

**verizon Wireless**  
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## **EQUIPMENT**

**Q: What is a dual-mode phone?**

**A:** A phone that is capable of utilizing the Verizon Wireless analog system or the CDMA digital system.

**Q: What is a tri-mode phone?**

**A:** A phone that is capable of utilizing all three of the Verizon Wireless systems, analog, CDMA digital or PCS digital.

**Q: What does a Hands-free device do?**

**A:** A hands-free device uses a remote speaker and microphone with a wireless phone allowing a user to talk without holding the handset.

**Q: When and how long should I charge my battery?**

**A:** Since battery and charger types vary among phone models, it's best to refer to your owner's manual for specific instructions on battery-charging procedures.

## **TROUBLESHOOTING**

**Q: What can I do if I hear static when I use my phone?**

**A:** Check your battery. There may be enough power to attempt a call, but not enough power to locate the signal. If you are in a vehicle where you can't charge your battery, plug in your CLA (Cigarette Lighter Adapter).

**Constant Static:** Your phone may have a defective antenna; or Electronic devices are in operation nearby (blender, power saw); or Recent (unchecked) problems with reception, your phone may be damaged. Take it in to [IT-TEL Customer Service/44719](#).

**Static only in Certain areas:** You could be in a poor reception area; try to fully extending your antenna to Improve reception. Check the antenna strength indicator in your phone's display window. If you are only getting one or two bars, move to another location. There may be nothing you can do if you stay in a poor reception area, such as a valley, or building basement. If you own an analog phone, you can improve reception while in your car with a car kit.

**Q: My phone does not power on, what can I do?**

**A:** There are a host of reasons as to why you may not be able to power on your phone. In many cases it is the result of the battery or an additional power source, such as cigarette lighter adapter.

The issues below outline the most common problems. Select the item that best describes what happened when your phone stopped working. **Caution: DO NOT OPEN the phone casing. This will void the manufacturer's warranty.**

**My phone got wet:** Let it dry for several days.

**Defective cigarette lighter adapter (CLA)?** Check that there is power going to the CLA. This is indicated by a small light on the CLA itself.

**Could it be a bad fuse?** Bring your phone to the Telephone Office, so we can check them for you.

**Corrosion (green and white flakes):** Corrosion is usually caused by water interacting with the metal of your battery. Over time this will cause improper connection to your phone. You may want to try cleaning these connections with soft towel. If that does not work you may have to replace the battery.

**Is your battery charging?** You may want to ensure that your battery is receiving the proper charge. Make sure to use a charger that's known to perform properly.

**Possible loose connection?** In some cases your phone may have a loose connection inside. This is usually a quick fix that can be performed by a certified technician. This may be covered under manufacturer's warranty.

**Q: My phone keeps shutting off, what can I do?**

**A:** When your phone shuts off, it normally indicates that your battery is discharged. Try using an alternative source of power like an additional battery or cigarette lighter adapter.

**Q: The NO SVC or NS (No Service) light is on my phone display, what can I do?**

**A:** Wait a few more seconds. The NO SVC (No Service) always appears on your display when you first power on your phone. It generally takes a few seconds for your phone to recognize the available signal. When the NO SVC indicator goes away, you can make (and receive) calls.

If the NO SVC light persists in one location, you may be in an area where it is difficult to pick up a signal (for example, a deep valley or the basement of a large building). Try your call again after moving to a less obstructed location.

If the NO SVC or NS indicator stays lit even when you move outdoors, conditions for reception are good, and you are certain you are within a Verizon Wireless service area, we can help. Contact [IT-TEL Customer Service/44719](#).

**Q: I can't place and/or receive calls. What can I do?**

**A:** There are four things to look for:

1. Your phone's power must be turned on.
2. The NO SVC light must be off.
3. Your phone may be disconnected. Contact [IT-TEL Customer Service/44719](#) for assistance.

**Q: My ROAM Light is on even though I am in my home market, what can I do?**

**A:** If you're not in a Verizon Wireless service area, the word ROAM may show on your phone's display. If you know that you are in a Verizon Wireless service area, the next step is to ensure that your phone is set to the correct System Select (preferred system).

Dial to Verizon Wireless Customer Service [\\*611](#) for assistance

**Q: I can place calls, but can't receive any. What can I do?**

**A:** One of the following may be the cause:

- You're in a geographically challenged area, such as a valley or the basement of a building
- You have Call Restriction, which limits you to outgoing calls only
- You're roaming and your equipment isn't set correctly
- You may need to activate automatic call delivery (\*350) or Follow Me Roaming (\*18).
- You forgot to deactivate Call Forwarding.

Contact [IT-TEL Customer Service/44719](#) for assistance. After office hours, Dial \*611 (a free call from your wireless phone to reach one of Verizon Wireless Customer Representatives. He or she can walk you through the settings of your phone.

