

Harpreet: Can I have the sim serial number you will find the number on flip side of the sim.

Ritchie Hicks: \*\*\*\*\*1764C665

Harpreet: Which sim is this nano or micro?

Harpreet: Okay Sorry i got it.

Harpreet: Kindly bear with me while I check your account details. I appreciate your patience.

Harpreet: Please restart your phone once.

Ritchie Hicks: ok, done

Harpreet: So is it working now?

Ritchie Hicks: No

Harpreet: Okay then Are you getting Signal Bar on the phone or no service at all?

Ritchie Hicks: I have signal yes

Ritchie Hicks: But that doesn't affect NFC, does it?

Harpreet: So you just unable to use NFC feature?

Ritchie Hicks: CORrect

Harpreet: Okay, I thought you were unable to use the NFC SIM.

Harpreet: Let me look into that as well.

Ritchie Hicks: Sorry. I cn use the sim and the phone. It's teh NFC option that doesn't work

Harpreet: No worries, I got the query now and looking into this.

Harpreet: NFC (Near Field Communication) is a wireless connection which can be used to transfer information to and from your phone. By holding your phone close to an NFC tag or NFC reader you can pay for groceries, connect to web pages or call a phone number and more. Follow these instructions to turn NFC on or off.

Harpreet: 1. Find "More settings"

Harpreet: •Press Apps.

Harpreet: •Press Settings.

Harpreet: •Press More settings.

Harpreet: 2. Turn NFC on or off

Harpreet: •Press NFC to turn the function on or off.

Harpreet: •When the field next to the menu item is ticked (V), the function is turned on.

Harpreet: 3. Exit

Harpreet: •Press the Home key to return to standby mode.

Ritchie Hicks: ok

Harpreet: [Please click here for more info.](#)

Harpreet: Is there anything else I can do for you today?

Ritchie Hicks: It doesn't work. I have NFC on already

Harpreet: Ritchie you can read about it i have provided you the link/

Harpreet: You will get more information available there.

Ritchie Hicks: There isnt any more information on that page. I've followed the steps and it doesn't work

Harpreet: Okay i will raise the request to our technical team They will email you with all the details.

Ritchie Hicks: When will that be? Only I have been told this before and no one ever gets in touch with me.