

Resolution of DuraForce PRO 2 Verizon Text and MMS Messaging Issue

Kyocera has become aware of a limitation with Verizon's automatic provisioning of DuraForce PRO 2, possibly preventing newly activated phones from receiving text and/or MMS messages. The issue should not occur if the user activates their DuraForce PRO 2 with the SIM card that comes pre-installed in the phone. However, if the user is taking an existing SIM card from an older phone which supports CDMA (e.g. DuraForce PRO) and installs that other SIM into their DuraForce PRO 2 to activate it, this issue will likely occur. In this scenario, the Verizon network will continue to send text messages to the phone in the older format used for CDMA phones. However, since DuraForce PRO 2 is CDMA-less and uses a newer messaging format, it is not able to decode incoming messages sent in the older format and discards them. This issue can be difficult to troubleshoot, since all other features of the phone will work correctly. The user will even be able to send messages. Only incoming text and MMS messages will not work.

The best path toward resolving this issue is for the user to call Verizon Customer Support (just dial *611 from your Verizon mobile phone and press "send" to be directly connected with a Verizon customer service representative or call (800) 922-0204) and ask them to add a feature called "CDMA-less Device Provisioning" which has feature code: 83856. The phone should be able to receive text messages very shortly after this feature is added by Verizon. When Kyocera representative called and had the feature added, the change took effect almost immediately while we were still on the phone with Verizon, and their support technician was able to send a text message to us while we were still talking with them.

Below is a step-by-step description of the steps Kyocera has taken to successfully correct this messaging issue with the Kyocera DuraForce PRO 2 on Verizon's network.

- 1) Call Verizon's Customer Support.
- 2) Select the option for Technical Support.
- 3) Say that your "messaging is not working" or something similar.
- 4) Tell them that you just received a new phone, so you put the SIM card from your old phone into the new phone. Everything is working, except you can't receive incoming messages.
- 5) Give them a few seconds to process this information. They will probably search for solutions in their computer system.
- 6) Then tell them that you know others who have already upgraded to this new phone had to have Verizon add a new feature in order to fix the issue. The feature is called "CDMA-less Device Provisioning" and the feature code is 83856.
 - a. They will look in their system to find this feature. Hopefully, they will see that this is also listed as a possible solution for messaging issues.
 - b. When they add the feature, you should immediately receive SMS messages that were sent to you recently.
- 7) If they are unable to add the feature at the time you call, call back at another time. This is a new feature and all reps may not yet be trained on resolving this issue.