Overview, Settings, Software Update, About, and Help. The main content area is titled 'Overview' and features two tabs: 'System & Network Status' (selected) and 'GPS'. Under the 'System & Network Status' tab, there are two sections: 'System' and 'LTE Status'. The 'System' section displays 'Phone Number (MDN):', 'IMEI: 8668 3404 0188 265', 'IMSI:', 'SIM status: No SIM', 'FW version: EC25AFFAR07A10M4G_OCPU_BETA_20190913', and 'ICCID:'. The 'LTE Status' section displays 'Status: Not Available', 'Signal strength:', 'SNR:', and 'Band:'. Additionally, there is a 'VoLTE Status' section displaying 'Call Status: READY', 'Signal strength:', and 'SNR:'. A help icon (?) is located in the top right corner of the main content area.

Select the **GPS** tab to display GPS coordinates of the current location of the BPC100. Latitude, longitude, altitude, and accuracy are shown as defined by GPS NMEA strings.

Select tabs on the left to access other pages of the website. In any of the pages, select the **Help** button () in the top-right corner for more information about the display.

Settings Page

Go to the Settings page to learn more about BPC100 LAN and network settings. Select the **Backup & Restore** tab to save device settings to your computer, restore saved settings, reset the device to factory settings, or restart the device.

verizon

BPC100

LTEVerizon Wireless

Sign out

Overview

Settings

Software Update

About

Help

Settings

LANNetworkBackup & Restore

Enable IP Passthrough

IPv4

IP Address:

192.168.1.1

Subnet Mask:

255.255.255.0

MAC Address:

Turn on DHCP Server:

DHCP Lease Time:

1440

minutes.

Start DHCP Address Range at:

192.168.1.2

End DHCP Address Range at:

192.168.1.100

Save Changes

Software Update Page

Go to the Software Update page to check for available software updates for your BPC100.

verizon
BPC100

LTE Verizon Wireless

Sign out

Overview

Settings

Software Update

About

Help

Software Update

Current Software

Software version: B6
L2.115.10
MEC25AFFAR07A10M4G_OCPU_BETA_20190913

Check for New Software Update

Checked for update: Never

Update status:

Check for Update

Last Software Update

No updates applied.

Software Update History

Software version: B6(L2.115.10 MEC25AFFAR07A10M4G_OCPU_BETA_20190913)

About Page

Go to the About page to view information about Internet status and your BPC100 device, or a change the settings for data collection in logs.

verizon
BPC100

LTE

Verizon Wireless

Sign out

Overview

Settings

Software Update

About

Help

About

Internet Status

Device Info

Logs

Status:

No SIM

Network Name:

APN

Time Connected:

00:00:00:00 (dd:hh:mm:ss)

Transmitted:

0

Received:

0

IPv4

IP Address:

Mask:

Gateway:

