

Technical Troubleshooting Guide

Topics covered:

1. Power On issue
2. Freezing issue
3. Battery Drain
4. Heating
5. Wi-Fi
6. Third Party App issue
7. Charging
8. Data Malfunction
9. Bluetooth
10. Call Malfunction

Power On issue

Any particular concern which is affecting the power of the device to perform its regular task can be resolved by the below provided troubleshooting steps.

However, we have 7 major issues which can be categorized under the Power on Category as below:

Device stuck at the login or setup page: This is a protection mechanism of the android system which can be resolved by following the below steps:

1. Turn on the device
2. Connect the device to the Wi-Fi or insert a SIM to use the Mobile Network
3. Now, enter the Google account credentials which you've already used on the device
4. Once the account is logged in, you can start the set-up of the device

Note:

- In case if the user changes the Google password recently, please suggest waiting for 24hrs and then follow the login process.
- While advising Factory Data Reset to the customer, if possible, please recommend to format the device using the factory data reset option in the settings rather than, remote flashing
- In case of invalid or forgotten the details of the Google account, please refer to the service center for additional help

Unable to Turn On:

This can be turned off for various reasons, it can be due to lack of power or either any other Hardware or Software related concern.

Steps to check the root cause and determine the solution:

1. Charge the device for at least 30 minutes
2. Then long press the power button for 15 seconds or till the device vibrates
3. If this helps, leave it for charging for at least another 1hr and follow the setup or regular usage of the device
4. If No, please refer the user to the service center for additional help

Note:

- Make sure to use the original cable and adaptor is being used to charge the device
- Do not damage the power button while holding it for longer duration

Auto Turn Off:

In case if the device turns off during the regular usage or in case of any other input for which the device is not turning on by itself can be considered as Auto turn off

Checks to do to resolve this issue:

1. Check if the device has enough internal Storage, under file manager or under System Settings
2. Observe the workload on the device to prevent over heating
3. Over heating can restart the device as per device safety concern
4. Make sure to clear all the background functions of any app which is available
5. Clear the cache of the Device
6. If not resolved, perform Factory Data Reset through the System Settings Settings >> System >> Reset Options >> Erase all data
7. Still not resolved, refer to the service center for additional help

Note:

- Try to clean up the storage by erasing the unnecessary files on the device
- Do not install any other untrusted apps apart from Certified Google Play Store app.
- In case, the device is being used for long time for watching videos or games, help to educate the customer regarding the usage of the device
- Check if the scheduled power on/off feature is turned off under the Utility settings of the device.

Random Restart

Whenever an input is given on the device or during the regular usage of the device, the device starts restarting on it's on.

Steps to resolve this issue:

1. Check if the device has any system updates under the system settings
Settings >> System >> System Updates >> if yes, update the device
2. If no, perform the factory data reset and observe the performance
Settings >> System >> Reset Options >> Erase all data
3. If the issue persists, offer additional help by gathering logs or refer to service center

Note: Make sure the device is not rooted

Stuck on Boot Logo/loop:

The device would continuously restart and wouldn't be accessible for regular usage

Steps for resolving the issue:

1. Turn off the device by long pressing the power button
2. Make sure to charge the device for 30 minutes
3. Unplug the device and hold the power and volume down buttons at the same time for 5-10 seconds
4. Once the device gets into the recovery mode
5. Clear the Cache and data of the device
6. Restart the device through recovery mode
7. If the issue persists, offer additional help by gathering logs or refer to service center

Note: If the device is not turning on or if the recovery is not accessible refer the user to the service center

Showing Recovery mode of Fast-boot mode after Power On:

The device would be turned on with the recovery and fast-boot mode as the home screen and the users wouldn't be able to access the regular home screen

Resolution:

- Offer remote flashing and check if that helps
- If no, refer the user to the service center for additional help

Device Freezing or stuck on User Interface issue

While the device is under regular usage the device interface would be stuck at one particular interface and doesn't respond to any actions or inputs on the device

The below could be major freezing issues on the device:

- App Freezing issue
- System Freeze
- Device Freezes while calling
- Device Freezes while playing videos

App Freezing Issue:

Any inbuilt or third party which is freezing while doing any particular actions can be resolved by the below steps:

