info: Sorry for the delay, we are currently experiencing high volumes. Please hold for the next available adviser.
info: You're now chatting with Gopinath.
Gopinath: Hello, you're chatting with Gopinath, how may I help you today?
Gopinath: Hi Harry
Harry: Hi Gopinath
Harry: My SureSignal is misbehaving again. Exactly the same problem as last time. It is dropping calls after about 5 minutes. My phone reverts to an external signal but this is so poor that I have to hang up
Gopinath: Harry Please accept my apology for the inconvenience
Harry: It has done it THREE TIMES today
Gopinath: I will fix your issue now
Gopinath: In order to open your account please help me with your complete name and number ?
Harry: Harry xxxxxxx
Harry: 07785 xxxxxx
Gopinath: Thank you
Gopinath: Kindly bear with me while I check your account details. I appreciate your patience.
Harry: OK
(Security Check took place)
Gopinath: Harry we have a technical team for sure signal issue
Gopinath: May i connect you with them now please ?
Harry: OK. Will it take long?
Gopinath: No
Gopinath: They will help you quickly
(Considerable delay)
Harry: OK - Am I transferred?
Gopinath: No
Gopinath: Let me connect you now
info: Please wait while you're being transferred to the appropriate team.
info: Sorry for the delay, we are currently experiencing high volumes. Please hold for the next available advisor
info: Sorry for the delay, we are currently experiencing high volumes. Please hold for the next available advisor
info: Sorry for the delay, we are currently experiencing high volumes. Please hold for the next available advisor
info: Sorry for the delay, we are currently experiencing high volumes. Please hold for the next available advisor
info: Sorry for the delay, we are currently experiencing high volumes. Please hold for the next available advisor
info: Sorry for the delay, we are currently experiencing high volumes. Please hold for the next available advisor
info: You're now chatting with Dipti.
Dipti: Hello, you're chatting with Dipti, one of Vodafone's online tech specialists. Let me go through the conversation you've had with the representative who transferred your chat to me.
Harry: OK
Dipti: Good evening Harry
Harry: Hi
Dipti: You are facing issue with the sure signal device, is that correct?
Harry: My SureSignal is misbehaving again. Exactly the same problem as last time. It is dropping calls about 5 minutes into a call. This has been happening ever since I registered the Sure Signal back in March. However, it now seems to be happening on every call over about 5 minutes. When this happens, my phone reverts to an external signal seamlessly but the signal and sound quality are so poor that I have to hang up.
Harry: Yes - as above
Harry: After hanging up, it then takes either a Network Signal Search or (sometimes), putting phone into flight mode and back out again, to get it to re-attach to the sure signal
Dipti: I am sorry to learn that, let me check this for you and I will try my best to get working fine again
Dipti: Please help me with your sure signal serial number
Harry: Serial number 4012xxxxxx Registered on 15/03/2016
Dipti: Thank you
Dipti: Please stay connected
Harry: OK
Dipti: Mean while may I ask the lights reflecting on the sure signal device
Harry: Yes - Red Power Light & White "Ball of Lines" Light on.
Dipti: Thank you
Dipti: Please stay copnnected
Harry: Dipti - these stay on, even when the call is dropped. However, the third light (in call light?) is NOT on when I go to check
Dipti: Thank you for the details Harry
Dipti: In that case we need to reset the box from our end and connect your mobile with the network once again, will that be okay with you?
Harry: Yes - but that's what your colleagues did the last time and it didn't seem to work
Dipti: I am sorry for the inconvenience, we will manually reset the box as well as connect your mobile with the network too
Dipti: Please help me with the make and model of your handset
Harry: Samsung Galaxy S4
Harry: Just to let you know - At the moment - I have 4-5 bar signal from the Sure Signal (as usual), so I think the phone and box a re working fine. Its only after about 5 minutes of call (inbound or outbound) that the call is dropped from the Sure Signal and my phone reverts to the external mast which is a terrible signal (0-1 bar)
Dipti: Thank you for the details Harry
Dipti: Even I can see that the box is completely working fine

Harry: I think my network is fine. I can watch HD iPlayer over it without any buffering
Dipti: Yes that's correct!
