

# Conversation History

**CHAT STARTED AT Mon Oct 01 2018 20:03:01 GMT+0530 (India Standard Time)**

MYLYF :Welcome to MYLYF our chat expert will be with you asap  
**Time :08:03 PM**

Please save this SessionID **00037aDU0XH57EF3** .

Me :hi  
**Time :08:03 PM**

Me :My jio phone is not working properly  
**Time :08:04 PM**

Satish Sharma :Hi there! This is Satish Sharma. How may I assist you?  
**Time :08:05 PM**

Satish Sharma :Hi  
**Time :08:05 PM**

Satish Sharma :Hello! Welcome to LYF care. My name is Satish. How may I help you?  
**Time :08:05 PM**

Satish Sharma :I request you to briefly explain the issue you are facing with your device.  
**Time :08:07 PM**

Me :network signal are not at all showing in phone  
**Time :08:09 PM**

Me :previously this was not issue  
**Time :08:09 PM**

Satish Sharma :In order to resolve the issue, I request you to reboot your device by pressing power + volume up/down key together for 20 to 30 seconds.  
**Time :08:09 PM**

Satish Sharma :I also request you to upgrade your device software to the latest version.  
**Time :08:09 PM**

Me :i purchased phone on may  
**Time :08:09 PM**

Satish Sharma :To update the software, I request to use the simple steps below: 1: Tap on Applications icon. 2: Tap on Settings icon. 3: Tap on about phone. 4: Tap on System updates. 5: Tap on Wireless update. 6: Tap on Check for updates.  
**Time :08:09 PM**

Me :will it work?  
**Time :08:10 PM**

Satish Sharma :Yes  
**Time :08:10 PM**

Me :have you encounter any issue like this before  
**Time :08:10 PM**

Satish Sharma :If the issue persists, I request you to visit the nearest service center to get your device checked by our technical experts.  
**Time :08:10 PM**

**Time** :08:10 PM

Satish Sharma :Rest assured, our device specialist at the service center will assist you to get the issue resolved at the earliest.

**Time** :08:10 PM

Satish Sharma :If you are unaware of the nearest service center, I request you to help us out with the location so that we can guide you to the service center.

**Time** :08:10 PM

Me :what is the service centre name

**Time** :08:11 PM

Me :?

**Time** :08:11 PM

Satish Sharma :I request you to help us out with the location so that we can guide you to the service center.

**Time** :08:11 PM

Me :Bhopal

**Time** :08:11 PM

Me :Geet Mohini Phase 6

**Time** :08:11 PM

Satish Sharma :I will take a minute to check this information.

**Time** :08:11 PM

Me :okay

**Time** :08:11 PM

Me :u there?

**Time** :08:13 PM

Satish Sharma :Thank you for being on wait.

**Time** :08:13 PM

Satish Sharma :1. Service Center : IIFloor,EarningPoint,MandakiniSquare,KolarRoad Bhopal  
Landmark : MandakiniSquare,KolarRoad,Huzur, Time : 10.30 am - 6.00 pm Days : Mon-Sat 2.

Service Center : SuriArcadePlotNo.7,Sawan

Nagar,1&2FloorNearHalalpurBusStand,Lalghati,Bhopal Landmark : NearHalalpurBusStand Time :  
10.30 am - 6.00 pm Days : Mon-Sat

**Time** :08:13 PM

Satish Sharma :Please note that service centres will be closed on 2nd October.

**Time** :08:14 PM

Me :okay cool :)

**Time** :08:14 PM

Me :no fees would be charge i guess

**Time** :08:14 PM

Satish Sharma :Is there anything else I may assist you with?

**Time** :08:14 PM

Me :as phone is in warranty

**Time** :08:14 PM

Satish Sharma :Please be advised, any physical damage, Liquid damage, connector damage and any kind of unauthorized opening is excluded from warranty or replacement and is repaired only on chargeable basis.

**Time** :08:14 PM

Me :okay

**Time** :08:14 PM

Satish Sharma :Is there anything else I may assist you with?

**Time** :08:15 PM

Me :these thing are not happened only network issue

Me :no  
**Time** :08:15 PM