

Defects	Troubleshooting
Can't power on	<p>If the phone appears black screen that cannot be turned on, you can try the following ways.</p> <ol style="list-style-type: none"> <li>1, long press the power button for more than 10 seconds, try to force reboot.</li> <li>2、 Confirm whether the shutdown is caused by low battery ;</li> <li>3, If you are sure that the phone has power, turn off the phone then press and hold the volume up + power button or press and hold the volume down + power button at the same time to see if you can enter Recovery mode and Fast boot mode, if you can enter the above two modes, press and hold the power button for more than 10 seconds when in both modes to try to reboot.</li> <li>4, if the operation in "3" still cannot boot, it is recommended to enter the Recovery mode select "Clear Data" - "Clear All Data";</li> <li>5, if the above methods are unable to solve, it is recommended to send to repair</li> </ol> <p>Note: Clear data and Flash will clear all data in the phone.</p>
Auto restart	<p>The phone may automatically shut down and restart from time to time due to various reasons; you can try to update the system to the latest version as a priority, if the latest version of the system is already available, you can follow the following methods to investigate.</p> <ol style="list-style-type: none"> <li>1, in the boot or cycle reboot process, press and hold the "volume +" button to try to enter the Recovery mode.</li> <li>2, if you can successfully enter Recovery mode, select "Clear Data" by pressing the volume keys up and down, and confirm by pressing the power button; then select "Empty All Data" (whether it is acceptable to give up the phone data), and confirm by pressing the power button again.</li> <li>3, after the successful operation of clearing data, the phone will be restored to the factory state. If you have previously logged into your Xiaomi account, you will need to log into your previous Xiaomi account for the first time to verify your identity.</li> <li>4、 If you cannot enter Recovery, or the clear data operation after entering Recovery is not successful, it is recommended to send it for repair.</li> </ol>
Can't charge	<p>If the phone cannot be charged, it is recommended to troubleshoot by the following methods.</p> <ol style="list-style-type: none"> <li>1, try the original charger;</li> <li>2, if the phone automatically shut down due to low power, it is recommended to use the weak current way charging (such as using the computer USB port charging) charging 15-30 minutes to try again to turn on the phone.</li> <li>3, does not meet the above two cases, it is recommended to replace the charger, data line.</li> <li>4, if plugged into the charger phone LED breathing light can light up, the upper right corner of the battery icon display is also charging status (green), but no change in power. Please ensure that the battery has more than 30% of the power in accordance with the following way to operate <ol style="list-style-type: none"> <li>a. If the phone can be turned on, it is recommended to do the factory setting after the phone is turned on.</li> <li>b. If you can't turn on the phone, press and hold the power button + volume up or down keys at the same time to see if you can enter the Recovery mode and Fast boot mode, you can enter the Recovery mode to clear the data</li> </ol> </li> <li>5. If the above methods are not resolved, it is recommended to send to repair.</li> </ol>