Harry: When I say "network" I mean my internet connection to my ISP
Dipti: I will request you to please insert the sim card into different handset and check if you are getting same error.
Harry: Errr - I only have a dumb phone as my backup. Not sure if that will work with Sure-Signal?
Dipti: Okay!
Harry: Motorla flip
Harry: Motorola
Dipti: In that case I will request you to please check in the settings of your mobile that have you accidentally activated the call duration for 5 minutes
Dipti: If the service is active then your call will get cut off after 5 minutes
Harry: OK - but I'm sure I've not. When I'm out and about I chat for an hour or more
Harry: Even phonecalls at home carry on past the 5 minute mark. (Which is only a best guess and the time before it happens seems variable). If my phone call duration was set to 5 mins, surely it would cut-off, rather than just revert the call to the nearest mast?
Harry: What I mean is, I was just using "5 minutes" as an example; sometimes its 5 minutes; sometimes its nearer 10 minutes
(Delay)
Harry: Hello?
Dipti: Yes I am going through your account
Dipti: If there is anything active on your account
Harry: OK - I'll wait for you
Dipti: Thank you for staying connected Harry
Dipti: We will try to perform some trouble shooting steps, will that be okay with you?
Harry: Yes - sure
Dipti: Press the settings icon .
Harry: OK
Dipti: Press Mobile networks .....> Network operators
Harry: OK - Searching....
Dipti: No problem!
Harry: still Searching
Harry: "vodafone UK" & "EE"
Dipti: Please select Vodafone UK
Dipti: Come back to home screen
Harry: Done
Harry: Done
Dipti: Press the settings icon....> Mobile networks .....> Network mode .
Dipti: Please select WCDMA only
Harry: Currently on LTE/WCDMA/GSM
Harry: Done
Dipti: Thank you
Dipti: Come back to home sceen
Harry: OK
Dipti: I would request you to switch off the handset remove the SIM wait for 10-15 seconds and then re-insert it and then switch on the phone.
Dipti: You will not face call drop issue anymore.
Harry: Yes - but most the area I am out and about in (North Scotland) is GSM/2G only. So is not the setting you have made me set, going to stop me getting calls when I am out and about?
Dipti: You need to keep it on Wcdma mode only for 2 hours, then you can set it for automatioc mode
Dipti: It will help your mobile to connect to network now
Dipti: So that the call drop issue will get resolve
Harry: OK - I have had SIM out for 15 seconds now
Dipti: Thank you
Harry: Re-assembling phone & re-booting
Dipti: No problem!
Harry: Phone booting
Dipti: Okay!
Harry: How shall I test this when it is fully booted?
Harry: Booted - 5 bars
Dipti: Fantastic!
Dipti: It means that the device is connecting to network
Dipti: Please try to make calls now, it will not drop:)
Harry: So - I keep it on WDCMA for 2 hours and then set it back to Auto?
Dipti: Yes please!
Harry: So - if I have problem again, can I come back to you?
Dipti: Is there anything else I can do for you Harry?
Dipti: Will that be okay if I will call you back in 2 hours and check whether the issue is fixed or not?
Harry: Yes - sure. I will phone a friend and see how I get on chatting to him, and then you can call me back and find how it went. Thanks.
Dipti: You are welcome!
Dipti: Certainly I will call you back in 2 hours:)

Harry: Thanks Dipti - Speak later. Bye
Dipti: I hope you are happy and satisfied with the outcome of this chat session.
Harry: Yes - Fine thanks (if it works ;)
Dipti: I will be looking forward for your feedback:)
Dipti: It will work for sure, I will make sure that you do not have to face this hassle again:)