

Phone _TS

1. UNABLE TO TURN ON PHONE

Solution:

1. Is phone is charged or not? Find out if there is any led or battery icon notification
 - a. Use an original charger
 - b. Try charging the phone using another charger or any standard charger
 - c. If the phone has not been used for a long time, charge it for 30 minutes to 1 hour to see if it helps
 - d. On pressing the power button, find out if the phone is still at the Mi Logo or if it does not show up anything. If the device is stuck at Mi Logo, please use the 'Device Stuck at Mi Logo' article.
 - e. Check if the device is recognized when connected to a PC
 - f. Charge the phone continuously for 4-5 hours.
Check if the battery symbol is showing up or not. If yes, then try to power ON the phone if it helps.
2. Try entering into recovery mode and check if the device turns on
 - a. Press Volume up + Power button simultaneously > Enter to recovery mode >- will get three options (Wipe all data + Reboot + Back to main menu) + Then tap on Wipe all data with the help of volume up and down buttons >Then tap on wipe all data > Device will get on (But all the data will erase)
3. If all the above steps fail, visit a service center nearby along with the invoice copy.
4. Please note: If a backup isn't taken prior to the issue occurring and the phone isn't turning on, there will be a chance of losing the data present on the phone.

2. BATTERY DISCHARGING QUICKLY

The following things can drain your phone's battery real quick

1. Check if GPS, Bluetooth, Wi-Fi, or Mobile Data is always on even when not required, if so please turn off Mobile Data, Wi-Fi, Bluetooth or GPS when they are not in use.
2. If Screen Brightness is always set to high then please Set the Screen brightness to auto. To do so, go to Settings > Display > Brightness level > Enable Automatic brightness.
3. Check if the software is up to date. To keep your phone updated go to Settings > About Phone > Tap on the MIUI Logo > Check for Updates > Download if the update is available
4. Apps consume battery in the background
 - Apps consume battery in the background, to eliminate that Open a recent screen and clear all apps. To go to the recent screen page if the navigation buttons are on, tap on the Options button at the bottom of the screen.
 - To go to the recent page if the Full-screen gestures are on, press and swipe up from the bottom of the screen to the center of the screen. (Press The X icon on the bottom to clear all the running applications)
 - Open the Security app, go to Battery & Performance, and enable Battery Saver. To adjust Battery saver settings, tap on the Settings symbol at the top right of the same page, and customize it the way you want
 - Security App > Battery & Performance > App Battery Saver > Select App > Select appropriately from the available options(Battery Saver- Recommended)/ Restrict Background Apps/ Restrict background activity)
 - You can also use “**Ultra Battery Saver**” under the same page which will drastically improve your battery performance, but with limited access to apps.
5. Check for network fluctuation if observed talk to the network provider as this may cause battery to drain.
6. Check for any hardware issues by doing a hardware test on the battery health * # * #6485# * # *
7. Check the battery health - GOOD or BAD.

3. CAMERA APP NOT WORKING

1. Which camera is not working (Front Camera or Rear camera)
2. Check if the camera is not working in any third-party app or in the default camera app
 - If it is not working in third-party apps, enable permissions for the camera if it's not done already
 - Go to **Settings > Apps > Permissions > Permissions > Camera > Enable permissions for the apps that are not working due to permission issue**
3. Check if the camera is not opening or if the images taken are blur
4. Is there an error message popping up?
5. Clear the data and cache of the camera app which helps to reset the settings of the camera app.
 - **Settings>> Apps>> Manage Apps >> Camera>> Tap on clear data > Select Clear all data/cache (clearing data will not erase data on Gallery/Album).**
 - **To reset the setting of the camera app (Settings<Apps<Manage Apps >Tap on right side 3 dots > Reset app preferences > Reset App [Note this step will only reset the settings , not the data]**
 - Launch the security app on your phone > **Cleaner > After scan please select the Clean up option.**
6. After performing the above steps, check if the camera is working.
7. If the above steps fail, then perform a hardware test for Camera not working
Open dialer>>Type * # * # 6484 # * # * >> Select **the camera that is not working**, and **check if the camera is working.**
 - If the Hardware test fails, visit the service center
 - If the camera is working fine in the hardware test, then follow the below steps.
8. Take a backup and factory reset the phone. Also, to transfer the backup files to an external device

If all the above steps fail, please visit a Service Centre nearby. Do not forget to take a backup of all the files and transfer it to an external device before visiting the Service Centre along with the invoice.

4. DEVICE OVERHEATING FOR NO REASON

- Check if the device is heating in normal conditions or using any particular application/game
- Check if the device is heating while watching online videos
- Ensure using the device in an area where the cellular network is weak or very frequently changing the network bands (2G/3G/4G/5G)
- Ensure not to use the device in the region where the ambient temperature is high
- Ensure to use the original Adapter

Resolution:

- Turn off the BT/GPS/Wi-Fi **when not in use** as the device will keep on searching the nearby BT and Wi-Fi devices if it is ON
- Turn off the Auto Start for applications that **are not used frequently**. (AutoStart feature automatically starts the applications in the background which will consume battery also and the processor comes in the picture to run the application in the background)

Go to Settings > Apps > Permission > Autostart

Clear the cache automatically when the device is locked

Go to Settings > Battery & Performance

Select the gear (setting) icon on the right top of the screen

Select the option *Clear cache when the device is locked* and set the time as per requirements

- Clear the background applications manually
- **Tap on the menu icon on the home screen and clear the background applications**
- Update the device to the latest MIUI version (Updated versions come with better features and functionality to improve the overall device performance)
- Use the OEM(Original) Adapter and USB cable to charge the device
- Perform the battery optimization also as it will close the applications which consume excessive power

Go to Settings>>Battery & Performance

It will scan and display the applications which are consuming excessive power

- Turn on the battery saver option (it will restrict the activity of system apps, freeze apps in the background, clear the cache whenever the device is locked, and also turn off the background service like Sync/GPS to save battery)
- **Go to Settings>>Battery & Performance.**
- **Turn ON the Battery Saver option**
- You can also use “**Ultra Battery Saver**” under the same page which will drastically improve your battery performance, but with limited access to apps.

Go to Settings>>Apps>>Manage Apps>>Select the particular application which is no longer in use

Tap on the Force stop option to stop the particular application

- Check the battery temperature (This will help to understand the device temperature)
 - Dial * # * # 6484 # * # *
 - Select Battery option
 - If the device temperature is less than 47 degrees then up to 47 degree Celsius is considered to be the normal operating temperature for smartphones
 - If it is 47degrees and the device is in a hot environment let the device cool by itself & operate it where the temperature is normal.
- If the above steps don't work, take the full data backup and perform the factory reset. (Transfer the backup file to external storage)
- If the device continues to heat up above 47 degrees, visit the service center along with the Invoice

5. PHONE LAGS DURING NORMAL USAGE

Please identify if there is a lag on the device when a certain application is being used or if it is observed even during normal use.

If lag is observed when a particular app is being used, follow the steps below:

1. Go to Settings
2. Tap on "Apps"
3. Select 'Manage Apps
4. Select the app that is causing the problem
5. Tap on the "Clear data" button. This will clear all app data and it will now behave like a newly installed app.
6. Check for that application's latest update on Play Store. If the - has installed an apk from somewhere else, ask him to download the latest version from the source & check. At times, .apk files are not fully compatible with the device

If the issue still persists, uninstall & re-install the application from the Play Store.

If the issue is observed during normal use circumstances, please follow the steps below:

1. Check for the version of MIUI the device is currently on. If on an older version, use the updater app and update to the latest version of MIUI. If this problem occurred after a recent system update & if it is a known issue, wait for the next software release.

To check for updates, go to Settings > About Phone > MIUI Version logo > Check for Updates

2. Stop unnecessary background applications

Settings > Apps > Manage apps > Choose the unnecessary app (there will be a green/blue broken line-circle or it will have 'Running' for an app running in the background) > Tap on Force Stop

3. Delete cache data by opening Security > Select the Trash Can Icon (Cleaner) and clear all unwanted things

4. Turn off Auto Start for occasionally used apps

Security App >> Manage App>> Permission>>Auto Start >> Turn Off Auto Start

5. Certain 3rd party apps like anti-malware/spyware apps are known to slow down the performance of a device due to multiple threads running in the background always. Try uninstalling such apps & check if it helps. Also, when multiple such apps are installed, the system performance will be poor.

If you continue to face lag issues, then take a back up all data and perform a "Factory Reset".

Ensure to transfer the backup file to a computer/removable storage device before doing a factory reset

6. Unable to connect to WiFi :

- SCENARIO 1: If the Wi-Fi switch doesn't respond when you try to turn it on or off, try the following to troubleshoot.

- OPTION 1: Restart your phone and see if the issue is resolved.
 - STEP 1: Rebooting the device by long-pressing the Power button
 - STEP 2: Tap on "Reboot"
- OPTION 2: Reset the Wi-Fi settings on your phone.
 - STEP 1: Tap on "Settings"
 - STEP 2: Tap on "Connection & sharing"
 - STEP 3: Tap on "Reset Wi-Fi, mobile networks, and Bluetooth"
 - STEP 4: Tap on "Reset settings"
 - STEP 5: Tap on "OK"
- OPTION 3: If the previous step test fail, perform Hardware test.
 - STEP 1: Tap on "Dialer" app.
 - STEP 2: Dial ***#6484#*** and start the hardware test
 - STEP 3: Tap on "Wi-Fi AP Scan"

If the test result is Pass, there's no issue with the Wi-Fi Module on your phone.

- OPTION 4: If issue still persist after performing previous steps, please take backup and reset your phone.
 - STEP 1: Tap on "Settings"
 - STEP 2: Tap on "About phone"
 - STEP 3: Tap on "Backup and restore"
 - STEP 4: Tap on "Mobile device"
 - STEP 5: Tap on "Back up"
 - STEP 6: Tap on "Finish". It will show the warning symbol, if the app is not supported to back up.
 - STEP 7: Come back to "About phone screen"
 - STEP 8: Tap on "Factory reset"
 - STEP 9: Tap on "Erase all data"
 - STEP 10: Tap on "Next" button.
 - STEP 11: Tap on "OK" button.

Now the Phone is reset.

If the hardware test fails, ask the - to visit a service center nearby along with the invoice.

- SCENARIO 2: If the Wi-Fi signal is poor and the Wi-Fi icon is displayed, it may be due to one of the following reasons:
 - OPTION 1: There is an object blocking the router or the phone is too far from the router. Please move the router somewhere closer to where you are using your phone.
 - OPTION 2: Metal and magnetic materials can interfere and even block the wireless signal. If you are using a metal or magnetic case or a magnetic phone holder, please remove them and try to connect to the Wi-Fi network again.
 - OPTION 3: Reset the Wi-Fi settings on your phone.
 - STEP 1: Tap on "Settings"
 - STEP 2: Tap on "Connection & sharing"
 - STEP 3: Tap on "Reset Wi-Fi, mobile networks, and Bluetooth"
 - STEP 4: Tap on "Reset settings"
 - STEP 5: Tap on "OK"
 - OPTION 4: If the above step doesn't help, please restart your router & phone to check if it helps.
 - OPTION 5: If the Wi-Fi signal is still poor even when the phone is next to the router, the Wi-Fi function of your phone may be faulty.
 - OPTION 6: If the issue still persists after performing the previous steps, please take a backup and reset your phone.
 - STEP 1: Tap on "Settings"
 - STEP 2: Tap on "About phone"
 - STEP 3: Tap on "Backup and restore"
 - STEP 4: Tap on "Mobile device"
 - STEP 5: Tap on "Back up"
 - STEP 6: Tap on "Finish". It will show the warning symbol, if the app is not supported to back up.
 - STEP 7: Come back to "About phone screen"
 - STEP 8: Tap on "Factory reset"
 - STEP 9: Tap on "Erase all data"
 - STEP 10: Tap on "Next" button.
 - STEP 11: Tap on "OK" button.

Now the Phone is reset.

If the hardware test fails, ask the - to visit a service center nearby along with the invoice.

- SCENARIO 3: If the Wi-Fi signal is fine, but the network speed is slow, it may be due to one of the following reasons:
 - OPTION 1: Wireless signal interference:
 - If you are transferring the files by Bluetooth, playing music on a Bluetooth headset or speaker, and using a Bluetooth-related function, please disable Bluetooth which can help to improve the network speed.
 - OPTION 2: Devices connected to the router:
 - Check if more devices are connected to the same Wi-Fi network. This may impact the bandwidth offered on the device you are using. Try disconnecting other devices connected to the same Wi-Fi network and check if the speed increases.
 - OPTION 3: Speed Test: (ensure Wi-Fi is connected)
 - Perform a speed test on your phone's browser to check the speed offered. Please contact the broadband operator if the speed shown is too low.
 - OPTION 4: If the issue still persists after performing the previous steps, please take a backup and reset your phone.
 - STEP 1: Tap on "Settings"
 - STEP 2: Tap on "About phone"
 - STEP 3: Tap on "Backup and restore"
 - STEP 4: Tap on "Mobile device"
 - STEP 5: Tap on "Back up"
 - STEP 6: Tap on "Finish". It will show the warning symbol, if the app is not supported to back up.
 - STEP 7: Come back to "About phone screen"
 - STEP 8: Tap on "Factory reset"
 - STEP 9: Tap on "Erase all data"
 - STEP 10: Tap on "Next" button.
 - STEP 11: Tap on "OK" button.

Now the Phone is reset.

- OPTION 5: Reset the Wi-Fi settings on your phone.
 - STEP 1: Tap on "Settings"
 - STEP 2: Tap on "Connection & sharing"
 - STEP 3: Tap on "Reset Wi-Fi, mobile networks, and Bluetooth"
 - STEP 4: Tap on "Reset settings"
 - STEP 5: Tap on "OK"

7. APP CRASHING/LAGGING

Identify whether the app crashes while using a particular app under normal use circumstances.

