

Q: Phone restarts every time, No reception?

A: Please do a factory reset on the device via our FAQ below if there are apps causing instability to the cellular radio and the customer is using SIM SLOT 1.

(Make sure to back up the data before performing factory reset. E.g. Pictures/music/videos, etc...
FAQ to do factory reset. - <http://www.asus.com/support/FAQ/1006346>

Q: Does not work with my service provider.

Our North American ZenFone2 will work with GSM and their associated MVNOs only. For USA GSM (AT&T & T-Mobile). It will not work on CDMA (Sprint & Verizon).

FAQ to some of our USA compatible carriers tested.

<https://www.asus.com/support/FAQ/1011941/>

Q: Item overheating more than usual

May because of too many 3rd party apps taking too much ram/cpu resources.

Also make sure customer is on our latest updated build for stability as this will keep all apps optimized for hardware usage.

Tap "Check Update" in "Settings" -> "About" -> "System update" to check if the firmware is latest over wifi. (Make sure phone is fully charged before updating).

Q: Terrible battery life. Speaker cuts out (needs reboot) and unit gets amazingly warm recharging. Now won't reboot and can't even enter recovery mode.

First make sure to factory reset with backing up customer's data first.

After, please have customer update the firmware (software) for stability. Tap "Check Update" in "Settings" -> "About" -> "System update" to check if the firmware is latest over wifi. (Make sure phone is fully charged before updating).

Then please verify customer contacts AT&T to whitelist device on AT&T's LTE network.

We have an FAQ - <http://www.asus.com/sg/support/FAQ/1012017/>

FYR – AT&T may require customer to provision a locked AT&T phone's IMEI with their sim card in order for another unlocked phone to register on their 4G network based on their plan. This is in their ToC (Terms and conditions).

Q: The last OTA OS update causes the phone to use more battery, heat up and many of the apps (i.e. Audible, Pandora, etc) stop working after 2-3 minutes and the phone goes through a re-boot process.

Please have customer backup their data and do a wipe and recover to restore to factory defaults. This will clear cache for stability with some 3rd party apps after firmware updates.

FAQ – <http://www.asus.com/support/FAQ/1006346>