

# [WF723S]

## User Guide



# Table of Contents

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|                                     |    |
|-------------------------------------|----|
| Table of Contents .....             | i  |
| Introduction.....                   | 2  |
| Before You Begin .....              | 2  |
| Package Contents.....               | 2  |
| Set Up Your Device.....             | 3  |
| Parts and Functions .....           | 3  |
| Indicators.....                     | 4  |
| Battery Use .....                   | 5  |
| Insert the Battery.....             | 6  |
| Charge the Battery.....             | 7  |
| Turn Your Device On and Off .....   | 7  |
| Resetting Your Device .....         | 7  |
| SIM Card .....                      | 8  |
| Basic Operations .....              | 9  |
| Basics.....                         | 9  |
| Device Installation .....           | 9  |
| Connect the Device to a Phone ..... | 9  |
| Make a Test Call .....              | 10 |
| Voicemail.....                      | 10 |
| Voicemail Setup .....               | 10 |
| Message Waiting .....               | 10 |
| Retrieving Messages .....           | 10 |
| Calling .....                       | 11 |
| Making a Call .....                 | 11 |
| Adjusting Volume .....              | 11 |
| Three-Way Calling .....             | 11 |
| Call Waiting.....                   | 11 |
| Call Forwarding.....                | 12 |
| TTY Mode .....                      | 13 |
| Common Settings.....                | 14 |
| For Assistance .....                | 16 |

|                                           |    |
|-------------------------------------------|----|
| Troubleshooting .....                     | 16 |
| Specifications .....                      | 17 |
| Sprint Account Information and Help ..... | 18 |
| Sprint Account Passwords .....            | 18 |
| Manage Your Account .....                 | 18 |
| Sprint Support Services .....             | 19 |
| Copyright Information.....                | 19 |
| Index.....                                | 20 |

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# Getting Started

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The following set of topics will introduce you to your device, help you get set up with service, provide an overview of the device, and get you started with basic device operations.

# Introduction

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The following topics describe the basics of using this guide and your new device.

## Before You Begin

Thank you for purchasing your new device. The following topics explain how best to use this guide to get the most out of your device.

### Before Using Your Device

Read the Quick Start Guide and Important Information Booklet that were packaged with your device thoroughly for proper usage.

Accessible services may be limited by subscription contract conditions.

### Guide Usage Notes

Note that most descriptions in this guide are based on your device's default settings at the time of purchase.

### Screenshots and Key Labels

Illustrations and labels in this user guide may appear differently on your device.

### Other Notations

In the user guide, the device may be referred to either as "Phone Connect 4," "device," or "WF723S".

## Package Contents

See below for details on everything you will find in the box for your device.

- WF723S Wireless Home Phone Base Station (Phone Connect 4)
- Standard Lithium Ion (Li-ion) Battery
- AC Charger
- Quick Start Guide
- Important Information Booklet

# Set Up Your Device

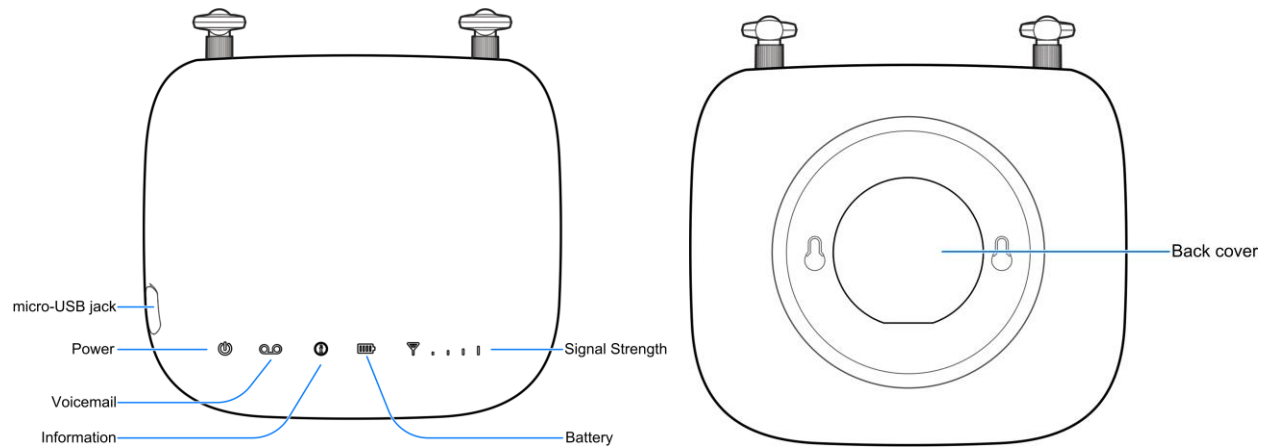
The following topics give you all the information you need to set up your device the first time.

