

TROUBLESHOOTING

A5 Chocolate
Smart Phone

Restart the Device

- If the SISWOO A5 Chocolate becomes unresponsive, restart the device by pressing the Power Key for 10-15 seconds. Once the device is power off, press the Power Key again to turn on the device.

Poor Cellular Reception

- Move to an area with stronger signal or temporarily turn off the device.
- Try again at a less congested time.
- Ask the network provider for a service area plan.

Echo or Noise

- Hang up and redial. If the relay is changed then the line may be better.

Shorten the Standby Time

- Temporarily turn off the device.
- Move to an area with stronger Wi-Fi or data signal.

Unable to Turn On the Device

- Recharge the battery to full capacity.
- Press and hold Power Key for 10-15 seconds.
- Have the battery or charger replaced by an authorized SISWOO service center if necessary.

SIM Card Malfunction

- Contact the network provider.
- Confirm if SIM card is properly inserted.
- Use a clean, dry cloth to clean the metal contact point of the SIM card.

Unable to Connect to the Network

- Contact the network provider.
- Consult the network provider regarding the service area.
- Move to a place with stronger signal and try again.

Unable to Make a Call

- Cancel the fixed call setting.

Incorrect SIM PIN

- Contact the network provider.

Unable to Charge

- Press and hold Power Key for 10-15 seconds.
- Ensure that the plug is properly connected.
- Have the battery or charger replaced by an authorized SISWOO representative.

Unable to Add New Contacts

- Delete some entries.

Unable to Set Certain Network Functions

- Contact the network provider.

System Failure

- Installing a third party program may result in faulty operation.
- Press the Power Key for 10-15 seconds to reboot the system.

Unable to Connect to Wi-Fi

- Check whether the wireless router is working.
- Check whether the device is near the wireless router, or if there are walls or barriers that hamper the signal from wireless router.
- Check whether the user name and the password are correct.

The Device Feels Warm

- Operating various programs at the same time or high brightness settings may cause the device to get warm.
- Reset the device after every three hours of heavy use to keep it running well.

Unable to Log onto the Email Account

- Check whether the device is connected to the internet well.
- Check if email settings are correct.



4G-LTE

CE 0700



www.siswoo.com

Made by SISWOO

SISWOO

A5 Chocolate Smart Phone

Breathe your dream

www.siswoo.com



- | | | |
|-----------------|---------------|------------------|
| 1 Volume Key | 4 Power Key | 7 Back Cover |
| 2 Front Camera | 5 Rear Camera | 8 Micro USB Port |
| 3 Earphone port | 6 LED Flash | 9 Loud Speaker |

STEP 1: Charge the Battery

The SISWOO A5 Chocolate needs to be fully charged prior to first use.

- Plug in the supplied SISWOO charger.
- When the screen indicates that charging is complete, disconnect the charger.
- Charge only in well-ventilated areas with temperatures between -10°C to +45°C. Use only the supplied SISWOO charger.

STEP 2: Insert SIM Cards

The SISWOO A5 Chocolate accepts 2 Micro SIM Cards.

- To install, make sure that the device is turned off.
- Open the back case, take out the battery, then insert the SIM card into the appropriately sized slots.
- Install the device again.

STEP 3: Power On

- Press and hold the Power Key until the device switches on.
- If no SIM card is installed, the device will enter Emergency Call Mode.

STEP 4: Update the Software

- Go to Settings > About Phone > Wireless Update.
- Click on "Check for Updates". If an update is available, follow the onscreen instructions.

NOTE: Always perform "Factory Data Reset" after updating the software.

- Backup all phone data.
- Go to Setting > Backup and Reset > Factory Data Reset.

STEP 5: Read the User Manual

- To know more about the features and functions of the SISWOO A5 Chocolate, please refer to www.siswoo.com.