Problem with your phone? Here's your quick fix cheat sheet!

If you are having problems with your service, most of the time the issue is easily fixed. Please read this guide carefully to help get you back on your mobile phone as quickly as possible.

Common problems for new customers:

My mobile phone says "No service"!

Did you check that your phone is unlocked and is a 3G and/or 3G and 4G mobile phone? Have you checked that it picks up the 3G 850Mhz and 2100Mhz and 4G 1800Mhz/700Mhz frequencies?

Please see our website FAQ's section for important information about our service and product specifications.

Please also ensure you turn your phone **OFF** and back **ON** when activating a new SIM card and service with us. This allows the phone to refresh its network settings and initiate the service.

For some phones, particularly IPhones – you may need to do a backup of your phone and a factory reset of the phone, then restore from the back up – to get it to work.

My phone says 'enter unlock code or PIN.'

This means your phone is locked to another provider. You will need to contact them to obtain the unlock code. Before you call them, note down you IMEI serial number. You can find this on your mobile phone by dialling *#06#

I can make and receive calls and SMS but not MMS or use data?

Your new sim should automatically install the required device settings (APNs) to your phone to enable you to make/receive calls, SMS, MMS and use data. Some data enabled smart phones will not automatically pick up the required settings. Usually Blackberry and Windows mobile phones.

If you have to manually enter these details, consult your user manual for APN settings. The settings you will need to manually enter are found here on our website here: https://www.betterlifemobile.com.au/faq-page#n141

I Broke my SIM card:

Our SIM cards are "re-pluggable", triple punched SIMs. This means they are designed to come apart depending on the size you need and can be re-plugged if need be. Take care to just remove the size you need for your phone. If you accidentally break out the wrong size, put it back together on a flat surface.

Voicemail PIN.

When you first join, you must dial 141 to set up your voicemail. You will be asked to enter a new, 6-digit number (make one up). To verify this is correct, it will ask you to do this again. You will then be asked to say your name and record you own personal greeting.

You will not be asked for your PIN again. You can enable it for all calls to Voicemail if you wish. Just follows the prompts in the voicemail settings.

Why do we have this Voicemail PIN?

It allows you to access your Voicemail from another phone if you lose your mobile phone or misplace it (see website for details) and it is a security measure to prevent fraud and other security breaches.

Phone connectivity – Calls

Common symptoms - Calls dropping in and out - sounds like you/they are underwater/ in a tunnel and phone may say 'insert SIM' or 'no service.

This usually indicates a connection issue between the SIM, and the contact inside the phone – it could be dirty, broken or the SIM may not be inserted properly.

What to do:

First: ensure your phone is not on 'flight mode' and that your phone is set to access 3G and/or 4G networks. (2G will not work). You can check for service faults and outages on the network here too: http://servicestatus.telstra.com/

Next:

1. Turn off your mobile phone.
2. Remove the battery (if possible)
3. Remove the SIM card and clean with dry soft cloth or lens cleaner.
4. Ensure SIM is in one piece – flatten into shape on a clean surface.
5. Reinsert the SIM card making sure it is in the right slot and the right way.
6. Reinsert battery
7. Turn your phone back on.

Still not working?

If you are using a Samsung, or other mobile phone with a removable battery, there's a fair chance the SIM may not be thick enough and is coming off the internal plate. Try applying a small piece of tape (cut to the same size as your sim) to the back of the sim and reinserting it.

Before you call us

Please be aware troubleshooting is a process of elimination. 'Guessing' and making assumptions will only add to your frustration and prolong the time it takes to get your phone working.

The first thing you need to do is establish where in fact the problem lies. To do this, you need to try your SIM card in another working, unlocked 3G or 4G mobile phone. If the SIM and service works, we now know the problem is related to your phone. If it doesn't, we now know the problem is related to the SIM card and/or service.

Please assist us by following the above first as we can't progress you fault investigation further until you have done this and we will have to ask you to hang up and do this, then call us back.

My Data is not working or it's really slow:

Common Symptoms – MMS won't send; internet won't load or is very slow.

First: ensure your phone is not on **flight mode** and check your data usage to make sure you still have data to use. Check your data balance by dialling *159# Lastly, check that your phone has coverage (full bars).

Next:

1. Go to settings and turn **OFF** Wifi (for now)
2. In settings, ensure mobile data is turned **ON**.
3. In Settings / Mobile network settings / Network mode: **Automatic or 3G & 4G**
4. Go to home screen.
5. Power your phone totally off.
6. Turn phone back on and try Google something.

Still not working?

Before you call us, please be aware troubleshooting is a process of elimination. 'Guessing' and making assumptions will only add to your frustration and prolong the time it takes to get your phone working.

The first thing you need to do is establish where in fact the problem lies. To do this, you need to try your SIM card in another working, unlocked 3G or 4G mobile phone. If the SIM and service works, we now know the problem is related to your phone. If it doesn't, we now know the problem is related to the SIM card and/or service.

Please assist us by following the above first as we can't progress you fault investigation further until you have done this and we will have to ask you to hang up and do this, then call us back.

Why is my internet suddenly so slow?

Did you know, we give you a mini bonus of between 100Mb and 200Mb of data depending on your plan? This is on top of your data allowance. Only thing is, this is really slow! It's designed to keep you online for emails and emergency use only. So if your internet is crawling, check your data balance – you're probably just about out!

Issues with SMS/MMS

First: If you or the other party is using IPhone's iMessage – ensure you both have this turned **OFF** and try again. This is the number one cause for SMS and MMS problems.

For MMS, please also check your plan inclusions as there are caps on the number of MMS.

Next: If you are still having issues sending or receiving SMS, then you will need to provide us with some details of messages that you have tried to send that have not been successful. You'll need to make a note of the following:

● The time and date you attempted to send or receive the message
● The number you attempted to send to, or receive from

- We'll need 3 different examples to send to the faults team for investigation
- Your phone model and type.

Want to extend your ring time?

Your phone rings for 15 seconds before diverting a call to MessageBank® – however you can change this using increments of five seconds, up to a maximum of 30 seconds.

To extend the ring time, enter the following sequence on your mobile phone:

61*101 (number of seconds: 15, 20, 25 or 30) #.
Then press the call/send button.

How to restore or remove original settings:

To restore all three conditional call forwarding settings (Busy, No Answer, No Reply) to MessageBank®, enter **004*101 #.
To remove all three conditional call forwarding settings (Busy, No Answer, No Reply) to MessageBank®, enter ##004 #.
Both of these actions will set the default ring time of 15 seconds.

Want to check your data balance?

You can also check your data balance by calling *159#

Remember, you can call us from your handset just by dialling 1525.