

Black shark 4 FAQs

Devices & Accessories

Q: Why does the phone get hotter when GameBoost mode is on?

A: Gameboost mode boosts your CPU and GPU performance. This will increase power consumption and heat dissipating from your device.

Q: Is the #Black Shark device waterproof?

A: The #Black Shark device does not have an IP certification. Please avoid water and high levels of humidity.

Q: Is the LED Strip Android Notification API compatible?

A: Currently, no. We are working on offering you more customization options in the future.

Q: How do I clean and maintain my device?

A: The following advice will help you to keep your phone looking good and performing well.

- 1) Use a soft dry cloth to clean your phone and charger. Don't use liquids such as alcohol, dilution agents or benzene;
- 2) From time-to-time, clean the socket where the charger cable connects to the phone. Dust tends to gather there. This will ensure a good connection;
- 3) Don't use needles, pen points or other sharp objects on the keypad or screen;
- 4) Don't use your phone with wet hands – it could injure you and damage the phone.
- 5) Don't use your phone in a dusty or dirty environment.
- 6) Keep your phone away from extremes of heat – like radiators or ovens. It may malfunction if it gets too hot.
- 7) If your phone gets wet, the warranty will be void.
- 8) If there's anything wrong with the phone, battery, charger, or any accessory, please contact our support for help.

Q: My device experiences random reboots

A: First, confirm whether the issue is related to a specific application. If you are experiencing problems with a single app, uninstall and reinstall that app.

Make sure that your device is up-to-date. If the issue persists, please back up your device and perform a factory reset.

Q: My phone gets hot while gaming or watching videos for long periods of time. Is this normal?

A: The #Black Shark is designed to run at maximum performance while dissipating heat with liquid-cooling. As a result, you may feel some heat on the body of the phone during intensive usage.

However, we assure you that our devices and hardware have been thoroughly tested for safety, so heat is not a concern.

If you feel that your phone is producing heat outside of normal levels, please contact customer support for help.

Q: My phone won't turn on. What should I do?

A: While this is not normal behavior, here are some things you can try. First, power-cycle the device by holding the power button for 20 seconds, 5 times. Attempt to start the phone by holding down the power button and the volume-down button at the same time. This will start recovery mode where you can perform a factory reset. If this does not solve your problem, please follow these steps:

- 1) Let your phone rest for 12 hours (do not charge);
- 2) Charge with the official charger and cable for 6 hours;
- 3) After 6 hours, disconnect then reconnect your phone to the charger. A low battery screen should appear;
- 4) Do not attempt to boot. Allow it charge for 1 more hour;
- 5) After 1 hour, your device should be ready to boot and power-on.

Power & Battery

Q: I'm experiencing a charging issue.

A: Please make sure the charger/cable is properly connected to the outlet and the device. Try different Chargers/Cables or power sources if possible. If the issue still persists, please contact our support team.

Please note that long term use of a third-party charger may damage the device and could void your warranty.

Q: I've noticed that my battery drains rather quickly. What should I do?

A: Battery consumption is largely dependent upon user habits. If you think your battery is consuming more power than it should, try the following:

- 1) Please try closing apps running in the background which are not often used.
- 2) Check for power guzzling apps; go to Phone Settings > Battery where you'll be able to find a live breakdown of your battery consumption by app.
- 3) Try switching off connectivity & wireless features if not in use, such as Bluetooth, Wi-Fi, GPS etc. This will help save some of that valuable lithium ion juice.
- 4) Switch screen brightness to automatic adjustment mode.
- 5) You can enable the system's battery saver mode. This will help you to limit the power consumption of the software in the background. To switch on battery saver mode please go to "Settings" > "Battery" > "Battery saver".

Check if you're on the latest software version. If not, please update your device via OTA or contact #Black Shark Support.

Q: Device cannot power on

A: Make sure the official charger and cable are working with another device if possible.

- Power cycle the device by holding the Power button for 20 seconds, repeat this 5 times.

- Attempt to start the phone by holding down the Power button along with the Volume down button to start recovery mode and performing a factory reset.

