

## **Phone Not Ringing As Much As Other Phones or Not Working**

### **Basic Troubleshooting**

1. Connected to Wifi
2. Wifi Calling On
3. Sound On
4. Volume Up
5. Data Roaming On
6. Network Mode = Global
7. Verify Added to OneTalk Call Queue
8. Restart

### **If your phone still doesn't work:**

1. Turn cell phone off
2. Remove SIM
3. Reinsert SIM the correct way
4. Turn cell phone on

### **If that doesn't work:**

Text Kaleb 765-717-5834 (tech support) for assistance

Make sure to include the phone number that you're having problems with.

If you can't reach Kaleb, text Andre 864-421-5906 (Verizon Business)