<p>Data Cable Charge Slowly</p>	<p>If the phone appears to take a long time to charge and charge slowly (normally 1.5-2 hours to be full, as a result it takes more than 3 hours to be full or still not full); it is recommended that the following methods be used to troubleshoot.</p> <ol style="list-style-type: none"> <li>1, to determine how long the power 0-100% charging time, whether the time is really too long.</li> <li>2, to determine the charging method, whether the charger is original.</li> <li>3, to determine whether the charging data cable interface and the phone tail plug is inserted tightly, if not inserted tightly the phone may be incorrectly identified as the charging method for USB charging, charging will be slower.</li> <li>4, to confirm whether there is currently video playback or games are running, and whether there are more applications in the background. If there are currently high power consumption applications are running, it may cause the charging speed to slow down.</li> <li>5, If the original charger and data cable are used, it is recommended to replace the charger and data cable to try and determine whether the charger and data cable are faulty.</li> <li>6, if the charger, data line no problem, and the phone normal standby state charging, it is recommended to upgrade the system to the latest, restore the factory try.</li> <li>7, the above ways are not solved, it is recommended to send to repair.</li> </ol>
<p>Black Screen</p>	<p>Try to insert the charging cable to see if the breathing light is on.</p> <ol style="list-style-type: none"> <li>a. If the breathing light is on, try pressing and holding the power button for more than 10S to force the phone to reboot to see if the display is normal, after the phone reboots and restores factory settings. If the phone still appears black screen, it is recommended to send to repair.</li> <li>b. If the breathing light does not light up and the phone does not respond to long press the power button for more than 10S, it is recommended to send it for repair.</li> </ol>
<p>Touch Panel</p>	<p>Cell phone touch screen is not working, it is recommended that the following methods to troubleshoot.</p> <ol style="list-style-type: none"> <li>1, confirm whether the phone screen has cracks or water and other man-made damage; if there is man-made damage, it is recommended to send to repair.</li> <li>2, whether only in the operation of an application (game) screen is not sensitive, if so, it may be due to the application (game) data incompatibility, it is recommended to uninstall the application (game) and try.</li> <li>3, please dry your fingers or screen before operation.</li> <li>4, whether to use non-original film, tempered film. If so, it is recommended to try after uncovering.</li> <li>5, enter the hardware detection mode "touch screen test", the specific steps are as follows <ol style="list-style-type: none"> <li>a. Enter the phone dialing interface, enter <code>##6484##</code> or <code>##64663##</code> to enter the hardware detection (CIT mode).</li> <li>b. Slide up and down to enter the "touch screen test", slide your finger on the screen to test the touch screen to see if there is a break in the sliding lines, whether there are extra lines in the non-sliding area.</li> </ol> </li> <li>6. If the test does not pass or calibration fails to enter the hardware detection mode, it is recommended to backup data and update to the latest MIUI version or restore factory mode. If none of the above ways solve the problem, it is recommended to send it for repair.</li> </ol>
<p>Fingerprint Identify Abnormal</p>	<p>You can try to solve through the following methods.</p> <ol style="list-style-type: none"> <li>1, it is recommended to clean the fingerprint reader and then make fingerprint input attempts.</li> <li>2, Check whether the use of protective shell, fingerprint recognition module is not fully exposed, indirectly affect the fingerprint recognition.</li> <li>3, The above measures still do not solve the problem, please try to re-enter the fingerprints.</li> <li>4, try to "restore factory settings" and then reboot, if the data is cleared and re-recorded fingerprints still failed, it is recommended to send to repair."</li> </ol>

<p>Camera Open Slowly</p>	<p>The common performance is that after opening the system camera app, the viewfinder frame is always black after waiting for 3 seconds or more, and the camera screen appears only after waiting for a longer time. We suggest the following methods to check.</p> <ol style="list-style-type: none"> <li>1. There may be a situation that the camera is opened once in a while after not using the camera function for a long time and needs to wait for about 1 second to load, and this problem is more likely to occur when the camera is opened when there are many applications in the background. If the problem occurs only occasionally and the time does not exceed 3 seconds, it is a normal phenomenon.</li> <li>2. suggest clearing all background apps and then open the camera to test if the problem can be solved; if clearing all background apps and then open it again still has the problem, suggest rebooting the phone and then open the camera directly to try.</li> <li>3. try to clear the camera app data to see if the problem can be solved.</li> <li>4. If all of the above cannot solve the problem, we suggest sending it for repair.</li> </ol>
<p>GPS issue</p>	<p>If the phone in the use of navigation software GPS signal is weak or can not be located or frequent drop: 1.</p> <ol style="list-style-type: none"> <li>1, need to confirm whether to open the GPS (you can pull down the notification bar to view the shortcut or enter the settings to view).</li> <li>2, satellite positioning requires high environmental requirements, need to ensure that the positioning operation is carried out in an open and unobstructed outdoor environment.</li> <li>3、 The use of protective covers containing metal materials will have a certain impact on positioning, it is recommended to remove similar accessories when using the positioning function.</li> </ol> <p>If the above methods are unable to solve, it is recommended to send to repair.</p>
<p>Application Defect</p>	<p>A. For individual application (game) failure, it is recommended to troubleshoot by the following methods.</p> <ol style="list-style-type: none"> <li>1. Backup data to empty the data of the flashing application. Settings&gt;&gt;More apps&gt;&gt;Find the faulty app&gt;&gt;Empty data (this operation will delete the app cache, such as chat history, game process, etc.).</li> <li>2. uninstall the application (game), it is recommended to go to Xiaomi App Store or Game Center to re-download and install.</li> </ol> <p>B. All applications flashback, it is recommended to check by the following methods.</p> <ol style="list-style-type: none"> <li>1. it is recommended to restart the phone and try.</li> <li>2. Backup the phone data (cloud service synchronization is recommended), then reinstall the application after restoring the factory without restoring the backup.</li> <li>3. If clearing data is not effective, it is recommended to send it for repair.</li> </ol>
<p>Heating</p>	<p>The phone appears hot, first need to understand the phone running large games, watching video CPU/GPU will be hot because of frequent participation in computing, is normal; If beyond the normal situation, it is recommended that the following methods to investigate.</p> <ol style="list-style-type: none"> <li>1, the entire charging module will also generate more heat when charging, all cell phones will appear slightly hot, is normal.</li> <li>2, if the body feels overheated or the phone temperature exceeds 50 degrees, it is recommended to send it for repair.</li> </ol>

