

GENERAL TROUBLESHOOTING

VODAFONE SMART PRIME 6



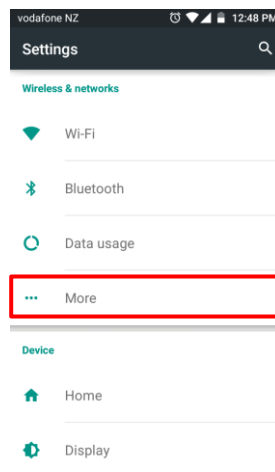
This is a guide to general troubleshooting with the Vodafone Smart Prime 6.

If you are experiencing problems with your Vodafone Smart Prime 6, first of all **restart the phone** by switching it off for 30 seconds, then turn it back on again. If this does not resolve the issue refer to the common troubleshooting issues below before contacting your Service Delivery Technician.

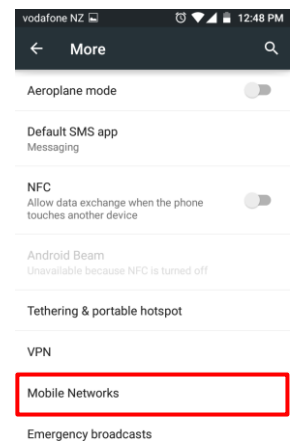
- **My phone keeps losing connection.**
 - **My phone is showing 'No Network' or 'No Network Connection'.**
 - **My phone is showing 'Emergency Calls Only'.**
1. It may be that your phone has been looking for a 4G connection when 4G is not available in the area you are in. (This also drains the battery.)



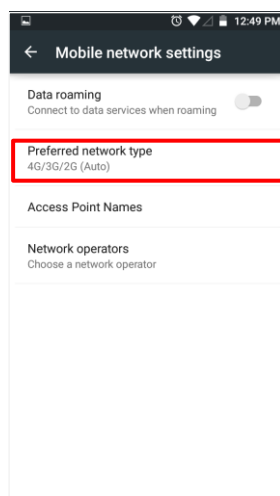
1. Go to **Settings**.
(This may be in your Apps)



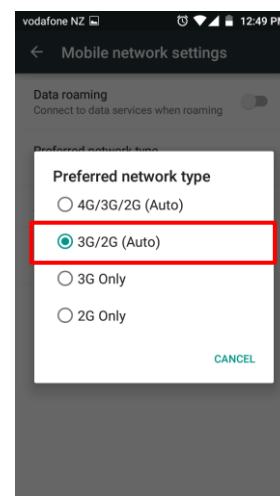
2. Touch **More**.



3. Touch **Mobile Networks**.



4. Touch **Preferred Network Types**.



5. Change it to **3G/2G (Auto)**.

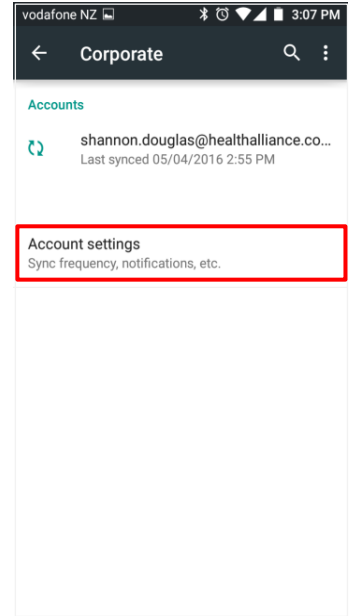
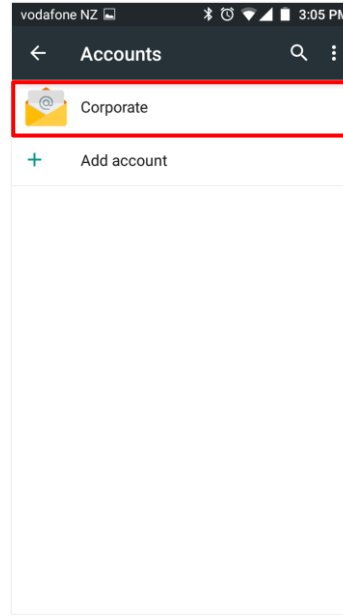
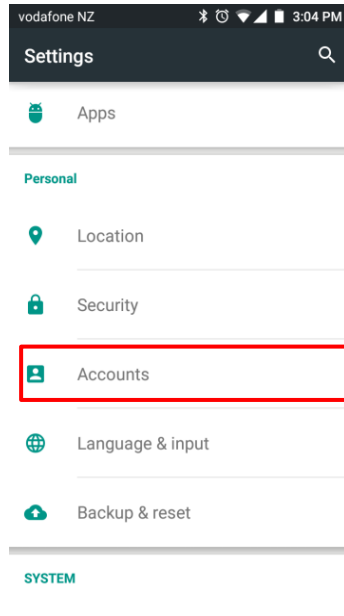
2. Turn the phone off, take the SIM out, wipe the chip with a clean dry cloth, put it back in and restart the phone.