**Q: I am having problems with Caller ID, what can I do?**

**A:** Caller ID lets you view a caller's phone number (as your phone is ringing) from your wireless phone's display. Caller ID works with all digital phones, and some analog phones. Contact [IT-TEL Customer Service/49-44719](#) to see if your phone is Caller ID-capable.

**Important!** *Caller ID cannot display the phone number of certain calls (including long distance and calls made from a phone number where Caller ID blocking is activated).*

**Q: My phone hasn't been ringing lately, what can I do?**

**A:** Call Forwarding may still be on. If your phone hasn't been ringing lately, verify that you have deactivated call forwarding. Another suggestion is to verify that the ringer is on and that you can hear your ring.

**Test to ensure that your phone is receiving a signal. To do this, try these steps:**

- Place a call from your phone.
- If you can call out, then you have the correct signal.
- If you cannot, try placing a call in a location where you know has a good signal.
- Is your phone on vibrate or is the ringer turned off? Some phones can be set-up to alert you silently.

**Q: When I use my wireless phone, people can hear me, but I can't hear them, what can I do?**

**A:** Turn up the volume. Your volume may be turned all the way down. While you're on the call, adjust the volume until you hear the other party. If you still have difficulty, you may have an equipment problem.

**FEATURES INSTRUCTIONS**

**VOICE MAIL:**

**Setting Up Your Voice Mailbox From Your Wireless Phone On The Verizon Wireless Network:**

1. Dial **\*VM** ( **\*86** ) **SEND**.
2. Follow the prompts to create a password and greeting.

**Important:** *If you do not initialize your Voice Mailbox within 60 days, your mailbox will be cancelled.*

**Setting Up Your Mailbox Outside The Verizon Wireless Network Or From Any TouchTone Phone:**

1. Dial your wireless number.

2. Press # to interrupt the system greeting.
3. Follow the prompts to create a password and greeting.

#### Accessing Your Voicemail Mailbox From Your Wireless Phone On The Verizon Wireless Network:

1. Dial \*VM( \*86) SEND.
2. Enter your password then #

#### Accessing Your Voicemail Mailbox Outside The Verizon Wireless Network Or From Any TouchTone Phone:

1. Dial \*VM( \*86) SEND.
2. Press # to interrupt the greeting.
3. Enter your password then #

#### Listening To Messages:

1. If Autoplay is not activated, press 1
2. Follow voice prompts to save messages (press 9) or delete messages (press 7)

#### Voice Mail Message Alert:

- You'll know a message is waiting for you when you hear a broken dial-tone, see an envelope icon (□.□) or text message. This feature is automatically turned ON for your convenience.

**Important:** *Airtime, long distance, roaming charges and taxes apply to message retrievals from your wireless phone.*

#### PASSWORD

##### Voice Mail Password Reset

#### Q: If I forget my Voice Mail password, how can I get it reset?

#### A: To reset your voice mail password:

- From your wireless handset: Press \*611, SEND (airtime free) or call (800) 922-0204 (toll free) from any phone to reach Customer Service. Then select the prompt option for Voice Mail where you can automatically reset your voicemail password.

#### Q: Setting Up From Your Wireless Handset

#### A: How do I set up my Voice Mail?

- Press \*86 (\*VM for voice mail), SEND and then follow the prompts.
- Some locations may require you to Press # immediately when greeting begins to set up your voice mail.

**NOTE:** *Not available in some areas. Airtime and other charges will be incurred when using this feature from your wireless phone.*

#### CALLER ID

**To Initiate Caller ID:** Caller ID automatically shows on the display of the users cellular phone, the calling party's telephone number. The cellular user therefore has the ability to screen the call to determine whether to answer it or let it go to voicemail.

#### In order for Caller ID to work the customer must:

- Have a CID capable phone
- Have the CID feature activated in their home switch
- Traveling in an area that has implemented CID in the Network.

#### To Deactivate Caller ID on individual calls:

- Press \*67
- Dial your outgoing number
- Press SEND. The words "Private", "Anonymous", or some other indicators will appear on the called party's Caller ID device instead of the mobile number.

#### To Deactivate Caller ID on all calls:

For customer to deactivate this feature per call, **press \*82 + the number + SEND.**

#### CALL FORWARDING

#### If you are a customer in Iowa, Nebraska, Central and Northern Illinois, Indiana, Wisconsin, Kentucky, Minnesota, South Dakota, North Dakota, Central Pa or Bismarck:

To activate, press \*72 + forwarding phone number + SEND. After confirmation tone, press END.  
To deactivate, press \*720 + SEND. After confirmation tone, press END.

## CALL WAITING

### To Initiate Call Waiting:

When you're on the line and a second call comes in, you'll hear a tone to let you know you have another call.