## Parts and Functions

These illustrations outline your device's primary parts and key functions.

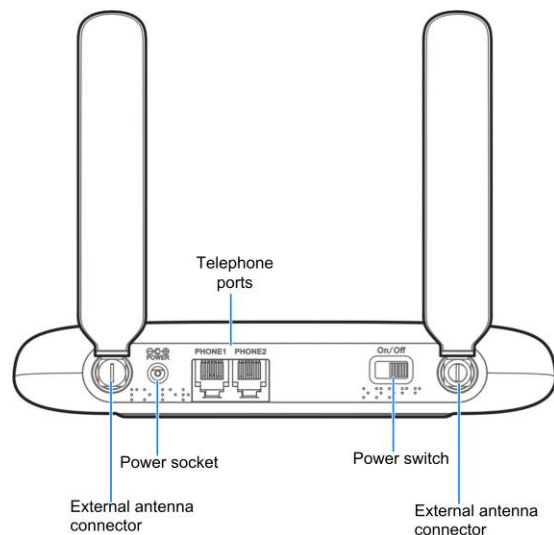
### Device Layout

**Note:** Your device's layouts are subject to change. The user guide uses sample images only.



**Note:** The micro-USB jack is only used for manufacturer.

### Interface Description



| Part                                       | Description                                                |
|--------------------------------------------|------------------------------------------------------------|
| Reset button (below back cover; not shown) | Reset your device                                          |
| External antenna connector                 | To strengthen signal reception; antennas are pre-installed |
| Telephone ports                            | RJ11 connector for connection to telephone                 |
| Power socket                               | Connector for the external power supply                    |
| Power switch                               | Turn your device on or off                                 |
| Indicators                                 | Indicates the status of your device                        |

**CAUTION!** Inserting an accessory into the incorrect jack may damage the device.

## Indicators

| Indicator                                                                                          | Indicator           | State                            |
|----------------------------------------------------------------------------------------------------|---------------------|----------------------------------|
| <br>Power        | Green solid         | Power on                         |
|                                                                                                    | Green blinking      | Shutting down                    |
|                                                                                                    | Off                 | Power off                        |
| <br>Voicemail   | Green blinking      | New voicemail waiting            |
|                                                                                                    | Off                 | No new voicemail                 |
| <br>Information | Green blinking(2S)  | Update pending                   |
|                                                                                                    | Green solid         | Update is in process             |
|                                                                                                    | Green blinking(10S) | Update end or activation success |
|                                                                                                    | Red blinking(10S)   | Update failed                    |
|                                                                                                    | Green blinking      | Activating                       |
|                                                                                                    | Red blinking        | Activation fail                  |
|                                                                                                    | Green solid         | More than 50% charging           |
|                                                                                                    | Green blinking      | More than 50% discharging        |
|                                                                                                    | Yellow solid        | 20%~49% charging                 |

|                                                                                                                                                                   |                                  |                                                        |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------|--------------------------------------------------------|
| <br>Battery Charge<br>(solid = plugged in/charging;<br>blinking = using battery) | Yellow blinking                  | 20%–49% discharging                                    |
|                                                                                                                                                                   | Red solid                        | Less than 20% charging                                 |
|                                                                                                                                                                   | Red blinking                     | Less than 20% discharging                              |
|                                                                                                                                                                   | Off                              | No battery installed                                   |
| <br>Signal Strength<br>Network                                                   | Network and 1-4 bars solid green | Weak (1 bar) to strong (4 bars) signal                 |
|                                                                                                                                                                   | Network and bars blinking red    | Device unable to be used as normal                     |
|                                                                                                                                                                   | Network steady red, bars off     | Limited or no service, searching, CDMA register failed |

## Battery Use

The following topics explain how to insert and remove your device's battery.

