

Can't Receive Incoming Calls, But Can Make Outgoing Calls

Problem: When you dial someone's cell number you get a message that says this number has been disconnected, not in use, or something to that affect. If you ask that person to call you back the call goes through fine. You will notice that you can make "Outgoing" calls from the cell phone in question, but you cannot receive "Incoming" calls on that phone. To fix this see the solution below.

Solution: The first thing that you need to do is make sure that the phone is on. Now remove the back cover and take the battery out while the phone is on (This is called a hard reset). Put the battery back in the phone and turn it back on. When you get back to the home screen dial *73 and press send. In about 3 to 5 seconds the call will end automatically. Now dial # 832 and press send. It should say that your test call has been successful. Try calling the phone in question from another phone and you should find that it can receive calls again and also make outgoing calls as well. That is all there is to it.

Note: This problem was caused because somehow the number of that phone got forwarded to another number (Ex. It got forwarded to a landline).