If these do not solve your problem, please follow the steps provided below:

- 1) Let your phone rest for 12 hours (do not charge)
- 2) Charge with the official charger and USB cable for 6 hours
- 3) After 6 hours disconnect then reconnect your device to the charger, a low battery screen should appear
- 4) Do not attempt to boot device, please allow the device to charge for 1 more hour.
- 5) After 1 hour, your device should be ready to boot and power on.

Sound**Q: People cannot hear me during calls**

A: First, make sure that your main microphone is not blocked by dust or debris. Confirm whether your device's software is up-to-date.

If you're still having issues, try using another SIM card or contacting your network provider.

Charging**Q: Can I use any QC 3.0 charger?**

A: Please use the official #Black Shark charger and cable included in the box. We are not responsible for any damage or issues that result from using other cables or chargers.

Q: How do I care for my charger? What safety precautions should I take?

- 1) Only plug into outlets with voltages between 110VAC and 220VAC.
- 2) Never short-circuit the charger – this may cause electrocution, overheating or damage.
- 3) Don't charge the phone in direct sunlight or in an area where it's damp, dusty, or on a vibrating surface. Charging your phone near – or on – a TV or radio could interfere with connectivity.
- 4) Don't use the charger if the power cable is damaged.
- 5) Keep water away from the charger. If the charger does get splashed by water, or any other kind of liquid, immediately unplug it.
- 6) Never disassemble the charger.
- 7) Never touch any charger, electric cable or socket with wet hands.
- 8) Don't place heavy objects on the electric cable.
- 9) If the cable is damaged, don't try to fix it yourself.
- 10) Always unplug the charger before you clean it.
- 11) When unplugging the charger, hold the plug itself, rather than pulling on the cable.

Connectivity & Signal

Q: Can I use Black Shark 1 Gaming Phone in X country and/or on Y network?

A: The #Black Shark device is compatible with the following bands:

GSM: 850/900/1800/1900 MHz

LTE Bands:

FDD-LTE: Band B1/3/5/7/8/20

TDD-LTE: Band B34/B38/39/40/41

TD-SCDMA: Band B34/B39

WCDMA Band B1/2/5/8

Visit willmyphonework.net or frequencycheck.com to confirm if the #Black Shark device is compatible with the frequencies of your carrier.

Q: I'm getting a weak network signal or no signal.

A: A vast majority of connectivity errors result from your network provider and not your device.

Please make sure the SIM Card is inserted correctly. Make sure your SIM card is facing the right direction.

While 2G and 3G networks are usually available, LTE connectivity can often be weaker depending on your area. Make sure that your SIM card's contacts are clean. If you're using a SIM tray adapter, make sure your SIM card is seated securely.

Confirm APN settings with your network provider.

Buttons faulty

Q: My fingerprint scanner isn't working.

- 1) Please register all sides of your finger while adding your fingerprint. Make sure there is no liquid or other material between the sensor and finger when trying to unlock the device. Wipe the scanner with a clean cloth regularly.
- 2) Try pressing firmly and if that doesn't work, try pressing very lightly. If the scanner still doesn't work, please try restarting your device.
- 3) Make sure your device is up to date, delete all the fingerprints and register them again.

Calling & Network issue

Q: No signal/network issue

- 1) Please check if Airplane mode is switched off.
- 2) If you are using a #Black Shark G66, please make sure the SIM card is enabled from Settings > SIM & network > SIM 1/ SIM 2.

- 3) Make sure the location/area has good network signal, try different locations if possible. Please note that if there is any signal interface or shielding then it might cause low or no signal issue.
- 4) Make sure the SIM card works by trying it on another device.
- 5) Eject the SIM tray and insert again to make sure SIM is inserted properly.
- 6) There may be situations wherein your network provider might deactivate your SIM card, so please do check with your network provider.
- 7) Make sure the SIM card is not purchased with other contract devices.
- 8) (If the #Black Shark device was purchased in contract with O2, then other SIM cards will not work with the phone)
- 9) Select the right network type from Settings > SIM & Network > Preferred network type.
- 10) In Roaming status, network availability can also depend on prepaid plans, monthly billed plan and the region. Please check this with your network provider.
- 11) Please make sure the device has the latest firm ware installed.
You can check this from Settings > System Updates.
If the issue is not resolved after performing the troubleshooting steps, please contact our customer support team for further help.