### Battery Cautions

**Storage:** Avoid storing or leaving battery with no charge remaining. Saved information and settings may become lost or changed, or battery may become unusable. Charge once every six months before storing or leaving unused for a long period.

**Bulges:** Depending on use, bulges may appear near end of battery life. This does not affect safety.

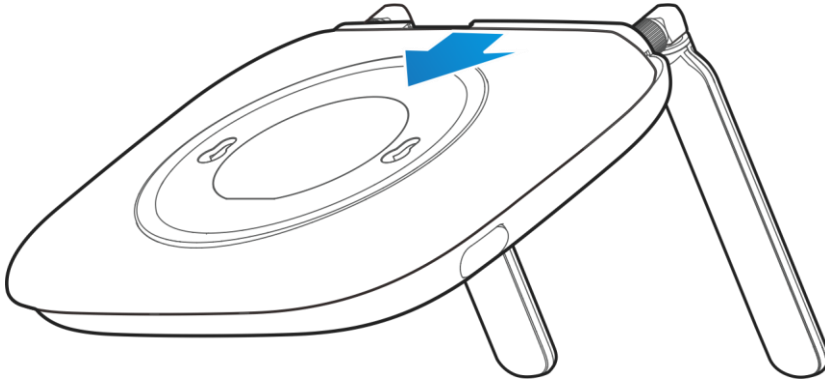
**Replacing Battery:** The battery is a consumable item. It needs to be replaced if operating time shortens noticeably. Purchase a new battery.

**Cleaning:** Clean soiled terminals between battery and device with a clean, dry cotton swab. Soiled terminals can result in a poor connection and prevent charging, etc.

## Insert the Battery

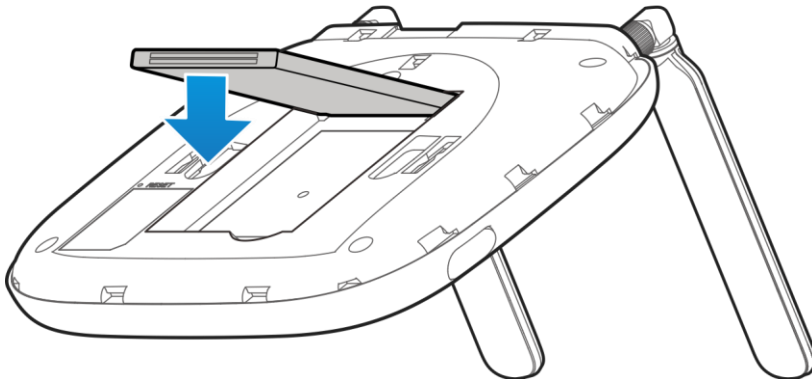
Follow these instructions to insert your device's battery safely and properly.

1. Remove the battery cover.



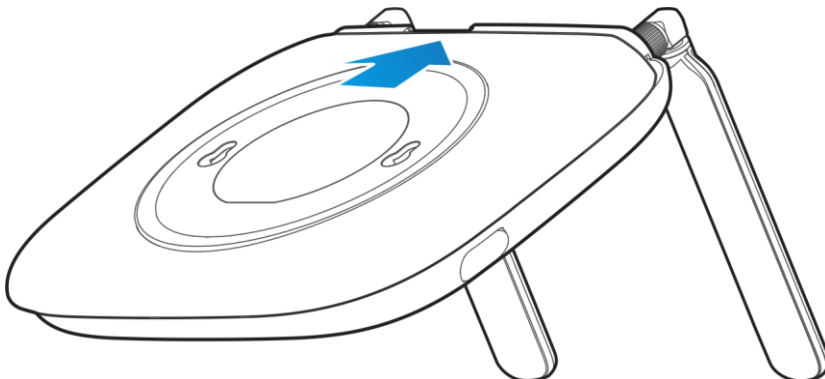
- Slide gently in the direction shown.

