

DIAGNOSIS AND TESTING (Continued)

- 9. Check the customer's account status with the cellular carrier.

System/Carrier Concerns

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

- In certain geographic areas (excessive foliage, hills, etc.) 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 your Ford Cellular System Dealer kit.

DIAGNOSTIC AND TESTING

If there is a concern making calls on the cellular telephone, check the following information:

1. Make sure the telephone is turned ON. With the power button on the system, check the power button location.
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 that are appearing on the display.
4. Make sure the display does not read LOX, D, or IL. If so, the phone must be unlocked using the standard three digit code.
5. Make sure the handset is properly dialed.
6. Check the antenna and power cable connections at the receiver, located in the instrument control panel. Also check the fuel inductor on the front of the radio compartment, next to the 4-way connector.
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 will result in the system scanning for a speed dialing.

Also check the location of the antenna, data of DTMF tones, and the status of the keypad/handset function.

DESCRIPTION AND OPERATION (Continued)

Other Possible Concerns

1. If for some reason the customer's ESN number was incorrectly recorded in the carrier switch, the phone will not work. Call the 1-800 number in your dealer kit to check the ESN number.
2. A customer's initial call must be made in his 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 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. If the radio does not work when the cellular phone is in use, it 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 fix the phone. Call the local cellular distributor. A confidential listing of cellular distributors can be found in the dealer kit.

After the information has been entered, press the [OK] key to verify that the information entered is correct. To store the information, press the [OK] key. The display will show the ESN number and the power button will power up to indicate that the programming is complete.

Verify that the information was stored by pressing [OK]. The last programmed phone number should be displayed.

Any subsequent programming attempts will require that you enter PIN #8888 security code twice + PCL in order to enter the programming mode (Step 1).

You can program the following in the time. After that, you will not be able to enter the programming mode using the security code.