**手机FAQ 20条**

**What to do if I forget my unlock password?**

1. Generally, you can press the volume up button and the power button at the same time. You will enter the recovery mode and then choose the Restore Factory Settings.

Note: After restoring the factory settings, the data in the phone will be deleted.

1. For specific BV9700 Pro and BV9800 Pro smartphones, you can press and hold the power button and the volume down button at the same time in the shutdown state to clear EMMC.

**What to do if the phone has a signal but I can't make/receive calls?**

1. Check whether the number is in arrears, or check the mobile phone network information to confirm whether the non-G network card is used in your mobile phone. You can’t make calls with the non-G card.
2. Check the network type. Go to Setting > Wireless and Network Setting > Mobile Network > Network Type Selection. It’s recommended to choose the Auto Switch Network so you can avoid the situation that 3G/4G signal cannot be found in some areas.
3. If the custom phone card cannot be used, please try to replace the non-custom card.
4. Check whether a certain type of anti-virus or assistant software has the blocking function enabled and you can uninstall the corresponding APP or reset the phone.

**What to do if the phone has no signal or weak signal?**

1. Check whether you are at a place with poor network coverage, and compare other phones to see if the signal is also weak.
2. If the SIM card is invalid, there will be no signal. Remove the original SIM card and insert another into the same phone. If there is a signal, it proves that the original card is faulty. If not, it means that the phone is malfunctioning.
3. Type in \*#06# to see if the IMEI is missing.
4. Return the phone to repair if it’s the phone problem.

**How to solve the application error?**

1. It’s the third-party application. Unstall it and download on the app website.
2. Long press and enter into the application to find the storage. Then clean the storage and cache.
3. Enter Google account to update the apk.
4. If it’s the error from the apps that come with the system, just restore the factory settings or flash the phone.

**What to do if I cannot connect to the Internet suddenly?**

1. Check whether the mobile data has been used up. If it has nothing to do with the data, restart the mobile phone and verify it.
2. Check whether the APN parameters have changed (check with another mobile phone to verify)

**What to do if my voice cannot be heard when calling?**

1. The calling environment or the calling environment of the receiver is not good. You can check whether the phone has signal or not when you can't hear the sound. Change to a place where there is a signal and dial again.
2. If the mute permission is turned on for a mobile phone call, the receiver will not hear the sound. During the call, you can turn off the mute setting.
3. Use the phone recorder to check whether the microphone is broken. The pointer swings during recording, which means it is normal (you can check whether the receiver’s handset is silent). If it’s not, it means that there is a problem with the microphone and needs to be disassembled for repair.
4. If the pointer does not swing when recording, and it can be tested on the charging and speakers. If there is no sound, it means the cable is loose and you can go to the local repair shop for repair. If all are no problem, you can go to the local shop to repair the microphone. If the speaker has no sound but the charging is no problem, you need to return it for analysis.

**How to solve the problem that the batter power consumption is too fast?**

1. Check the battery usage in the upper right corner of the battery interface in the settings to see which apk is draining the phone’s battery. Then upgrade the apk and clean up the memory.
2. If the first method is invalid, you can restore the factory setting or flash your phone to verify. If it is still invalid, you can only send it back for repair.

**What to do if my phone cannot be turned on?**

1. Charge your phone for 4 hours and then turn on.
2. For the phones with removable battery, check whether you tear off the protective film of the battery. Remove the film and turn on the phone again.
3. For the phones with removable battery, check whether the battery is swollen. If yes, replace the battery.
4. Press the power button. If the screen has a faint light flicker, the phone can be upgraded.
5. Plug in the charger. If the mobile phone is hot at a certain location, it means there is a short circuit. Return the phone for repair.
6. For rugged phones with type-c interface, you can plug in the charger to check. If there is no response or if the charging light is on but with no charging current or the charging interface is oxidized when soaked in water, replace the small plate of the phone.
7. Check under the light whether there is Newton's rings on the screen of the mobile phone. If yes, repair the screen; if no, return it for repair.