2. Insert the battery.



- Align the contacts of the battery with the contacts in the device.

3. Attach the battery cover.

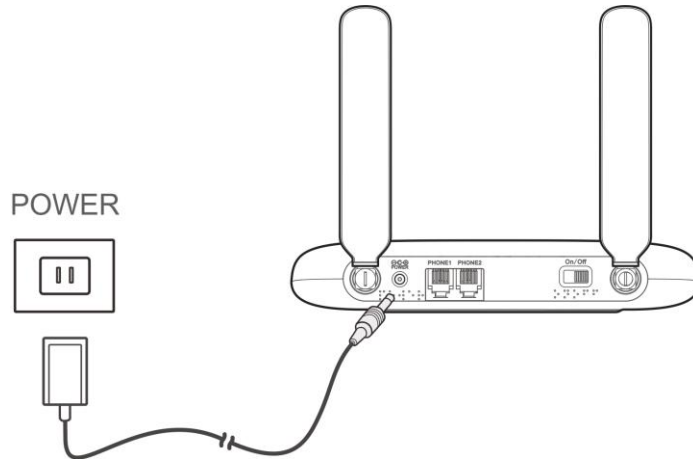


- Make sure all the tabs are secure and there are no gaps around the cover.

## Charge the Battery

Follow these instructions to charge your device's battery using the AC adapter.

1. Insert the small end of the power adapter into the power socket of your device.



2. Plug the AC adapter into an electrical outlet.
3. After charging, disconnect the device from the charger.

## Turn Your Device On and Off

The instructions below explain how to turn your device on and off.

### Turn Your Device On

- Slide the **On/Off** switch to the **On** position.
- ❖ Your device will power on. Depending on the indicators, you may use the device.

### Turn Your Device Off

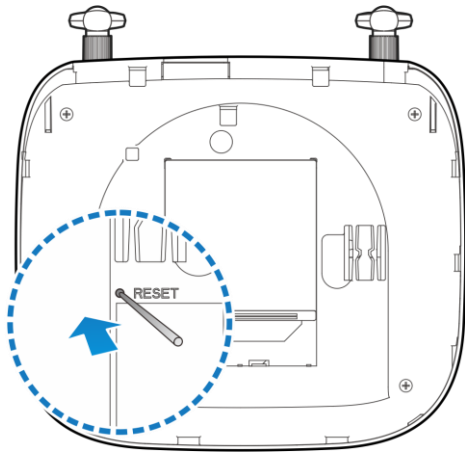
- Slide the **On/Off** switch to the **Off** position.
- ❖ Your device will power off.

Your indicators will not be on while your device is off (unless the battery is charging).

## Resetting Your Device

If your device malfunctions, it may be necessary to reset it to the factory default settings.

1. Remove the back cover.
2. Use a pin to press and hold the **Reset** button (shown below) for 3-10 seconds.



## SIM Card

The SIM card is an IC card containing phone number and other customer information.

### Handling a SIM Card

Keep the following in mind when handling a SIM card.

- You are responsible for any damage caused by inserting the SIM card in another-brand IC card reader, etc. *Sprint* is not responsible in such a case.
- Always keep the IC chip clean.
- Wipe clean with a dry, soft cloth.
- Avoid applying labels. May damage SIM card.
- See instructions included with SIM card for handling.
- The SIM card is the property of *Sprint*.
- The SIM card is replaceable (at cost) in case of loss/damage.
- Return the SIM card to *Sprint* when canceling subscription.
- Returned SIM cards are recycled for environmental purposes.
- Note that SIM card specifications and performance may change without notice.
- It is recommended that you keep a separate copy of information that is stored on SIM card. *Sprint* is not responsible for damages from stored information that is lost.
- Always follow emergency procedures to suspend service if your SIM card or phone (SIM card inserted) is lost or stolen. For details, contact Customer Service.
- Always power off the phone before inserting/removing the SIM card.

