

TROUBLE SHOOTING TIPS:

1. Pager is on, but I'm not receiving any pages.

If you have just received your pager and you are not getting any pages, please make sure that your pager is turned on. Try paging it from different locations. If it's still not working, call customer service at 800-558-2255 to make sure that the pager is active.

If your pager worked in the past, replace the battery and make sure that the pager is on. You can try resetting the pager yourself, put the battery in backwards for 5 seconds then put it in the correct way. Customer service can also reset your pager.

2. How do I change my custom greeting on my voicemail box?

The voicemail instructions can be found in the Technical Support page on our website.

3. How fast can I get my pager?

We can ship our orders out within 24 hours. We utilize UPS, so depending on your location, you could get your pager the next day, or two, or more if you're across the United States.

We can send it overnight, if you needed the pager right away.

4. When I dial my pager number, I keep getting a busy signal?

Try your pager number from a different location or from a cellular phone. If you keep getting a busy signal or a fast busy, your local phone company is having system problems and/or they are working on the lines. You can keep trying to call your pager or call our Customer Service Representative at 800-558-2255 to report the problem. We would have to put in a trouble ticket with your local phone company. The phone company doesn't give us an ETA when the problem will be corrected.

5. Can I change my coverage area?

You would need to call our customer service department to see if your pager was capable of changing to the coverage area that you need. You may need to get a different pager to get the right coverage area.

6. What area codes are available for my pager?

We can get area codes for most of the larger cities and close to where you live or work. If most of your pages are coming from other locations, please let us know and we will try to get the most economical area code for you.