



Inspection and Verification

If there is a concern making calls on the mobile telephone, check the following information first.

1. Make sure the telephone is turned ON. With the power button on, the system should be on while the ignition switch is in ACC or RUN.
2. Make sure the customer is calling within the service area. NO SVC will appear in the display if the customer is calling from outside the service area.
3. Check to see if the ROAM indicator is on. If so, follow the roaming instructions in the operating guide.
4. Make sure the display does not read LOC'D. If it does, the phone must be unlocked using the customer's three-digit code.
5. Make sure the mobile telephone handset (19A383) is securely cradled.
6. Check the mobile telephone antenna (19A390) and mobile telephone power cable connections at the mobile telephone transceiver (19A387), located in the luggage compartment.
7. Check the handset modular connector.
8. Check the telephone system registration. Also check to make sure that the telephone is properly programmed. Incorrect programming can result in single system scanning, loss of speed dialing, loss of hands-free audio, loss of auto redial, loss of dial tone multi-frequency tones, and the loss of other keypad/handset functions.
9. Check the customer's account status with the cellular carrier.

System/Carrier Concerns

Dropped calls, bad audio connections, noisy audio and other intermittent symptoms usually indicate a system or cellular carrier concern and are not concerns of the phone itself. Such symptoms may occur in situations similar to the following:

- in certain geographic areas (for example, excessive foliage, hills) or at the edge of service areas
- at the same place each day
- at the same time each day
- under bridges, tunnels, in lower freeways and in congested downtown areas

If the customer's phone exhibits any of the above symptoms or symptoms occur under the above conditions, the customer and/or the dealer should contact customer service at their particular cellular service provider/carrier or call the 1-800 service number provided in the Ford Cellular System Dealer kit.

Other Possible Concerns

1. If for some reason the customer's electronic serial number was incorrectly recorded in the carrier switch, the phone will not work. Check programming procedure and confirm that the electronic serial number is recorded correctly with the local cellular carrier.
2. A customer's initial call must be made in his/her home service area for proper activation of the Ford Cellular System.
3. A customer must wait until after 24 hours of the service activation before making a call from outside of his/her home service area or the phone might be reported stolen and service stopped.
4. There may be a slight delay in activation after leaving dealership from initial delivery.
5. The audio system does not work when the cellular phone is in use, this is because of the audio-mute feature which will mute the audio system when a call is placed or received.

If, after checking these possibilities, the phone still does not function, do not attempt to service the phone. Call the cellular distributor Audiotronics at 1-800-755-4161.
