

You can't make calls	<p>If the signal is weak, move to an open space.</p> <p><i>Check the Network Selection settings.</i> Try Manual Selection, or try another network. See Network Search on page 9-29.</p> <p><i>Check your Operator coverage map.</i></p> <p><i>Is Restricted displayed?</i> Check the Call Barring and Fixed Dialling settings.</p> <p><i>Has the call charge limit been reached?</i> Use your PIN2 code to reset the limit or contact your Service Provider. See Set Total Charge Limit on page 9-34.</p> <p><i>Has a new SIM card been inserted?</i> Check that no new restrictions have been imposed.</p>
You can't receive calls	<p>If the signal is weak, move to an open space.</p> <p><i>Check the Call Diversion and Call Barring settings.</i></p> <p><i>Check the Ringer settings.</i> If switched to off, there is no audible alert.</p>
Your phone won't unlock	<p><i>Have you inserted a new SIM card?</i> Enter the new PIN code. See Entering Your SIM card PIN code on page 7-1.</p> <p><i>Do you have a replacement phone?</i> Enter the default phone unlock code – 1234.</p> <p><i>Have you forgotten the unlock code?</i> Press <input type="button" value="OK"/> to change the unlock code (you will need your security code).</p>
Your PIN is blocked	<p><i>Enter the PIN unblocking code supplied with your SIM card</i> (see Unblocking Your Phone on page 9-25).</p>
Your PIN2 is blocked	<p><i>Enter the PIN2 unblocking code supplied with your SIM card</i> (see Change SIM PIN2 Code on page 9-25).</p>

11-2 Troubleshooting

Your SIM card won't work

*Is the card inserted the right way round? See **SIM card insertion and removal** on page 3-1. Is the gold chip visibly damaged or scratched? Return the card to your Service Provider. Check the SIM contacts. If they are dirty, clean them with an antistatic cloth.*

You can't cancel Call Diverting or Call Barring

Wait until you are in an area with good network coverage and try again.

The symbol is flashing

There is not enough memory available to store another SMS message. Use the Messages menu to delete one or more existing messages.

I can't make international calls

Some Service Providers automatically bar the ability to make international calls. Contact your Service Provider.

Have you included the relevant codes? Press and hold the key to display the international dialling prefix (+) and then enter the appropriate country code followed by the phone number.

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