



# Zen and the art of Mobile Phone Repair



*Live vivid*

## Redmi Note 12

120Hz AMOLED display | 33W fast charging

The Problem: Cannot make or receive calls

# Troubleshooting

- Turned it off and on again
- Took the SIM card out and put it back in
- Changed the SIM card slot
- Tried different network settings (preferred network type, access point name, preferred network)
- Booted into safe mode
- Reset the network settings
- Tried going to a different country
  - Irish sim worked fine
  - Return flight: layover in Toronto, canadian sim worked fine too!
  - Back in Vancouver: Not working again.



# More Troubleshooting

- Random internet user: reverting Google app update worked for me (different phone, different network, different city)
- Clear cache of the Phone app
- Different version of the Phone app
- Tried my sim in friend's phone: works
- Tried Friend's sim in my phone: also works

Options not tried at this point:

- Factory resetting the phone
- Moving to a different carrier
- Buying a new phone
- Maybe I can live without calls? Just use Whatsapp?

Credit card got blocked for a legit transaction

# WirelessWave at UBC

- Moving to a comparable network would cost 70\$ one-time fee
- Try different SIM for same network -> 10\$
- Time to factory reset phone? Buy another?

# Zen and the Art of Motorcycle Maintenance

*'I remember holding my poncho over my head to keep the rain from the tank and rocking the cycle between my legs. Gas seemed to be sloshing around inside. I looked at the plugs, and looked at the points, and looked at the carburetor, and pumped the kick starter until I was exhausted. We went into the filling station, which was also a combination beer joint and restaurant, and had a meal of burned-up steak. Then I went back out and tried it again. Chris kept asking questions that started to anger me because he didn't see how serious it was. Finally I saw it was no use, gave it up, and my anger at him disappeared. I explained to him as carefully as I could that it was all over. We weren't going anywhere by cycle on this vacation.'*



# Zen and the Art of Motorcycle Maintenance

*'Two weeks after the vacation was over, one evening after work, I removed the carburetor to see what was wrong but stil couldn't find anything. To clean off the grease before replacing it, I turned the stopcock on the tank for a little gas. Nothing came out. The tank was out of gas. I couldn't believe it. I can still hardly believe it.*

*I have kicked myself mentally a hundred times for that stupidity and don't think I'll ever really, finally get over it. Evidently what I saw sloshing around was gas in the reserve tank which I had never turned on. I didn't check it carefully because I assumed the rain had caused the engine failure'*

# One last try

- Tried all the debugging steps one by one,  
Slowly and carefully
- Preferred network -> 3G
  - Signals disappeared after 30 seconds
- Hey that's another clue!



# No 3G in Vancouver?

- There's no 3G and no calling.
- Is my phone trying to use 3G for calling?
  - Yes
- Can my phone not use 4G for calls?
  - It should be able to
- Why is there no option for Voice over LTE on my phone?



**gogocar62**

XM12 Tester

0F0  
013

22 Apr 2021

0F0  
181

5,123

0F0  
538

322

25 Jun 2024

0F1  
514 #2

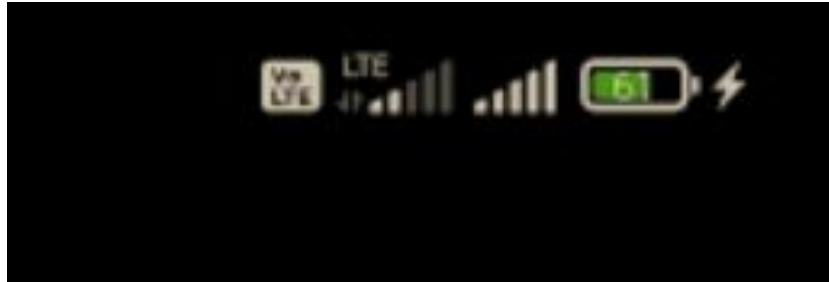
1. Enter the string \* \* \* **86583** \* \* \* in the field for dialing numbers, a message will appear after the last character, which must end with DISABLE. If ENABLE, we repeat the string again. This will allow VoLTE because this menu is hidden by default.

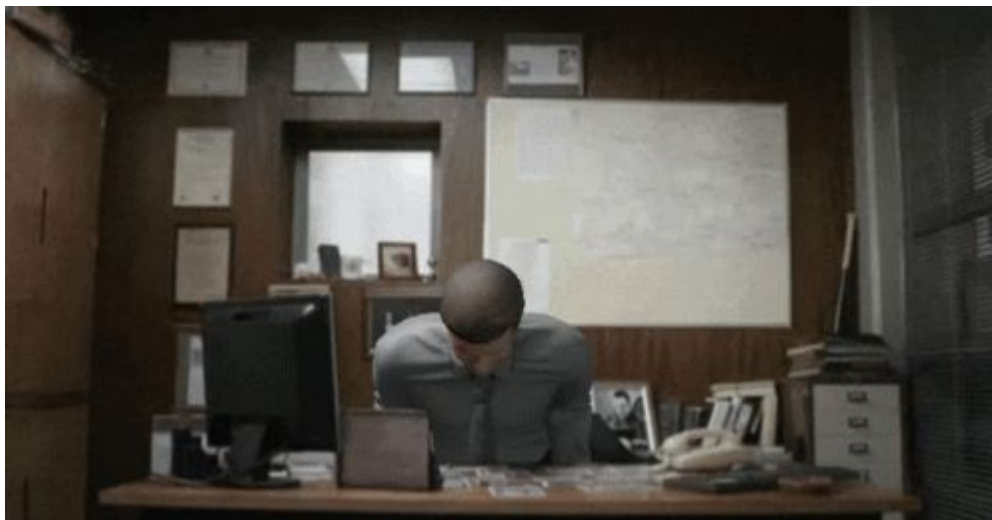
2. Enter the string \* \* \* **869434** \* \* \* as above, again the message with DISABLE must appear at the end. We have enabled VoWIFI.

 Mamdouh

# Here we go

- Dialed \* # \* # 86583 # \* # \*
  - Popup: VoLTE option enabled !
- Go to settings -> Use VoLTE option





It worked!