**AuraPhone Troubleshooting Guide for Agents**

**Frozen on Lock Screen**

When a customer reports their AuraPhone is frozen on the lock screen and unresponsive, guide them through a force restart. Tell them to press and hold both the Volume Down button and the Power/Side button simultaneously for about 10-15 seconds. Explain that the screen will go black, and then the AuraTech logo should appear, indicating the device is restarting. Advise them to release the buttons once the logo appears and wait for the phone to boot up normally. If it doesn't respond after 20 seconds, have them repeat the process, confirming they're holding both buttons firmly.

---CHUNK\_BOUNDARY---

**Error Updating to Latest AuraOS**

If a customer encounters an error while trying to update their AuraOS, first ask them if they have a stable Wi-Fi connection and sufficient battery life (at least 50%). Instruct them to try restarting their phone as a simple reboot can often clear temporary software glitches. Next, guide them to check their phone's available storage in Settings > Storage, recommending they have at least 5GB free for the update. If storage is fine, suggest they delete the downloaded update file (if visible in Settings > System > Software Update) and try downloading it again. If the issue persists, inform them we might need to perform a factory reset as a last resort, but we'll try other options first.

---CHUNK\_BOUNDARY---

**Volume Buttons Not Working**

When volume buttons are unresponsive, start by asking the customer if the issue is intermittent or constant, and if it affects both buttons or just one. Tell them to try a force restart (Volume Down + Power/Side button for 10-15 seconds) as this can often resolve minor software hangs affecting hardware controls. Once restarted, have them test the buttons by pressing them firmly. If they still don't work, instruct them to check the software volume controls by swiping down from the top of the screen to open the Quick Settings panel and adjusting the media slider there. If the software controls work but physical buttons don't, it might indicate a hardware issue, and you'll need to discuss repair options with them.