**Note:** Your device's SIM card is preinstalled and in the device. These instructions are for reference only.

# Basic Operations

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The following topics outline basic features and operations of your device.

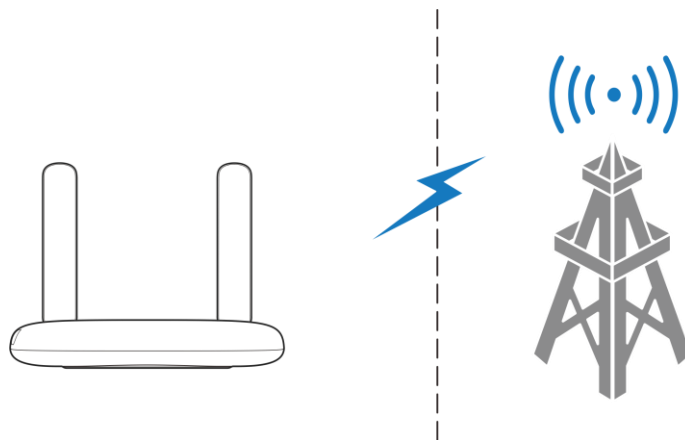
## Basics

The following topics offer an overview of your device's basic operations.

## Device Installation

The Phone Connect 4 works with your wireless service provider's cellular network instead of your phone jacks.

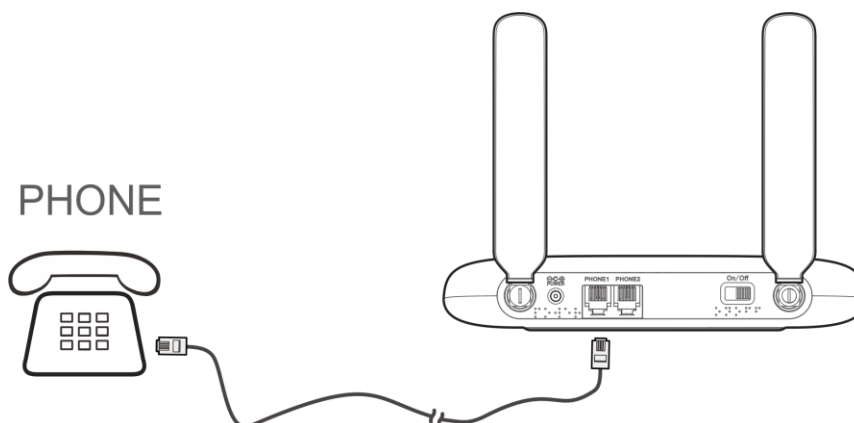
Put the Phone Connect 4 in a place where there is a strong signal from a signal tower, typically near a window or outside wall.



## Connect the Device to a Phone

This topic outlines how to connect a phone to your Phone Connect 4.

1. Unplug your phone from the phone wall jack.
2. Plug your phone into the 'PHONE 1' port on the device using the phone cable.



**Note:** The “Phone 2” port can be used to connect an additional phone, or cordless base station. All telephones connected to the Phone Connect 4 will use the same telephone number.

## Make a Test Call

Once you have connected a phone to the Phone Connect 4, make a call to confirm your service.

1. Use the connected phone to dial a phone number.
2. Wait a few seconds for the call to be connected.

**Note:** You will need to dial 10 digits (area code plus 7-digit phone number) even for local numbers.

## Voicemail

Your Phone Connect 4 supports wireless voicemail. Follow the steps below to set up and use your voicemail.

### Voicemail Setup

1. Dial \*86 on any home phone connected to your device to be connected to your wireless voicemail.
  - ❖ Your phone dials the voicemail access number.
2. Follow the system prompts to:
  - Create your passcode.
  - Record your name announcement.
  - Record your greeting.

**Important: Voicemail Passcode** – It is strongly recommended that you create a passcode when setting up your voicemail to protect against unauthorized access. Without a passcode, anyone who has access to your phone is able to access your voicemail messages.

