AI Powered Knowledge Engine – Support Knowledge Base
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Category: Battery Issues

Problem: iPhone battery drains quickly. Solution: 1. Reduce screen brightness. 2. Turn off Background App Refresh. 3. Enable Low Power Mode. 4. Check Battery Health in Settings. 5. Update iOS to latest version. 6. If issue persists, consider battery replacement.

Problem: iPhone not charging. Solution: 1. Check if charging cable and adapter are working. 2. Clean charging port. 3. Try wireless charging if available. 4. Restart iPhone. 5. If still not working, visit authorized service center.

Problem: Battery percentage stuck while charging. Solution: 1. Restart iPhone. 2. Try different charger and cable. 3. Update iOS. 4. Perform a force restart. 5. If still stuck, service battery.

Problem: iPhone battery drains fast after update. Solution: 1. Wait 1–2 days for indexing to complete. 2. Disable unnecessary background apps. 3. Reset all settings. 4. Reinstall iOS if issue persists.

Category: Network & Connectivity Issues

Problem: WiFi not connecting. Solution: 1. Restart router and iPhone. 2. Forget WiFi network and reconnect. 3. Reset Network Settings. 4. Update iOS. 5. If problem continues, contact Internet Service Provider.

Problem: Mobile data not working. Solution: 1. Ensure Mobile Data is enabled in Settings. 2. Check carrier settings update. 3. Restart iPhone. 4. Remove and reinsert SIM card. 5. Contact carrier if issue persists.

Problem: Bluetooth not connecting to devices. Solution: 1. Turn Bluetooth off and on. 2. Forget the device and reconnect. 3. Restart iPhone and accessory. 4. Reset Network Settings. 5. If still not fixed, check hardware.

Problem: AirDrop not working. Solution: 1. Ensure both WiFi and Bluetooth are enabled. 2. Make device discoverable (Contacts Only/Everyone). 3. Restart both devices. 4. Update iOS. 5. Try resetting Network Settings.

Category: Overheating Issues

Problem: iPhone gets overheated during use. Solution: 1. Remove phone case while charging. 2. Avoid heavy gaming/streaming for long periods. 3. Keep iPhone out of direct sunlight. 4. Update iOS to optimize performance. 5. If overheating persists, run diagnostic at service center.

Problem: iPhone overheats while charging. Solution: 1. Remove case while charging. 2. Use original Apple charger. 3. Avoid charging in hot environments. 4. Stop using iPhone while charging. 5. If overheating continues, service battery.

Problem: iPhone warms up during video calls. Solution: 1. Reduce screen brightness. 2. Ensure good internet connectivity. 3. Close background apps. 4. Update apps and iOS. 5. Take breaks to cool device.

Category: Performance Issues

Problem: iPhone running slow. Solution: 1. Close unused apps. 2. Clear Safari cache and browsing data. 3. Update iOS to latest version. 4. Restart iPhone. 5. Reset All Settings if issue remains.

Problem: iPhone freezes frequently. Solution: 1. Force restart device. 2. Free up storage space. 3. Update iOS and apps. 4. Reset All Settings. 5. If problem continues, restore iPhone.

Problem: Apps crashing often. Solution: 1. Update the app. 2. Clear Safari cache. 3. Restart iPhone. 4. Delete and reinstall app. 5. Report issue to developer.

Category: Display Issues

Problem: Screen unresponsive to touch. Solution: 1. Clean screen. 2. Remove screen protector. 3. Restart iPhone. 4. Update iOS. 5. If still unresponsive, service screen.

Problem: iPhone screen flickering. Solution: 1. Adjust brightness settings. 2. Turn off True Tone and Night Shift. 3. Update iOS. 4. Reset all settings. 5. Visit service center if persists.

Category: Sound & Audio Issues

Problem: No sound during calls. Solution: 1. Ensure volume is up. 2. Check mute switch. 3. Clean speaker grill. 4. Restart iPhone. 5. If still no sound, service speaker.

Problem: Microphone not working. Solution: 1. Check microphone permissions in Settings. 2. Restart iPhone. 3. Clean microphone opening. 4. Test with Voice Memos app. 5. Service microphone if faulty.

Category: Camera Issues

Problem: Camera not opening. Solution: 1. Close other apps using camera. 2. Restart iPhone. 3. Update iOS. 4. Reset All Settings. 5. Service camera if issue persists.

Problem: Blurry photos. Solution: 1. Clean camera lens. 2. Remove case blocking camera. 3. Tap screen to focus. 4. Update iOS. 5. Service camera if still blurry.

Category: App & Software Issues

Problem: App not downloading from App Store. Solution: 1. Check WiFi or data connection. 2. Restart iPhone. 3. Sign out and sign back into Apple ID. 4. Update iOS. 5. Reset Network Settings.

Problem: App Store not opening. Solution: 1. Restart iPhone. 2. Check Date & Time settings (Set Automatically). 3. Sign out and sign in Apple ID. 4. Update iOS. 5. Restore iPhone if still not working.

Category: Face ID & Touch ID Issues

Problem: Face ID not working. Solution: 1. Ensure camera is not covered. 2. Reset Face ID. 3. Update iOS. 4. Restart iPhone. 5. Service Face ID sensor if issue persists.

Problem: Touch ID not recognizing fingerprint. Solution: 1. Clean Home button. 2. Re-register fingerprint. 3. Update iOS. 4. Restart iPhone. 5. Service Touch ID hardware if still not working.

Category: Notifications Issues

Problem: Not receiving notifications. Solution: 1. Check Notification settings for app. 2. Ensure Do Not Disturb is off. 3. Restart iPhone. 4. Update iOS. 5. Reset All Settings.

Problem: Notifications delayed. Solution: 1. Ensure Background App Refresh is enabled. 2. Check WiFi/Data connectivity. 3. Restart iPhone. 4. Update iOS. 5. Reset Network Settings.

Category: Policy & Support

- Warranty: 1 year standard warranty from purchase date. - Replacement Policy: Devices with manufacturing defects can be replaced within 7 days. - Refund Policy: Refund only applicable if device returned within 7 days unused and sealed. - Escalation: If issue not resolved at customer support, escalate to authorized service center.