[SH08] Weak 4G/no network

**Q1**: My samsung phone cannot receive the network when making calls.

**A1**: Dear Backcare, please relay the following message to the customer. Before proceeding with a return, please ask the customer to reset or modify their network settings. More information can be found in these links: 1. <https://ecotronique.com/apn> 2. https://ecotronique.com/sim. Please let us know if the issue persists.

**Q2: Your method does not work. A2**: Proceed with the return procedure