If the issue is caused while using a particular app, please follow the below steps:

1. Reboot the Device -Rebooting the device will close all the running apps & processes,
2. Check for System Updates -Settings > About Phone > Tap on the MIUI 12 Logo > Check for Updates > Download if the update is available.
3. Check for App Updates -Play Store > Tap on the "More" Option (on the top left corner)> My Apps & Games > Check for Updates>Update the apps, if any updates available
4. Check Storage and free up space -<10% of free storage space may cause instability issues.

(To clean up the storage files, navigate to Security > cleaner> clean up)

5. Force Stop the application which is crashing -Force stopping an app will completely shut the app down and stop any background services that may address the symptoms

Settings > Apps > Manage Apps>Tap and Open the app which is crashing > Force Stop
Or

Open security app> Manage Apps > Tap and Open the app which is crashing > Force Stop

6. Clear app cache -Deletes the stored cache files

Settings > Apps >Manage Apps> Tap and open the app which is crashing> Tap on Clear Data >Select Clear cache

Or

Open security app> Manage Apps> Tap and Open the app which is crashing > Tap on Clear Data >Select Clear cache

7. Clear app data -Deletes stored data that may have become corrupted or causing a conflict

Settings > Apps > Manage Apps > Tap and open the app which is crashing> Tap on Clear Data > Clear All data

Or

Open security app> Manage Apps> Tap and Open the app which is crashing > Tap on Clear Data > Clear All data

8. Uninstall and Re-install the apps - This is not a fix, but removing the app that is misbehaving should address the symptoms.

Note: For Built-in apps - Uninstall the updates & retest. If the symptoms continue, disable the app.

If the app still continues to crash, report in the Feedback app, and you can also report it to the app developer via Google Play Store.

8. NO NETWORK SIGNAL ON THE PHONE

No network signals/SIM card not getting detected

1. Enable Airplane Mode and disable it once and see if it makes any difference
2. Restart the phone once. If it doesn't help, then check if the sim card is inserted properly in the SIM card slot. Try interchanging the sim positions in the sim tray of the phone (if the phone has 2 sim slots).

Also, check if the MIUI is updated on the phone. To do so, go to Settings > About Phone > Tap on the MIUI 12 Logo > Check for Updates > Download if the update is available
3. Check the region selected on the device: Settings >> Additional Settings >> Region >> India.
4. Check by selecting the network manually: Settings>> SIM Card and Mobile Network >> Select SIM >> Mobile Network >> Select Network Automatically (Toggle Off) >> Choose Network Manually>>Next>>Select the Operator Name (Ask the - to select Operator Name whose Network is provided by SIM operator in your location)
5. Check if the same SIM is working in another mobile phone, and also ask the - to insert different SIM cards in this phone and check if it works (If identified SIM as defective - then contact the service provider for SIM change process)
6. Check the status of the SIM card by opening the dialup interface and enter the following code.
7. Hardware Test - Dial *##6484##* >> SIM Test >> Pass/Fail

Tap on SIM Detect or SIM Test option. If it says Sim inserted in the slot number where the sim card is actually inserted, then the hardware is fine. If not, then it is a hardware issue.
8. If the hardware test is pass, then backup all the data and perform a "Factory Reset". Please don't forget to transfer the backup file to a computer/removable storage device before doing a factory reset.
- 9.If the reset does not help, then the device needs to be taken to the nearest Authorized Service Center

MiUi Version Update Status/Factory Reset:

1. If this problem occurred after a recent system update, follow these steps - check if the - has received any update of MIUI in System Updates

System Update: Settings > About Phone > Tap on the MIUI 12 Logo > Check for Updates > Download if the update is available
2. If an update is not available or the problem is not resolved post-update then Factory Data Reset and Backup process to be followed
3. Factory Data Reset: Settings >> About Phone >> Factory Reset>> Erase all data>>Reset Phone (First suggest - take external data back up before following Factory Reset procedure)
4. To take a backup: Settings >> About Phone >> Backup & Restore >> Select the method of backup
 - a) Local: Mobile device / Computer. If the backup file is stored in the mobile, do not forget to transfer to an external storage/computer device before factory reset.
 - b) Xiaomi Cloud> Sign in to Xiaomi Cloud if you haven't and later take a backup
 - c) Google backup > Backup account
4. If the issue still persists, please walk upn to the nearest Service Centre

9. PHONE LOCKED WITH MI ACCOUNT

Device is locked with Mi ID & phone is asking for Mi Acc password. In case a - forgot the screen lock password or pattern, refer to Screen Lock FAQs article.

How to activate a device that is locked with a Mi ID?

1. Connect your device to Wi-Fi or Mobile Data by sliding down the notifications bar
2. Enter the password of the Mi ID shown on the screen
3. If you don't remember the password, you can reset the password on <http://account.xiaomi.com>
4. If you don't have access to your login credentials, please visit the nearest service center with original invoice of the device and govt. issued ID proof.

First confirm whether you have used the Power charger & Charger cable, which was Provided in-box

1. **Please Check the plug socket outlet is working fine or not, also double confirm with some other**

Devices, like a lamp

2. Check the power charger cable, to whether any crush or damage in the cable
3. Check the Type C Port of the device, whether its dust free on
4. Also check the Type C Port of the device, whether any damage or not
5. Connect the power charger to device (more than 05 mins), and then check whether device is

getting charging or not

6. If still issue is observed in the device, contact ASC

10. 5G NETWORK NOT WORKING

This is applicable only for below mentioned query.

A. Network band auto switching 4G to 5G and after reboot again network comes on 5G.

B. 5G network is not showing in phone.

- Please check on Jio or Airtel app if the handset supports 5g
- Please check with the Network service provider
- Make sure SW is updated
- Make sure the specific location (Not only the city) supports 5G
- Setting>>sim card and mobile network>>prefer network type >>SELECT prefer 5g
- Setting>>sim card and mobile network>>advanced setting >>SA mode >>Turn on
- If SA MODE OPTION is not available activate it with code `*##726633##`
- Removing and Reinsert the sim card check helps

Additional information: Everything is OK from the SIM provider and still 5G is not working in 5G supportable phones then visit ASC to get it check.

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11. UNABLE TO UPDATE/FLASH THE PHONE

First steps

1. Go to Settings
2. Then click on About Phone/MIUI Logo / Check for Updates/update file is visible and update it

Second step (Manually steps)

Go to Settings

Select About Phone

Tap on MIUI logo

Tap on 3 Dots on the top right corner

Select "Choose Update Package"

Browse the file if available and select the same

Confirm reboot then wait until the phone gets rebooted, generally, it takes around 15-20 minutes for the first boot after manually updating

Note: Do not disturb while updating the device and internet/Wi-Fi connectivity should be high while updating the device

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12. DEVICE NOT CHARGING

Ensure to use the device's Power charger & Charger cable, which was

Provided in-box

Please Check the plug socket outlet is working fine or not, also double confirm with some other

1. Devices, like a lamp
2. Check the power charger cable, to whether any crush or damage in the cable
3. Check the Type C Port of the device, whether it dust free or not
4. Also check the Type C Port of the device, whether any damage or not
5. Connect the power charger into the device (more than 05 mins), and then check whether device is

getting charging or not

If still issue is observed in device, then visit service center

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13. PHONE STUCK IN MI LOGO

1. Try rebooting the device by long pressing the PWR button.
 2. If the problem persists, turn off the device by long pressing the PWR button.
 3. Now, press & hold the Volume Up key + Power key (Let go of PWR button once Mi logo is visible, else the device will continue to reboot)
 4. You will now enter Recovery Mode. You will now have to wipe all data and check.
 5. If touch screen does not work in recovery mode, use the **Volume keys** to navigate, and **Power button** to select
1. Navigate to Wipe Data > Wipe All Data > Confirm. Data will be wiped off from the device.
 2. Check whether the device is booting or not after the Wipe Data is complete.
 3. If not, there can be a problem with the device the please visit the Service Center to get it checked for any Hardware/Software issue.

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14. PIN/PASSWORD/PATTERN NOT WORKING

Forgot/Remove Lock Screen Password

How to remove the screen lock on Xiaomi devices?

• Wipe the device from Mi Cloud:

Perform this step only if all the following conditions are true:

1. The device should be logged into a Mi Account
2. Ensure to remember the Mi Account login credentials
3. Ensure the device is connected to the internet.

Wiping the device via Cloud will factory reset the device and the pattern/pin/password will be removed. However, the device will be signed-in with the Mi Account. Ensure to enter the Mi Account Password during the setup process to unlock the device.

Please note that this will erase all the data on the device.

1. Open i.mi.com
2. Sign in with your MI account which is signed in the device
3. Select Find device option

You will see your device linked with same MI account

1. Click on X device
2. You will find the below option:
 - a. Click on Erase Data option.

• Erase the device from Android device Manager:

Perform this step if MI account is not signed in on the device and all the following conditions are true:

1. The device must have been signed into a Google account
2. Ensure to remember the Google account login credentials
3. The Device is connected to the internet.

Erasing a device via Android Device Manager will factory reset the device and the pattern will be removed. However, the device will be locked with the Google Account. Now enter the Google Account Password during the setup process.

Please note that this will erase all the data on the device.

1. Open android.com/find and sign in to your Google Account.
2. If you have more than one device, click the locked device at the top of the screen.
3. Now click on the Erase Device option.

Step 3:

Option - 3 Recovery Mode Method

Use this method if - is unable to perform the above mentioned steps (Mi Account or ADM)

1. If the device is ON, attempt force-shutdown by pressing & holding the power key for 5 seconds & then tap on Power Off
2. Now press and hold "Vol+" & "Power Key" and as soon as the MI logo appears on the screen, let go of the power button. You will see either of the following options:

After the reboot, the following options will be available. On this screen, Touch Panel won't work hence use the Volume buttons to navigate Up & Down press Power button to confirm on an option:

Please note - The device will still ask for Google & Mi account passwords if these accounts were signed-in earlier. This process will also result in the loss of phone data.

Flash the device using the MI Flashing Tool:

Perform this step only if all the following conditions are true:

1. The device has been logged into a Mi Account
2. Ensure to remember the Mi Account login credentials

Perform this step if the device bootloader is already unlocked and you must be aware of the Fastboot flashing process. Flashing the device will remove the pattern. However, the device will be locked with the Mi Account. Enter the Mi Account Password during the setup process.

Request for unlocking permission on this site: <http://en.miui.com/unlock/> with valid and elaborated reason to unlock the device.

Please note that this will erase all the data on the device

Recovery mode: (Works on all devices)

One can use the recovery mode to wipe the user data to remove the pattern lock from the device. Erasing the user data via recovery mode will factory reset the device and the pattern will be removed. However, the device will be locked with the Mi Account. The - has to enter the Mi Account Password during the setup process.

Please note that this will erase all the data on the device.

If none of the above troubleshooting steps resolve the issue, ask the - to visit a service center. The SC will charge Rs.150 to flash the device. Flashing the device will remove the pattern. However, the device will be locked with Mi Account. Enter their MI Account Password during the setup process.

Please note that this will also erase all the data on the device.

If none of the above troubleshooting steps resolve the issue, ask the - to visit a service center. The SC will charge Rs.150 plus service charges and taxes to flash the device. Flashing the device will remove the pattern. However, the device will be locked with Mi Account. Enter their MI Account Password during the setup process.

Please note that this will also erase all the data on the device.

15. TOUCH SCREEN ISSUE

1. Please reboot the phone once to check if it helps. If options on the screen cannot be selected, perform a hard reboot by long pressing the power button for a few seconds until it reboots.
2. Check if the phone has any tempered glass or screen protector. Remove it and see if the touchscreen is working.
3. Do not use any gloves, or anything that is covering the fingers, as the display will be non-responsive in such cases.
4. If hands are wet, touch screen will not respond
5. Certain Non-Xiaomi chargers/cables when connected may make the screen non-responsive or frozen due to possible current leak. This can also happen when the wall socket has not been grounded properly.
6. Check if this problem is observed only when charger/cable is connected. If this is the case, charge using a Xiaomi original charger & cable &/or on a different wall socket.
7. If the screen is partially not responding or not responding only at certain areas on the display, try to perform hardware test and check if the test is successful. Open Phone dialer and press * # * # 6484 # * # * to enter hardware test and select 'Touch Sensor' or 'Touchpanel'
8. If the HW test fails, ask the - to visit the ASC nearby and advise to take a full back of the device on his computer or any external storage device before visiting the service center

16. CAMERA APP NOT LAUNCHING

1. Ask which camera is not working (Front Camera or Rear camera)
2. Ask if the camera is not working in any third-party app or in the default camera app
 - If it is not working in third-party apps, enable permissions for the camera if it's not done already
 - Go to **Settings > Apps > Permissions > Permissions > Camera > Enable permissions for the apps that are not working due to permission issue**
3. Is the camera opening or not / if the images taken are blur
4. Are you receiving any error message?
5. Clear the data and cache of the camera app which helps to reset the settings of camera app.
 - **Settings>> Apps>> Manage Apps >> Camera>> Tap on clear data > Select Clear all data/cache (clearing data will not erase data on Gallery/Album).**
 - **To reset the setting of camera app (Settings<Apps<Manage Apps >Tap on right side 3 dots > Reset app preferences > Reset App [Note this step will only reset the settings , not the data]**
 - Launch the security app in your phone > **Cleaner > After scan please select Clean up option.**
6. After performing the above steps, check if the camera is working.
7. If the above steps fail, please ask the - to perform a hardware test.

Open dialer>>Type ***##6484##*>>select the camera that is not working, check if the camera is working.**

 - If the Hardware test fails, visit the service center
 - If the camera is working fine in the hardware test, then follow the below steps.
8. Take a backup and factory reset the phone. Also, to transfer the backup files to an external device

17. Mobile data not working

Step 1 - Enable the Aeroplane mode wait 3 to 5 seconds then disable and try to use it

Step 2 - Go to Network setting - Click the Reset Network

Step 3 - Reboot the device and check the issue

Step 4 - If this still issue occurs, Capture the Modem logs (* # * # 9 9 5 9 9 5 # * # *)

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18. App Permission Issue

Step 1 - Go to app info setting - Clear all cache

Step 2 - Disable all the app permission and try to enable them manually

Step 3 - If this still issue occurs, Go to app info - click the force stop and open it

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19. Main Speaker Not Working

Troubleshooting steps and settings

Probing:

- 1) Does the issue occur while playing a game, music, media file
- 2) Does issue occur while on a call

Troubleshooting:

1. Check for any obstruction in the speaker grill

Ex. a phone cover, dust or something else. Grill should be absolutely clear to allow sound to pass through.