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➤ My emails have stopped syncing / I'm not getting any new emails.

1. Have you changed your network password? If so you will need to change it on your phone.

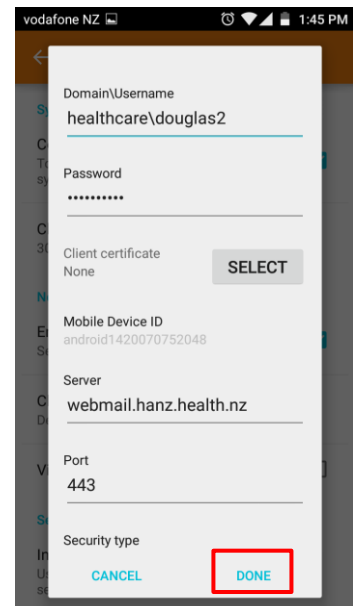
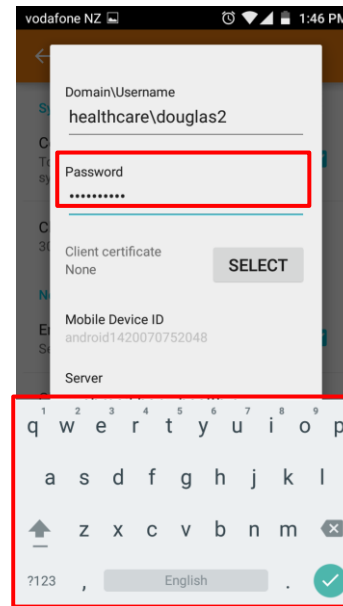
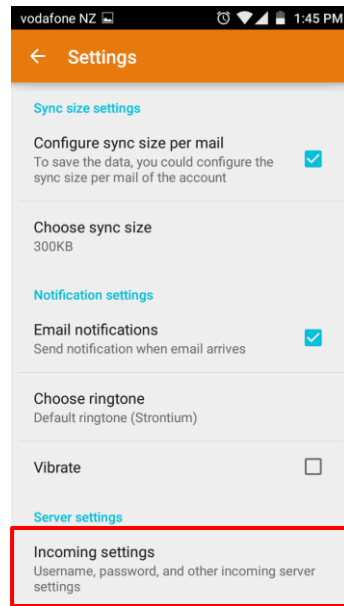
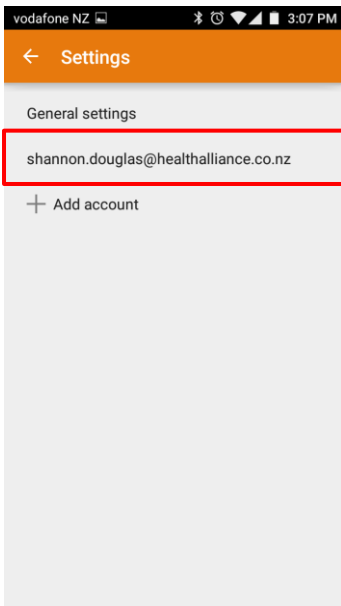


