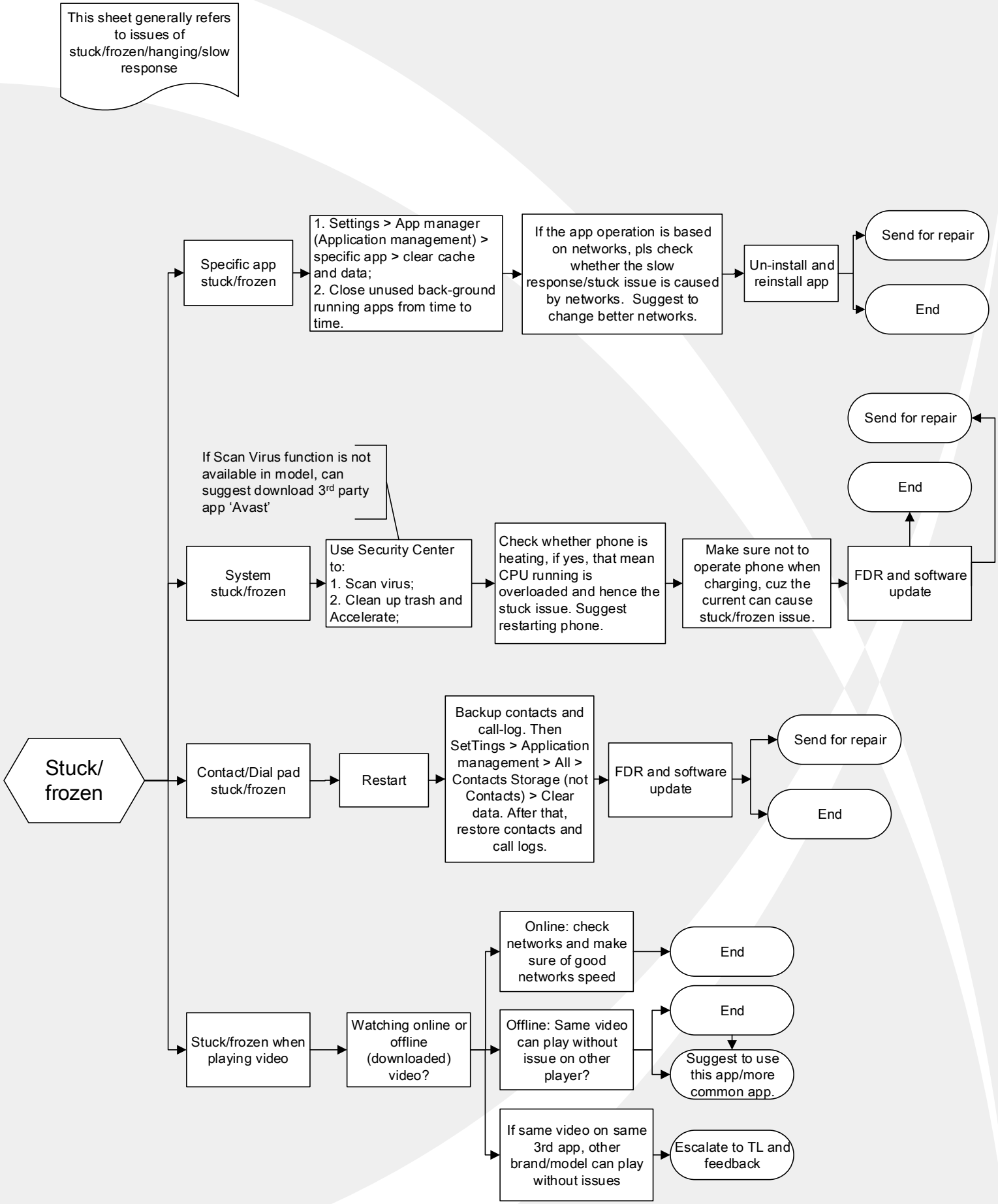
This sheet generally refers to issues of stuck/frozen/hanging/slow response
Stuck/ frozen
Specific app stuck/frozen
1. Settings > App manager (Application management) > specific app > clear cache and data;
2. Close unused back-ground running apps from time to time.
If the app operation is based on networks, pls check whether the slow response/stuck issue is caused by networks. Suggest to change better networks.
Un-install and reinstall app
Send for repair
End
System stuck/frozen
If Scan Virus function is not available in model, can suggest download 3rd party app 'Avast'
Use Security Center to:
1. Scan virus;
2. Clean up trash and Accelerate;
Check whether phone is heating, if yes, that mean CPU running is overloaded and hence the stuck issue. Suggest restarting phone.
Make sure not to operate phone when charging, cuz the current can cause stuck/frozen issue.
FDR and software update
Send for repair
End
Contact/Dial pad stuck/frozen
Restart
Backup contacts and call-log. Then SetTings > Application management > All > Contacts Storage (not Contacts) > Clear data. After that, restore contacts and call logs.
FDR and software update
Send for repair
End
Stuck/frozen when playing video
Watching online or offline (downloaded) video?
Online: check networks and make sure of good networks speed
End
Offline: Same video can play without issue on other player?
End
Suggest to use this app/more common app.
If same video on same 3rd app, other brand/model can play without issues
Escalate to TL and feedback