**TROUBLESHOOTING**

**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**

*Made by SISWOO*
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.