2. Check if the Volume is set to audible level, Silent Mode is off.
3. Check if this problem is observed while using a certain app. If yes, get the cache & data cleared for that app & check.

4. If the issue occurs while playing a game, music, or media then go to settings > Sound & Vibration and increase the volume for Music, game, media category

Or simply press the volume+ button while playing the media, music or game

5. If the issue occurs during a call, increase the volume while being on a call
6. If this problem is always observed, open Dialer & type * # * #6484#*#* & start the hardware test.

Check if your able to hear any sound (Voice will sound of 2 Numbers) from the speaker, If you get any sound from the speaker, it means the Result is "PASS", If not "FAIL".

8. If the results of HW test is Pass, take backup & restore the device to factory defaults. Also check if the 3.5mm jack is free from any clog.

If HW test fails, visit the service center

20. UPI App Issue

1. Setting >> manage app >> Security >> uninstalled updates
2. Security apps >> security scan
3. Phone restart

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21. Camera-Poor Picture Quality

Front camera: Check if the screen protector is obstructing the camera lens. If so, adjust/remove the screen protector for better results.

Rear Camera: Check if the protective case (Back cover) is obstructing the camera lens. If so, adjust/ remove the protective case and check.

1. Advice customer to use the default camera app and restore the default settings.

Camera > Settings > Restore default settings.

2. Now set the picture quality as “**High**” in Camera settings.

Camera > Settings > Picture Quality > High

(If the background is blurred while shooting in “Portrait” mode, inform the customer this is not an issue. Bokeh effect blurs out-of-focus parts of an image in “Portrait” mode)

3. If the issue occurs in normal photo mode, clear cache & Data of the camera app to check if it helps

Settings > Apps > Manage Apps > Camera > Clear Data > Clear cache & Clear Data

4. If the issue persists, **Reset** the phone by taking a backup and check if the issue gets resolved.

Note: Ensure to take a backup of all the data before visiting the service centre

22. CALL RECORDING/ SAVE CONTACT OPTION NOT VISIBLE

1.Go to setting>App>Manage app>Top of right corner 3 Dots>Default App>Dial>Set Contact and dialer

Or

If true caller is installed, Go to True caller application> Top of right corner 3 Dots>Setting>Caller Id>Set the true caller app as a classic Popup

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23. 3rd Party App Crashing Issue

Identify whether the app crashes while using a particular app under normal use circumstances.

If the issue is caused while using a particular app, please follow the below steps:

1. Reboot the Device -Rebooting the device will close all the running apps & processes,
2. Check for System Updates -Settings > About Phone > Tap on the MIUI 12 Logo > Check for Updates > Download if the update is available.
3. Check for App Updates - Play Store > Tap on "More" Option (on the top left corner)> My Apps & Games > Check for Updates>Update the apps, if any update available
4. Check Storage and free up space -<10% of free storage space may cause instability issue.
(To cleanup the storage files, navigate to Security > cleaner> clean up)
5. Force Stop the application which is crashing -Force stopping an app will completely shuts the app down and stop any background services that may address the symptoms
Open security app> Manage Apps > Tap and Open the app which is crashing > Force Stop
6. Clear app cache -Deletes the stored cache files
Settings > Apps >Manage Apps> Tap and open the app which is crashing> Tap on Clear Data >Select Clear cache
7. Clear app data -Deletes stored data that may have become corrupted or causing a conflict
Settings > Apps > Manage Apps > Tap and open the app which is crashing> Tap on Clear Data > Clear All data
8. Uninstall and Re-install the apps -This is not a fix, but removing the app that is misbehaving should address the symptoms.

24. Forgot Mi Account Password

1. Go to [www.id.mi.com](https://account.xiaomi.com) <https://account.xiaomi.com>
2. Click on **'Sign in with password'**
3. Click on **'Forgot password'** option.
4. Enter your email ID or the phone number that is linked with your Mi account, and click on **'Next'**
5. Choose the account verification method and click on **'Next'**
(If needed, click on **'Use another verification method'** to change the account verification method)
6. Click on **'Send'** to receive the verification code
7. Enter the code received and click on **'Submit'**.
8. Enter your new account password and click on **'Submit'**.
9. There you go! The password should be successfully reset.
10. Click on **'Back'** to sign in using the new password.

25. Internet Not Working on Mobile Data

1.) Please open settings/toggles and check if internet data is enabled

>>Swipe down to access the control center>>Turn on Mobile Data

OR >>Settings>>Sim cards & Mobile Network>> Enable "Data is on" option

2). Please open a webpage on a browser to check if the internet works

3). Find out from settings if the APN exists or if the right APN is being used

>>Settings>>Sim cards & Mobile Network >>Select the sim card > Access Point Name >> 3 Dots on the top right corner >> Reset

(Access Point Name settings has been provided by the internet service provider only, resetting it will reset these settings to the default as per the ISP)

4). If 3G/4G is not working, ask them to select Prefer LTE/Prefer 3G from settings

>> Settings>>Sim cards & Mobile Network >>Select the sim card > Preferred Network Type > Select Prefer LTE

5). Please select the network manually

>> Settings>>Sim cards & Mobile Network >>Select the sim card > mobile networks > select network automatically > Toggle off > choose the manual network

6). Please try to use the current SIM card on the other slot or another phone to see if internet works

7). Please perform the internet diagnosis test

>>Settings>>Sim cards & Mobile Network > Advance Settings > Mobile Network Diagnostics > Test Network

If there's a problem in network Go to security App> solve problems

8). Find out what version of MIUI is being used, ask them to update to the latest version and reboot. Ask them to check if the internet works now

>> Settings>>About Phone>> Tap on the MIUI 12 logo > Check for updates > Download if there is any update available

26. Device Lag Issues while Gaming

Open Security App > Game Turbo or Game Speed Booster Icon

2. Click on 'Add Game' and add the game in which lag is observed
3. In Game Speed Booster home screen where the added game is visible, select Settings from top right corner
4. Enable Game Turbo or Game Speed Booster
5. Enable Performance Optimization
6. Customize Game DND options as well for better gaming experience
7. You can restrict floating notifications
8. Clear app cache -Deletes the stored cache files

Settings > Apps > Manage Apps > Tap and open the app which is crashing > Tap on Clear Data > Select Clear cache

If the above steps do not help the performance of the game, the customer can be asked to do the following:

1. Ask the customer to check for the application's latest update on Play Store and update if it is not already updated. If the customer has installed an apk from some other source, ask him to download the latest version from the same source & check. At times, .apk files are not fully compatible with all devices
2. If the issue still persists, uninstall & re-install the application.
3. Find out what version of MIUI is being used, ask them to update to the latest version and reboot. Ask them to check if the internet works now

>> Settings >> About Phone >> Tap on the MIUI 12 logo > Check for updates > Download if there is any update available

2. Stop unnecessary background applications

Settings > Apps > **Installed Apps/Manage Apps** > choose the unnecessary app (there will be a green/blue broken line-circle or it will have 'Running' for app running in background) > Tap on Force Stop

3. Similarly, you can also delete cache data by opening Security > Select the Trash Can Icon (Cleaner) and clear all unwanted things

4. Turn off Auto Start for occasionally used apps

Security App >> Manage App >> Permission >> Auto Start >> Turn Off Auto Start

5. Inform customers that certain 3rd party apps like anti-malware/spyware apps are known to slow down the performance of a device due to multiple threads running in the background always. The customer can try uninstalling such apps & check if it helps. Also, when multiple such apps are installed, the system performance will be poor.

If the customer continues to face lag issues, ask the customer to backup all data and perform a "Factory Reset".

27. Camera-Poor Picture Quality

Front camera: Check if the screen protector is obstructing the camera lens. If so, adjust/remove the screen protector for better results

Rear Camera: Check if the protective case (Back cover) is obstructing the camera lens. If so, adjust/ remove the protective case and check.

1. Advice customer to use the default camera app and restore the default settings.

Camera > Settings > Restore default settings

2. Now set the picture quality as “**High**” in Camera settings.

Camera > Settings > Picture Quality > High

(If the background is blurred while shooting in “Portrait” mode, inform the customer this is not an issue. Bokeh effect blurs out-of-focus parts of an image in “Portrait” mode)

3. If the issue occurs in normal photo mode, clear camera app cache - Deletes the stored cache files

Settings > Apps > Manage Apps > Tap and open the app which is crashing (Camera app) > Tap on Clear Data > Select Clear cache

4. If the issue persists, **Reset** the phone by taking a backup and check if the issue gets resolved.

5. If the above steps don't resolve the issue, take a backup of all the data & visit the nearest service center along with the invoice copy.

28. Unable to See Whats app Contacts.

The main issue is with the App and the Security permissions which are denying WhatsApp from accessing Contacts which is giving rise to this problem.

You might have unknowingly selected Deny permission to access Contacts on initial Set up when you get the message "WhatsApp is trying to read your contacts", you will be facing this problem to fix it follow the below mentioned steps.

- Go to Security App
- Select Manage Apps
- Scroll down to choose Whats app
- Select App Permissions
- Select Contacts
- Choose Allow

This will now let WhatsApp application to access the Contacts stored in your device.

WhatsApp will not directly access contacts most of the time after the above mentioned steps are followed.

You need to Close the WhatsApp Application and then launch it again,

Select new chat option -> tap on Menu -> and tap on Refresh.

The App will now access all the contacts which will be shown in the Contacts list in WhatsApp.

29. No Sound from Receiver

1. Check if the volume has been raised to a sufficient level.
2. Check if the earpiece is free from any obstruction by a screen guard or mobile case.
3. Check if the earpiece is free from dirt. If there is any dirt/ debris, use a soft cloth to gently wipe it off.
4. Check if this is the problem on all calls or on specific ones.
5. Reboot the phone and check if the issues persists.
6. Check if any latest updates are available and if yes, please update the phone.
7. Perform hardware test for Receiver- * # * # 6484 # * # *
 - a. Select receiver options from the list
 - b. Inform customer that he/she would hear two random numbers
 - c. Advice the customer to click the appropriate number according to the number the customer hears.

On selecting the numbers correctly, the test proves to be "Pass".

If Hardware test result is 'Pass', the earpiece is working fine and reset the device to factory defaults after taking a backup, if it fails visit a nearby service center.

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30 .Internet Not Working on Mobile Data

1.) Please open settings/toggles and check if internet data is enabled

>>Swipe down to access the control center>>Turn on Mobile Data

OR >>Settings>>Sim cards & Mobile Network>> Enable "Data is on" option

2). Please open a webpage on a browser to check if the internet works

3). Find out from settings if the APN exists or if the right APN is being used

>>Settings>>Sim cards & Mobile Network >>Select the sim card > Access Point Name >> 3 Dots on the top right corner >> Reset

(Access Point Name settings has been provided by the internet service provider only, resetting it will reset these settings to the default as per the ISP)

4). If 3G/4G/5G is not working, ask them to select Prefer LTE/Prefer 5G from settings

>> Settings>>Sim cards & Mobile Network >>Select the sim card > Preferred Network Type > Select Prefer LTE

5). Please try to select the network manually

>> Settings>>Sim cards & Mobile Network >>Select the sim card > mobile networks > select network automatically > Toggle off > choose the manual network

6). Please try to use the current SIM card on the other slot or another phone to see if internet works

7). Please perform the internet diagnosis test

>>Settings>>Sim cards & Mobile Network > Advance Settings > Mobile Network Diagnostics > Test Network

If there's a problem in network Go to security App> solve problems

8). Find out what version of MIUI is being used, ask them to update to the latest version and reboot. Ask them to check if the internet works now

>> Settings>>About Phone>> Tap on the MIUI 13/MIUI 14 logo > Check for updates > Download if there is any update available

31. How To Disable Home Screen Layout Lock

you are unable to uninstall applications or move them from one screen to another and Home screen layout is locked is being displayed on the screen,

follow the following troubleshooting steps:

1. Pinch-out on the home screen & tap on the gear icon (Settings).
2. Turn off Lock home screen layout option:

Please note this navigation will be available only on MIUI launcher.

If you are using is using a 3rd party launcher, ask him to go to that launcher settings & proceed accordingly

or take his consensus & get the 3rd party launcher uninstalled from Settings.

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32. How To Add/Remove Camera Watermark

- Open the Camera app
- Tap on the menu option on the right top corner of the screen
- Tap on settings > watermark > device watermark > toggle on/off

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33. Display Blinking, Display getting blank.

1. Check if this problem occurred after a recent app installation. If yes, get that app uninstalled & check.
2. Also check if Developer Options have been enabled. There are a few settings there which can cause display to appear abnormal hence if this is the case, get the Developer Options disabled.

If the device is non-responsive, proceed further.

1. Ask the customer to long press 'Power Button' till the device doesn't get reboot automatically
2. If problem not resolved, then ask customer to perform hardware test:
3. Dial * * * # 6484# * # * >> Single item test >> LED/LCD option >> Color >> If display is blinking in all colors (Hardware test has failed – Ask customer to visit Service Center) (Item sequence can vary depending on the MIUI version)
4. If hardware test has passed (i.e., display is not blinking during hardware test) then ask the customer to factory reset device
5. Factory Data Reset: Settings >> Additional Settings >> Backup & Reset >> Factory Data Reset (First suggest customer to take external data backup before following Factory Reset process)
6. If problem is still not resolved suggest customer to contact nearest Service Center (In case, purchased within replacement policy period then follow the replacement process)

Display Blank/Black:

1. Ensure the device has sufficient charge.
2. Suggest customer to long press 'Power Button' till the device doesn't get reboot automatically
3. If still problem not resolved, then ask customer to contact nearest Service Center (In case, purchased within replacement policy period then follow the replacement process)

34. Proximity Sensor Not Working

- Check if the screen guard or the tempered glass is blocking the proximity sensor
- Check if proximity sensor is enabled on your phone

Settings>Apps> System app settings >Call settings>Incoming call settings>Proximity sensor

- If it's already enabled, do a hardware test for proximity sensor

Open dialler>>Type * # * # 6484 # * # * >>Hardware test >> Scroll down & tap on **Proximity Sensor Test**>> Perform the test bring your hand closer to top of screen and see if the value is changing Under Proximity Sensor.

