

# Unable to send or receive SMS

1. Make sure the SIM is the registered SpinTel SIM on your account.
2. Make sure your phone is getting a signal.
3. Make sure Outgoing/Incoming SMS is not turned off or if you are trying to send SMS to a premium number, please enable it in My Account > Configure > SMS Option
4. Reboot phone handset.
5. Try SIM in another compatible phone handset to rule out any handset/phone device issues.
6. No luck? Please contact our technical support team via chat or on 1300 303 375

Online URL:

<https://articles.spintel.net.au/article/unable-to-send-or-receive-sms.html>