1. Go to **Settings**. (This may be in your Apps)

2. Scroll down and touch **Accounts**.

3. Touch **Corporate**.

4. Touch **Account settings**.



5. Touch your **email address**.

6. Scroll down to the very bottom and touch **'Incoming Settings'**.

7. Touch and delete your old password and type in your new network password.

8. Touch **Done**.

2. Check the **Sync Email** option is enabled. See **'Setting the Email Sync Period – Vodafone Smart Prime 6' How To** guide: <http://pulse/OurServices/InformationTechnology/MobileServices/HowToGuides.aspx>

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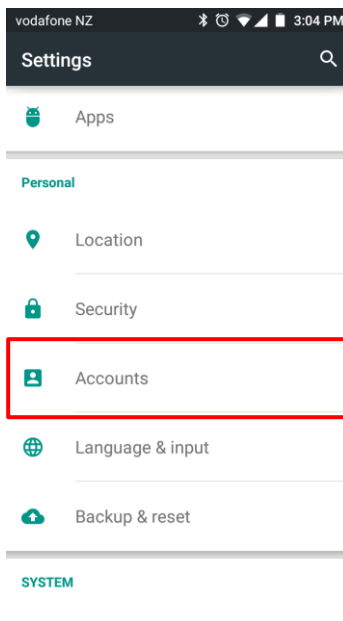


- **My calendar has stopped syncing / I'm not getting any meeting/appointment reminders.**

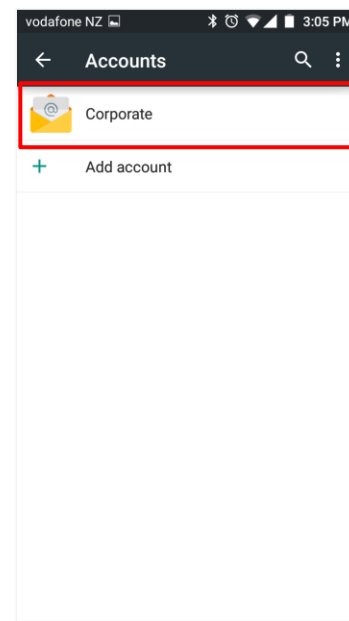
Check the **Sync Calendar** option is enabled.



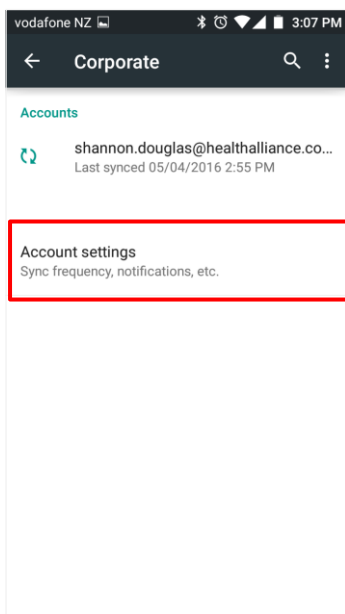
1. Go to **Settings** (This may be in your Apps)



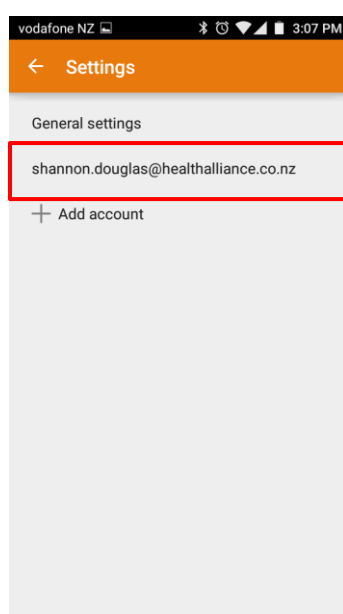
2. Touch **Accounts**.