1. Close all the apps which are running in the background and free the ram
2. Clear the Cache and Data of the app
Go to Settings >> Apps & Notifications >> See All Apps >> select the defected app >> Storage & Cache >> Clear the Cache & Data
3. Uninstall and Re-install the app
4. Perform the factory data reset and observe the performance
Settings >> System >> Reset Options >> Erase all data

Note:

- Grant the required permissions for the app to function
- Make sure to inform the user about the data while performing the step "Clear Data".
- Check if the app operation depends on the network
- If yes, check for the accurate and good signal strength
- If the issue still persists after FDR, help to collect the logs

System Freezing Issue:

During the regular usage of the device while performing any action related to System Settings or user interface, the below steps can help to understand & resolve the issue:

1. Restart the device by long pressing the power button
2. Once the device is on check for the system updates:
Settings >> System >> System Updates >> if yes, update the device
3. If no, perform the factory data reset and observe the performance
Settings >> System >> Reset Options >> Erase all data
4. If the issue persists, refer the user to the service center for additional help

Note:

- Check if the device is heating
- If yes, that means device has overload on the CPU performance and hence the freezing issue has occurred
- If no, then refer the user to the service center for additional help
- Check if the device is charging
- Because, the unusual fluctuations in the voltage can cause this issue

Device Freezes while on/placing call:

While using the phone app to make a call or while receiving incoming call the device interface would be stuck at one particular point.

This issue can be resolved or identified by the below steps:

1. Restart the device and check if it helps
2. Check if the device has any system update
Settings >> System >> System Updates >> if yes, update the device
3. Clear the Cache and Data of the Phone App
Settings >> Apps & Notifications >> See all Apps >> Select Phone app >> Storage & Cache >> Clear Cache & Clear Data
4. Perform the factory data reset and observe the performance
Settings >> System >> Reset Options >> Erase all data
5. If the issue persists, collect the logs or refer to the Service center for additional help

Note:

- Before performing the Clear Cache & Data or FDR, make sure to back up the required data
- Check the signal strength
- Try to switch between the network if the signal strength is poor

Device Freezes while playing Videos:

While watching any videos on the device using the Gallery or any other any app can be considered under this category

Differentiate the situation between online and offline content and follow the steps accordingly

Steps to resolve the issue:

1. In case of online content: check regarding the network or data connection has good speed

2. Restart the device
3. Check for the System Update:
Settings >> System >> System Updates >> if yes, update the device
4. Clear the Cache and Data of the particular App
Settings >> Apps & Notifications >> See all Apps >> Select the particular app >>
Storage & Cache >> Clear Cache & Clear Data
5. Perform the factory data reset and observe the performance
Settings >> System >> Reset Options >> Erase all data
6. If the issue persists, collect the logs or refer to the Service center for additional help

Note:

- Make sure to inform about the data back-up before performing Clear Data & FDR
- Check if the issue is happening with one particular app or all the online content viewing apps
- If the video content is not supporting on the device, please help forward the feedback to the concerned team

Battery Drain

If the power consumption of the device which is unusual during the regular usage or any other operating conditions would be considered as battery drain.

The below can be major types of Battery Drain issues:

- Battery Drain during Standby/Normal mode
- Battery Drain during particular operation/scenario
- Sudden drop in battery percentage

Battery drain during Standby/Normal mode:

Battery drain consumption during this period will be due to three important factors as mentioned below:

- Display/Screen consumption
- System consumption
- Third Party App consumption

Below are the steps to resolve the above cases:

a) Screen Consumption:

1. Check & observe the battery consumption for the display or screen brightness
2. Advise the user to decrease the brightness of the screen whenever it is not required
3. Educate the user regarding the advantage of automatic brightness feature

4. Check if the screen timeout is set to minimum timeline

b) System Consumption:

The system consumption includes, Messages, OnePlus Apps, Notifications, Operating System, Calls, OnePlus features

1. Check & observe the battery usage under the system settings
2. Disable the third-party apps functioning by running the device in safe and observe the performance to check if the issue is with Operating system
3. Disable the system app which uses more power compared to other system apps and check the performance

c) Third-Party App Consumption:

Any app which is downloaded and installed from the external source consumes more power than intended would be considered under this issue

