

# **Introduction to iPop Phone Support Guide**

Welcome to the iPop Phone Customer Support Guide. This document is created to assist customer support representatives with resolving common queries, troubleshooting issues, and delivering excellent service to iPop phone users.

# iPop Phone Models

iPop offers a variety of smartphone models, designed to meet different user needs. Below are some of the popular models currently available in the market:

- ■ iPop X1 Pro - 6.7-inch AMOLED Display - 12GB RAM + 256GB Storage - Snapdragon 8 Gen 2 Processor - Triple 108MP Camera Setup - 5200mAh Battery with 65W fast charging
- ■ iPop Z5 - 6.5-inch LCD Display - 8GB RAM + 128GB Storage - MediaTek Dimensity 900 Processor - Dual 64MP Camera - 5000mAh Battery with 33W fast charging
- ■ iPop Mini M3 - 5.9-inch OLED Display - 6GB RAM + 128GB Storage - Snapdragon 7 Gen 1 Processor - Dual 48MP Camera - 4000mAh Battery with 25W charging
- ■ iPop Ultra Max - 6.9-inch AMOLED 2K Display - 16GB RAM + 512GB Storage - Snapdragon 8+ Gen 2 Processor - Quad Camera System (200MP Primary) - 6000mAh Battery with 100W charging

# Troubleshooting Common Issues

This section provides solutions to the most frequently reported issues by iPop phone users. Agents should always attempt these steps before escalating the case.

- Phone not turning on: - Charge the device for at least 30 minutes. - Press and hold the power button for 10 seconds.
- Overheating issues: - Avoid using heavy apps while charging. - Ensure software updates are installed.
- Battery draining quickly: - Disable background apps. - Turn on power-saving mode.
- Connectivity issues: - Reset network settings. - Reinsert SIM card and restart the device.
- Screen unresponsive: - Perform a soft reset using power + volume down button.

## Frequently Asked Questions (FAQs)

- Q: How do I take a screenshot? A: Press the Power + Volume Down buttons simultaneously.
- Q: Does iPop support 5G? A: Yes, all models starting from iPop Z5 support 5G connectivity.
- Q: Can I expand storage with a microSD card? A: No, iPop phones come with fixed storage.
- Q: Is the iPop Ultra Max water-resistant? A: Yes, it has IP68 water and dust resistance.
- Q: How often does iPop release software updates? A: Security updates are monthly, and major OS updates yearly.

# Warranty & Escalation Process

- Standard Warranty: - 1 Year for the phone - 6 Months for accessories
- Covers manufacturing defects only, not accidental/physical damage.
- Escalation Steps: 1. Agent resolves using guide. 2. If unresolved, escalate to Tier 2 Support. 3. If issue persists, initiate repair or replacement request.