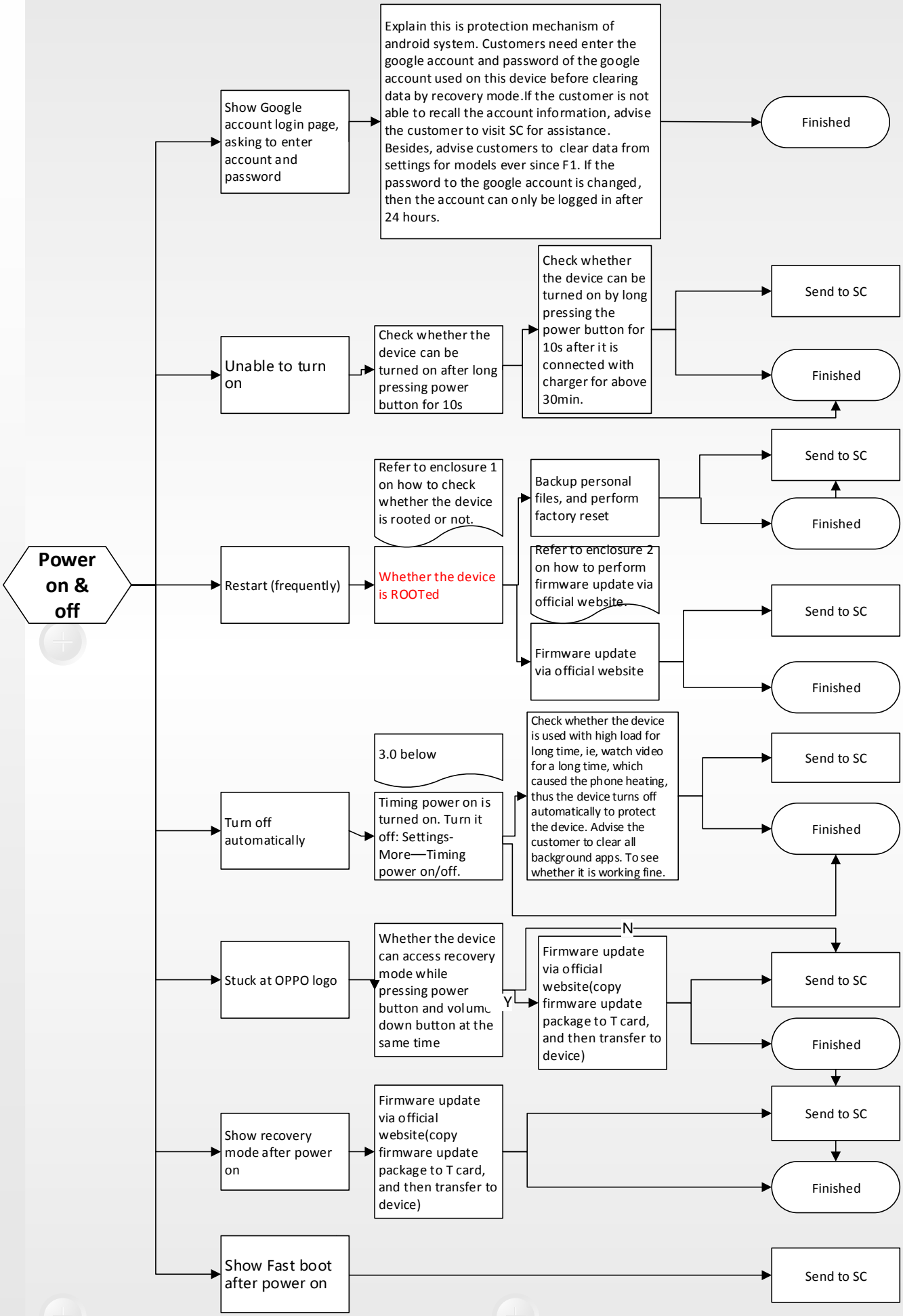
Power on & off
Show Google account login page, asking to enter account and password
Explain this is protection mechanism of android system. Customers need enter the google account and password of the google account used on this device before clearing data by recovery mode.If the customer is not able to recall the account information, advise the customer to visit SC for assistance. Besides, advise customers to clear data from settings for models ever since F1. If the password to the google account is changed, then the account can only be logged in after 24 hours.
Finished
Unable to turn on
Check whether the device can be turned on after long pressing power button for 10s
Check whether the device can be turned on by long pressing the power button for 10s after it is connected with charger for above 30min.
Send to SC
Finished
Restart (frequently)
Refer to enclosure 1 on how to check whether the device is rooted or not.
Whether the device is ROOTed
Backup personal files, and perform factory reset
Refer to enclosure 2 on how to perform firmware update via official website.
Firmware update via official website
Send to SC
Finished
Turn off automatically
3.0 below
Timing power on is turned on. Turn it off: Settings-More—Timing power on/off.
Check whether the device is used with high load for long time, ie, watch video for a long time, which caused the phone heating, thus the device turns off automatically to protect the device. Advise the customer to clear all background apps. To see whether it is working fine.
Send to SC
Finished
Stuck at OPPO logo
Whether the device can access recovery mode while pressing power button and volume down button at the same time
N
Y
Firmware update via official website(copy firmware update package to T card, and then transfer to device)
Send to SC
Finished
Show recovery mode after power on
Firmware update via official website(copy firmware update package to T card, and then transfer to device)
Send to SC
Finished
Show Fast boot after power on
Send to SC