- If the value changes, Test is pass. If the value doesn't change the test is fail.
- If hardware test pass: Please take back-up in external device and do factory reset.
- If the hardware test fails, please visit a service center nearby along with the invoice.

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35. Phone Unexpectedly/Randomly Powers Off

If your device keeps rebooting itself or turns off unexpectedly, one of the steps below may fix the issue:

If the problem started after a recent software update, check for any other MIUI Update that would have already come to your device.

1. Making sure that the MIUI is up to date is very important. To do so, go to Settings > About Phone > Tap on the MIUI Logo > Check for Updates > Download if the update is available.

2. Stop the apps that you are not using.

Go to Settings > Apps > Manage Apps > Select the desired app (there will be a blue or green dotted circle next to the app) > Tap on Force Stop

Uninstall the apps that are stagnant or the apps that you don't use anymore.

Go to Settings > Apps > Manage Apps > Select the desired app and tap on uninstall.

- a. Open Security App and tap on Cleaner. Select the things that are not required and tap on Clean up. You will have options to clear all the cache files, obsolete files, packages, residuals and other memory files.

- b. Observe the device for 1-2 days after following all the troubleshooting steps. If the problem persists, perform a Factory Reset. Please don't forget take a backup of phone and transfer the backup file to a computer/removable storage device before doing a factory reset.

To perform a reset, go to Settings > About Phone > Factory Reset > Erase all data (Factory data reset). If the problem still persists, the phone needs to be checked at our service center to see what is wrong.

36. Fingerprint Sensor Not Working

Finger print scanner lets you to unlock your phone and allows you to add up to five-finger prints to quickly unlock your phone. It will help you to take **selfies using Fingerprint (supported devices)** and unlock your Locked Apps too.

When the fingerprint is not recognised multiple times, you have to enter passcode or pattern manually to unlock your phone.

How to add Fingerprint in Xiaomi Phones:

Step1: Tap on **Settings** gear on your Phone

Step2: Select **Password & Security**

Step3: Tap on **Fingerprint Unlock** and select **Add fingerprint** and place your finger on the sensor like below.

Fingerprint is not working:

- Please check if the fingerprint is added in your phone and you are using the right finger to unlock the phone/App.
- Please check if there's any dust on the fingerprint sensor

If above steps does not help, then follow the steps mentioned here:

1. Dial * # * # **6484** # * # * to enter the hardware test mode.
2. Select **Fingerprint Sensor test**
3. See if the test is **Pass** or **Fail**

If the test is pass then follow the bellow steps:

- Remove the existing fingerprint details from **Fingerprint Unlock** and Re- add the fingerprint.

If the test fails then customer should visit service centre and get it repaired.

Note: Please take a backup of all the files and visit the service center along with the invoice.

37. Backup & Factory Reset

To Backup and Factory Reset the phone, please refer the below steps:

1. To Backup: Go to Settings > About Phone > Backup and reset > Local backup > Tap on Backup > Select all > Backup.
2. The local backup file created in the device can be found in Internal Storage >MIUI > Backup. (Please note that media files will not be backed up in this step).
3. With Android 6.0 and above, the local backup stored in the device will also be erased after a factory reset. (Backup to an external device)
4. To factory reset it: Go to Settings >About Phone> Factory reset > Erase all data (Factory Reset) > Reset Phone
6. Please enter the password of the Mi account that is currently signed into.
7. To use the backup feature:
 - a) Copy and paste the backup contents saved onto Internal Storage >MIUI > Backup folder.
 - b) Open Settings > About Phone > Backup and reset > Local backup
 - c) Select the saved backup and click on restore.

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38. Phone Not Getting Charged

1. IF THE PHONE IS ON:

- 1) Use the original charger & cable to charge the device.
- 2) If the phone doesn't get charged, try using a different charging adaptor/cable to charge the device. If the phone gets charged using a different charger, indicates that the original charger/cable which you were using is faulty and needs to be changed.
- 3) If the phone doesn't get charged even after the above steps, perform the below mentioned troubleshooting

Test:

- a) Connect the charger to the phone and dial, * # * # 6485 # * # *
- b) Check for the battery status-Charging/Discharging
- c) If the status is 'Discharging', try using a different charger & cable. Try with different Power sockets as well. If the issue still persists, please visit a service centre nearby after taking a backup.

Also, you can check the battery status through security app.

1. Connect the charger to the phone
2. Open Security App, and check the status under battery
3. If the status shows the '**XXX hr, XXX mins remaining**' even after connecting to charger, try using a different charger and see if the status changes to '**XXX hr, XXX mins remaining**' to '**XXX min until full**'

If the phone is OFF

- 1) Use the original charger & cable to charge the device.
- 2) If the phone doesn't get charged, try using a different charging adaptor/cable to charge the device. If the phone gets charged using a different charger, indicates that the original charger/cable which you were using is faulty and needs to be changed.
- 3) If the phone has not been used for quite some time, the battery may have gone into Deep Sleep mode & will take a while to show up the charging LED & sign. If this is the case, plug in the charger for 30 minutes & check again.
- 4) If the above mentioned steps doesn't help, try connecting the phone to a laptop/desktop using a cable.

If it still doesn't help, visit a service centre nearby along with the invoice copy.

39. Touch Panel Not Working

1. Please reboot the phone once to check if it helps. If options on the screen cannot be selected, perform a hard reboot by long pressing the power button for a few seconds until it reboots.
2. Check if the phone has any tempered glass or screen protector. Advise to remove it and see if the touchscreen is working.
3. Ask if the customer is using any gloves, or anything that is covering the fingers, as the display will be non-responsive in such cases.
4. If hands are wet, touch screen will not respond
5. Certain Non-Xiaomi chargers / cables when connected may make the screen non-responsive or frozen due to possible current leak. This can also happen when the wall socket has not been grounded properly.
6. Check if this problem is observed only when charger / cable is connected. If this is the case, ask customer to charge using a Xiaomi original charger & cable &/or on a different wall socket.
- 7.. If the screen is partially not responding or not responding only at certain areas on the display, try to perform hardware test for touch panel and check if the test is successful or not . Open Phone dialer and press * # * # 6484 # * # * to enter hardware test and select 'Touch Sensor' or 'Touch panel'
8. If the Hardware test fails, Please visit the service center nearby and take a full back of the device on his computer or any external storage device before visiting the Service center.

40. Mic not working

1. *Security app > Manage Apps > Permissions > Select the 3rd party app's microphone permissions and enable it if they are disabled*
2. Open Dialer > Type * # * # 6484 # * # * > Tap on Main Mic > Run the test. Also check for Top Mic in the same Hardware test screen. If the test fails, please visit a service center. If the test result is 'Pass' & still customer feels that the voice transmitted is low, ask him to get this phone inspected by a service center.
3. Go to folder Tools> Recorder App

Note : If still issue persist please visit nearby service center and all data backup before visiting the service center.

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41. Device Not Connecting to PC

1. Installing USB drivers

- Please connect the device to the computer.
- Right click on the My Computer>properties>device manager.
- Please right click on the yellow exclamation under USB and uninstall it.
- Restart your phone.
- Reconnect the phone to the computer.

2. Installing ADB drivers

- Please install ADB drivers, you can download them by googling it. ADB drivers are mandatory for a computer to detect any android device
- Restart the computer.
- Reconnect the device to the computer.

3. USB Debugging.

- Go to **Settings > About phone >** tap on **MIUI version** multiple times to enter developer option.
- Once the developer options are enabled, go to **Settings > Additional settings > Developer options**
- Enable **USB Debugging** option.
- Switch the developer option off after using the device with PC. To do so, go to **Settings > Additional settings > Developer options** and turn it off.

If the above steps won't work, you can retry with a different USB cable/port as a last resort.

42. Charger not working

1. Please check if the socket to which the charger is connected is switched on.
2. Please check if the cable is securely connected to the adapter and the phone.
3. To isolate the issue:
 - a. Please plug the cable to another adapter/powerbank/laptop/desktop to check if the cable is faulty
 - b. Please plug another cable to the adapter to check if the adapter is faulty
 - c. If both the adapter and the cable are not faulty, please ask the customer to check by connecting the charger to another power socket/source.
4. On your phone you can also check by doing hardware test if your charger and the cable is transmitting power. Connect your phone to the charger, open Dialer and dial * # * # 6484 # * # * and select 'Charger Test'. Complete the onscreen instructions to see if the charger is working or not.

Warranty:

If the product is in warranty (6 months), please ask the customer to visit a SC nearby with a copy of the invoice

If the product is not in warranty, please ask the customer to purchase a replacement.

Note: Please ask customers to only use Xiaomi original equipment and tell them that warranty will be void if any damages arise out of using 3rd party chargers/adapters/cables.

43. Phone Not Vibrating

If device is not vibrating while receiving an incoming call, then check if Vibrate on call option is enabled. To enable, perform the below mentioned steps

Go to setting>sound and vibration>vibrate for call>enable

When your phone is on silent mode, then you need to enable vibrate in silent mode.

Go to setting>sound and vibration> vibrate in silent mode>enable

If the above options are already enabled, then follow the steps mentioned here:

1.Dial *****6484***** to enter the hardware test mode for vibration test

2.Select **> MOTOR> or vibration test**

3. **You will see 3 options: Continue vibration or No Vibration or interval vibration**

4. Based on the type of vibration on the device, choose the option accordingly and check if the result is pass.

If results of Hardware test is Pass, then take a backup & reset the device and check if the problem is fixed.

If the Hardware test fails, Please visit service centre along with invoice after taking a backup of all the files on their computer or a separate storage device.

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44. No Network Signals/SIM Card Not Detected

1. Enable Airplane Mode and disable it once and see if it makes any difference
2. Restart the phone once. If it doesn't help, then check if the sim card is inserted properly in the SIM card slot. Try interchanging the sim positions in the sim tray of the phone (if the phone has 2 sim slots).

Also check if the MIUI is updated on the phone. To do so, go Settings > About Phone > Tap on the MIUI Logo > Check for Updates > Download if the update is available

3. Check the region selected on the device: Settings >> Additional Settings >> Region >> India.
4. Check by selecting the network manually: Settings>> SIM Card and Mobile Network >> Select SIM >> Mobile Network >> Select Network Automatically (Toggle Off) >> Choose Network Manually>>Next>>Select the Operator Name (Ask customer to select Operator Name whose Network is provided by SIM operator in customer's location)
5. Check if the same SIM is working in another mobile phone, and also ask the customer to insert different SIM cards in this phone and check if it works (If identified SIM as defective - ask the customer to contact service provider for SIM change process)
6. Check the status of the SIM card by opening the dialup interface and enter the following code.
7. Hardware Test for SIM Test - Dial * # * # 6484 # * # * >> SIM Test >> Pass/Fail

Tap on SIM Detect or SIM Test option. If it says Sim inserted in the slot number where the customers sim card is actually inserted, then the hardware is fine. If not, then it is a hardware issue.

- 8.If the hardware test is pass, then backup all the data and perform a "Factory Reset". Please don't forget to ask the customer to transfer the backup file to a computer/removable storage device before doing a factory reset.
- 9.If the reset does not help, then the device needs to be taken to the nearest service center and get it checked.

MiUi Version Update Status/Factory Reset:

- 1.If this problem occurred after a recent system update,follow these steps - check if the customer has received any update of MIUI in System Updates

System Update: Settings > About Phone > Tap on the MIUI Logo > Check for Updates > Download if the update is available

2. If an update is not available or the problem is not resolved post update - suggest Factory Data Reset and Backup process
3. Factory Data Reset: Settings >> About Phone >> Factory Reset>> Erase all data>>Reset Phone (First suggest customer to take external data back up before following Factory Reset procedure)
4. To take a backup: Settings >> About Phone >> Backup & Restore >> Select the method of backup
a) Local: Mobile device / Computer. If the backup file is stored in the mobile, do not forget to transfer to an external storage/computer device before factory reset.

45. NO DUAL APPS & SECOND SPACE

Dual Apps and Second Space feature is not provided on devices which run on 4GB RAM or lesser.

If customers are looking for more info on this or as to why this feature is not provided on these device, please inform them that this is done for better ram management and stable system performance.

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46. App Drawer

METHOD 1:

SETTINGS >> HOME SCREEN >> HOME SCREEN >> WITH APP DRAWER >> DISABLE
"OPEN SEARCH AFTER OPENING APP DRAWER"

METHOD 2:

Please go to SETTINGS >> APPS >> MANAGE APPS >> SYSTEM LAUNCHER >>
CLEAR DATA & CLEAR CACHE

Please go to SETTINGS >> APPS >> MANAGE APPS >> SYSTEM UI >> CLEAR DATA
& CLEAR CACHE

If above steps does not work:

Please go to SETTINGS >> APPS >> MANAGE APPS >> SYSTEM LAUNCHER >>
UNINSTALL UPDATE

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47. How To Report Bugs

1. Open Services & Feedback app > Tap on Submit Feedback

(Enter the password if prompted)

2) Describe the issue you have encountered here

- In what app or on what page have you encountered the issue?
- After what actions that you performed did the issue appear?
- Give us the additional information that might help us fix the issue.

3) Tap on the '+' icon to add an image or short video describing the issue

4) Tap on '**Select item**' to choose the type of category the issue belongs

5) Enter the timings

6) Enter your Phone number/Email

(You can choose to add logs here)

7) Tap on 'Send' to submit a feedback.

