



# Troubleshooting

## Training Guide

May, 2016





## If the Customer Carrier is unknown:

**Step 1** - Remove SIM card

**Step 2** - Use the chart below to verify Carrier

**Step 3** - Reinsert SIM card

**Step 4** - Use the Troubleshooting by Carrier

### SIM card by Carrier

Carrier	SIM Begin With
AT&T	8901410
T-Mobile	8901260
Verizon LTE	8914800
Verizon	No SIM
Sprint	No SIM

**\*Retail agents need to get authorization from the customer before completing a master reset.  
Master resets will erase all data from the device.**





## Unable to Make or Receive calls

Step	Action
1	Power-cycle the handset (Turn handset <b>OFF</b> then <b>ON</b> again)
2	Remove and re-insert the SIM card
3	<b>Unable to receive calls:</b> Disable call forwarding with *73
4	Make sure there are at least 2 signal bars
5	Master-Reset the device (see manufacturer manual)
6	Call Tech Support

## Data Issues Cannot access browser/Picture Messaging (MMS)

Step	Action
1	Power-cycle the handset (Turn handset <b>OFF</b> then <b>ON</b> again)
2	Remove and re-insert the SIM card
3	Make sure there are at least 3 signal bars
4	Verify if the Data option is enabled
5	Make sure the Airplane mode is off
6	Test different websites
7	Clear Cache and Cookies (see manufacturer manual)
8	<b>*Messaging apps such as GO SMS may cause the phone to not send/receive SMS/MMS. Ask the customer if they/you can remove the app and send a test SMS/MMS*</b>
9	Call Tech Support





## Text Messages (SMS) - Cannot Send/Receive

Step	Action
1	Power-cycle the handset (Turn handset <b>OFF</b> then <b>ON</b> again)
2	Make sure there are at least 2 signal bars
3	Remove and re-insert the SIM card
4	Send TEST SMS to their phone
5	<i>*Messaging apps such as GO SMS may cause the phone to not send/receive SMS/MMS. Ask the customer if they/you can remove the app and send a test SMS/MMS*</i>
6	Call Tech Support

## Call Waiting

Step	Action
1	*73 to disable call forwarding
2	Call Tech Support

## Voicemail - No Voicemail option

Step	Action
1	Press and hold the "1" key or call the customers phone number to access their Voicemail
2	Call Tech Support

## Voicemail - Calls do not reach Voicemail

Step	Action
1	*73 to disable call forwarding
2	Place a test call from another device and verify if the call reaches the Voicemail
3	Call Tech Support





## Vicemail - Setup by someone else

Step	Action
1	Call Tech Support

## Vicemail - Forgot password

Step	Action
1	Call Tech Support

## Caller ID - Appears as “Unknown/Private” or someone else’s name when the customer calls anyone

Step	Action
1	Check phone settings to determine the caller ID option is not set to off.
2	Call Tech Support

## Caller ID (all other issues)

Step	Action
1	Call Tech Support





## Unable to Make or Receive calls

Step	Action
1	Power-cycle the handset (Turn handset <b>OFF</b> then <b>ON</b> again)
2	Remove and re-insert the SIM card
3	<b>Unable to receive calls:</b> Disable call forwarding with *73
4	Make sure there are at least 2 signal bars
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## Data Issues Cannot access browser/Picture Messaging (MMS)

Step	Action
1	Power-cycle the handset (Turn handset <b>OFF</b> then <b>ON</b> again)
2	Remove and re-insert the SIM card
3	Make sure there are at least 3 signal bars
4	Verify if the Data option is enabled
5	Make sure the Airplane mode is off
6	Test different websites
7	Clear Cache and Cookies (see manufacturer manual)
8	<b>*Messaging apps such as GO SMS may cause the phone to not send/receive SMS/MMS. Ask the customer if they/you can remove the app and send a test SMS/MMS*</b>
9	Call Tech Support





## Text Messages (SMS) - Cannot Send/Receive

Step	Action
1	Power-cycle the handset (Turn handset <b>OFF</b> then <b>ON</b> again)
2	Make sure there are at least 2 signal bars
3	Remove and re-insert the SIM card
4	Send TEST SMS to their phone
5	<i>*Messaging apps such as GO SMS may cause the phone to not send/receive SMS/MMS. Ask the customer if they/you can remove the app and send a test SMS/MMS*</i>
6	Call Tech Support

## Call Waiting

Step	Action
1	*73 to disable call forwarding
2	Call Tech Support

## Voicemail - No Voicemail Option

Step	Action
1	Press and hold the "1" key or call the customers phone number to access their Voicemail
2	Call Tech Support

## Voicemail - Calls do not reach Voicemail

Step	Action
1	*73 to disable call forwarding
2	Place a test call from another device and verify if the call reaches the Voicemail
3	Call Tech Support





