

Troubleshooting

Before contacting Customer Service or contacting SoftBank Shop, please attempt the following solutions.

When you turn on your device or while you are using the device, it prompts you to enter one of the following codes:

- Password: When the device lock feature is enabled, you must enter the password you set for the device.
- PIN: When using the device for the first time or when the PIN requirement is enabled, you must enter the PIN supplied with the USIM Card.
- PUK: Your USIM Card is blocked, usually as a result of entering your PIN incorrectly several times. You must enter the PUK supplied by your service provider.
- PIN2: When you access a menu requiring the PIN2, you must enter the PIN2 supplied with your USIM Card. For more details, contact Customer Service or contact SoftBank Shop.

Your device displays network or service error messages

- When you are in areas with weak signals or poor reception, you may lose reception. Move to another area and try again. While moving, error messages may appear repeatedly.
- You cannot access some options without a subscription. For more details, contact Customer Service or contact SoftBank Shop.

Your device does not turn on

- When the battery is completely discharged, your device will not turn on. Charge the battery completely before turning on the device.

The Display responds slowly or improperly

- If you attach a protective cover or optional accessories to the Display, the Display may not function properly.
- If you are wearing gloves, if your hands are not clean while touching the Display, or if you Tap the Display with sharp objects or your fingertips, the Display may malfunction.
- The Display may malfunction in humid conditions or when exposed to water.
- Restart your device to clear any temporary software bugs.
- Ensure that your device software is upgraded to the latest version.
- If the Display is scratched or damaged, contact Customer Service or contact SoftBank Shop.

Your device freezes or has fatal errors

If your device freezes or hangs, you may need to close applications or turn off the device and turn it on again. If your device is frozen and unresponsive, Press & Hold the Power/Screen lock Key and the Volume Key down simultaneously for more than 7 seconds to restart it.

If this does not solve the problem, perform a factory data reset. On the Applications list, Tap **Settings** → **General** → **Backup and reset** → **Factory data reset** → **Reset device** → **Delete all**. Before performing the factory data reset, remember to make backup copies of all important data stored on the device.

If the problem is still not resolved, contact Customer Service or contact SoftBank Shop.

A cellular network or the Internet is often disconnected or audio quality is poor

- Ensure that you are not blocking the device's internal antenna.
- When you are in areas with weak signals or poor reception, you may lose reception. You may have connectivity problems due to issues with the communication base station.
- When using the device while moving, wireless network services may be disabled due to issues with the network.

The battery icon is empty

Your battery is low. Charge the battery.

The device does not charge

- Ensure that the AC Charger (optional) is connected properly.
- If the battery terminals are dirty, the battery may not charge properly or the device may turn off. Wipe both gold-colored contacts and try charging the battery again.

The battery promptly discharges

- When you expose the battery to very cold or very hot temperatures, the useful charge may be reduced.
- Battery consumption increases when you use messaging features or some applications, such as games or the Internet.
- The battery is consumable and the useful charge will get shorter over time.

Your device is hot to the touch

When you use applications that require more power or use applications on your device for an extended period of time, your device may feel hot to the touch. This is normal and should not affect your device's lifespan or performance.

Error messages appear when opening the camera

Your device must have sufficient available memory and battery power to open the camera application. If you receive error messages when launching the camera, try the following:

- Charge the battery.
- Free some memory by transferring files to a computer or deleting files from your device.
- Restart the device. If you are still having trouble with the camera application after trying these tips, contact Customer Service or contact SoftBank Shop.

Photo quality is poorer than the preview

- The quality of your photos may vary, depending on the surroundings and the photography techniques you use.
- If you take photos in dark areas, at night, or indoors, image noise may occur or images may be out of focus.

Error messages appear when opening media files

If you receive error messages or media files do not play when you open them on your device, try the following:

- Free some memory by transferring files to a computer or deleting files from your device.
- Ensure that the music file is not Digital Rights Management (DRM)-protected. If the file is DRM-protected, ensure that you have the appropriate license or key to play the file.
- Ensure that the file formats are supported by the device. If a file format is not supported, such as DivX or AC3, install an application that supports it. To confirm the file formats that your device supports, <http://www.samsung.com>.
- Your device supports photos and videos captured with the device. Photos and videos captured by other devices may not work properly.
- Some content circulated on the Internet, such as notification ringtones, videos, or wallpapers, may not work properly.

Another Bluetooth device is not located

- Ensure that the Bluetooth wireless feature is activated on your device.
- Ensure that the Bluetooth wireless feature is activated on the device you wish to connect to.
- Ensure that your device and the other Bluetooth device are within the maximum Bluetooth range (10 m).

If the tips above do not resolve the problem, contact Customer Service or contact SoftBank Shop.

A connection is not established when you connect the device to a computer

- Ensure that the Micro USB Cable (commercial item) you are using is compatible with your device.
- Ensure that you have the proper driver installed and updated on your computer.
- Ensure that you have Samsung Kies or Windows Media Player 10 or higher installed on your computer.

Your device cannot find your current location

GPS signals may be obstructed in some locations, such as indoors. Set the device to use Wi-Fi or a mobile network to find your current location in these situations.

Data stored on the device has been lost

Always make backup copies of all important data stored on the device. Otherwise, you cannot restore data if it is corrupted or lost. SoftBank Mobile Corp. is not responsible for the loss of data stored on the device.

A small gap appears around the outside of the device case

- This gap is a necessary manufacturing feature and some minor rocking or vibration of parts may occur.
- Over time, friction between parts may cause this gap to expand slightly.