

Forum:[Hack Forums](#)

Thread: [Phone has no signal for days?](#)

Mr. Tycoon - January 21, 2016, 2:42 pm

Hey,

I am really needing my phone to work because I do on-call emergency shifts and lately my phone has had no signal at all. I checked my supplier 'GiffGaff' and they say there is no trouble in my area for coverage. I have turned off my phone, taken out my sim card and nothing works. I cannot afford to lose any more shifts, and taking my phone in for repairs could lose me vital days.

Any ideas?

I'm not a Robot - January 21, 2016, 2:45 pm

Hey mate,

What phone do you have?

Did you try resetting it?

Mr. Tycoon - January 21, 2016, 2:46 pm

(Jan 21, 2016 03:45 PM)Pe7aby7e Wrote: [\[CITE\]](#) Hey mate,

What phone do you have?

Did you try resetting it?

I have a HTC Wildfire - Old I know.

Resetting probably will help, what will I lose? Contacts and all?

Fiddle?™ - January 21, 2016, 2:46 pm

I've never heard of GiffGaff in my entire life. Why not just use a mainstream carrier?

Also, make sure you don't have data restrictions turned on your phone/plan. I had it enabled on my phone once and I was wondering why I couldn't fucking use data.

minimalist - January 21, 2016, 2:47 pm

Has your network worked at that location before? I believe that Giffgaff runs on a 2100MHz network, meaning that the signal won't penetrate through most brick buildings. There's no way to get around this unless you are able to move to another carrier running on a lower frequency band.

Senpie - January 21, 2016, 2:48 pm

It is either a data restriction issue or a problem with the phone itself. You can try backing up whatever is needed on your phone and do a factory-reset to see if that helps.

Silicon Valley - January 21, 2016, 2:49 pm

(Jan 21, 2016 03:42 PM)Psychiatry Wrote: [\[CITE\]](#) Hey,

I am really needing my phone to work because I do on-call emergency shifts and lately my phone has had no signal at all. I checked my supplier 'GiffGaff' and they say there is no trouble in my area for coverage. I have turned off my phone, taken out my sim card and nothing works. I cannot afford to lose any more shifts, and taking my phone in for repairs could lose me vital days.

Any ideas?I'm sorry. But LOL. GiffGaff. Who comes up with these names? Honestly. That name is

hilarious. But seriously OP. Why use "GiffGaff" when you can use AT&T, T-Mobile, Verizon. All those are good.

Mr. Tycoon - January 21, 2016, 2:50 pm

Giffgaff are supplier in the UK owned by O2 and EE, I think.

I've had no problems at all in the past, really good signal. Just last few days it stopped working.

I'm not on a contracted plan, just a goodybag (Pay as you go)

I'm not a Robot - January 21, 2016, 2:51 pm

(Jan 21, 2016 03:46 PM)Psychiatry Wrote: [\[CITE\]](#) I have a HTC Wildfire - Old I know.

Resetting probably will help, what will I lose? Contacts and all?

Yes it will erase all data on the phone so back up your contacts and any other data to external sd card or pc.

If the reset doesn't work it might be a hardware issue or you might need a sim replacement

Swip3r - January 21, 2016, 2:52 pm

Hmm it could be some kind of DNS issues you have set up? Just save your contacts and wipe it tbh.

Mr. Tycoon - January 21, 2016, 2:52 pm

(Jan 21, 2016 03:49 PM)Silicon Valley Wrote: [\[CITE\]](#) I'm sorry. But LOL. GiffGaff. Who comes up with these names? Honestly. That name is hilarious. But seriously OP. Why use "GiffGaff" when you can use AT&T, T-Mobile, Verizon. All those are good.

Because I am in the UK and we don't have that.

Silicon Valley - January 21, 2016, 2:54 pm

(Jan 21, 2016 03:52 PM)Psychiatry Wrote: [\[CITE\]](#) Because I am in the UK and we don't have that. My bad. Then use something other than GiffGaff thats available I guess. Or have you tested it on other phones?

Mr. Tycoon - January 21, 2016, 2:56 pm

(Jan 21, 2016 03:54 PM)Silicon Valley Wrote: [\[CITE\]](#) My bad. Then use something other than GiffGaff thats available I guess. Or have you tested it on other phones?

It's cheap, and I don't use it for anything else than work so I need to use the cheapest network and this is like 2p 5 cents a text message and 4p a minuet calls so it's perfect. I've taken the sim card out and I'll see if it works, if not Ill buy a cheap phone like a £5 phone to use until this is resolved.

Looks like I will miss a few days of work.

Varane - January 21, 2016, 3:24 pm

OP just reading your provider's name already explains the issue.

Mr. Tycoon - January 21, 2016, 3:32 pm

Why would it be working fine for a year and now stop working?

Dips - January 21, 2016, 3:37 pm

Just switch to 3. So much better. Or O2

Mr. Tycoon - January 21, 2016, 3:49 pm

Im looking for diagnostic ideas not switching recommendations.

minimalist - January 21, 2016, 4:01 pm

(Jan 21, 2016 04:37 PM)José Aldo Wrote: [\[CITE\]](#) Just switch to 3. So much better. Or O2
How would switching to a network whose network piggy-backs subsidiaries of their company, including giffgaff, the affected network, help?

(Jan 21, 2016 04:49 PM)Psychiatry Wrote: [\[CITE\]](#) Im looking for diagnostic ideas not switching recommendations.

See if your SIM card works on another phone with the same bands.

Then, see if your phone works on another network & sim (a friend's phone, perhaps?).

Report back with the results.

jackR - January 28, 2016, 10:52 am

Better get a New phone, being a Doc and not reachable could be a nightmare

Mr. Tycoon - January 28, 2016, 11:06 am

(Jan 28, 2016 11:52 AM)jackR Wrote: [\[CITE\]](#) Better get a New phone, being a Doc and not reachable could be a nightmare

Spoke to 02 Engineers (Giffgaff piggybacks off of them) and they said a phone mast has fallen and that's why I can't get a signal. I've gone with EE and I have signal.

Jøjø - February 8, 2016, 5:50 pm

i have this same issue since last thursday. My iphone 6 from sprint has said no service no matter where i go. I tried resetting, different sim card, reset network settings. Not even sprint could help me with their code for service updates.

minimalist - February 8, 2016, 5:56 pm

(Feb 8, 2016 06:50 PM)Condolences Wrote: [\[CITE\]](#) i have this same issue since last thursday. My iphone 6 from sprint has said no service no matter where i go. I tried resetting, different sim card, reset network settings. Not even sprint could help me with their code for service updates.

It could be your phone's APN settings, AFAIK iOS doesn't clear these values without a factory reset.