

## Wileyfox Customer Support Basic Guide

This guide has been created by Wileyfox's Customer Support for the internal use of other teams providing support for our products. This document covers a number of the more common issues which customers face with our products and the solutions to them. It is not comprehensive, but if more specific information is required please contact [internal.service@wileyfox.com](mailto:internal.service@wileyfox.com) who will be able help.

- Device not charging
  - Has the customer tried using a different charging cable, USB charger or plug socket with the device?
  - If this does not work, please ensure the device is charged and hold down the power button for 30-90 seconds.
  - If this does not work, please email [customersupport@wileyfox.com](mailto:customersupport@wileyfox.com) if more than 30 days since device was purchased to have it booked into our repair centre.
  
- Random reboots
  - Check device is up to date.

| Device Model                 | Latest Android Version | Latest Security Patch Level   |
|------------------------------|------------------------|---|
| Swift 2 Range (2/2 Plus/2 X) | Android Nougat 7.1.2   | 1 <sup>st</sup> Jan Security Patch  |
| Swift 2 Range with Add-X     | Android Nougat 7.1.2   | 1 <sup>st</sup> Jan Security Patch  |
| Spark X                      | Android Nougat 7.0     | 1 <sup>st</sup> Jan Security Patch  |
| Spark X with Add-X           | Android Nougat 7.0     | 1 <sup>st</sup> Jan Security Patch (to be released by 26 <sup>th</sup> Jan) |
| Spark/Spark +                | Android Nougat 7.0     | 1 <sup>st</sup> Jan Security Patch  |
| Spark + with Add-X           | Android Nougat 7.0     | 1 <sup>st</sup> Jan Security Patch (to be released by 26 <sup>th</sup> Jan) |
| Swift 1                      | Android Nougat 7.1.2   | 1 <sup>st</sup> Jan Security Patch  |
| Storm                        | Android Nougat 7.1.2   | 1 <sup>st</sup> Jan Security Patch  |

- If customer has a device says *Cyanogen* when it first boots they should setup as normal but skip trying to register or login to Cyanogen O, then install all updates that are either prompted or go into Settings > About Phone > System Update > Check for Updates.
  - If a customer has a device which has Android Nougat already on the device when it first boots, they can setup their device as normal before proceeding to install all updates.
  - Boot to safe mode and see if an app is causing the issue, an app may need updating
    - Begin with the device turned off. Power it on then, when the customer reaches the white and orange animated Wileyfox logo hold down the volume down button until *SAFE MODE* appears on the screen.
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- Update Customer Device from Cyanogen to Android Nougat

- To update from Cyanogen to Android, please direct the customer to the website below which will walk them through the setup
  - <http://wileyfox.nl/manualupdate/>
- To Book a Repair
  - If more than 30 days since device was purchased, please contact Wileyfox at [customersupport@wileyfox.com](mailto:customersupport@wileyfox.com)
  - If less than 30 days since the device was purchased, then the customer must contact their point-of-sale who will organise a repair on their behalf
- How to replace Truecaller
  - Customers cannot delete Truecaller from their devices, however it can be disabled – stopping its access any data on the device.
    - It is recommended to download another dialler from the Play Store before disabling Truecaller.
  - To disable Truecaller please go to Settings > Apps and then scroll down to *Telephone* tap on it and then tap on disable.
- Customer cannot connect to WIFI hotspot
  - Customer will need to update all software on their device then perform a factory reset
    - Customer will need to make sure that they have backed up all data before performing a factory reset on the device
- Customer Cannot connect to their home WIFI network
  - Customer's router has not yet been updated with the latest security patches for Meltdown/Spectre whilst their phone has
    - Customer will need to contact their internet service provider or the manufacturer of their home router to get the patch installed
  - OR Customer may be trying to connect to a 5GHz only WIFI network
    - Wileyfox devices currently only support 2.4GHz WIFI connections and so will not be able to connect to 5GHZ ones
- Connecting to computer via USB
  - Please plug the device into a computer > unlock it > swipe down on the home screen to show the notifications > scroll through the notifications until you see 'USB Charging' > tap this > select 'File Transfers'.
    - These steps must be followed every time a customer wishes to connect their device to a computer as a security measure to prevent third parties from installing malware.
- Device displays a message saying, 'Device is corrupt'

- Please see pdf for guide on fixing issue
  - Pdf can be shared directly with the customer
- If issue reoccurs please contact Wileyfox Customer Support
  
- How to perform a Hard reset on the device
  - hold the volume down and power buttons together for at least 10 seconds, and press the power button again when prompted to 'Reboot system now' on the next screen.
  
- Customer cannot be heard on calls or when recording themselves (Microphone issue)
  - Is either:
    - Loose connection with mic/hardware fault
      - Install Phone Doctor Plus and use that app to help diagnose a hardware issue
    - 'Ok Google' blocking mic access
      - Settings > Google > Search > Voice Match > disable
      - If this does not work, try Settings > Apps > Google then disabling the microphone permission.