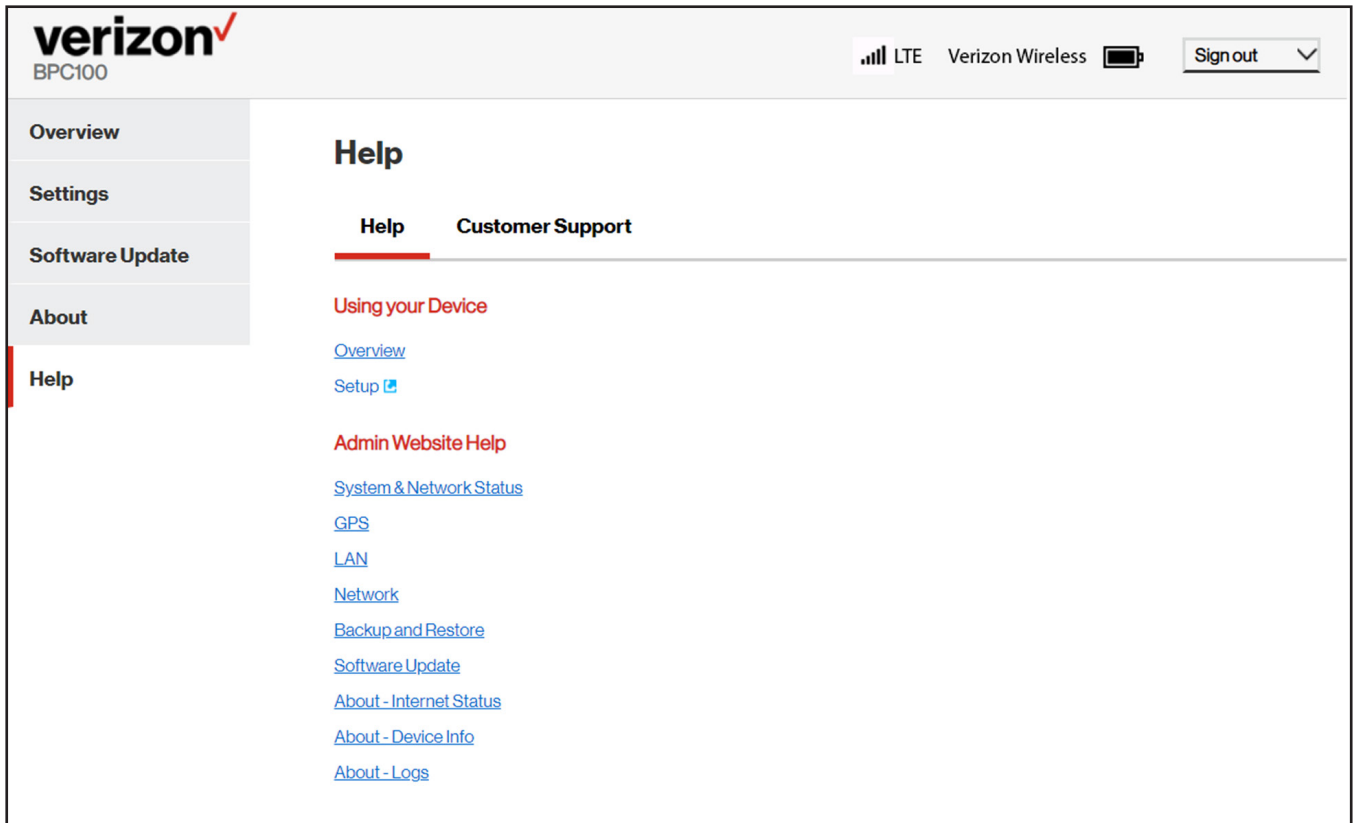
DNS:

IPv6

IP Address:

Help Page

Go to the Help page to access quick links to device help and customer support.



Product Specifications and Regulatory Information

Product Specifications
Regulatory Information
Wireless Communications
Limited Warranty and Liability
Safety Hazards
Proper Battery Use and Disposal

Product Specifications

General

Name:	Business Phone Connect
Model:	BPC100
Standards/Approvals/Certifications:	FCC (North America)
Weight:	272 g / 9.59 oz
Dimensions:	118 mm x 88 mm x 33 mm, 4.65 in x 3.46 in x 1.30 in
Wireless Network :	LTE
Batteries:	Three AA
Chip Set:	Qualcomm 9207
Module:	Quectel EC25-AF (Cat 4)
Interface Types:	Phone/Fax (RJ-11) (1)/Security (RJ-31) (1)/ Ethernet (RJ-45) (1)/ Power (MicroUSB) (1)/ External Antenna (SMA (2))
LED:	Network, voicemail & SIM status
GPS:	A-GPS with SUPL for E911 only

Technology/Bands

Technology:	LTE
Band Designation:	LTE: B2/B4/B5/B13/B66

Environmental

Operating Temperature:	-20 ° C to +60° C (-4°F to 140° F)
Storage Temperature:	-40 ° C to +85° C (-40°F to 185° F)
Drop:	1.5 meter (4.92 feet) drop, no mechanical, electrical or functional damage – fully operational
Vibration Stability:	50-2000 Hz, 3 axes

Regulatory Information

Federal Communications Commission (FCC) Notice

FCC ID: PKRISGBPC100

Electronic devices, including computers and wireless modems, generate RF energy incidental to their intended function and are therefore subject to FCC rules and regulations.

