

# Student Device Call-In Instructions

1. Have your device in-hand with any paperwork provided by your school
2. Dial 1-800-922-0204 for Verizon Technical Support
3. When the automated system asks for a phone number, dial 843-653-0161 to ensure proper routing
4. If asked for an account password or PIN, press 0 then # (Please note you may have to perform this action multiple times)
5. Once connected with a specialist provide them with the IMEI of your device. This will confirm the representative is troubleshooting the correct device
  - a. To find your IMEI number of your device, remove the battery cover and the battery
  - b. Look for a sticker with several barcodes
  - c. Locate the IMEI and read off the 15-digit number (Usually starts with 35)