**Android Mobiles Customer Service Booklet**

**Welcome to Android Customer Care**

Thank you for choosing an Android smartphone. This booklet provides essential information on setup, usage, troubleshooting, and customer support. Follow these guidelines to ensure smooth performance and longevity of your device.

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**1. Getting Started**

* **Operating System:** Android (Version may vary by device)
* **Key Features:** Google Play Store, Google Assistant, Multi-Tasking, Customization
* **Common Brands:** Samsung, OnePlus, Xiaomi, Realme, Google Pixel, Vivo, Oppo, Motorola

**2. Setup & Activation**

* Insert a **SIM card** and power on the device.
* Follow the on-screen **setup wizard** to select language, connect to Wi-Fi, and log into a Google account.
* Set up **screen lock** (PIN, pattern, fingerprint, or face unlock).
* Customize settings like notifications, themes, and sound preferences.
* Enable **Find My Device** for security under **Settings > Security**.

**3. Usage Instructions**

* Download apps from **Google Play Store** only.
* Use **Google Assistant** for hands-free operations.
* Enable **Dark Mode** under **Settings > Display** for battery savings.
* Manage **storage & RAM** by clearing cache in **Settings > Storage**.
* Utilize **Split-Screen Mode** for multitasking.

**4. Battery & Charging Tips**

* Use **original chargers** for best performance.
* Avoid charging overnight to **prevent overheating**.
* Enable **Battery Saver Mode** under **Settings > Battery**.
* Turn off unused apps running in the background.
* Avoid extreme temperatures to prolong battery life.

**5. Troubleshooting Guide**

|  |  |  |
| --- | --- | --- |
| **Issue** | **Possible Cause** | **Solution** |
| Device not turning on | Low battery | Charge for at least 30 minutes and restart |
| Slow performance | Too many background apps | Close unused apps, restart device |
| Screen unresponsive | Software glitch | Force restart (Press Power + Volume Down) |
| Apps crashing | Corrupt app data | Clear app cache or reinstall app |
| Wi-Fi not connecting | Network issue | Restart router, reconnect Wi-Fi |
| Battery draining fast | High brightness, multiple apps | Lower brightness, close background apps |
| Overheating | Heavy usage or charging while gaming | Let the device cool, avoid charging while gaming |

**6. Software Updates & Security**

* Check for software updates under **Settings > System > Software Update**.
* Keep Google Play Protect enabled for malware protection.
* Use **secure lock screen options** for data security.
* Avoid installing apps from unknown sources.
* Backup important data using **Google Drive** or cloud storage.

**7. Warranty & Support**

* **Warranty Period:** Typically 1-year for hardware, 6 months for accessories (varies by brand).
* Covers **manufacturing defects** but excludes physical damage or unauthorized modifications.
* Keep the original invoice for warranty claims.

**8. Customer Care Contact Details**

For brand-specific support, refer to the official customer service of your Android phone manufacturer:

* **Samsung:** 1800-407-267-864
* **OnePlus:** 1800-102-8411
* **Xiaomi:** 1800-103-6286
* **Realme:** 1800-102-2777
* **Google Pixel:** 1800-419-0655
* **Vivo:** 1800-102-3388
* **Oppo:** 1800-103-7766
* **Motorola:** 1800-102-2344

For general Android-related queries, visit: [www.android.com](https://www.android.com)