This equipment has been tested to, and found to be within the acceptable 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 when the equipment is operated in a residential environment.

This equipment generates radio frequency energy and is designed for use in accordance with the manufacturer's user manual. However, there is no guarantee that interference will not occur in any particular installation. If this equipment causes harmful interference to radio or television reception, which can be determined by turning the equipment off and on, you are 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 the 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/television technician for help.

This device complies with Part 15 of the Federal Communications Commission (FCC) Rules. Operation is subject to the following two conditions.

- This device may not cause harmful interference.
- This device must accept any interference received, including interference that may cause undesired operation.

WARNING: DO NOT ATTEMPT TO SERVICE THE WIRELESS COMMUNICATION DEVICE YOURSELF. SUCH ACTION MAY VOID THE WARRANTY. THE BPC100 IS FACTORY TUNED. NO CUSTOMER CALIBRATION OR TUNING IS REQUIRED. CONTACT INSEEGO CORP TECHNICAL SUPPORT FOR INFORMATION ABOUT SERVICING YOUR WIRELESS COMMUNICATION DEVICE.

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

MODIFICATIONS: The FCC requires that you be notified that any changes or modifications made to this device that are not expressly approved by Inseego Corp. may void your authority to operate the equipment.

NOTE: The Radio Frequency (RF) emitter installed in your modem must not be located or operated in conjunction with any other antenna or transmitter, unless specifically authorized by INSEEGO CORP.

FCC RF Exposure Guidance Statement

In order to comply with FCC/ISED RF Exposure requirements, this device must be installed to provide at least 30 cm separation from the human body at all times.

Wireless Communications

IMPORTANT Due to the transmission and reception properties of wireless communications, data occasionally can be lost or delayed.

This can be due to the variation in radio signal strength that results from changes in the characteristics of the radio transmission path. Although data loss is rare, the environment where you operate the modem might adversely affect communications.

Variations in radio signal strength are referred to as fading. Fading is caused by several different factors including signal reflection, the ionosphere, and interference from other radio channels.

INSEEGO CORP or its partners will not be held responsible for damages of any kind resulting from the delays or errors in data transmitted or received with the BPC100 device, or failure of the BPC100 device to transmit or receive such data.

Limited Warranty and Liability

Inseego Corp. warrants for the 12-month period immediately following receipt of the Product by Purchaser that the Product will be free from defects in material and workmanship under normal use. THESE WARRANTIES ARE EXPRESSLY IN LIEU OF ALL OTHER WARRANTIES, EXPRESS OR IMPLIED, INCLUDING, WITHOUT LIMITATION, ALL IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE.

The exclusive remedy for a claim under this warranty shall be limited to the repair or replacement, at INSEEGO CORP' option, of defective or non-conforming materials, parts or components. The foregoing warranties do not extend to (I) non conformities, defects or errors in the Products due to accident, abuse, misuse or negligent use of the Products or use in other than a normal and customary manner, environmental conditions not conforming to INSEEGO CORP' specification, of failure to follow prescribed installation, operating and maintenance procedures, (II) defects, errors or nonconformities in the Product due to modifications, alterations, additions or changes not made in accordance with INSEEGO CORP' specifications or authorized by INSEEGO CORP, (III) normal wear and tear, (IV) damage caused by force of nature or act of any third person, (V) shipping damage, (VI) service or repair of Product by the purchaser without prior written consent from INSEEGO CORP, (VII) products designated by INSEEGO CORP as beta site test samples, experimental, developmental, reproduction, sample, incomplete or out of specification Products, or (VIII) returned products if the original identification marks have been removed or altered.

Safety Hazards

Do not operate the BPC100 in an environment that might be susceptible to radio interference resulting in danger, specifically:

Areas where prohibited by the law

Follow any special rules and regulations and obey all signs and notices. Always turn off the host device when instructed to do so, or when you suspect that it might cause interference or danger.

