

Verizon Wireless Feature Quick Reference Guide

Call Waiting

When you're on one call and someone else calls you, you'll hear a beep. If you'd like to take the second call, press send. Caller one goes on hold while you speak to caller two. You are billed for both calls per minute. When you'd like to return to the first call, either wait for the 2nd party to disconnect or press SEND to return to the first call and put the second call on hold. To deactivate Call Waiting for a particular phone call, enter *770 + the number you are calling. Call waiting will automatically activate again for your next call.

Call Forwarding

When you're unable to answer your mobile phone, Call Forwarding will forward calls to any local or long distance number (wireless or LAN line phone).
*To activate: Enter *72 + the number you wish to forward to, then press SEND. Listen for confirmation. Press end. Until you deactivate, all calls will ring at the above dialed number. You can still make outgoing calls. You'll be charged per minute airtime & any long distance charges for all calls forwarded.
*To deactivate: Enter *73 and press send. Listen for confirmation & press end.

Voice Mail

To retrieve messages / set up password:

1. Press *86 SEND, or dial your cell # from your cell phone or a LAN line phone.
2. Follow the prompts to set your permanent password, greeting, etc.

Updating your Phone's Software & Roaming Capability

To update roaming capabilities / latest network coverage which will improve connections, battery life & can decrease dropped calls:

1. Dial *228 SEND
2. When prompted, select option 2 to update PRL list
3. Wait for confirmation and press "END" to end call.

This is a free call. Recommendation: do every 30-60 days.

Caller ID Blocking

Use when you prefer your wireless number be kept private. To activate on a call by call basis, press *67 + the number. If you already have Caller ID blocking on your account, press *82 + the number when you want your number to be private. Press *255 to deactivate Caller ID blocking for all calls and listen for instructions.

No Answer Transfer

No Answer Transfer acts just like call forwarding, but in this case you have the option of answering the call or allowing your phone to forward the call to another number after 3 rings. To Activate: Enter *71 and the number you wish to forward to then SEND. Listen for confirmation, then END. To Deactivate: Enter *73 & SEND. Listen for confirmation.

Busy Transfer

When you're on a call, Busy Transfer automatically forwards incoming calls to another number. To activate: ENTER *71 + the number you wish to forward to & press SEND. Listen for confirmation tone & press END. If you wish to inform someone at the destination number that your calls will now come to them, wait 5 seconds after the confirmation tones and the number entered will ring. You will be charged per-minute for all calls forwarded. To deactivate: Enter *73 and press SEND. Listen for the confirmation tone & press END.

3 Way Calling

To activate: place your first call as usual. Once connected, enter the other party's cell number & press SEND. The first party is on hold while connecting. Press SEND again to connect all 3 parties. When either party hangs up, you are still connected to the other party. You are charged per minute for both calls.

Manage Your Minutes & Account

1. #BAL + SEND gives you the current balance on your account.
2. #MIN + SEND provides estimate of local airtime minutes used since your last billing statement.
3. #PMT + SEND allows you to pay by electronic check or by debit / charge card for no additional fees.
4. #DATA + SEND provides estimate of picture & text messaging used since your last billing statement.

Customer Service: 1-800-922-0204 or *611 from cell phone

Please call Customer Service for any billing questions. TeleWireless will assist you further if needed. Technical Support can be reached at the same number. For technical issues, call the 800 number when possible as they may have you change settings and / or make test calls from your cell phone.