

Dorchester School District Four

Student Mi-Fi Device

Call-In Support Instructions

Please use the instructions below to receive assistance from a Verizon technology support representative if you are experiencing connection issues with your mi-fi device.

Please note: Verizon representatives are unable to assist with District issued passwords and login information.

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)