<p>Power Drain Fast</p>	<p>A. If the local temperature is low, it is recommended to check by the following methods.</p> <ol style="list-style-type: none"> <li>1. In the low temperature environment, standby time becomes shorter is a normal phenomenon.</li> <li>2. When the temperature is lower than 15 °C, the battery will enter the protection mode; when the temperature is low (close to or up to 0 °C), the phone may drop power significantly, or even automatically shut down or cannot be turned on with low power (about 30%); this phenomenon is normal, it is recommended that charging in the more comfortable temperature then use.</li> </ol> <p>B. if the local temperature is normal, you need to check by the following methods.</p> <ol style="list-style-type: none"> <li>1. whether the charging time is normal, from the phone prompt charging to the phone is fully charged; if the charging time is not normal, it is recommended to send for repair.</li> <li>2. After ensure the phone system version is the latest, it is recommended to open the power consumption ranking to observe the power consumption ranking of hardware and software.</li> <li>3. Try to open the flight mode for one night, under normal circumstances, standby for a night is about 10% power consumption, and only about 2% in flight mode.</li> <li>4. Since Android phone programs will automatically start running in the background, users can be advised to restore factory settings after backup, and then use without restoring backup. Check how long will take the phone from 100% to notice charging, normally is about a day and a half.</li> <li>5. If the phone is heat and power consumption is particularly fast without using, it is recommended to send to repair.</li> </ol>
<p>WIFI Connection Fault</p>	<p>If the phone keeps saying "Disconnected" when connecting to WiFi, or WiFi is connected but unable to access the Internet; it is recommended to try the following solutions:</p> <ol style="list-style-type: none"> <li>1. It is recommended to delete the saved SSID (WiFi name) (the deletion method is: open the system settings-WiFi, click the arrow icon behind the WiFi name, and select "Delete Network"), and re-add this SSID (WiFi name);</li> <li>2. The mobile phone uses DHCP to access the Internet by default. If the Internet access method is not modified, you need to ensure that the router opens the DHCP service;</li> <li>3. Check whether other devices are connected to WiFi normally, if other wireless devices are normal, it is recommended to delete the wireless connection and reconnect, if other wireless devices cannot connect, it is recommended to reset the router;</li> <li>4. If other devices can connect to WiFi normally, you can check whether third-party security software is installed in the phone. It is recommended to try after uninstalling and restarting;</li> <li>5. It is recommended to restore the factory settings after backing up the data. After upgrading to the latest system version, try to connect again without restoring the backup;</li> <li>6. If none of the above methods can solve the problem, it is recommended to send it for repair.</li> </ol>