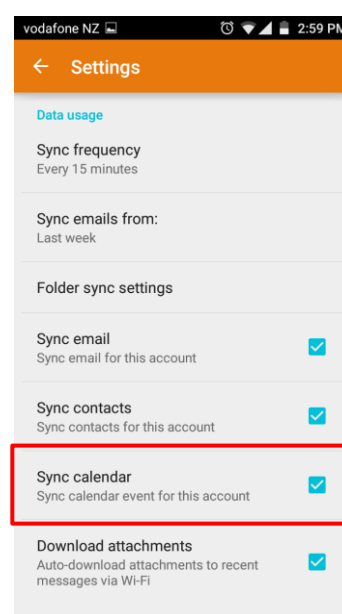
3. Touch **Corporate**.



4. Touch **Account settings**.



5. Touch your **email address**.



6. Scroll down to **Sync calendar** and ensure the box it ticked (touch it).

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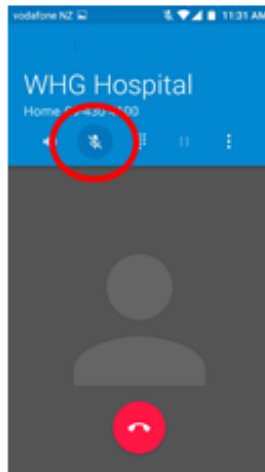


➤ I can't hear people / people can't hear me when I'm on a call.

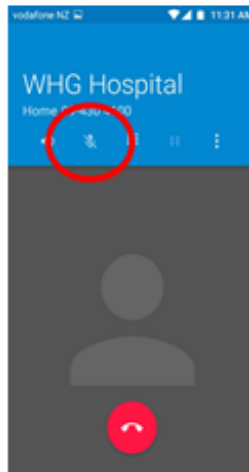
1. Check that the sound/volume is turned up using the volume up and down buttons on the side of your phone.
2. Check that the call is not muted or on hold.



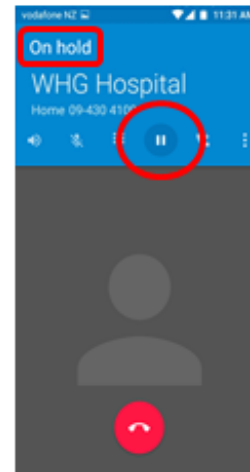
Volume buttons



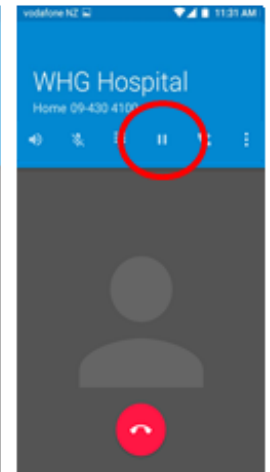
Mute On



Mute Off



Hold On



Hold Off

Note: If you are holding your phone on your shoulder with your cheek you can accidentally put the phone on mute or hold with your cheek.

➤ Touchscreen not working / Can't swipe to answer calls.

Ensure that you are not touching the screen too firmly or too lightly when swiping and/or restart the phone.

Other features within the Vodafone Smart Prime 6 that you may wish to enable on your smartphone are:

- Setting up Email – Vodafone Smart Prime 6
- Setting your Email Signature - Vodafone Smart Prime 6
- Setting your Email Sync Period - Vodafone Smart Prime 6
- Connecting to DHB Staff WiFi – Vodafone Smart Prime 6
- Setting Out of Office responder - Vodafone Smart Prime 6
- Limiting & Restricting Background Data – Vodafone Smart Prime 6
- Setting Network to 3G – Vodafone Smart Prime 6
- Turning Battery Save On - Vodafone Smart Prime 6
- Call Forwarding / Call Divert – Vodafone Smart Prime 6

Other important information guides for your DHB issued smartphone are:

- NRDHB Smartphone Quick Guide
- Mobile Data Usage
- Saving Battery Power

All guides can be found here: <http://pulse/OurServices/InformationTechnology/MobileServices/HowToGuides.aspx>

Please ensure that you familiarise yourself with your DHB's policies, guidelines and codes of conduct relating to mobile devices and the NRDHB and hA Acceptable Usage policy:

<http://pulse/OurServices/InformationTechnology/MobileServices/PoliciesandGuidelines.aspx>