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48. CALL RECORDING/ SAVE CONTACT OPTION NOT VISIBLE

Go to setting>App>Manage app>Top of right corner 3 Dots>Default App>Dial>Set Contact and dialer

OR

If true caller is installed, Go to True caller application> Top of right corner 3 Dots>Setting>Caller Id>Set the true caller app as a classic Popup

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49. Unable To Make Calls

1. The Customer should check with his Operator to ensure his OG facility is not barred. If this happening on all calls, proceed further.
2. Probe and check the error that occurs while making OG calls (If Prepaid - Balance should be sufficient and postpaid - Bills should not be due)
3. Check if VoLTE is enabled - it should be ON

VoLTE: Settings >> SIM Card & Mobile Network >> Select the sim card >> Use VoLTE option is enabled

4. Check by toggling 'Air Plane Mode' in toggle bar
5. Reboot device

6. Check the region selected on the device: Settings >> Additional Settings >> Region >> India.

7. Manual Network Selection (Settings>> SIM Card and Mobile Network >> Select SIM >> Mobile Network >> Choose Network Automatically (Toggle off) >> Select the Operator Name)

8. Check the status of the SIM card by opening the dialup interface and enter the following code.

Hardware Test - Dial * # * # 6484 # * # * >> SIM Test >> Pass/Fail

Tap on SIM Detect or SIM Test option. If it says Sim inserted in the slot number where the customers sim card is actually inserted, then the hardware is fine.

You can also backup all the data and perform a "Factory Reset". Please don't forget to ask the customer to transfer the backup file to a computer/removable storage device before doing a factory reset.

If the "Factory Reset" option does not help, please ask the customer to visit the nearest service center.

50. System Lag

1. Make sure that the MIUI is up to date. To do so, go to Settings > About Phone > Tap on the MIUI Logo > Check for Updates > Download if the update is available.
2. Open Security App and tap on Cleaner. Select the things that are not required and tap on Clean up. You will have options to clear all the cache files, obsolete files, packages, residuals and other memory files
3. Optimize your phone by tapping on Optimise in Security App.
4. Remove unwanted files and save space by tapping on suggestions shown
5. If lag is observed when a particular app is being used, follow the steps below:
 1. Go to Settings and tap on Apps
 2. Tap on "Manage Apps"
 3. Select the app that is causing problems
 4. Tap on "Clear data"

(If you do 'clear all data,' it will behave like a newly installed app)

6. Ask the customer to check for that application's latest update on Play Store. If the customer has installed an apk, ask him to download the latest version from the source & check. At times, apk files are not fully compatible with the device.

Stop unnecessary background applications.

Go to Settings > Apps > Manage Apps > Select the desired app (there will be a blue or green dotted circle next to the app) > Tap on Force Stop

Turn off Auto Start for occasionally used apps.

Security App > Manage App > Permission > Auto Start > Turn Off Auto Start.

Third party apps like anti-malware/spyware apps are known to slow down the performance of a device due to multiple threads always running in the background. Try uninstalling such apps & check if it helps.

If the phone continues to lag, backup all the data and perform a "Factory Reset".

Please don't forget to ask the customer to transfer the backup file to a computer/removable storage device before doing a factory reset.

51. Application not Working

Step 1: Restart and update

- To restart your phone, press and hold the **Power** button for a few seconds. Then, on your screen, tap Reboot.

If you don't see "Reboot," press and hold the **Power** button for a few seconds until your phone restarts.

Step 2: App updates can bring improvements that may fix your issue.

To see and get updates for your apps:

1. Open your device's Play Store app.
 2. Tap Menu > **My apps & games**.
 3. Apps with available updates are labelled "Update."
- If an update is available, tap the app and **Update**.
 - If multiple updates are available, tap **Update all**.

Step 2: Force stop the app

1. Open **Settings** app.
2. Tap **Installed Apps**.
3. Select the app from the list.
4. Tap **Force stop**.

Clearing cached data can free up needed space by removing temporary files from your device. This is a short-term solution; over time, cached data will build up again and will need to be cleared.

Step 3: To clear the cache for the app

1. Open **Settings** app.
2. Tap **Installed Apps** from the list
3. Select the **app**.
4. Tap **Clear Data**.
5. Tap **Clear Cache**.

Step 4: Uninstall and install again:

If you continue to have issues, you can uninstall the app and reinstall it.

Caution: Any data saved in this app will be erased.

To uninstall an app:

1. Touch and hold the app you want to uninstall.
2. Drag the app to **Uninstall** at the top of the screen. (If you don't see **Uninstall**, then the app is likely to be a system app that can't be uninstalled)

If you want to use the app again, you can try reinstalling it from Play Store.

Step 4: Find an alternate app:

As a final resolution, you can try to find an alternate app and see if that serves your purpose

52. Manual Update- MIUI 12/13/14

1. Go to Mi.com > Online help > MIUI ROM Download > Select the phone series > Phone Model > Click on the link below to download the required type of ROM
2. Create a folder with the name "downloaded_rom" in the internal storage (ignore if already created)
3. Transfer the downloaded file to the folder
4. Go to Settings
5. Select About Phone
6. Tap on MIUI logo
7. Under the System update setting tap on the MIUI logo 7 times to unhide the "Additional Settings"
8. Tap on 3 Dots on the top right corner
9. Select "Choose Update Package"
10. Browse the file and select the same
11. Confirm reboot then wait until the phone gets rebooted, generally, it takes around 15-20 minutes for the first boot after manually updating

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53. Not getting sound from one side of Bluetooth

Please follow the below steps that may resolve your issue.

Settings >> Additional Settings >> Accessibility >> Audio balance >> place it in middle

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54. Low main speaker volume in phone

Low main speaker volume in phone

1. Check Phone settings volume level should be full> press the key volume level should be full.
2. Check main SPK should not be dirty or blocked
3. Check in different apps is there sound is same or have difference.
4. If particular app issue please update or reinstall the app
5. If issue not resolved after all the troubleshooting steps, please visit service centre.

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55. SIM CARD NOT DETECTED

No network signals/SIM card not getting detected

1. Enable Airplane Mode and disable it once and see if it makes any difference
 2. Restart the phone once. If it doesn't help, then check if the sim card is inserted properly in the SIM card slot. Try interchanging the sim positions in the sim tray of the phone (if the phone has 2 sim slots).
- Also check if the MIUI is updated on the phone. To do so, go Settings > About Phone > Tap on the MIUI 12 Logo > Check for Updates > Download if the update is available
3. Check the region selected on the device: Settings >> Additional Settings >> Region >> India.
 4. Check by selecting the network manually: Settings>> SIM Card and Mobile Network >> Select SIM >> Mobile Network >> Select Network Automatically (Toggle Off) >> Choose Network Manually>>Next>>Select the Operator Name (Ask customer to select Operator Name whose Network is provided by SIM operator in customer's location)
 5. Check if the same SIM is working in another mobile phone, and also ask the customer to insert different SIM cards in this phone and check if it works (If identified SIM as defective - ask the customer to contact service provider for SIM change process)
 6. Check the status of the SIM card by opening the dialup interface and enter the following code.
 7. Hardware Test for Sim detect- Dial * # * # 6484 # * # * >> SIM Test >> Pass/Fail
- Tap on SIM Detect or SIM Test option. If it says Sim inserted in the slot number where the customers sim card is actually inserted, then the hardware is fine. If not, then it is a hardware issue.
- 8.If the hardware test is pass, then backup all the data and perform a "Factory Reset". Please don't forget to ask the customer to transfer the backup file to a computer/removable storage device before doing a factory reset.
 - 9.If the reset does not help, then the device needs to be taken to the nearest ASC and get it checked.

MiUi Version Update Status/Factory Reset:

- 1.If this problem occurred after a recent system update,follow these steps - check if the customer has received any update of MIUI in System Updates

System Update: Settings > About Phone > Tap on the MIUI Logo > Check for Updates > Download if the update is available..

2. If an update is not available or the problem is not resolved post update - suggest Factory Data Reset and Backup process
3. Factory Data Reset: Settings >> About Phone >> Factory Reset>> Erase all data>>Reset Phone (First suggest customer to take external data back up before following Factory Reset procedure)
4. To take a backup: Settings >> About Phone >> Backup & Restore >> Select the method of backup
a) Local: Mobile device / Computer. If the backup file is stored in the mobile, do not forget to transfer to an external storage/computer device before factory reset.

56. Physical Buttons Not Responding

What to do if Virtual Buttons are not working?

There are two types of Xiaomi phones:

With 'On-screen' buttons

'Capacitive' virtual buttons housed on phone's body

Case 1 -'On-screen' button: -

Navigation key not showing on the display. There are two kind of phone setting option

1. Android T - Go to Setting >> Home screen >> System navigation >> Select button option
2. Android S and previous android version- Go to Setting >> Display>> Full screen display>> Select button option.

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57. 5G Network Related Issue

- Please check on Jio or Airtel app if the handset supports 5g
- Please check with the Network service provider
- Make sure SW is updated
- Make sure specific location (Not only city) supports 5G
- Setting>>sim card and mobile network>>prefer network type >>SELECT prefer 5g
- Setting>>sim card and mobile network>>advanced setting >>SA mode >>Turn on
- if SA MODE OPTION not available activate with code `***726633***`
- Removing and Reinsert the simcard check it helps

Additional information: Everything is OK from SIM provider and still 5G is not working in 5G supportable phone then customer need to visit at Authorize service center to get it check.

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1. Line/Noise/Grains/Half Display/flickering issue

1. Power off the TV and STB. Unplug the cables attached to the back of the STB and TV.
2. Please ensure that these cables are thoroughly cleaned with a dry cloth.
3. Re-plug the cables back into the STB and TV.
4. Please check if the lines/noise/grains/half display are visible on different media Sources
5. If the issue exists only on one source, then please check the connection cables and source of media
6. If problem still persists, remove any external source connected via HDMI/AV/USB and check if lines / noise / grains / half display are still visible
7. If the lines/noise/grains/half display are no longer visible, there might be a problem with your external device
8. If the lines/grains are still visible, then your TV may require Service/Repair

2. [Mi TV] Android TV Application

Control TV using Android TV App:

Download and Install the 'Android TV' app on your Android Phone

Your phone will check for any TV connected on the same network and it will show up in the list of devices

If the TV is not connected on the same network, the pairing can be done using Bluetooth

Select the TV and enter the PIN as shown on the phone

The TV is now paired and the app can be used to control the TV

Note: Mi remote app can also be used to control the TV

3. [Mi TV] Google Assistant on Android TV

Explanation of Google Assistant on Mi TV

Google Assistant on Mi TV:

Your favorite voice assistant, now on TV

The Google Assistant on Android TV is the same Assistant you use and love on phones and speakers

Quickly access entertainment, get answers and control devices around your home - All with just your voice.

Find the latest blockbuster, check the score of the big game or dim the lights. Just press the mic button on your remote and Google assistant is at your service.

Enjoy Entertainment

Play your favorite shows, songs and movies and discover new ones with just your voice. Ask the Google Assistant to turn up the volume, pause and turn off the TV

Plan your day

With your permission, get help with things like your daily brief, your flight information or your commute to work. Play news and check on the latest weather and traffic in your area

Get Answers

Get answers related to what you're watching and

more. Ask about your favourite shows, characters and actors. And get the latest scores for your favourite team.

Control your home

Simply ask your Google Assistant on your TV to turn the lights on/off, check your security cameras and much more

How do I access the Google Assistant on Mi TV?

Just press the assistant/mic button on the remote and ask your question. The Google Assistant on Android TV is the same Assistant you use and love on phones and speakers, so you can do everything you do now—plus search, discover and control your favourite movies, TV shows and more

Do I need a Google account to enjoy the Google Assistant on Android TV?

No, a Google account is not required to use Android TV or the Google Assistant on

Android TV. However, if you do sign in, you will get personalized answers from the Google Assistant (like your commute time to work), content recommendations tailored to your tastes, and the latest and greatest Google apps available through the Google Play Store.

Why should I choose an Android TV with the Google Assistant over another smart TV?

1.Simple, convenient access to content from all your favorite apps

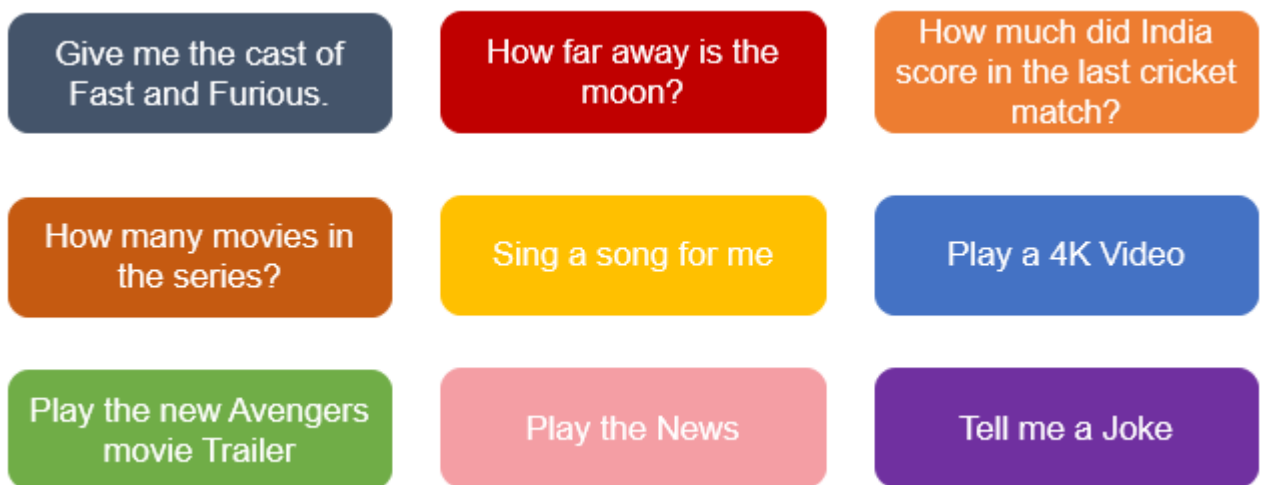
Instead of having to search for content in each app, Android TV surfaces movies and shows from all your favorite apps, content providers and makes them easily available. With the Google Assistant, you can search by voice by asking things like, “Show me movies based in New York City.”

2. Integration with Google services

Android TV and the Google Assistant work with Google services like Google search, Google Maps, Google Calendar and more, allowing the Google Assistant to give the most correct and personalized responses.

What can I ask the Google Assistant on Android TV?