1. Check & observe the battery usage for the third-party apps
2. In case of particular app, reduce the usage of the app and educate the user about the behavior of the battery regarding the usage of the CPU or graphic resolution used by the app
3. Educate the user about the miss use of third-party apps and try to replace the app with alternatives
4. Clear the ram for the background tasks

General Troubleshooting steps for all the battery drain issues:

1. Check the battery usage
2. Restart the device into safe mode and observe the performance of the battery
3. Make sure the workload on the CPU which is ram is not full
4. Clear the background apps
5. Check for the System Update:
Settings >> System >> System Updates >> if yes, update the device
6. Clear the cache for the system through recovery mode
7. Perform Factory Data reset through system settings
Settings >> System >> Reset Options >> Erase all data
8. If the issue persists, offer additional help by gathering logs or refer to service center

Battery Drain during particular operation/scenario:

The power consumption of the device would be affecting while doing any particular operation like using WhatsApp call or etc.

Below steps would be helpful to check the same:

1. Reproduce the issue and observe which exact scenario is affecting the power consumption
2. Turn off inactive features such as, GPS, Bluetooth, Wi-Fi, Mobile Data, NFC
3. Check for the system update
Settings >> System >> System Updates >> if yes, update the device
4. Perform Factory Data reset through system settings
Settings >> System >> Reset Options >> Erase all data
5. If the issue persists, offer additional help by gathering logs or refer to service center

Sudden drop in battery percentage:

During the regular usage of the device the battery percentage will have a unusual drop in the power for ex: Battery percentage is dropped from 30 to 10% suddenly

Below steps would be helpful to check this issue:

1. Check if the device is turned off while holding the power button
2. If yes, then power jump is an expected behavior (up to 5%)
3. If no, check for the system update
Settings >> System >> System Updates >> if yes, update the device
4. Perform Factory Data reset through system settings
Settings >> System >> Reset Options >> Erase all data
5. If the issue persists, offer additional help by gathering logs or refer to service center

Note:

- Make sure to charge the device using the original charger and cable
- Check if the device is not being used for long time with heavy load no CPU

Heating

During regular usage or normal standby mode in case if the device temperature increases, the below measures can help us to resolve these issues

Heating can be mainly because of three reasons:

- Heating while charging
- Heating while Standby mode
- Heating while regular/normal usage

Heating while Charging:

The device temperature is increased while charging the device. The below steps would be useful to resolve this issue:

1. Check if the user is using the original adaptor and cable to charge the device

2. Check if the device is undergoing any operation such as playing music, videos or games while charging
3. If yes, educate the user about the usage and CPU overload while charging
4. If no, check if the features like GPS, Bluetooth, Mobile Data are turned off while not in use
5. Turn on Auto-Brightness of the screen
6. Close the background functional applications to free up the space in the RAM
7. Check if there are any downloads with huge size, if yes, pause the download and observe the device temperature
8. Observe the device in safe mode (in case of system issue)
9. Refer to the service center or get the logs for additional help

Note:

- Make sure the device is not nearby any place where unusual temperature hike/increase is recorded
- Check for the voltage fluctuations from the power source

Heating while Standby mode:

Heating during standby mode can depend on the system overload or with heavy usage on any particular OnePlus feature

The below steps would help us to resolve this issue:

1. Check if the GPS, Bluetooth, Wi-Fi, Mobile Data are turned off while not in use
2. Turn on Auto-brightness on the screen
3. Close the background functional applications to free up the space in the RAM
4. Check if there are any downloads with huge size, if yes, pause the download and observe the device temperature
5. Observe the device in safe mode (in case of system issue)
6. Refer to the service center or get the logs for additional help

Heating while doing any particular operation & Phone call:

During any particular task or during phone call the device would heat and this issue can be resolved by following below guidelines:

1. Check if the GPS, Bluetooth, Wi-Fi, Mobile Data are turned off while not in use
2. Turn on Auto-brightness on the screen
3. Close the background functional applications to free up the space in the RAM
4. Check if there are any downloads with huge size, if yes, pause the download and observe the device temperature
5. Check if the device is being used for long time by playing games, videos, music and educate the user about the same

6. Restart the device and then check the performance of the device in regard to heating
7. If issue persists, offer additional help by asking for the logs or refer to the service center

Steps to be follow while device is heating over call:

Usually the device temperature might be increased because of long phone calls and the below steps would help to fix this issue:

1. Check the signal strength of the network
2. Check if the device is charging while on phone call
3. Make sure to close the heavy background apps
4. If everything is good, help to gather the logs or visit service center for additional help

Wi-Fi Issues

Any particular concern or issue related to Wi-Fi stability or quality can be mainly divided into the below subcategories

- a) Unable to search Wi-Fi
- b) Issue with previously saved Wi-Fi networks
- c) Obtaining IP Address issue
- d) Unable to turn on Wi-Fi
- e) Wi-Fi auto turn off issue
- f) Mac address issue

Unable to search Wi-Fi:

The below steps would be useful to get this issue sorted:

1. Check if the router has set MAC address list (allows only certain mobiles or devices)
2. If not, reset the router and check if that helps
3. Check if the device Wi-Fi settings are subjected to Auto in regard to frequency
4. Check for the system update
Settings >> System >> System Updates >> if yes, update the device
5. Perform Factory Data reset through system settings
Settings >> System >> Reset Options >> Erase all data
6. If the issue persists, offer additional help by gathering logs or refer to service center

Issue with previously saved Wi-Fi networks:

The below steps can help us to resolve issues related to this particular query:

1. Check if the device has too many saved Wi-Fi passwords

2. Educate user about the cached memory for this particular setting and recommend deleting the unnecessary or older Wi-Fi networks
3. If the issue persists, forget the current network and re-connect it by using the accurate credentials
4. Check for the system update
Settings >> System >> System Updates >> if yes, update the device
5. Perform Factory Data reset through system settings
Settings >> System >> Reset Options >> Erase all data
6. If the issue persists, offer additional help by gathering logs or refer to service center

Note:

- Check if it is public router, because the public routers will auto clear some historical device MAC records so that the device doesn't auto-connect
- For the above issue, educate the user to manually connect to the public router again

Wi-Fi Disconnection issues:

The below steps would be helpful to resolve the issues related to automatic disconnection of Wi-Fi networks:

1. Check if the Wi-Fi signal has good signal strength
2. Check if any priority settings while sleep are enabled in regard to Wi-Fi
Settings >> Wi-Fi >> Wi-Fi Preferences >> Auto switch to mobile data >> Turn off
3. Check if it is public Wi-Fi, if yes, educate the user about the limit set for the users regarding the usage of public Wi-Fi
4. Try with other Wi-Fi networks
5. Check for the system update
Settings >> System >> System Updates >> if yes, update the device
6. Perform Factory Data reset through system settings
Settings >> System >> Reset Options >> Erase all data
7. If the issue persists, offer additional help by gathering logs or refer to service center

Obtaining IP Address issue:

The below steps would be able to help us with the issues regarding the IP address configuration:

1. Check if the router has any particular preferences or settings related to IP address
2. In case, the IP's have been all assigned, any subsequent devices trying to connect will be unsuccessful indicating obtaining IP address
3. Suggest the user to turn off the Wi-Fi for 10-15 minutes & turn on
4. If it issue persists, help to reset the router and reset the Wi-Fi preferences of the device
Settings >> System >> Reset options >> Reset Wi-Fi, Mobile & Bluetooth

Wi-Fi connected but cannot use internet:

The below steps would be able to help to resolve the queries related to no internet although the Wi-Fi is connected:

1. Check the Wi-Fi login page again and login with the credentials
2. Check if the device is connected to public Wi-fi to login to any of the portals

Unable to Turn on Wi-Fi, Wi-Fi auto off, Mac address issues:

The below steps would help us to resolve the above-mentioned issues:

1. Check if the phone is rooted
2. Restart the device
3. Check for the system update
Settings >> System >> System Updates >> if yes, update the device
4. Perform Factory Data reset through system settings
Settings >> System >> Reset Options >> Erase all data
5. If the issue persists, offer additional help by gathering logs or refer to service center

Any particular concern or issue which is affecting the regular usage of the device caused by any externally installed apps can be resolved by the below mentioned steps

The below can be the major issues related to third-party apps:

- a) Force Stop
- b) Unable to install
- c) Unable to open the app
- d) Unable to receive the notification
- e) Cannot use the functions like camera, recording etc.

