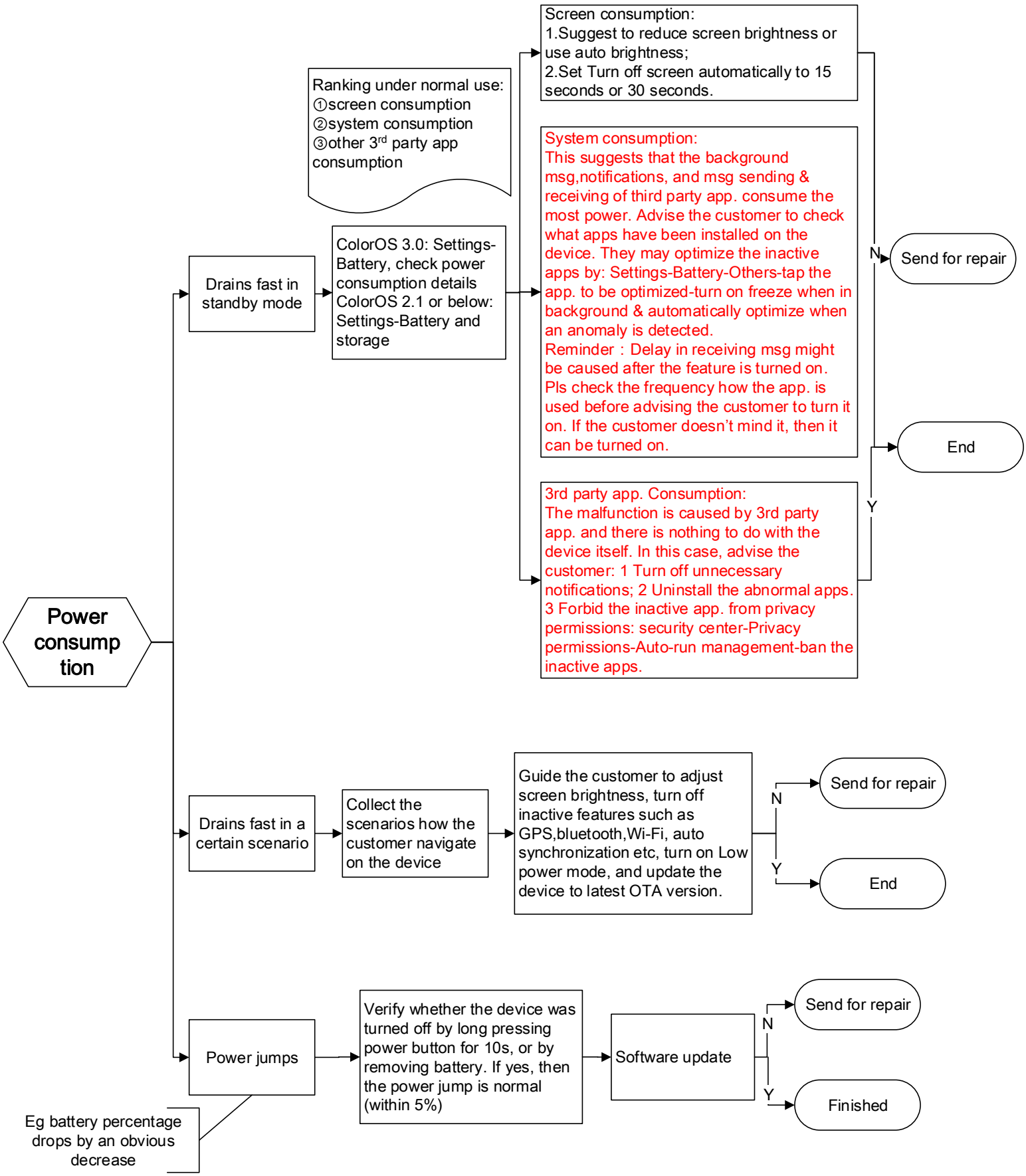
Power consumption
Drains fast in standby mode
ColorOS 3.0: Settings-Battery, check power consumption details
ColorOS 2.1 or below: Settings-Battery and storage
Ranking under normal use:
①screen consumption
②system consumption
③other 3rd party app consumption
Screen consumption:
1.Suggest to reduce screen brightness or use auto brightness;
2.Set Turn off screen automatically to 15 seconds or 30 seconds.
System consumption:
This suggests that the background msg,notifications, and msg sending & receiving of third party app. consume the most power. Advise the customer to check what apps have been installed on the device. They may optimize the inactive apps by: Settings-Battery-Others-tap the app. to be optimized-turn on freeze when in background & automatically optimize when an anomaly is detected.
Reminder：Delay in receiving msg might be caused after the feature is turned on. Pls check the frequency how the app. is used before advising the customer to turn it on. If the customer doesn't mind it, then it can be turned on.
3rd party app. Consumption:
The malfunction is caused by 3rd party app. and there is nothing to do with the device itself. In this case, advise the customer: 1 Turn off unnecessary notifications; 2 Uninstall the abnormal apps. 3 Forbid the inactive app. from privacy permissions: security center-Privacy permissions-Auto-run management-ban the inactive apps.
N
Send for repair
Y
End
Drains fast in a certain scenario
Collect the scenarios how the customer navigate on the device
Guide the customer to adjust screen brightness, turn off inactive features such as GPS,bluetooth,Wi-Fi, auto synchronization etc, turn on Low power mode, and update the device to latest OTA version.
N
Send for repair
Y
End
Power jumps
Eg battery percentage drops by an obvious decrease
Verify whether the device was turned off by long pressing power button for 10s, or by removing battery. If yes, then the power jump is normal (within 5%)
Software update
N
Send for repair
Y
Finished