### Message Waiting

There are two indicators for a new message waiting: 1) the voicemail indicator ; and 2) an intermittent dial tone.

- The voicemail indicator on your device flashes when a voicemail message is waiting. You will also hear an intermittent dial tone on any connected phone handset before placing a call.

### Retrieving Messages

1. To retrieve voice messages, dial \*86 on any home phone connected to your device and wait about 2.5 seconds to connect to your wireless voicemail box.
2. 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.)

# Calling

The following topics explain how to make phone calls and use other calling options with the Phone Connect 4.

## Making a Call

Using a phone connected to your device allows you to place and receive calls as you normally would. The device supports both cordless and corded phone dialing methods.

**Note:** Make sure to dial the 10-digit phone number, including area code.

## Adjusting Volume

You can adjust call volume using the volume controls of any connected phone. You can also adjust call volume using the Phone Connect 4 menus.

1. When you are on a call, press \*\* or ## to enter Volume Setting Mode.
2. Press \* or # to turn volume down or up.
3. Press any other key or wait 5 seconds to exit Volume Setting Mode.

**Note:** Four volume levels are available (level 1 to level 4). When you're at the highest level 4 or lowest level 1, you can't adjust the volume anymore and will hear the indicating voice.

Your home phone(s) may have a separate volume level setting function that is independent of the Phone Connect 4.

## Three-Way Calling

With 3-way calling, also known as conference calling, you can talk to two people at the same time. When using this feature, the normal airtime rates will be charged for each of the two calls.

1. While on an existing call, press the **Flash** (or **Talk**) key on your phone to put the first party on hold. When you hear a dial tone, dial the second party's number.
2. When the second party answers, press the **Flash** (or **Talk**) key again to complete the three-way connection. If the second party does not answer, press the **Flash** (or **Talk**) key to end the connection and return to the first party.

**Notes:** If your phone does not have a **Flash** (or **Talk**) key, use the off-hook mechanism supported by your phone instead.

If one of the people you called hangs up during your call, you and the remaining caller stay connected. If you initiated the call and are the first to hang up, all callers are disconnected.

## Call Waiting

When you're on a call, Call Waiting alerts you to incoming calls by sounding two beeps.

- To hold the current call and accept the waiting call, press the **Flash** (or **Talk**) key. You can press the **Flash** (or **Talk**) key anytime to switch back and forth between calls.

For those calls where you don't want to be interrupted, you can temporarily disable Call Waiting by pressing \*70 before placing your call. Call Waiting is automatically reactivated once you end the call.

**Notes:** Your device comes with standard three-way calling and call waiting. Operation of these features will vary depending on your home phone equipment.

If your phone does not have a Flash (or Talk) key, then use the off-hook mechanism supported by your phone.

## Call Forwarding

Call Forwarding lets you forward all your incoming calls to another phone number – even when your phone is turned off. You can continue to make calls from your phone when you have activated Call Forwarding.

**Note:** You are charged a higher rate for calls you have forwarded.

### Always forward

1. Press \*72 on your connected phone.
2. Dial the 10-digit number to which you wish to forward your calls.
3. Press the “#” key.
  - *Example: \*721234567890# forwards your calls to the phone number 123-456-7890.*
4. Wait for about 3 seconds until you hear a confirmation tone for the forwarding process to complete before hanging up.

**Note:** To un-forward calls, press \*720, wait for 3 seconds until you hear a confirmation tone for the un-forwarding process to complete before hanging up.

### Forward when busy

1. Press \*74 on your connected phone.
2. Dial the 10-digit number to which you wish to forward your calls.
3. Press the “#” key.
4. Wait for 3 seconds until you hear a confirmation tone for the forwarding process to complete before hanging up.

**Note:** Press \*740 to un-forward calls.

### Forward when unanswered

1. Press \*73 on your connected phone.
2. Dial the 10-digit number to which you wish to forward your calls.
3. Press “#” key.