Force Stop:

Any third-party app which is not working as intended while functioning or operating it and gives an error stating 'app is force stopped' can be resolved by following the below checks:

1. Check for the compatibility issues with the Android version and app version
2. Uninstall and re-install the latest version of the app
3. Clear the Cache and Data of the particular App
Settings >> Apps & Notifications >> See all Apps >> Select the particular app >> Storage & Cache >> Clear Cache & Clear Data
4. Check for the system update
Settings >> System >> System Updates >> if yes, update the device
5. Perform Factory Data reset through system settings
Settings >> System >> Reset Options >> Erase all data

6. If the issue persists, offer additional help by gathering logs or refer to service center

Unable to install the app issue:

1. Check if the device has enough storage
2. If yes, uninstall the unnecessary apps or delete the files which are not in use
3. If no, restart the device
4. Make sure if the user is downloading the app from the trusted place which is Google Play Store
5. Check if the user is trying to download the latest version of the app
6. Clear the Cache & Data of Download manager and Google Play Store app
7. Check for the system update
Settings >> System >> System Updates >> if yes, update the device
8. Perform Factory Data reset through system settings
Settings >> System >> Reset Options >> Erase all data
9. If the issue persists, offer additional help by gathering logs or refer to service center

Unable to open the App:

1. Check if the app is installed from trusted source platform like Google Play Store
2. Uninstall and re-install the latest version of the app
3. Clear the Cache and Data of the particular App
Settings >> Apps & Notifications >> See all Apps >> Select the particular app >> Storage & Cache >> Clear Cache & Clear Data
4. Check for the system update
Settings >> System >> System Updates >> if yes, update the device
5. Perform Factory Data reset through system settings
Settings >> System >> Reset Options >> Erase all data
6. If the issue persists, offer additional help by gathering logs or refer to service center

Unable to receive notification:

1. Check the permission related to notifications
2. Uninstall and re-install the latest version of the app
3. Clear the Cache and Data of the particular App
Settings >> Apps & Notifications >> See all Apps >> Select the particular app >> Storage & Cache >> Clear Cache & Clear Data
4. Check for the system update
Settings >> System >> System Updates >> if yes, update the device
5. Perform Factory Data reset through system settings
Settings >> System >> Reset Options >> Erase all data
6. If the issue persists, offer additional help by gathering logs or refer to service center

Cannot use app's camera or recorder:

1. Check if all the permissions related to internal functioning of the app are granted
2. Clear the cache of the app
3. If the issue persists, offer additional help by gathering logs or refer to service center

Charging

In regard to the charging issue on the device we have 4 major issues which can be differentiated in detail as below and the troubleshooting or helpful suggestions are as follows:

- a) Device won't charge
- b) Interrupted charging
- c) Charging slowly or not able to charge to 100%
- d) Error while charging

Device won't charge:

This would be majorly depending on the hardware side of the issue. The above steps would help us to differentiate the same

1. Check if the device is being charged using the original adaptor and cable that came with the device
2. Check for any loose connection with the USB port (if yes, refer to service center for HW repair)
3. If no, try with a different charger
4. Clean the USB port if there can be any possible dust or lint

Interrupted Charging:

This can majorly occur during the usage of power bank or computers to charge the device.

1. Check if this is the same behavior with the adaptor
2. Check the USB port for further analysis
3. If not resolved, refer to the service center for additional help

Charge slowly or not able to charge till 100%:

This occurs mainly because of unusual hike in temperature while charging

4. Make sure the phone is not in operating condition while charging (usually like heavy which are playing games or videos)
5. Clear the background applications and free the RAM

6. Check the temperature of the surrounding areas
7. Check for the system update
Settings >> System >> System Updates >> if yes, update the device
8. Perform Factory Data reset through system settings
Settings >> System >> Reset Options >> Erase all data
9. If the issue persists, offer additional help by gathering logs or refer to service center

Error while charging:

This can happen majorly during the high incoming voltage or due to overheating of the device.