These are just a few things of many other questions Google can answer and assist



4.[Mi TV] How to Pair/Unpair Bluetooth devices

Instructions to pair/un-pair Bluetooth devices

How to Pair Bluetooth Devices

1. Check the Bluetooth device distance from TV. It should be placed close to each
2. Put the External Bluetooth device in Pairing mode (Refer External Bluetooth device instructions /User manual).

3. Go to TV Settings > Remotes & Accessories > Add Accessory

It will go to searching Mode, wait till it detects the name of your Bluetooth device which will be displayed on the Screen

4. Click on the device & follow instructions, it should get paired.

Unpair/Troubleshoot Bluetooth Devices

To Unpair the Bluetooth device connected to the Mi TV go to:

TV Settings > Remotes & Accessories > Connected Bluetooth device > Unpair > OK

Troubleshooting:

If the Bluetooth device is pairing with other devices and not pairing with Mi TV, try resetting the Mi TV

Settings->Additional Settings-> Device Preferences-> Reset.



5.[Mi TV] Managing Set Top Box

Description about how to manage Set Top Box

Managing Set Top Box:

Select the Input port that is connected to the Set Top Box

Sensy will detect the input and sync it accordingly with the TV

Configure your Set Top Box under Cable/DTH

Connect the IR cable if you want to control the STB as well using Mi TV remote

Set your preferred language for channels you like to watch

Connect the Set Top Box to one of the HDMI ports:

Go to Settings under Sensy TV Guide

Go to Input Source and choose the port that is connected to the Set Top Box

Get into Cable/DTH and select your Cable Service Provider

If your cable operator is not one of the established providers, then you can go to the last option 'Select operator by city' and search for your cable service provider

Preferred Channels by language :

Select the languages you watch on TV

Sensy will give recommendations on TV Shows based on your preferred languages while connected to the Internet

User can select multiple languages

Sensy TV Guide > STB Settings > Languages and choose your language

Remote:

Choose between TV & DTH/Set-Top Box remote

Speed up Remote switches

Increase the gap between remote digits for slow users

Go to Settings > Remote to make these changes

TV GUIDE:

Enable HD Channel preference

Clear Watch History and Search History

Auto population of the most watched channels or the most searched channels will be cleared

Settings > General Settings > Set-Top Box Settings > TV Guide

Setup IR Cable:

IR cable should be connected to the USB Port of the TV

Ensure that the IR bulb is facing the Set Top Box

IR cable will automatically be setup once connected

Change channels just by using your Mi remote once the IR cable is setup

6. [Mi TV] Media Player & Gallery

Explanation about Media Player on Mi TV

Introduction

Gallery:

A place to view all the photos and videos that are there in the external storage device connected to your TV

You can Slideshow Photos & Loop Play Videos without any hassles

Make videos to fit the TV screen with ease

How to slideshow photos

Watch memories come alive with Slideshow option in Gallery

Connect an external storage device

Open 'Gallery' and go to the folder where you have photos

Click on 'Play' at the top right corner and select the transition effects from the available options

How to Play Videos:

Play all your favorite videos directly from the Gallery

Loop videos so that you don't have to get up every time to go to the next video

Simply locate the folder where you have all the videos

Start playing a video > Press Ok button > go to More options at the left bottom corner > Select 'Repeat all' or 'Repeat current' based on your choice

Media Player:

One place for all your Photos, Videos and Music

Connect a Pen drive or a Hard disk, and access multimedia files seamlessly

Multimedia Player auto-scans the storage device for the available media files on any connected storage devices

Hide your personal photos and videos with ease to maintain your privacy

Images:

A simple Image viewer to re-live all your captured memories

All the images in the storage device will automatically be scanned and they will show up under 'Images' section.

Video:

A Clutter free Video Player with Play/Pause and Forward/Rewind Features

Use the navigation buttons for forwarding/rewinding the videos

Use the Centre Button to Play/Pause the videos

Hide video option to keep private content safe

Music:

Music Player with a simple UI

Play songs randomly or by your favorite artists or albums

Turn Off Screen while listening to music

Hide Files:

Hide/Unhide your files with ease

Navigate to the image or video file you want to hide and long press the OK button

Select Hide

To view your hidden files, simply select any section from the top and press the left arrow.

Select 'More' option and 'View hidden items'

To unhide the hidden file long press the ok button on the hidden file and select 'Remove Tags'

Your hidden file will be unhidden

7 .Ports in Mi TV

Description of the Ports on Mi TV

Ports On Mi TV:

Lists of ports on Mi TV are:

- 1.AV Port
- 2.HDMI Port
- 3.S/PDIF Port
- 4.CI+ Port
- 5.LAN Port
- 6.USB Port
- 7.Satellite IN Port
- 8.Antenna / Cable IN Port
- 9.Headphone Port
- 10.Optical Port

1.AV Port:

More Commonly known as RCA AV Port is used with many Standard Definition devices such as STBs, Gaming Consoles, Audio devices and DVD Players

The RCA Cables normally a combination of 3 different cables

RED Cable/Port – Used for Right Audio Channel

White Cable/Port – Used for Left Audio channel

Yellow Cable/Port – Used for Video Output

It's important to securely and correctly plug all three of these cables into your device

Insecure/Improper connections may result in a no/poor picture on screen or no/distorted audio.

2.HDMI Port:

HDMI cables can transmit digital audio and video signal between devices that supports them

They support HD and Ultra HD video signals plus surround sound audio. That is, 5.1 Dolby Digital/DTS and high-definition audio soundtracks found on Blu-ray players

Different HDMI versions are available and more commonly known versions are HDMI 1.4 with ARC and HDMI 2.0

HDMI -

HDMI 1.4 with ARC – Majorly used to connect speakers and Home theatre systems

HDMI 2.0 – Majorly used to connect to STBs and consoles that support UHD or 4K videos with higher frame rate

3. S/PDIF Port:

S/PDIF stands for Sony/Philips Digital Interface

S/PDIF interconnects components in home theaters and other digital high-fidelity systems using RCA type connectors

S/PDIF is majorly used for consumer audio equipment that support Surround sound, Dolby Digital or DTS

4.Antenna/Cable IN Port:

This port provides both video and audio input from an over-the-air (OTA) antenna

You're probably familiar with this port from the early days of TV when it was used for a wide range of devices

It's not used for much anymore, since HDMI does a much better job

It's a definitely helpful if you a **free OTA TV STB**.

5.LAN Port:

Also referred to as an Ethernet port, RJ-45 Port, network connection, and network port, the LAN port allows a computer to connect to a network using a wired connection

Ethernet Plug Socket uses an RJ-45 type cable. Every non-portable device that requires internet connection has an RJ-45 Port

6.USB Port:

USB ports on a TV serve a variety of functions, including as an input for USB flash drive, Storage devices, powering a TV antenna or a streaming device

You can even use it to charge your smartphones and accessories from the TV's USB Port

7.CI+ Card Port

The **CI+** Card is a revolutionary technology that replaces the big satellite receivers and set-top boxes in the living rooms. The **CI+ Card** plugs directly into your ready TV in a dedicated CI+ card slot and decodes the satellite programs

CI+ Card allows you to view encrypted television signals or the TV programs offered by the CI+ card provider for viewing to users at a set fees

8.Satellite IN Port:

Satellite television is a service that delivers television programming to viewers by relaying it from a communications satellite orbiting the Earth directly to the viewer's location. The signals are received via an outdoor parabolic antenna commonly referred to as a satellite dish which is less commonly used nowadays

However, the Set-top box's input from the dish that is placed outside is still connected via Sat IN port

9.Headphone Port:

A small round connector for accepting the pin-shaped plug from a standard pair of music headphones.

3.5 mm Audio jack is commonly used as a headphone port on all major devices

3.5mm refers to the approximate diameter of the connector

You can use Headphones, speakers, home theatres that have 3.5 mm audio connector

10.Optical Port:

Optical digital audio connections are a popular way to send high quality audio between devices

It supports stereo audio, Dolby Digital and DTS 5.1 multichannel audio for people with surround sound systems.

It does not support SACD, DVD-A or high-definition audio such as Dolby, TrueHD and DTS-HD Master Audio

8.[Mi TV] Remote's

Description of Mi TV Remotes

Mi TV Remotes:

There are 3 types of Mi TV remotes:

- 1.IR Remote
- 2.Bluetooth remote
- 3.Bluetooth Remote with Netflix & Amazon Prime

The following TV's are shipped with IR Remotes:

Mi TV 4A 32"

Mi TV 4A 43"

Mi TV 4 55"

Note:

1. Mi TV 4A 32" & 43" does not have Bluetooth. It can be controlled only via IR Remote, Mi Remote App and Android TV app Remote (Over Wi-Fi)
2. Mi TV 4A 32" & 43" originally shipped with PatchWall OS and later received an AndroidTV 9.0 Update.
3. With AndroidTV 9.0 update, there are multiple sections in the OS where Voice Search option will be visible. When user selects the Voice Search option in these TV's using IR Remote, it will show an error 'Something Went Wrong'
4. To use Voice Search on 4A 32" & 43" user should download Android TV app from Play Store on their Android Phone and Pair it with the TV using same Wi-Fi Network on TV
5. Before pairing the new remote we need to make sure that none of the remote should be paired with the TV. If it's not 6. pairing with the new remote turn off/on the TV manually and try pairing.

9. [Mi TV] App Not Working

Troubleshooting steps and settings

Troubleshooting steps:

1. Go to Google Play and check whether any update available for the said app
2. If there is no update available, try uninstalling and re-installing the app
Settings > Apps > Select the App > Uninstall
3. If the app is still not working, Deep Clean and Reboot the TV
Apps > TV Manager > Deep Clean > App data Clean
Apps > TV Manager > Deep Clean > Full Clean.
4. If the app is still not working, your TV may require a Service/Repair

Note:

- Xiaomi doesn't Support 3rd Party Apps loaded Manually in TV.
- TVs have different configuration compared to Android Phone, So it may not support some of the App which are supported in Android Phone.

10. [Mi TV] Google Assistant not working on Mi TV

Troubleshooting steps and settings

Google Assistant Not Working:

1. Check if the TV is running on the latest Version of OS

Settings > Device Preferences > About > System Update > Check for update

2. Check if the TV is signed in with a Google account. If not, Sign in. Mi TVs work on Android platform and hence, Google account is mandatory to use all the Google features/apps effectively

Settings > Accounts & Sign-In > Add Account > Google > Sign-In

If Google account is already signed in ask user to signout and relogin again and check if the issue resolved.

3. Ensure both the TV is connected to Internet wirelessly or via Ethernet and confirm that the Internet is working

4. Check the Internet Speed. Internet speed should be more than 5Mbps for smooth functioning

5. Click on the Voice Search button on the remote and wait for the animation to appear, then give the appropriate voice command.

5.0.1.Unpair the remote from the settings and re-pair it again ,pressing Mi and Patchwall Button for 10secs close to the TV (about 20cm).

5.0.2.Enable-Disable-Enable WI-Fi toggle button multiple times to refresh the WIFI Module .

Settings > Network and Internet > WIFI > Enable

5.0.3.On-Off-On Google Assistant button multiple times from settings to re-instantiate the search function. (Android 10 and above).

Settings > Device Preferences > Google Assistant > On

6. Clear the Cache Memory of Google Search in your TV and Reboot Mi TV. This should resolve the casting Issues in most cases

Settings > Apps > See all apps > Show system apps > Google Search > Clear cache

7. If the Problem still persists, go to:

TV Manager > Deep Clean > Full Clean

Reboot the TV and try the step 5 again.

If the above Troubleshooting steps did not resolve the issue, probably TV may require Service/repair

11. [Mi TV] HDMI port on Mi TV

Troubleshooting steps if HDMI port is not working

Troubleshooting steps for HDMI Port Issue:

Applicable for all models:

Step 1: Check the HDMI Connection from TV to STB, Should be fixed properly

If not

Step 2: Connect the HDMI Cable from the TV to a different HDMI source (Eg. Laptop). If Output is visible, there is a problem with your STB.

If not

Step 3: Try with alternative HDMI cable, connect with STB and TV. If O/P is visible, there is a problem with your HDMI Cable.

Step 4: If above troubleshooting steps don't work then TV may require service

12. [Mi TV] How to Reset/Hard Reset Mi Android TV

Instructions on how to hard reset the

How to Reset Mi TV

1. Press 'O' button on the remote
2. Select 'Settings' on top right corner of the TV screen
2. Go to 'Device Preferences'
3. Scroll down and select 'Reset'
4. Press OK button on the 'Reset' option

How to Hard Reset Mi TV:

1. Power off TV
 2. Disconnect power cord from power socket.
 3. Wait for 10-15 sec.
 4. Press and hold 'Back' & 'OK' keys simultaneously on the remote and point it towards the centre of the TV.
 5. Plug in the Power Cable while holding those buttons.
 7. Keep the 'Back' & 'OK' buttons pressed on the remote till the TV boots to Recovery mode.
 8. Factory reset option will be available on screen.
- Select it and thereafter, select reboot option from the Menu.

13. [Troubleshooting] [Mi TV] IR/BT Remote

Troubleshooting steps for remote not working

Troubleshooting Mi TV Bluetooth (BT) Remote:

Probe if all the buttons are not working or one of the button is not working

If one or few buttons not working follow below steps:

- If one or few buttons not working, but other buttons are working and remote is functional. Please check the Build Version of the TV,
 - Steps to check the build version in a Android TV: Go to settings> Device Preferences >About> Build
 - If TV is not on latest version, ask to update the TV and check if the issue is resolved.
- Else,**
- If the TV is on the latest version, check the warranty details, if it is in warranty assign a technician else educate to purchase a new remote.

If all buttons are not working follow below steps:

Troubleshooting post checking the remote version(Bluetooth or IR)

Applicable for all Mi TV's ships with Bluetooth Remote:

You can pair the remote in 3 ways:

NOTE: First and third Method can only be used when the TV is Turned on, if TV is not turning ON (remote is completely not working), please suggest Method 2.

