

Visual Voicemail Not Working

Use this guide when a customer is experiencing issues retrieving their visual voicemail on their iPhone

Frontline Troubleshooting

| <u>Provisioning</u> | <u>Network</u> | <u>Device</u> |
|---|--|--|
| <p>Check for and remove any data blocks or incoming text blocks that show up on the account. These must be removed for Visual Voicemail to work correctly. Customer will need to change their voicemail pin. This can be done by either</p> <ul style="list-style-type: none">Resetting the pin themselves by calling into voicemail, getting into the voicemail menu and choosing options 4, 4 and 1 <p>Or</p> <ul style="list-style-type: none">Process a voicemail pin change in TOPS. Be sure to tell the customer they should select a new Voicemail pin they have not used before. Yesterday's date can be suggested (for example: on July 12, it can be suggested 0711). | <p>Have the customer send an SMS to short code "8867" with the word "STATE" in all capital letters without any punctuation.</p> <ul style="list-style-type: none">This step can resynch the device to the voicemail platform.Upon sending the text, wait one full minute before doing any other actions. (e.g during the 60 second do not powercycle, make account changes, change device settings.)After 60 seconds, send a test vmail to see if the issue is resolved.<ul style="list-style-type: none">If the issue is not resolved after 60 seconds, you should have the customer power-cycle the device. <p>Check to see if the customer's issue is listed in the Service Affecting Tickets website.</p> <ul style="list-style-type: none">Yes, follow the instructions on the Service Affecting Tickets website. | <p>Confirm the device can use cellular data. Turn off wifi if necessary.</p> <ul style="list-style-type: none">If unable to connect to cellular data, follow either the 3G EVDO - Cannot Access Data Network for the iPhone 4s or 4G LTE Device Cannot Access Data Network for LTE iPhones. <p>If the process above does not work, Apple's visual voicemail guide can be followed HT201436</p> |
| Before transferring to Tier 2 please ensure all the above steps have been performed | | |

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Technical Support Troubleshooting

| <u>Provisioning</u> | <u>Network</u> | <u>Device</u> |
|---|--|---|
| <p>Log into AnyPath and ensure the customer's COS = 3000 (this is on the Basic page). If the COS ID is not set to 3000, update to 3000 and select "Submit" at bottom of page</p> <p>In AnyPath toggle the customer's "ACDS Allowed" from "yes" to "no" and submit the change. Note: "ACDS" is listed under the "Messaging" option at the bottom of AnyPath subscriber page</p> <p>Customer will need to change their voicemail pin. This can be done by either</p> <ul style="list-style-type: none"> • Resetting the pin themselves by calling into voicemail, getting into the voicemail menu and choosing options 4, 4 and 1 <p>or</p> <ul style="list-style-type: none"> • Change the customer's pin in TOPs and then have them call their voicemail from the phone and select a pin they have not previously used. Today's date can be suggested (for example: on July 12, it can be suggested 0712). <p>Toggle the customer's "ACDS Allowed" from "no" to "yes" and submit the change</p> <p>Have your customer power cycle their device if their voicemails don't come through immediately</p> | <p>If issue persists or is not related to known issue (Device Issue or Network Outage), create a Remedy ticket, providing quality data in all required fields and questions. Utilize the Remedy Matrix to ensure all necessary tools have been utilized and included on the ticket</p> | <p>If the process above does not work, Apple's visual voicemail guide can be followed HT201436</p> |

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