- *Example: \*731234567890# forwards your calls to the phone number 123-456-7890, if you don't answer the calls for 10 seconds.*
4. Wait for 3 seconds until you hear a confirmation tone for the forwarding process to complete before hanging up.

**Note:** Press \*730 to un-forward calls.

## TTY Mode

A TTY (teletypewriter, also known as a TDD or Text Telephone) is a telecommunications device that allows people who are deaf, hard of hearing, or who have speech or language disabilities, to communicate by telephone.

Your Phone Connect 4 is compatible with select TTY devices. Please check with the manufacturer of your TTY device to ensure that it supports digital wireless transmission.

Your device's TTY mode is set to **TTY Off**.

- **TTY Off:** Users who can hear and talk can disable TTY support.
- **TTY Full:** Users who cannot talk or hear may use this mode to send and receive text messages through TTY device.
- **TTY HCO:** Users who can hear, but cannot talk, may use this mode to listen to conversation of the other party, and respond via text messages.
- **TTY VCO:** Users who can talk, but cannot hear, may use this mode to talk through the phone and receive responses via text messages.

### **Warning: 9-1-1 Emergency Calling**

It is recommended that TTY users make emergency calls by other means, including Telecommunications Relay Services (TRS), analog cellular, and landline communications. Wireless TTY calls to 9-1-1 may be corrupted when received by public safety answering points (PSAPs), rendering some communications unintelligible. The problem encountered appears related to TTY equipment or software used by PSAPs. This matter has been brought to the attention of the FCC, and the wireless industry and the PSAP community are currently working to resolve this.

# Common Settings

The following table lists common keyboard settings options for your Phone Connect 4.

| Command      | Description                                                                                           |
|--------------|-------------------------------------------------------------------------------------------------------|
| *983*3284#   | Reset your device to factory mode.                                                                    |
| *983*238*xx# | Set the auto-dialing time.<br>"XX" means the time range: 4~12s. The default time is 2.5s.             |
| *983*338*xx# | Set the flash diagnosing time.<br>"XX" means the time range: 200~1200(ms). The default time is 700ms. |
| *983*866*xx# | Set up your voicemail number.<br>"XX" means the voicemail number.                                     |
| *983*889*n#  | Set TTY mode.<br>"n" equals to 0 (TTY Off), 1 (TTY Full) , 2 (TTY VCO) or 3 (TTY HCO).                |
| *983*808*n#  | Set the method of caller ID display.<br>"n" equals to 0 (FSK) or 1 (DTMF). The default mode is FSK.   |

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# Getting Help

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The following set of topics will cover troubleshooting tips and device specifications.

# For Assistance

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The following topics address areas of support for your device, including troubleshooting, specifications, account information, warranty information, and customer service contact information.

## Troubleshooting

Check the questions and answers below for troubleshooting solutions for common phone issues.

### Check Here First

**Question:** Phone freezes/operation is unstable.

**Answer:** Turn the phone on again. If you are unable to turn the phone off, remove and replace the Battery, and then turn the phone on again. Data that was being edited is erased after your phone is powered on again.

**Question:** Battery level goes down quickly.

**Answer:** Are you where signal is weak or have been out of service area for a long period? Calling where signal is weak or being out of service area uses a lot of battery.

**Question:** Internet connection fails.

**Answer 1:** Make sure that you are within the service area.

**Answer 2:** If signal reception is poor, move to where signal reception is good and then reconnect.

**Answer 3:** The access point might be busy depending on the time of day. Wait a little and then reconnect.

**Question:** Transmission fails quickly.

**Answer 1:** Make sure that the device is properly connected to other device via SIM card.

**Answer 2:** Signal reception might be poor. Check transmission where signal reception is good.

**Answer 3:** Restart the device.

**Answer 4:** Check the device battery level. If battery level is low, charge with AC charge.

**Question:** Transmissions are slow.

**Answer 1:** Signal reception might be poor. Check transmission where signal reception is good.

**Answer 2:** Connection might be poor. Try again after a while.

# Specifications

The following tables list the specifications for the device, the AC charger, and the battery.