**What to do if my phone cannot be charged?**

1. The charging cable is damaged. Replace it.
2. If the mobile phone has been soaked in water, and the water in the USB has been stored for a long time, it would be oxidized and moulded and result in poor contact or no charging. Just replace the small plate of the phone. (Only for the phones with type-c interface)
3. If the battery can be removed out. Short-circuit the positive and negative poles of this battery for 3 seconds to activate. Then you can charge it.
4. It’s caused by USB desoldering. Just go to the repair shop to dissemble and solder the USB.

**What to do if "Insufficient Memory" is prompted when installing an app?**

Insufficient memory may be caused by the phone memory being full when the third-party program is installed, which prevents successful installation. You can delete residues or useless files, and leave enough space for installation.

**How to solve phone crashing?**

1. Excessive applications run in the background and occupy too much running memory, which will cause the system to freeze or crash. Press and hold the power button for 10 seconds to restart.
2. Viruses in the mobile phone and pirated anti-virus software maliciously damage the system. In the case that the phone can be restarted, uninstall the relevant anti-virus software and clean the memory or reset the system.
3. There are too much files stored or apps installed in the phone. Just delete or uninstall some infrequently used data and apps.

**What to do if the phone runs slower?**

1. The more the phone cache, the smaller the remaining capacity, and the slower the phone, so you should clear the phone cache in time.
2. The lower the mobile phone configuration, the slower the running speed.

**What to do if my phone gets heat?**

1. The mobile phone running high-power applications (such as demanding games) will generate heat. If it is overheated, please pause it for a while before using it.
2. The heat dissipation effect of the mobile phone with the metal bottom case is higher than that with the plastic bottom case, so in general, the temperature of the metal bottom case will be higher than that of the plastic bottom case. The phone with metal bottom case will radiate the heat through the case and it heats up and dissipates quickly. If you find heat generation during use, it is recommended to clean the background of the phone and then let it stand for a period of time before running. If the temperature is high and you are worried, you can directly shut down the phone and place it on the cool and ventilate places like the floor for heat dissipation.
3. The phone will be very hot when it is running for a long time. At this time, you need to close some running apps (such as games, videos, music, etc.)
4. Remember not to use the mobile phone when charging, let alone charging while talking, because playing while charging can cause great damage to the battery, and the heat emitted by the phone at this time is much higher than the heat emitted during normal use.
5. Using the mobile phone under the sun or on a quilt will cause more heat than normal. Under the sun, the heat will be absorbed by the phone; on a quilt, it’s easy to generate accumulated temperature and cause heat.

**What to do if the touch screen is malfunctioning?**

1. If the touch screen fails during charging, it’s caused by the unstable voltage brought from the non-original charger. Just replace the original charger.
2. Static electricity can cause the touch screen to be insensitive. Just turn on and off the phone twice to discharge static electricity.
3. The screen protective film causes the touch screen to be insensitive. Just remove the film.
4. Open the line drawing verification in the developer options to see if there is a report point on the interface. If there is no response on the report point interface, it’s the software problem. If the drawing line is disconnected, the deviation is large or the point is not reported, it means that the screen is broken, and it needs to be replaced.
5. It’s caused by the software in the system. Flash the phone to solve.
6. TP is damaged and replace it.

**What to do if the phone button are malfunctioning?**

1. First make sure whether the external buttons are stuck or pressed to death. Press it a little bit harder (only press with your finger pulp) to bounce it back.
2. The FPC plate of the buttons is broken. Replace and repair.

**What to do if I cannot start the phone camera?**

1. It may be that the cable of the camera has fallen loose. Disassemble and reinstall to solve it.
2. The camera itself is damaged. Replace the camera.

**What to do if the phone keeps restarting？**

1. Long press the power button to force shutdown and then power it on.
2. Long press the power button to shut it down and go to the local repair shop for repair.
3. If it cannot be solved, return it for repair.

**How to solve insufficient voicemail memory?**

1. Check whether there is insufficient memory in the phone's memory. If yes, please clean the memory and then verify.
2. If there is sufficient memory in the phone, call the operator to check the memory capacity of the voice mail box.

**What to do if the SD card cannot be recognized?**

1. Please make clear your SD brand, type and capacity. Then consult the customer service staff to solve.
2. Replace another SD card for verification, and place the unrecognized SD card on other mobile phone for verification.
3. It may be the SD card holder problem or card tray problem.

**What to do if I enter the recovery mode?**

Select POWER OFF with the volume down button and then confirm with the power button.