Method 1: One is by pressing "OK" button for quick pairing

(When the first method fails, please wait for 45s and pair the remote using second method)

Method 2: Press pairing buttons in remote i.e. 'Mi' key and 'O' key if customer has new remote press patchwall key instead of MI key along with O key simultaneously on the remote control for 20~25 sec continuously, within 20cm range

Method 3: Take the remote near the LED and it will auto connect.

1. If it is not paired, check if the batteries are inserted in correct polarities, if not please correct it

2. Check if it is working now. If not try with new batteries.

3. Check for the software update, If TV is not on latest version, ask to update the TV and check if the issue is resolved.(Using Mobile application)

4. Still if it fails to respond, Factory Reset the TV using Mi Remote App if customer has Xiaomi device and Google TV App over Bluetooth or Wi-Fi if android device.

Steps for connecting the TV with Mobile phone-

Work through the IR /Xiaomi phone (if the phone has IR sensor)

1. Download the Mi remote App from Gplay store

2. Tap on the nearby TV and control the TV

Through Google TV App-

1. Connect the phone with the same WIFI in which TV is connected

2. Click on the "Tv Remote"/ Remote icon' in APP

3. It will show the available devices name in the same network

4. Tap on the Tv name will get codes on TV Screen to pair the TV

5. Put the codes displayed on TV screen to operate the TV through remote.

5. If the BT Remote still not working, ask customer to purchase new BT Remote from Mi.com or raise a request in Mi Service Manager

MSM: <https://miservicemanager.mi.com/customer.html>

Troubleshooting Mi TV IR Remote:

1. Check if the batteries are inserted in correct polarities, if not please correct it
2. Check if it is working now. If not try with new batteries.
3. Please check the Build Version of the TV, Steps to check the build version in a Android TV: Go to settings> Device Preferences >About> Build
4. Still if it fails to respond, Factory Reset the TV using Mi Remote App and Android TV App over Wi-Fi
5. If the IR Remote still not working, ask customer to purchase new IR Remote from Mi.com or raise a request through

MSM: <https://miservicemanager.mi.com/customer.html>

NOTE:

If customer contacts us regarding Mi Tv remote issue and remote is under warranty (does not have any physical damage or liquid damage) then customer shouldn't have to pay for any service charges and remote charges to the service engineer. If the remote has physical damage/liquid damage within the warranty period, **customer has to pay for the remote cost + service engineer visit cost + taxes.**

Note: Mi TV 4A 32" & 43" (Originally Shipped with PatchWall later received AndroidTV update) does not have Bluetooth. It can be controlled only via IR Remote, Mi Remote App or AndroidTV Remote app (Over Wi-Fi).

14.[Troubleshooting] [Mi TV] No Sound in External ARC Device

Troubleshooting steps and settings

Troubleshooting steps:

1. Check whether the HDMI cable is connected to HDMI ports labelled with ARC on TV and your external device in HDMI out port (mentioned in some external device)

Note: Please ensure to select ARC input mode in your external device by External device remote.

2. Please check the HDMI cable version. The version should be 1.4 above or Highspeed.

3. HDMI ARC is compatible in one of the Mi TV ports (Usually HDMI 1 Port). Check the port manually where it will be labelled as 'HDMI ARC'. Connect the Audio device only to that port.
4. You can connect your Set Top Box to any other ports if you have your Audio system connected to HDMI ARC port.
5. Also, allow your TV to control HDMI devices by going to Settings > Inputs > HDMI control and enable the option.

If it still does not work after following all the above steps, the TV may require service.

15.[Troubleshooting] [Mi TV] No Sound in TV Speaker

Troubleshooting steps and settings

Troubleshooting steps :

1. Check sound settings & select TV Speakers as default Audio Output
Settings > Device Preferences > Sound > Speakers > TV Speakers
2. Check any Bluetooth Audio Device device connected to the TV
Settings > Remotes & Accessories
3. Check any Audio devices connected to the TV via AV Port, 3.5 mm Audio Jack & HDMI.
If found any, please disconnect the devices.
4. If there is still No Audio output from TV, Reset the TV to Factory Settings.
5. If the issue still continue to persist, TV may need a Service/Repair

16.[Mi TV] Optimizing through TV Manager

How to optimize and boost memory

Optimising Mi TV :

With a single click TV Manager will Boost memory, clean the trash and kill the unnecessary background process

Apps > TV manager > Optimise

Memory Boost:

Memory Boost feature helps clear background process

It speeds up the TV by clearing memory.

It automatically identifies background processes that can be cleared.

Click on Memory boost option to free up the identified background processes.

Apps > TV manager > Memory boost

Cleaner:

Cleaner feature scans the TV and identifies the cache temp and other unimportant files.

You can remove these files by clicking on Cleaner button.

The unwanted files are now removed , Click on finish button to return to the main option.

Apps > TV manager > Cleaner

Uninstall Apps:

Click on uninstall apps to get list of all apps that can be uninstall.

Select the app(s) that you wish to uninstall and select OK on the dialogue box.

Selected App will be removed from the TV.

To Install the app again, download it from Play Store

Apps > TV manager >Uninstall apps

Deep Clean:

Deep clean features gives you below options

Large files: We can clean any unused large files.

App data: Redundant app data will be cleaned.

Full clean: This will clean all your system and apps data permanently except some system configuration.

Apps > TV manager > Deep clean

Install Apps:

Using this feature you can install applications via USB.

Please note that only .apk files can be installed

Apps > TV manager > Install via USB

Data usage:

Check the approximate amount of data consumed by each app

Track the total amount of data consumed by app & services for the month

Apps > TV manager > Data usage

Storage Settings

TV manager settings has below options:

Auto cleanup: You can enable or disable auto cleanup.

Limit trash size: One can limit the trash size between 100MB to 500 MB on their TV with this option.

Apps > TV manager > Settings

17. [Troubleshooting] [Mi TV] Poor Display/Video Quality

Troubleshooting steps and settings

Troubleshooting steps:

1. Check the DTH Signal/Video Quality

- **Standard Definition (480i)** signals look fuzzy on an HDTV. While many channels are now offered digitally and at a higher quality than analog, they are still 480i signals.
- High definition TV always displays at a higher resolution no matter what the resolution of the incoming signal.
- If the signal coming into the TV is not HD, the TV scales it to fit on the screen. The scaling causes the distortion and fuzziness you see.

2. Choose the Picture mode as Vivid

Settings > Device Preferences > Picture > Picture Mode > Vivid

3. If there are lot of Noise in the Video, set the DNR (Digital Noise Reduction) as High

Settings > Device Preferences > Picture > DNR > High

4. Increase the Backlight of the Display to 100

5. Turn Off Dynamic backlight

Troubleshooting steps for Line/Noise/Grains/Half Display on Tv screen

1. Please check if the lines/noise/grains/half display are visible on different media Sources
2. If the issue exists only on one source, then please check the connection cables and source of media
3. If problem still persists, remove any external source connected via HDMI/AV/USB and check if lines / noise / grains / half display are still visible
4. If the lines/noise/grains/half display are no longer visible, there might be a problem with your external device
5. If the lines/grains are still visible, then your TV may require Service/Repair

18. [Troubleshooting] [Mi TV] Port Issues

Troubleshooting steps and settings

Troubleshooting Port Issues:

1.USB device not working:

Applicable for all models:

Step 1: Please check with alternative USB port in TV

Step 2: If issue persists check with other USB devices.

Step 3: If issue continues then check if USB debugging is enabled.

Disable the option & check.

Settings > Device Preferences > Developer Option (If available) > toggle off “ Enable developer option”.

Step 4: Restart the TV & Check

Step 5: If above troubleshooting steps don't work then your TV may require service.

19. [Troubleshooting] [Mi TV] S/PDIF Port not Working

Troubleshooting steps for S/PDIF port not working

Troubleshooting steps for S/PDIF Port Issue:

Applicable for models: TV49Pro, TV55Pro, TV 43X & TV 50X.

Step 1: Check if the SPDIF Connection from TV to External device is connected properly

If not

Step 2: Connect the SPDIF Cable from the TV to a different external device (Sound bar).

If it works, there is a problem with external device.

If not

Step 3: Try with alternative SPDIF cable, connect with External device and TV. If it works, there is a problem with SPDIF Cable.

Step 4: If above troubleshooting steps don't work then your TV may require service

2.S/PDIF Port Issue:

Applicable for models: TV49Pro, TV55Pro, TV 43X & TV 50X.

Step 1: Check if the SPDIF Connection from TV to External device is connected properly

If not

Step 2: Connect the SPDIF Cable from the TV to a different external device (Sound bar).

If it works, there is a problem with external device.

If not

Step 3: Try with alternative SPDIF cable, connect with External device and TV. If it works, there is a problem with SPDIF Cable.

Step 4: If above troubleshooting steps don't work then your TV may require service

3.HDMI Port Issue:

Applicable for all models:

Step 1: Check the HDMI Connection from TV to STB, Should be fixed properly

If not

Step 2: Connect the HDMI Cable from the TV to a different HDMI source (Eg. Laptop). If O/P is visible, there is a problem with your STB.

If not

Step 3: Try with alternative HDMI cable, connect with STB and TV. If O/P is visible, there is a problem with your HDMI Cable.

Step 4: If above troubleshooting steps don't work then TV may require service

4.HDMI ARC Port Issue:

Applicable for all models:

Step 1. Please check whether the HDMI cable is connected to HDMI ports labelled with ARC on TV and your external device in HDMI out port(mentioned in some external device)

If Yes

Step 2

TV Port ARC Device HDMI Port

Note: Please ensure to select ARC input mode in your external device by External device remote

Step 2. Please check the HDMI cable version. The version should be 1.4 above or High speed.

If Yes

Step 3. Enable HDMI control option on TV.

Go to Settings ->Inputs -> HDMI Control->enabled.

Step 4. Reboot the TV & Play any Content to check the audio O/P through the ARC device.

If Yes

Step 5. If above troubleshooting steps don't work then your TV may require service

5.AV Port Issue:

Applicable for all models:

Step 1: Check the AV Connection from TV to STB. Should be fixed properly in the respective colors.

If not

Step 2: Connect the AV Cable from the TV to a different AV source (Eg. DVD player). If O/P is visible, there is a problem with your STB.

If not

Step 3: Try with alternative AV cable, connect with STB and TV. If O/P is visible, there is a problem with your AV Cable.

Step 4: If above troubleshooting steps don't work then your TV may require service. Please contact Xiaomi Call centre (1800 103 6286)

20 . [Mi TV] TV Not Turning On

Troubleshooting steps if TV doesn't turn on:

1. Check the LED Status on the TV.

2. If LED is not glowing, please suggest the below steps:

- Connect the TV Plug securely to the socket. Also, ensure no physical damage is there on the TV cable.
- Try to plug out and plug in TV power cable in socket and check if TV turns on
- Try plugging the TV to a different power socket and check if the TV turns on.
- Try Switching ON the TV using Manual Button– Press and hold LED for 3 sec (Under the 'Mi' Logo on the TV). If this works, this means there can be a problem with your TV remote.

If none of the above steps work, TV may require servicing, please assign a technician.

3. If LED is Glowing, please suggest the below steps:

- Try Switching ON the TV using Manual Button – Press and hold LED for 3 sec (Under the 'Mi' Logo on the TV). If this works, this means there can be a problem with your TV remote
- Try to plug out and plug in TV power cable in socket and check if TV turns on
- Check the TV remote and its batteries. Ensure the batteries are inserted correctly.
- You can also reboot your TV to recovery mode and check.
- If none of the above steps work suggest Hard reset as mentioned below as per the TV model (Android/Patch wall)

4. If LED is Blinking, please follow the below steps:

- Connect the TV Plug securely to the socket. Also, ensure no physical damage is there on the TV cable.
- Try to plug out and plug in TV power cable in socket and check if TV turns on
- Try plugging the TV to a different power socket and check if the TV turns on.
- Try Switching ON the TV using Manual Button -- Press and hold LED for 3 sec (Under the 'Mi' Logo on the TV). If this works, this means there can be a problem with your TV remote. Check the TV remote and its batteries. Ensure the batteries are inserted correctly. Check the TV remote and its batteries. Ensure the batteries are inserted correctly.
- You can also reboot your TV to recovery mode and check.

For Android TVs:

- Power off TV
- Disconnect power cord from power socket.
- Wait for 10-15 sec.

- Press and hold 'Back' & 'OK' keys simultaneously on the remote and point it towards the centre of the TV.
- Plug in the Power Cable while holding those buttons.
- Keep the 'Back' & 'OK' buttons pressed on the remote till the TV boots to Recovery mode.
- Factory reset option will be available on screen.
- Select it and thereafter, select reboot option from the Menu.

For PatchWall TVs:

1. Hold the Power button on the TV + Home button and Option button in the Mi remote at the same time, until TV enters Recovery Mode.
2. Select wipe all data and select Reboot option to turn on the TV (Warning: This step will erase all the data on your TV).
3. You have to raise a repair request if this doesn't work. For raising a repair request, refer TV Repair Request article.

21. [Mi TV] Unable to type / Keyboard does not appear

Troubleshooting steps and settings

Troubleshooting steps:

1. Check the language from TV settings ,it should be English(India).

Settings > Device Preferences > Language > English (India)

2. Check the Gboard language settings from Keyboard, it should be set as English(US) .

Settings > Device Preferences > Keyboard > Gboard Settings > Languages > English (US)

3. Check if any External I/P devices (Mouse /Keyboard) connected, remove the external devices from the TV.

Note: Due to Security reasons passwords are restricted from external device

4. If above troubleshooting steps don't work then your TV may require service.

22. [Mi TV] USB Device not working

Troubleshooting steps if USB is not recognized on Mi TV

Troubleshooting steps for USB device not working:

Applicable for all models:

Step 1: Please check with alternative USB port in TV

Step 2: If issue persists check with other USB devices.

Step 3: If issue continues then check if USB debugging is enabled.

Disable the option & check.

Settings > Device Preferences > Developer Option (If available) > toggle off “ Enable developer option”.

{To enable - Go to settings>device preferences>about>tap on build 7 times to enable developer options}

Step 4: Restart the TV & Check

Step 5: If above troubleshooting steps don't work then your TV may require service.