Where explosive atmospheres might be present

Do not operate your device in any area where a potentially explosive atmosphere might exist. Sparks in such areas could cause an explosion or fire resulting in bodily injury or even death. Be aware and comply with all signs and instructions.

Users are advised not to operate the device while at a refueling point or service station. Users are reminded to observe restrictions on the use of radio equipment in fuel depots (fuel storage and distribution areas), chemical plants or where blasting operations are in progress.

Areas with a potentially explosive atmosphere are often but not always clearly marked. Potential locations can include gas stations, below deck on boats, chemical transfer or storage facilities, vehicles using liquefied petroleum gas (such as propane or butane), areas where the air contains chemicals or particles, such as grain, dust or metal powders, and any other area where you would normally be advised to turn off your vehicle engine.

Near medical and life support equipment

Do not operate your device in any area where medical equipment, life support equipment, or near any equipment that might be susceptible to any form of radio interference. In such areas, the host communications device must be turned off. The device can transmit signals that could interfere with this equipment.

On an aircraft, either on the ground or airborne

In addition to FAA requirements, many airline regulations state that you must suspend wireless operations before boarding an airplane. Please ensure that the modem is turned off prior to boarding aircraft in order to comply with these regulations. The modem can transmit signals that could interfere with various onboard systems and controls.

While operating a vehicle

The driver or operator of any vehicle should not operate a wireless data device while in control of a vehicle. Doing so will detract from the driver or operator's control and operation of that vehicle. In some countries, operating such communications devices while in control of a vehicle is an offense.

Electrostatic discharge (ESD)

Electrical and electronic devices are sensitive to electrostatic discharge (ESD). Macintosh native connection software might attempt to reinitialize the device should a substantial electrostatic discharge reset the device. If the software is not operational after an ESD occurrence, then restart your computer.

Proper Battery Use and Disposal

IMPORTANT In event of a battery leak:

- Do not allow the liquid to come in contact with the skin or the eyes. If contact has been made, wash the affected area with large amounts of water and seek medical advice.
 - Seek medical advice immediately if a battery has been swallowed.
 - Communicate the appropriate steps to be taken if a hazard occurs.
-

Please review the following guidelines for safe and responsible battery use.

- Do not disassemble or open, crush, bend or deform, puncture, or shred.
- Do not modify or remanufacture, attempt to insert a foreign object into the battery, immerse or expose to water or other liquids, or expose to fire, explosion, or other hazard.
- Do not short circuit a battery or allow a metallic or conductive object to contact the battery terminals.
- Replace the battery only with another battery that has been qualified with the system per this standard. Use of an unqualified battery may present a risk of fire, explosion, leakage, or other hazard.
- Promptly dispose of used batteries in accordance with local regulations.
- Battery usage by children should be supervised.
- Avoid dropping the BPC100 or batteries. If the BPC100 or the batteries are dropped, especially on a hard surface, and the user suspects damage, take it to a service center for inspection.
- Improper battery use may result in a fire, explosion, or other hazard.

Troubleshooting

Overview
Common Problems and Solutions
Technical Support

Overview

When properly installed, the BPC100 is a highly reliable product. Most problems are caused by one of these issues:

- Phones or Ethernet devices connected to incorrect ports. Please refer to the labels next to the ports for proper connections.
- Network coverage is unavailable due to coverage area, an account problem, or a network problem. To display a Verizon Wireless coverage map, see the [Verizon Wireless Coverage map](#).

The following tips can help solve many common problems encountered while using the BPC100.

First Steps


- Make sure you are using the BPC100 in the correct geographic region.
- Ensure that your wireless coverage extends to your current location.
- If you do not receive a strong voice or data signal, move the device to a different location.
- Ensure that you have an active Verizon subscription plan.
- Restarting your BPC100 can resolve many issues.

IMPORTANT Before contacting support, be sure to restart your BPC100.

