Problem	Questions to Ask	User Troubleshooting
Phone not powering up	Is the battery inserted properly?	Check to see if the phone is charging. If battery is too cold or faulty the phone may not be able to charge.
Can't make a call	Is SIM inserted properly? Is there coverage in the area? Is the key pad working?	Follow these steps to correctly insert your SIM card. Proceed in this order so that there is no damage to the SIM card: 1. Fully charge the phone's battery. 2. Before inserting the SIM card, turn the phone off. 3. Detach and insert the SIM card into the phone. 4. Turn on the phone Some phones can be restricted by the user from making outgoing calls. Restoring default factory settings may solve this problem.
Can make a call, but can't receive calls	Is call forwarding activated?	Check the call forwarding status. Your number may be forwarded to another number.
Not ringing	Is the ringer volume down? Is the silent profile activated? Is it set to vibrate only?	Make sure the ringer volume is up and that the phone is not set to vibrate.
Can't hear the person on the other end		Speaker may be faulty. Replacement or repair may be offered if under warranty. Please contact us.
Can't be heard by other people		Microphone may be faulty. Replacement or repair may be offered if under warranty. Please contact us.
Poor reception, dropping calls or noisy	Is there coverage in the area?	You may be in an area with limited or no coverage. Phone may be damaged.
Echo	Is the volume up too high?	May be solved by turning earpiece volume down.
Phone says "Unregistered SIM"	Is the SIM card inserted properly? Is the SIM card activated?	Remove the SIM card and insert it again. If this doesn't fix the problem, it is possible that your SIM is not activated.
Phone says "Insert SIM"	Is the SIM card properly inserted?	Remove the SIM card and insert it again (see instructions above).
Call Forwarding does not work	Do you have Voicemail?	Sometimes setting up Call Forwarding from the phone menu does not work. Try the following:

		To activate: * 0 0 4 * (receiving phone number) # SEND
		To deactivate: # # 0 0 4 # SEND
Voicemail does not work	Did you request for the option to be added?	Voicemail is an optional feature and must be requested. Contact us to have this feature added. Check to see if the voicemail box number is programmed into the phone.
Voicemail password is invalid	Did you try 12345?	Check your message inbox. The network often text messages the default password 12345. If not, contact your service provider to have your voicemail reset.
Caller ID does not work	Did you request for the option to be added? .	Caller ID is an optional feature and must be requested. Contact us to have this feature added.
Can't send a text message	Did you request for the option to be added? Are you including the 1 and the area code when texting? Are the + sign as well as the country code included when texting internationally?	You may have to program the message outbox number in the cell phone. Contact us to have it reset.
Message: "customer unavailable"	Is the cell phone on? Is there coverage in the area?	Contact us.
Phone says "emergency only"	Is there coverage in the area?	This message indicates that you are outside of the coverage area.
Phone says "PIN lock"	Does the phone ask for the PUK code?	PIN code is linked to the SIM card. If activated, this four-digit code gives you access to the SIM card and without it your SIM card cannot be used and you won't be able to access the network. This "pin lock" message indicates that you have entered the wrong security code three times in a row. Phone should then ask for the PUK code. Enter this code to unlock the SIM card. 10 consecutive wrong attempts will permanently block the SIM.