23. [Mi TV] YouTube App Not Working on PatchWall TV

The interim solution to be followed for the Youtube App issue on Patchwall

We are receiving lot of calls on Youtube app not working on AOSP Mi TV's. Please use the below script.

For **Mi TV 4A 32"** & **Mi TV 4A 43"**:

Script:

We regret that the YouTube app is currently throwing an error on your Mi TV. The work on 'Andriod Pie' is under development for Mi TV 4A (32, 43) to have all the Google Services to support your TV and provide an enhanced viewing experience including the official YouTube app.

Only if customers ask how to watch videos on Youtube until the update is released

- 1) Side load (<https://in.c.mi.com/thread-861822-1-1.html>)
- 2) Use mouse to control web version on [youtube.com](https://www.youtube.com)

For **Mi TV 4 55"**:

Script:

We regret that the YouTube app is currently throwing an error on your Mi TV. To resolve this issue, please follow the steps on the Mi community page below: <https://in.c.mi.com/thread-861822-1-1.html>

Note: Do not inform anything about Android P rollout for Mi TV 4 – 55".

Tagging:

Cat 1: Technical Support

Cat 2: Mi TV & Mi Box

Cat 3: Mi TV Model

Cat 4: Youtube App Not Working

24. [Mi TV] Casting issue on Mi TV

Troubleshooting steps and settings to fix casting issues on Mi TV

How to troubleshoot casting issues in Mi TV:

1. Check if the TV is running on the latest Version of OS

Settings > Device Preferences > About > System Update > Check for update

2. Check the App from which you would like to Cast supports Chromecast, and if Yes, check if it is updated to the latest version

3. Check if the TV is signed in with a Google account. If not, Sign in. Mi TVs work on Android platform and hence, Google account is mandatory to use all the Google features/apps effectively

Settings > Accounts & Sign-In > Add Account > Google > Sign-In

4. Ensure both the TV & Casting/Source device is connected to the same Wi-Fi Network

5. Check the Internet Speed. Internet speed should be more than 5Mbps for smooth functioning

6. Clear the Cache Memory of the Chromecast in your TV and Reboot Mi TV, Phone & Router. This should resolve the casting Issues in most cases

Settings > Apps > See all apps > Show system apps > Chromecast Android Shell > Clear cache

7. Open the desired app (Amazon / Netflix / Hotstar / Youtube etc) on your casting/ source device. Click on the Cast button and select your TV

If the Problem still persists, go to:

TV Manager > Deep Clean > Full Clean

Reboot the TV and try the Step 7 again.

If the above Troubleshooting steps did not resolve the issue, probably TV may require Service/repair

25. [Mi TV] Screen Mirroring Issue

Troubleshooting steps and settings to fix screen mirroring issue

Troubleshooting Screen Mirroring Issues:

1. Check TV is running on the latest Version of the OS

Settings > Device Preferences > About > System Update > Check for update

2. Check the Google Home app is updated to the latest version

3. Please check if the TV is signed in with a Google account. If not, Sign in. Mi TVs work on Android platform and hence Google account is mandatory to use all the Google features/apps effectively.

Settings > Accounts & Sign-In > Add Account > Google > Sign-In

4. Ensure both the TV & Casting/Source device connected to the same Wi-Fi Network

5. Check the Internet Speed. Internet speed should be more than 5Mbps for smooth functioning

6. Go to the Google home app on your source device & Check the Other Cast device section, your TV name should be reflected on the screen, click on the TV name.

If the Problem still persists, go to:

TV Manager > Deep Clean > Full Clean

Reboot the TV and try the Step 6 again.

If the above Troubleshooting steps did not resolve the issue, probably TV may require Service/repair

26. [Mi TV] No Video, only Audio Playing on TV

Troubleshooting steps to fix the when only audio plays on the TV

NO VIDEO ONLY AUDIO ON MI TV

Probing: Ask the customer when does the issue occurs on the TV

- When connected to STB?
- When connected to USB/HDD?
- While playing online videos on the TV?
- When the TV is turned on

STB- Set Top Box

Step 1: -Check if the issue occurs only on a particular channel.

- If issue occurs on a particular channel, it's a broadcasting issue.
- If issue occurs on all the channels, check the cable connections (HDMI/Coaxial). If the cables are not connected properly or damaged, you may not get the desired output.
- Try changing the cable which is connected. If the issue gets fixed, the cable connected earlier is faulty.
- Restart the TV
- If the above troubleshooting doesn't help to get the issue fixed, your TV may require service.

Step 2: If the TV is connected to a Set Top Box through RCA cables, check the yellow cable connection.

Note: The RCA Cables normally is a combination of 3 different cables

RED Cable/Port – Used for Right Audio Channel

White Cable/Port – Used for Left Audio channel

Yellow Cable/Port – Used for Video Output

- If the cables are properly connected and the issue still persists, try using a different cable.
- Restart the TV
- If the above troubleshooting doesn't help to get the issue fixed, your TV may require service.

USB/HDD

- If the video is being played from an USB/HDD, check with the video quality/format.
- If the video format is as per the standard, try re-connecting the USB/HDD after scanning the device.
- Try connecting a different USB/HDD and see if the issue persists
- If the issue doesn't occur after the above mentioned steps: the device connected earlier may be faulty
- If the issue occurs: try playing a different video file and see if the issue is fixed
- Restart the TV
- If the above troubleshooting doesn't help to get the issue fixed, your TV may require service.

Online Videos:

- Check the video resolution/quality which is selected.

- Change the video resolution/quality while the video is being played.

Note: Few videos may not display the picture when you select lower resolution (144P/240P.. etc)

- Update the application on which you are playing the video

- Restart the TV

- If the above troubleshooting doesn't help to get the issue fixed, your TV may require service.

When the TV is turned on

- Check with the cable connections

- Restart the TV

- Try Hard Resetting the TV, if it helps

- If the above troubleshooting doesn't help to get the issue fixed, your TV may require service.

27 .[Mi TV] Unexpected Reboot/Power Off

Troubleshooting steps if the TV reboots or turns off unexpectedly

Does your TV keep turning off unexpectedly?

Following a few simple steps given below may solve this issue.

1. Uninstall all the unwanted applications that are installed on your TV.
To uninstall the apps, open TV Manager App > Uninstall apps and uninstall all required apps individually.
2. Under TV manager, you can also get rid of trash files and close unwanted apps running in the background. Just click on 'Optimize'.
3. You can also perform 'Deep Clean' under TV manager, under which you can get rid of large files, App Data and perform a Full Clean.
4. Also, check if the TV is running on the latest version or update it.
Note: If the above steps do not help then please reset your TV. Settings > Device Preferences > Reset

If resetting the TV does not help, then please request for a Service Engineer Visit

For raising a repair request, refer the TV Repair request article.

28 . Wifi-Connected But No Internet Access

APPLICABLE ONLY FOR BUILD VERSION 5017, for other TV model follow the normal troubleshooting

Issue: Wifi getting connected but unable to stream videos due to ISP fetching Wrong date & Time.

Steps to Fix :

1. Manually correct date and time from below mentioned path and then select “use network provided time” which will start updating the PatchWall page.

Path to correct date and time : Settings > Device Preferences > date & time > Off > Change the date and time to current time > Select “Use network provided time”

2. Go to the PatchWall search option and Click on “**Search Movies/Actor/TV shows...**” as highlighted in picture 1

3. Search “**MITV2020**” on search engine to get “**NTP Changer**” as highlighted in Picture 2

4. Click on the “**NTP Changer**”, & select “**Agree**” to proceed.

5. It will download & open “**NTP Server settings**” as highlighted in Picture 3.

6. Select one by one NTP server from the list and reboot the TV manually to check if issue is resolved or TV showing correct date & time (6 NTP servers excluding one default android server).

7. If not getting resolved, please follow point 1 to 6 & select different NTP server from the below list.

Note: This Work around is applicable for Some ISPs those not able to fetch Correct date and time from Android Server.

29. [Mi TV Webcam] Troubleshooting Guide

TROUBLESHOOTING GUIDE

Mi TV Webcam not working

1. Please ensure that the Webcam is connected to a compatible device
2. Ensure that the Type C cable is connected to the Camera and the TV properly
3. You will see an indicator light on the Webcam if any application is accessing the camera
4. Make Sure the Camera Shutter is open
5. If developer option is turned on, then one of the USB ports on your TV or your Smart TV Box may not work. So, disable the developer options by going to Settings > Device Preferences > Developer options > Turn Off 'Enable developer options'
6. If it is not working even then, it may require a check by the Service Center

Picture Clarity is not good on Mi TV Webcam

Please note that Mi TV Webcam has a 2MP resolution, & if used on bigger TVs, it may look a little pixelated & this is normal. Also, 90% app providers do not have native support of 1080p resolution. So, it also depends on the application you are using. Below are a few things to keep in mind

1. Please ensure that the Webcam is connected to a compatible device
2. Ensure that the Type C cable is connected to the Camera and the TV properly
3. Ensure sufficient lighting for the camera to perform better, with good internet speed
4. Make Sure the Camera lens is clean. Use a soft cotton cloth to clean the lens
5. The quality also depends on the other person's camera, internet speed, their image quality settings, etc.

No Light on Mi TV Webcam

1. Please ensure that the Webcam is connected to a compatible device
2. Ensure that the Type C cable is connected to the Camera and the TV properly
3. You will see an indicator light on the Webcam if any application is accessing the camera
4. The light will be off if it is idle

My Computer shows a different name for this Mi TV Webcam

Mi TV Webcam works on Windows & Mac as well, but the device name would show as UVC Camera(USB Video Device Class Camera). This is not a brand, it is just one type or one class of camera & this is how it will be determined on any computers that you connect to. This is perfectly normal

30 .[Video][Mi TV] How to fix Apps not working on Mi TV.mp4

Steps to fix Apps not working on Mi TV.

Option 1: If there is no update available. Please try uninstalling and re-installing the app.

- Step 1: Click on "Settings"
- Step 2: Click on "Apps"
- Step 3: Click on "TV manager"
- Step 4: Click on "Uninstall apps"
- Step 5: Select the app that needs to be uninstalled.
- Step 6: Click on "OK" button to uninstall.

Option 2: If the app is still not working. Deep Clean and Reboot the TV.

- Step 1: Click on "Settings"
- Step 2: Click on "Apps"
- Step 3: Click on "TV manager"
- Step 4: Click on "Deep clean"
- Step 5: Click on "App data"
- Step 6: Select the app that you want to clear the app data.

Reboot the TV.

- Step 1: Click on "Settings"
- Step 2: Click on "Apps"
- Step 3: Click on "TV manager"
- Step 4: Click on "Deep clean"
- Step 5: Click on "Full clean"
- Step 6: Click on "OK" button.

Option 3: If the app is still not working, your TV may require Service/ Repair.

Note: Click on the 'Download' button to watch the video

31. [MI TV Webcam] How To Make Video Calls

How to Make Video Calls

- 1.Connect the Mi TV Webcam to your Smart TV
- 2.Install Google Duo app from Play Store & pair it with the Mi TV Webcam
- 3.Login to your Google account
- 4.Allow Google Duo to access your contacts, Camera & Microphone

You are all Set!!

Compatible Devices

Mi TV Webcam can be used with your Mi Smart TV, Streaming Box with USB port, Desktops & laptops

This is a simple plug & play device & it does not need any external drivers to be downloaded what so ever to start using it

32. [Troubleshooting] [Mi TV] Wi-Fi not working

Troubleshooting steps and settings

Troubleshooting steps:

1. Please check if Wi-Fi router is placed within 3-4 meters with no obstructions in between
 2. Make sure the Internet connection & Router is working using the following method:
 - Connect your Smartphone/Laptop to the Wi-Fi network and run a Speedtest app.
 - Speed should be at least 5 Mbps. If not, please contact your Internet Service Provider
 3. Make sure the number of devices (Eg. Smartphones / laptops) connected to the Wi-Fi network are limited to 3 to 4 devices
 4. Forget the Wi-Fi Network and connect to the Network again.
Settings > Network & Internet > Wi-Fi Network > Forget Network
 5. Ensure Wi-Fi Network is not Whitelisted/Blacklisted
 6. Ensure Wi-Fi Network SSID is not hidden
 7. If the TV is still not connected to Wi-Fi Network, Factory Reset the TV
Settings > Device Preferences > Reset > Reset
- If the issue is still not resolved, TV may need Service/Repair

33. [Issues] Redmi TV X 55"- Brightness Issue

Redmi TV X 55"- Brightness Issue

We have observed an issue specific to Redmi TV X 55 inches where if a user set the brightness of the TV to less than ~50%, user will observe a wave like pattern on the display (there is no green screen flashes or anything else related to this issue). The UI remains intact when this issue occurs.

This is a software issue and we have fixed this in our current OTA update limited to Redmi TV X 55 inches in build number 2845. This build is also available to our After Sales engineer to manually update the device at customer's place.

Instructions:

- If a user reaches out to us stating issues related to observing a wave like pattern on their Redmi TV X 55 inches, please confirm their current build number and guide them to update their device to the latest build 2845.
- If a user responds that they are unable to find the latest update on their device, please ask them to wait for a day. The current update is following a grayscale staged flow which means it would take a while for users to get the update.
- However if the customer escalates this issue, we suggest to collect the serial number for the customer and share it with us so we can manually push the update to these consumers.

Note:

- *Manually updating the users is the last fallback option, we will be using it only in extreme cases*
- *We have informed the same to Amazon Customer Support Team and they will be following the same process of asking users to update on their own.*
- *This issue is not applicable to all Redmi TV X 55 devices, we have observed this only on a few specific devices.*

Below are the slides on how users can check for update (ONLY FOR INTERNAL PURPOSE):

From Android TV Home:

1. On Android Home Page, Go to Settings.
2. Open Device Preferences.
3. Open About
4. Open System Update
5. Wait for few minutes and update will show up

From PatchWall Home:

1. From PatchWall Home, Open Settings
2. Go to Additional Settings.
3. Open Device Preference
4. Open About
5. Open System Update
6. Wait for few minutes and update will show up

Sumpa Saha 8002