## Voicemail - Setup by someone else

Step	Action
1	Call Tech Support

## Voicemail - Forgot password

Step	Action
1	Call #PWD# - Customer will receive SMS with password information

## Caller ID - Appears as “Unknown/Private” or someone else’s name when the customer calls anyone

Step	Action
1	Check phone settings to determine the caller ID option is not set to off.
2	Call Tech Support

## Caller ID (all other issues)

Step	Action
1	Call Tech Support







## Unable to Make or Receive calls

Step	Action
1	Power-cycle the handset (Turn handset <b>OFF</b> then <b>ON</b> again)
2	<b>For 4G LTE Devices ONLY</b> Remove and re-insert the SIM card
	<b>For 3G Devices ONLY</b> Dial *22890 and have the customer follow the voice prompts
3	<b>Unable to receive calls:</b> Disable call forwarding with *73
4	Make sure there are at least 2 signal bars
5	Master-Reset the device (see manufacturer manual)
6	Call Tech Support

## Data Issues Cannot access browser/Picture Messaging (MMS)

Step	Action
1	Power-cycle the handset (Turn handset <b>OFF</b> then <b>ON</b> again)
2	<b>For 4G LTE Devices ONLY</b> Remove and re-insert SIM card
	<b>For 3G Devices ONLY</b> Dial *22890 and have the customer follow the voice prompts
3	Make sure there are at least 3 signal bars
4	Verify if the Data option is enabled
5	Make sure the Airplane mode is off
6	Test different websites
7	Clear Cache and Cookies (see manufacturer manual)
8	<b>*Messaging apps such as GO SMS may cause the phone to not send/receive SMS/MMS. Ask the customer if they/you can remove the app and send a test SMS/MMS*</b>
9	Call Tech Support

**\* Note: Verizon customers \*22890 is a standard troubleshooting step. \*22890 SHOULD NEVER be used with Verizon LTE; it will disable the SIM resulting in a replacement.**





## Text Messages (SMS) - Cannot Send/Receive

Step	Action
1	Power-cycle the handset (Turn handset <b>OFF</b> then <b>ON</b> again)
2	Make sure there are at least 2 signal bars
3	<b>For 4G LTE Devices ONLY</b> Remove and re-insert the SIM card
	<b>For 3G Devices ONLY</b> Dial *22890 and have the customer follow the voice prompts
4	Send TEST SMS to their phone
5	*Messaging apps such as GO SMS may cause the phone to not send/receive SMS/MMS. Ask the customer if they/you can remove the app and send a test SMS/MMS*
6	Call Tech Support

## Call Waiting

Step	Action
1	*73 to disable call forwarding
2	Call Tech Support

## Voicemail - No Voicemail Option

Step	Action
1	Call *86 or call the customers phone number to access their Voicemail
2	Call Tech Support

**\* Note: Verizon customers \*22890 is a standard troubleshooting step. \*22890 SHOULD NEVER be used with Verizon LTE; it will disable the SIM resulting in a replacement.**





## VoiceMail - Calls do not reach VoiceMail

Step	Action
1	*73 to disable call forwarding
2	Place a test call from another device and verify if the call reaches the VoiceMail
3	Call Tech Support

## VoiceMail - Setup by someone else

Step	Action
1	Call Tech Support

## VoiceMail - Forgot password

Step	Action
1	Call Tech Support

## Caller ID - Appears as "Unknown/Private" or someone else's name when the customer calls anyone

Step	Action
1	Check phone settings to determine the caller ID option is not set to off.
2	Call Tech Support

## Caller ID (all other issues)

Step	Action
1	Call Tech Support





## Unable to Make or Receive calls

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1	Power-cycle the handset (Turn handset <b>OFF</b> then <b>ON</b> again)
2	Remove and re-insert the SIM card
3	<b>Unable to receive calls:</b> Disable call forwarding with *73
4	Make sure there are at least 2 signal bars
5	Reset network connection Android: ##72786# iPhone ##873283#
6	Call Tech Support

## Data Issues (Cannot access browser/ Picture Messaging (MMS))

Step	Action
1	Power-cycle the handset (Turn handset <b>OFF</b> then <b>ON</b> again)
2	Make sure there are at least 3 signal bars
3	Update the Profile via the phone settings
4	Verify if the Data option is enabled
5	Make sure the Airplane mode is off
6	Test different websites
7	Clear Cache and Cookies (see manufacturer manual)
8	<b>*Messaging apps such as GO SMS may cause the phone to not send/receive SMS/MMS. Ask the customer if they/you can remove the app and send a test SMS/MMS*</b>
9	Call Tech Support





## Text Messages (SMS) - Cannot Send/Receive

Step	Action
1	Power-cycle the handset (Turn handset <b>OFF</b> then <b>ON</b> again)
2	Make sure there are at least 2 signal bars
3	Update the Profile via the phone settings
4	Send TEST SMS to their phone
5	*Messaging apps such as GO SMS may cause the phone to not send/receive SMS/MMS. Ask the customer if they/you can remove the app and send a test SMS/MMS*
6	Call Tech Support

## Call Waiting

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Step	Action
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