<p>Unable to connect cellular data</p>	<p>If your mobile phone is unable to connect cellular data, first ensure that your mobile phone is not in arrears and that the current signal is good. Then follow the steps below to try to solve it:</p> <ol style="list-style-type: none"> <li>1. Check whether the data network identification at the top right of the screen is normal (G/E/3G/H/4G, etc.);</li> <li>2. After restarting the phone, manually re-switch the cellular data to try again;</li> <li>3. Check whether the mobile phone with the same operator's network can access the Internet;</li> <li>4. Check whether the network authority of the program is disabled in the system's built-in network assistant or the upper limit of the current set package flow has been reached. It is recommended to cancel the limit or reset the upper limit of the package and try to connect to the Internet;</li> <li>5. Check whether it is caused by other network security management software installed, you can close the program in the background or uninstall the application;</li> <li>6. Reset APN settings (settings-mobile network-access point name-reset to default settings);</li> <li>7. Long-term use may cause the system to produce many junk files that hinder the normal operation of the system. It is recommended to try to restore the factory settings after the phone data is effectively backed up, and try to connect to the Internet without restoring the backup;</li> <li>8. If none of the above methods can solve the problem, it is recommended to send it for repair.</li> </ol>
<p>System Stuck</p>	<p>When the mobile phone is stuck and the response is slow, it is recommended to use the following methods:</p> <ol style="list-style-type: none"> <li>1. If the problem occurs in a higher temperature environment, it is recommended to test it in a lower temperature environment. Heat may cause the machine to freeze;</li> <li>2. Try to uninstall the optimized, power-saving, and security software in the mobile phone, and turn off the infrequently used self-starting items;</li> <li>3. In Settings&gt;&gt;More Settings&gt;&gt;Developer Options, turn off window animation scaling, transition window animation scaling, and animation program duration adjustments (Modify the animation effect in the developer options and the visual smoothness will be reduced);</li> <li>4. It is recommended to restore the factory after effective backup of the mobile phone;</li> <li>5. After the factory is restored, it still cannot be solved, it is recommended to send it for repair.</li> </ol>
<p>Cann't Identify-SIM-Card</p>	<p>The following methods can be used to check:</p> <ol style="list-style-type: none"> <li>1. Enter "*#06#" on the dial keyboard and check the IMEI number of the mobile phone to see if it is normal. If there is no IMEI number, it is recommended to send it for repair;</li> <li>2. Re-install the SIM card (please pay attention to whether a. SIM card chip orientation is correct, there will be a corresponding SIM card placement icon on the card tray; b. Whether the card tray orientation is correct), if it still cannot be identified, remove the SIM and wipe the metal chip area of the SIM card with rubber or alcohol, and try again;</li> <li>3. Enter "*##64663##*" on the dial interface to enter the hardware detection, select "SIM card detection", and check whether the SIM card status is inserted; <ol style="list-style-type: none"> <li>a. If it shows that there is no SIM card or the SIM card is not inserted, try to replace the SIM card, if the SIM card is still not detected, it is recommended to restore the factory or flash the phone, if it is still invalid, it is recommended to send for repair;</li> <li>b. If it can be detected after the replacement, it is judged that the SIM card is faulty, please go to the operator's business hall to replace the SIM card and try;</li> </ol> </li> </ol> <p>If none of the above methods solve the problem, it is recommended to send it for repair.</p>

## No signal

If there is no signal bar displayed in the status bar during the use of the mobile phone, or you cannot make calls or send text messages or surf the Internet; you can try the following steps to troubleshoot:

1. The mobile phone cannot make or receive calls, but the signal bar of the mobile phone is displayed normally, and it is necessary to check whether the SIM card is in arrears;
2. Determine whether the mobile phone version supports the type of SIM card used. For example, buying a telecom contract machine in a business hall and inserting a mobile SIM card may cause no signal (no service);
3. Enter \*##64663##\* on the dial interface to enter the hardware detection, select "SIM card detection", and check whether the SIM card status is inserted;
  - a. If there is no SIM card or the SIM card is not inserted, try to replace the SIM card, but the SIM card is still not detected. It is recommended to restore the factory, and it is still invalid. It is recommended to send it for repair; if it can be detected after the replacement, it is judged that the SIM card is faulty, please go to the operation Try after replacing the SIM card in the business hall;
  - b. If the SIM card has been inserted, the SIM card can be recognized normally, indicating that there is no problem with the card slot, and continue the following troubleshooting.
4. In order to pursue beauty, some protective cases on the market adopt a large-area electroplating process, and the metal in them will shield the mobile phone signal, thereby affecting the reception and transmission of the mobile phone signal. If such protection is used Shell, it is recommended to temporarily remove it to see if the signal condition returns to normal;
5. If you try to make a call at another place, this will happen, such as outdoor, non-interference environment, etc., exclude the use environment (such as basements, tunnels, relatively closed buildings, etc.) factors caused by the poor signal of the operator, the mobile phone signal is weak , The signal bar is not displayed;
6. Determine whether it is the operator's own network problem, such as checking whether the network of the same operator used by colleagues or friends is normal, and the reason for the aging of the SIM card is not ruled out. You can try to replace the SIM card of the same operator or other operators. Determine whether it is a network coverage problem; (for example, when Unicom is in 2G standby, many mobile phones will have no service, because some areas of Unicom's 2G coverage are not good);
7. After confirming that there is no problem with SIM card recognition, network coverage, etc., confirm the following settings:
  - a. Settings>>Dual SIM and mobile network>>Select the corresponding SIM card>>Network type selection>>4G priority
  - b. Settings>>Dual SIM and mobile network>>Select the corresponding SIM card>>Select the operator>>Automatic selection (when the telecom SIM card is installed, there is no such setting)
8. After the above settings are invalid, it is recommended to restore the factory or send it for repair