Common Problems and Solutions

The following are some common problems and solutions:

Why am I not getting a dial tone on my handset?

- Make sure the AC power adaptor is properly connected to both the unit and the wall socket.
- Check to make sure the phone cable is securely plugged into both the phone and the BPC100 unit. Use the Web Interface to make sure you have at least two bars of signal strength ().

Can I create a shortcut to access my voice mail?

The availability of a shortcut feature to access voice mail messages depends solely on the capabilities of the phone you use with the BPC100. Please refer to the user material that came with your phone.

If your wired phone does not support a shortcut feature to access voice messages, you may have the option to save your voice mail number into the address book on the handset and assign that number to the #1 speed dial position on your phone's keypad. Remember, you can always dial *86 to access your voice mail.

Can I use my phone answering device instead of voice mail?

Yes, set the answering device to pick up after fewer rings in order for it to pick up the call before Verizon voice mail. Alternatively, turn off your answering machine or increase the number of rings if you would like to use the Verizon voice mail service. Please refer to the user material provided by the answering machine manufacturer for instructions.

Does 911 work on this device?

Yes, however the GPS chipset embedded in this device will work best if the device is located near a window or other opening.

Does the BPC100 work during a power outage?

While the BPC100 has backup batteries, if the phone connected to it requires external power to operate, service (including the ability to make and receive 911 calls) will not be available during a power outage. Service will only be available during a power outage if the phone connected to the device does not rely on external power to operate (as is the case with many corded phones).

How long is the backup battery life of the BPC100?

Talk usage time on backup batteries is approximately 3 hours and standby time is approximately 23 hours. Internet connectivity is disabled to preserve talk time when in backup battery mode. Actual values can vary with environmental conditions.* Replacing batteries will extend the usage time during a power outage.

How does Caller ID (CID) work?

CID is available on the phone you connect to the BPC100, allowing you to see the caller's name and/or phone number before you take the call. Monthly subscription charges may apply. Please consult Verizon for further information.

* A phone that does not require separate electric power is required to place or receive calls (including 911) during a power outage.

Can I adjust the volume on my phone?

You can adjust the volume using your phone connected to the BPC100.

Why do I get the recording, "Call cannot be completed as dialed?"

Check the number to ensure you're dialing correctly, without pauses longer than four seconds between dialed digits.

Can a fax machine connect with the BPC100 ?

Fax transmissions require successful interoperability between all of the elements in the end-to-end communications path. The BPC100 supports all of the wireless network requirements and protocols for successful faxing. There may be other communications elements in a specific end-to-end transmission path that are not controlled by Verizon or the device manufacturer. The BPC100 may not be totally compliant with these other network elements and protocols and faxing may not be successful.

How does the BPC100 support Alarm and Security Systems?

Alarm company central station servers use a variety of signaling protocols to enable communication from a user's alarm system to the alarm company's central station. The Security Industry has not standardized a single communication protocol. While all central station server protocols have been developed to work over fixed, copper telephone lines, not all of these protocols work correctly over wireless networks. The BPC100 supports the most widely used central station server protocol called Contact-ID. Alarm calls using other central station server protocols are not supported. The quality of the end-to-end transmission path may affect the quality of individual alarm calls.

How do I reset the BPC100 back to factory settings?

The master reset button is in a small hole located on the bottom of the BPC100 battery compartment. This button returns the device to factory settings.

To reset the BPC100:

- ① Place one end of an unfolded paper clip into the master reset button hole.
- ② Press the paper clip on the button for five to six seconds; the BPC100 will restart.



Technical Support

IMPORTANT Before contacting support, be sure to restart the BPC100 and perform the troubleshooting steps in this guide.

For additional information and technical support, the visit the Verizon online support web page at <http://Verizonwireless.com/support>.

If you still need help, visit any Verizon Wireless store or contact Customer Service at 1-800-922-0204.

For additional information and technical support, contact Inseego online support web page at <https://www.inseego.com/support> or by calling +1 541-685-9045 Option 2.