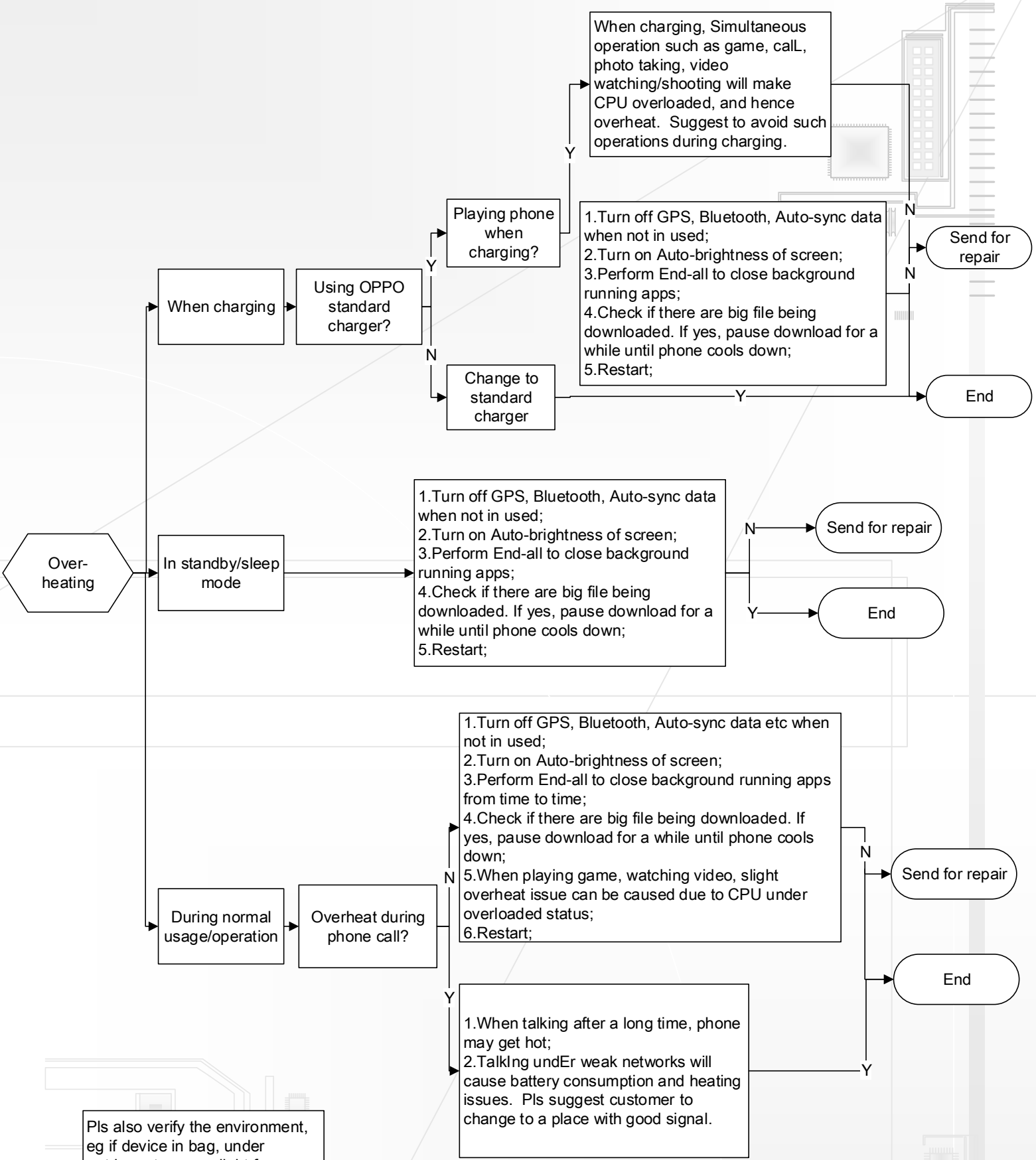
Over-heating
When charging
Using OPPO standard charger?
Y
N
Playing phone when charging?
Y
When charging, Simultaneous operation such as game, calL, photo taking, video watching/shooting will make CPU overloaded, and hence overheat. Suggest to avoid such operations during charging.
N
Send for repair
1.Turn off GPS, Bluetooth, Auto-sync data when not in used;
2.Turn on Auto-brightness of screen;
3.Perform End-all to close background running apps;
4.Check if there are big file being downloaded. If yes, pause download for a while until phone cools down;
5.Restart;
N
Change to standard charger
Y
End
In standby/sleep mode
1.Turn off GPS, Bluetooth, Auto-sync data when not in used;
2.Turn on Auto-brightness of screen;
3.Perform End-all to close background running apps;
4.Check if there are big file being downloaded. If yes, pause download for a while until phone cools down;
5.Restart;
N
Send for repair
Y
End
During normal usage/operation
Overheat during phone call?
N
1.Turn off GPS, Bluetooth, Auto-sync data etc when not in used;
2.Turn on Auto-brightness of screen;
3.Perform End-all to close background running apps from time to time;
4.Check if there are big file being downloaded. If yes, pause download for a while until phone cools down;
5.When playing game, watching video, slight overheat issue can be caused due to CPU under overloaded status;
6.Restart;
N
Send for repair
End
Y
1.When talking after a long time, phone may get hot;
2.TalkIng undEr weak networks will cause battery consumption and heating issues. Pls suggest customer to change to a place with good signal.
Y
Pls also verify the environment, eg if device in bag, under outdoor strong sunlight for some certain time, overheat may be incurred.
If customer actually tested the temperature and asks whether it's normal, take down details and escalate to TL.