1. Check the temperature of the device is high while charging
2. If yes, restart the device and if it doesn't help, offer additional help
3. Check if there's any voltage fluctuations from the power supply
4. If no, check regarding the charger and cable and offer additional help by referring to service
5. Check if the device is not under operating condition
6. Check in case of any background app installations or downloading data

Data Malfunction

Any issue related to the mobile data of the device can be checked & resolved using the below steps

The data malfunction can be majorly divided into 4 major subcategories as listed below:

- a) Network is slow
- b) Can't surf internet with good signal
- c) Unable to detect the network between (2G, 3G, 4G)
- d) Network is unstable/always drop

Troubleshooting steps for any network related issue:

Any particular mobile network issue related to speed while surfing the internet can be resolved by the help of below steps.

1. Check if the signal strength is strong
2. Check if the same is happening with a different network
3. Check if the option called Connect to Data while roaming is turned ON while roaming
Settings >> Wi-Fi & Internet >> Sim >> Turn on the Roaming option
4. Turn on & off the Airplane mode
5. Reset the network preferences
Settings >> System >> Reset Options >> Reset Wi-Fi, Mobile & Bluetooth

10. Check for the system update
Settings >> System >> System Updates >> if yes, update the device
11. Perform Factory Data reset through system settings
Settings >> System >> Reset Options >> Erase all data
12. If the issue persists, offer additional help by gathering logs or refer to service center

Note:

- Make sure to differentiate if the issue is with Device or Network Provider
- Educate the user about the data loss while performing the network reset option

Bluetooth

This is one of the major connectivity issues that effects the device. Based on the user's feedback the Bluetooth can be majorly divided into the below subcategories

- a) Cannot search the Bluetooth device
- b) Can't Pair the Bluetooth device
- c) Unable to share files or content through Bluetooth
- d) Unable to Turn on Bluetooth
- e) Bluetooth turns off automatically

Troubleshooting steps for the Bluetooth connectivity issue:

1. Make sure the accessory or device is in range to connect with the device
2. Check if the Bluetooth accessory or device has any preferences regarding visibility
3. If the device is under already paired list, please unpair and pair the device again
4. Reset the network preferences
Settings >> System >> Reset Options >> Reset Wi-Fi, Mobile & Bluetooth
5. Check for the system update
Settings >> System >> System Updates >> if yes, update the device
6. Perform Factory Data reset through system settings
Settings >> System >> Reset Options >> Erase all data
7. If the issue persists, offer additional help by gathering logs or refer to service center

Note:

- Clear the old devices from the paired devices list
- Try if the device or accessory can be connected with any other device
- Check the file size in case of any data sharing issue

Call Malfunction

Issues related to phone call using the inbuilt phone app. Based on the issues reported by the users the major issues can be differentiated as:

- a) Voice Low/Silent
- b) Noise/Choppy
- c) Unable to Call issues

Based on the issues, we've listed a few checks after which the troubleshooting steps are listed in common below

Voice Low/Silent sound:

This would majorly depend on the mic or the other party device's issue. The below checks would help us to resolve this.

1. Check if the low volume issue is with one particular caller or with all the callers
2. Check if the mic is working fine, either by recording a video or by accessing Google assistant
3. Check if the issue resolves by using the earphones or Headphones
4. If yes, then issue with mic and refer the user to service center
5. If no, proceed further with the troubleshooting steps
6. If the low volume issue is from our end, please check for any lint or dust and proceed further with the troubleshooting steps

Noise/Choppy voice:

This mainly happens because of the receiver speaker on the device. The below checks would be able to differentiate the issue

1. Check if the receiver speaker is working fine
2. Clean in the speaker in case of any lint or dust
3. Check the signal strength of the network

Unable to Call:

This majorly happens depending upon the network signal.

1. Check the signal strength
2. Check if the same is happening with a different network provider
3. Check if that particular number or contact is in the blocked list

General Troubleshooting Steps for the Call related issue:

1. Turn on & off the Airplane mode
2. Clear the Cache & Data for the Phone app
Settings >> Apps & Notifications >> See all Apps >> Select the particular app >> Storage & Cache >> Clear Cache & Clear Data
3. Reset the network preferences
Settings >> System >> Reset Options >> Reset Wi-Fi, Mobile & Bluetooth
4. Check for the system update
Settings >> System >> System Updates >> if yes, update the device
5. Perform Factory Data reset through system settings
Settings >> System >> Reset Options >> Erase all data
6. If the issue persists, offer additional help by gathering logs or refer to service center

Note: Make sure to check if it's the same with different network as well on the same device