<p>Weak Signal</p>	<p>The mobile phone can recognize the SIM card, but the signal is poor (weak signal), unable to make or receive calls; there are many reasons for poor mobile phone signal (weak signal), such as the surrounding environment, weather, location, and the operator itself , Usual usage habits (such as using metal protective sleeves), system failures, mobile phone hardware, etc.; it is recommended to investigate through the following methods:</p> <ol style="list-style-type: none"> <li>1. Unable to make or receive calls, but the signal bar of the mobile phone is displayed normally, first check whether the SIM card is in arrears;</li> <li>2. According to the operator of the SIM card used, choose a reasonable network type setting, and it is recommended to choose 4G first;</li> <li>3. Check whether this will happen If you try to make a call in other places, such as outdoor, non-interference environment, etc., exclude the use environment (such as basements, tunnels, relatively closed buildings, etc.) factors such as weak mobile phone signal caused by poor operator signal ;</li> <li>4. Determine whether it is the operator's own network problem, such as checking whether the network of the same operator used by colleagues or friends is normal, and the reason for the aging of the SIM card is not ruled out. You can try to replace a SIM card with the same operation and the same network. ;</li> <li>5. In order to pursue beautiful appearance, some protective shells on the market adopt a large-area electroplating process, and the metal in them will shield the mobile phone signal, thereby affecting the reception and transmission of the mobile phone signal. If such a protective shell is used, It is recommended to temporarily remove it and check the signal condition;</li> <li>6. It is recommended to check whether the MIUI version is the latest version (the MIUI version page has related prompts), and it is recommended to update to the latest version of MIUI before checking the mobile phone signal bar or making a call;</li> <li>7. Still can't solve it, it is recommended to send for repair</li> </ol>
<p>Mic Low Sound in Calling State</p>	<p>In the middle of a call, you will be inaudible when you are on a call. The following methods are recommended:</p> <p>A. If you can't hear clearly when you are talking with some mobile phone: It is recommended to try to dial some more calls. If everyone else is normal, then the phone itself will have no problem; the problem is likely to be on the other party's phone.</p> <p>B. If the conversation with most of them is not clear:</p> <ol style="list-style-type: none"> <li>1. It is recommended to turn on the hands-free or plug in the headset to try. If in both way the call can be heard clearly, the handset may be faulty and it is recommended to send it for repair;</li> <li>2. It is recommended to change to a better network environment and enter <code>***4636***</code> to check the signal strength in the mobile phone information. Generally speaking, the signal strength is between -90dbm and -50dbm, indicating that the signal quality is good;</li> <li>3. Replace a SIM card of another operator to try to see if the call is normal and clear;</li> <li>4. Check if there is any third-party software related to call monitoring permission in the mobile phone. It is recommended to disable or uninstall it.</li> <li>5. After the data is backed up effectively, clear the phone data and upgrade the system to the latest version, and then try whether it can be used normally.</li> <li>6. If none of the above methods can be solved, it is recommended to send it for repair.</li> </ol>

Receiver low  
Sound in  
Calling State

During a mobile phone call, the other party cannot hear your own voice, or the voice is low, or the voice is intermittent, which can be eliminated by the following methods:

1. Under the condition of ensuring that the signal of your mobile phone is normal, try to call other people. If it is normal, it may be that the other party's mobile phone is malfunctioning.
2. If you cannot hear your own voice when you are talking with other people and the signal is normal, you can open the system's own "recording" software to record and see if it is normal. If you can't record, maybe the main mic fails, it is recommended to send it for repair;
3. Whether three-party call application or recording software is installed, try after uninstalling;
4. Check whether the main microphone is blocked. If it is found, it is recommended to go to the authorized service center of Xiaomi to clean it, and it is not recommended to handle it by yourself;

If none of the above methods solve the problem, it is recommended to restore the factory to try; if it still does not work, it is recommended to send it for repair.