MOBILE PHONE FAULT FINDING FLOW CHART

NOKIA START

MOBILE WILL NOT TURN ON/NOT WORKING

IS BATTERY CHARGED?

REMOVE BATTERY, RESTART HANDSET

HAS PHONE BEEN DROPPED OR WET?

IS PHONE OLDER THAN 12 MONTHS?

ORDER NEW MOBILE THROUGH YOUR OFFICE ADMINISTRATOR

CAN'T MAKE/RECEIVE CALLS

CHECK PHONE HAS VODAFONE COVERAGE

YES

CHECK PHONE DISPLAY FOR ANY MESSAGES.

SIM CARD REGISTRATION FAIL – REMOVE, CLEAN SIM & REPLACE. IF STILL FAIL – LOG JOB

PHONE DISPLAYS "2" ON SCREEN – GO TO PHONE SETTINGS, CHANGE PHONE LINE IN USE BACK TO LINE "1"

STILL NOT WORKING

STILL NOT WORKING

VOICEMAIL INFORMATION

TO SETUP VOICEMAIL - DIAL 121.

VOICEMAIL NOT DIVERTING - DIAL 1211 TO RESTORE ALL DEFAULT SETTINGS.

RESET YOUR VOICEMAIL SECURITY CODE - DIAL 121 AND GO TO OPTION 3 FOR PERSONAL SETTINGS.

WHEN TRAVELLING OVERSEAS YOU MUST HAVE YOUR VOICEMAIL SECURITY CODE SET TO RETRIEVE YOUR MESSAGES.

WHEN TRAVELLING OVERSEAS YOU NEED TO ACTIVATE VOICEMAIL ROAMING, PLEASE LOG HELP DESK JOB.

WARRANTY REPAIR GO TO MOBILE PHONE WEBSITE/FAULTY HANDSETS

LOG JOB WITH HELP DESK EXT 5111