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The SMS verification code did not arrive: what to check, on your side and the customer's

WhatsApp & APIs

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https://www.my.mozout.com/knowledgebase/8064

The SMS verification code did not arrive: what to check, on your side and the customer's

WhatsApp & APIs Created on **November 13, 2026** 3 min read



The short answer: when a customer says the code did not arrive, check your own side first: the key (a Sandbox key sends nothing), the response to the request, the number and the SMS balance. Then look at the code's status with `GET /v1/sms/otp/{id}`. Only then move on to the customer's phone: signal, SIM, blocked messages. And do not allow endless resends: each new code cancels the previous one.

On your side

Check	How	If this is it
Is it a Sandbox key?	The response shows `"mode": "sandbox"` and `"simulated": true`	No SMS goes out in the Sandbox. Use a `prod_` key
Was the request accepted?	The HTTP code: `201` means accepted	A `403` or `422` sent nothing; read `error.code` and `details`
Is the number right?	The `to` field shows the masked number	One wrong digit sends it to someone else. Sending is only to Mozambique and Angola
Are there credits?	`GET /v1/sms/balance`	Buy credits on the SMS page in My MozOut
Is the sender approved?	`GET /v1/sms/senders`	The `sender` must be approved for the number's country; without it NETMSG is used
Did another code go out later?	`GET /v1/sms/otp/{id}`: status `cancelled`	The customer is looking at an old SMS; only the latest works

Verification codes are not listed among the API's messages (`GET /v1/sms/messages`). To look up a code, always use `GET /v1/sms/otp/{id}` with the `id` you kept.

On the customer's side

1. **Signal.** Without mobile signal the SMS waits. It needs no internet or apps, but it does need a network.
2. **The right SIM.** On a dual-SIM phone, the code goes to the number that was typed, which may not be the main card.
3. **Blocked or filtered messages.** Some SMS apps hide messages from unknown senders in a separate folder.
4. **Full memory** or a message inbox at its limit, on older phones.
5. **Wait a little before asking for another.** Pressing “Resend” several times brings several SMS, and only the last one works.

Resending has rules too.
`/resend` only works for `pending` or `expired` codes, and attempts already used do not come back. If the code failed or was cancelled, request a new one with `POST /v1/sms/otp`. See **resending, cancelling and replacing a code**.

If none of this explains it
, **open a support ticket** with the code's `id` (`otp_...`), the time it was sent and the `X-Correlation-ID` from the response. Never send the API key: support does not need it.

NEED A HAND?

A code still not arriving after checking everything? Open a support ticket with the code id.

Open a support ticket →

SEE ALSO

- **Resending, cancelling and replacing a verification code: what happens to the old one** →
- **Verification code statuses: pending, verified, expired, failed and cancelled** →

- Reading the verification API's answers: valid false, 409, 422 and 429
- The code entry screen: the field, a countdown, attempts left and clear messages
- Testing SMS verification in the Sandbox: the code comes back in the response
- SMS API errors and message statuses: what each one means and what to do

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