

gotalk Prepaid Mobile Troubleshooting Guide

If you are experiencing problems with your service, please check the below troubleshooting guides to assist you in resolving the problem. If you require further assistance, please contact our customer service team on 1800 GOTALK (468 255)

Invalid SIM, Insert SIM or SIM card registration failed error message.

If you have verified that your handset is unlocked and you still receive this error on your handset, also shown as 'phone restricted', 'blocked', 'barred', 'incorrect SIM' or 'SP lock', please follow the below steps to determine if your sim is faulty.

1. Turn off your phone, and remove the SIM card, which is usually located underneath the battery. Your SIM card is a small piece of plastic with a gold chip.
2. Clean the SIM card, and wipe the gold sections of the SIM card with a soft cloth.
3. Blow some air into the area where the SIM card sits, in case it's dirty.
4. Replace the SIM card in the phone and see if the problem is fixed.
5. If the problem continues, and you have another mobile phone handy, try checking if your SIM card works in that phone. This can help to determine if the problem lies with your mobile phone or SIM card.

If you have determined that the SIM appears faulty, please call our customer service to arrange a replacement SIM.

Call Restrictions

If you are receiving a message that you account has active call restrictions, please follow the below;

- If you are trying to make a national call:
 - Please call customer service to check the call restrictions for your mobile.
- If you are trying to make an International call:
 - Please make sure you dial 0011 or the + sign then the county code then your destination. To view a copy of the handbook, click [here](http://www.gotalk.com.au/SiteCollectionDocuments/GT_PPM_Handbook_28J_J_low.pdf);
 - If you continue to experience this issue, please contact our customer service.

I did not receive the confirmation SMS.

- If you have activated your mobile and have not received a confirmation SMS after one hour of submitting activation, please contact our customer service.

Connection/ Quality issues.

- If you are experiencing line connection problems or the quality of the connection is poor, please log an automatic fault by calling 1800 468 255. Our customer service team will escalate your problem within 1 hour.

Unable to send or receive SMS

If you are unable to send or receive SMS, please check the following.

- Please check the message centre number is +61415011501
- Please make sure when you send SMS you enter the plus sign then the county code then your destination.
- If you are still encountering issues, please call our customer service.

Unable to connect to the Internet/ Email.

Please ensure that you have correctly installed our GPRS/WAP settings.

- If you have already installed the settings and are still having issues, please call our customer service. Or log into My Account to download the correct settings for your handset model.