When that happens, you have three choices:

1. Put the first call on hold by pressing SEND. You'll automatically be connected with the second call. To return to the first call: Press SEND again. To switch between the two calls: Press SEND.
2. Or, end the first call by asking the first caller to hang up. This automatically connects you to your waiting call.
3. Or, ignore the Call Waiting tone. After 30 seconds, the waiting caller will hear a message indicating that you're not available, or will be forwarded to your voice mailbox if you subscribe to a messaging service.

### To Cancel Call Waiting:

Before a call, dial \*70 + the 10 digit number you are calling + SEND.

## 3-WAY CALLING

### To Initiate 3-Way Calling:

1. While on the first call, dial the 10-digit number of the second person.
2. Press SEND; the first person is automatically put on hold while the call is made.
3. When the 2<sup>nd</sup> person answers, press SEND to create a conference call.
4. If the second person does not answer, press the SEND key twice to end the connection and go back to the first person.
5. To end both conversations completely, press the END key.

## TEXT MESSAGING

When sending a text message from:

- A Verizon Wireless two-way digital handset to another Verizon Wireless subscriber, or a wireless user subscribing to a service that supports InterCarrier Messaging using a digital handset with text messaging:
  - Enter the 10 digit mobile number.
- The Internet or other e-mail application:
  - Enter the 10 digit mobile number followed by the internet address. Ex: 5552226666@vtext.com
- When sending to an address other than the mobile number:
  - Use the person's e-mail address to send the message.

## 411 CONNECT

To initiate 411 Connect

- 1) Dial 411 and press SEND from your wireless phone.

411 Connect is much more than directory assistance. It's like having a friendly personal assistant wherever you go!

411 Connect offers convenient features to make your life easier. During a single call you may request up to three listings from the menu of services offered under the 411 Connect menu. If additional requests are needed, you will need to dial 411 again, and another representative will be able to address your request. Call completion is available for one of the requested numbers during a 411 Connect call. You will be charged for the call completion as if you had disconnected from 411 Connect and dialed the number directly.

## WIRELESS SERVICE

### **PRL (Preferred Roaming List) Update *(This should be performed every 3 months)***

#### **Q: Why do I need to perform this update on my wireless phone?**

**A:** By performing this update your phone will stay on the Verizon Wireless network and/or digital service whenever possible. Also, for most price plans after 2/1/2002 the phone roam indicator will turn off/on in accordance to the price plan you have chosen.

#### **Q: What are the steps I need to take to complete this update?**

**A:** The following are the steps you need to take to complete the update:

- Power on your Verizon Wireless phone
- Dial \*228 from your home digital coverage area, followed by the SEND key

- When prompted, press option #2, to update your phones roaming capabilities (This process may take up to 2 minutes)
- Once completed, a confirmation message will be played, and a message will display on the phone screen.

**Q: What benefits will this update provide?**

**A:** Benefits of this update may include:

- Longer battery life
- Fewer dropped or blocked calls
- Clear, crisp connections in even more areas across the United States
- Roaming indicator will reflect the price plan you have chosen (available on most price plans after 2/1/2002).

**ROAMING AND TRAVELLING:**

**Domestic/United States**

**Q: What is roaming?**

**A:** Roaming is the ability to place and receive calls on cellular networks outside your home service area.

**Q: How do I place calls when roaming in the United States?**

**A:** In most areas, simply dial the area code and number for both long distance and local calls. In some areas, you may need to dial a "1" before the area code and number.

**Q: Do you have service area maps available on your website?**

**A:** Yes, service area maps are available on our website. [Click Here](#) to view your local coverage area.

**OTHER HELPFUL INFORMATION:**

**Q: How can I order additional accessories for my cell phone?**

**A:** Contact [IT-TEL Customer Service/44719](#) to check if a particular accessory is available at the time of inquiry, if not please do the following:

- Prepare a Form 77 (copy available thru the BO)
- Submit/Fax the Form 77 (duly signed/approved by Department's Business Office) to [IT-TEL Office/49534](#).

**Q: My antenna is broken, what should I do?**

**A:** Contact [IT-TEL Customer Service/44719](#) to inquire if the antenna for your cell phone is currently in stock. If it's available, you can have your Business Office prepare a Form 77 and stop by the Tel office to request replacement of the antenna.

**Q: My phone is damaged, what should I do?**

**A:** Contact [IT-TEL Customer Service/44719](#) and provide following information:

1. Cell phone number
2. Cause of damaged

**Q: My battery doesn't hold a charged/dead, what should I do?**

**A:** Please refer to your phone's User's Guide for instructions on charging your battery. You should also check the power outlet you are using.

If you continue to have this problem, please contact [IT-TEL Customer Service/44719](#) for further assistance.