How do I setup voicemail

Your RUBY SIM comes with your voicemail service pre-configured. To set up your voicemail follow the steps below:

TELSTRA NETWORK

1. Dial 141 and press the call button.
2. Follow the prompts to setup.
3. Dial 141 to retrieve messages.

OPTUS NETWORK

1. Dial 321
2. Follow the prompts to setup.
3. Dial 321 to retrieve messages.

How do I get a PUK Code

If your PIN code is entered incorrectly 3 times, you will require the PUK code to unlock your SIM.
Your PUK code is not recorded anywhere. If you are required to enter a PUK code, please contact our team.

- By chat via www.rubytelecom.com.au
- By email support@rubytelecom.com.au
- By phone 1300 94 7829

Please note – If a PUK code is entered incorrectly 10 times, the SIM will be permanently blocked. If this happens, please let us know and we will send you a new SIM.

How do I use my phone as a Wi-Fi hotspot?

You can share your phone's internet connection with other devices via Wi-Fi. This is a great alternative when you might not have access to your home internet. Standard usage charges apply.

1. Open **Settings**
2. Select **Network and Internet**
3. Tap **Hotspot and tethering**
4. Select **Wi-Fi hotspot** and turn it on
5. Make sure **Mobile Data** is turned on

Connecting your other devices

1. Turn on Wi-Fi on the other device/s.
2. Find the list of available Wi-Fi networks and select the Wi-Fi hotspot name
3. Key in the password for the Wi-Fi hotspot when prompted
4. When the connection is established, you can access the internet from the other device

I can't make or receive calls or texts

If you're having trouble making calls or sending texts from your phone, try the following:

1. Check that airplane mode is turned off.
   a) Open your phone's Settings app.
   b) Tap Network & internet.
   c) Turn Airplane mode on or off. When Airplane mode is on, Wi-Fi, mobile networks, and Bluetooth are all turned off.

2. Check your software is up to date.
Make sure your device is using the most up-to-date software.

3. Check that your monthly payments are up to date.
If you're not up to date on your payments, your service may have been limited. Log into "My Account" to check your balance.

4. Turn your phone off, wait a minute, then turn it back on again.
There may be an issue with your device - often these can be solved by powering off, waiting for a minute or two, and powering back on again.

5. Removing the SIM card.
Try removing the SIM card and gently wipe it clean. Just remember to insert the SIM card the same way you removed it from the card slot. This helps reconnect your service back to the network.

6. Try another device.
To confirm it's not your device, try inserting your RUBY SIM into another device to see if you can make calls and send texts.

17. You're still having problems.
If you're still having problems, contact your account manager or **send us a message**

How to check my data usage?

Simply Log into "My Account" https://my.billing.com.au/Ruby/login.aspx enter your account number located on your bill along with your password. Go to "My Report" then click on included usage.

How do I reset my phone?

Resetting your phone can fix persistent bugs, get rid of unwanted apps and dangerous malware, and free up storage space. This will erase everything on the device and restore the settings it had when new.
Simply to go Settings and factory reset. Your device will shut down and then start up again once resetting.

How do I extend the ring time?

To extend the ring time prior to going to voicemail. The ring time can be 15, 20, 25 or 30 seconds.
Dial the following, replacing XX with 15, 20, 25 or 30 as the seconds:

TELSTRA NETWORK
   1. For example, to set your ring time to 30 seconds, enter:
      61*+6114130# then press call/send

OPTUS NETWORK
   1. For example, **61*321**XX# then press call/send