## Device Specifications

| Item                                 | Description                                                        |
|--------------------------------------|--------------------------------------------------------------------|
| Model Name                           | WF723S                                                             |
| Weight                               | Device alone: Approx. 337.3 g<br>Battery installed: Approx.383.5 g |
| Interface                            | N/A                                                                |
| Operating Environment                | -10℃ ~ 60℃                                                         |
| Frequency                            | 1.1G                                                               |
| Compatible Networks                  | CDMA 1x                                                            |
| Charging Time <sup>1</sup>           | Approx. 2 hours                                                    |
| Continuous Standby Time <sup>2</sup> | Approx. 13 hours                                                   |

<sup>1</sup> Varies by ambient temperature, battery usage, etc.

<sup>2</sup> Varies by environment, signal conditions, etc.

## AC Charger Specifications

| Item          | Description                |
|---------------|----------------------------|
| Model Name    | RJ-AS050200U004-A          |
| Rated Voltage | DC 5 V $\pm$ 5 %           |
| Rated Current | 0.5 A - 2 A                |
| Input Voltage | 100 V - 240 V, 50 Hz/60 Hz |

## Battery Specifications

| Item                   | Description |
|------------------------|-------------|
| Limited Charge Voltage | 4.35 V      |
| Type                   | Lithium-ion |
| Capacity               | 2300mAh     |
| Weight                 | Approx.40g  |

## Sprint Account Information and Help

Find out about account passwords and information about managing your account and finding help.

### Sprint Account Passwords

You will need to create passwords to protect access to your personal account information, your voicemail account, and your data services account. As a Sprint customer, you enjoy unlimited access to all your information.

#### Account User Name and Password

If you are the account owner, you will create an account user name and password when you sign on to [sprint.com/mysprint](http://sprint.com/mysprint). (Click **Register** and follow the prompts to get started.) If you are not the account owner (if someone else receives the bill for your Sprint service), you can get a sub-account password at [sprint.com/mysprint](http://sprint.com/mysprint).

#### Voicemail Passcode

You'll create your voicemail passcode when you set up your voicemail. See [Voicemail](#) for more information on your voicemail passcode.

#### Data Services Password

With your Sprint phone, you may elect to set up an optional data services password to control access and authorize purchases.

For more information, or to change your passwords, sign on to [sprint.com/mysprint](http://sprint.com/mysprint).

## Manage Your Account

Manage your Sprint account online.

**Online:** [sprint.com/mysprint](http://sprint.com/mysprint)

- Access your account information.
- Check your usage (depending on your Sprint service plan).

- View and pay your bill.
- Enroll in Sprint online billing and automatic payment.
- Purchase accessories.
- Shop for the latest Sprint phones.
- View available Sprint service plans and options.
- Learn more about data services and other Sprint products.

## **Sprint Support Services**

Sprint 411 and Sprint Operator Services let you easily access information and calling assistance from your Sprint phone.

### **Sprint 411**

Sprint 411 gives you access to a variety of services and information, including residential, business, and government listings; movie listings or showtimes; driving directions, restaurant reservations, and major local event information. You can get up to three pieces of information per call, and the operator can automatically connect your call at no additional charge.

There is a per-call charge to use Sprint 411, and you will be billed for airtime.

- Dial 411 from any connected phone.

### **Sprint Operator Services**

Sprint Operator Services provides assistance when you place collect calls or when you place calls billed to a local telephone calling card or third party.

- From any connected phone, dial 0 to access Sprint Operator Services.

For more information or to see the latest in products and services, visit us online at [sprint.com/mysprint](http://sprint.com/mysprint)

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# Index

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Data Services

    Password, 18

Package Contents, 2

Phone Layout (illustration), 3

Power Off, 7

Power On, 7

SIM Card, 8

Specifications

    AC charger, 17

    Mobile broadband device, 17

Sprint 411, 19

Sprint Account

    Management, 18

    Passwords, 18

Sprint Operator Services, 19

TTY Mode, 13

Turn Device Off, 7

Turn Device On, 7

USIM Card, 8

Voicemail

    Passcode, 18