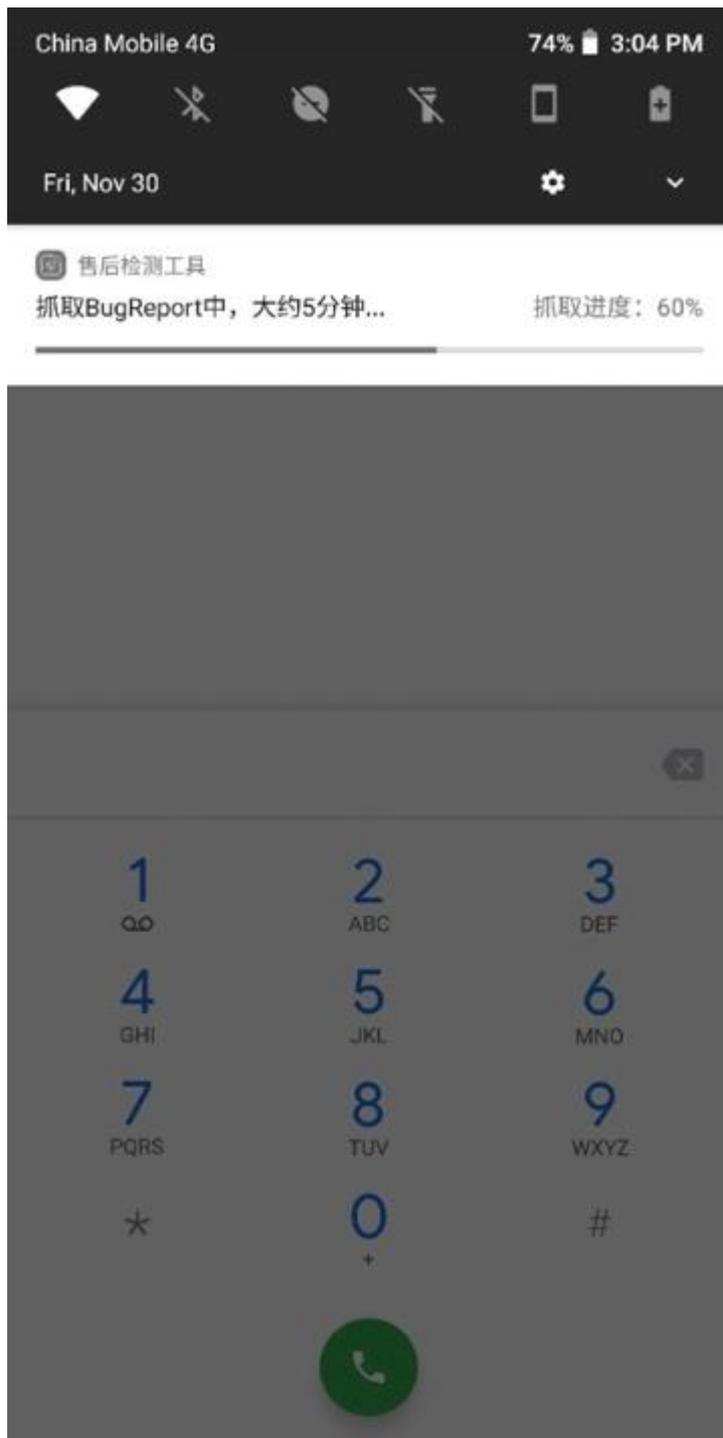
Q: People cannot hear me during calls

A: First, make sure that your main microphone is not blocked by dust or debris. Confirm whether your device's software is up-to-date.

If you're still having issues, try using another SIM card or contacting your network provider.

Q: How to catch log ?

1. Open the Dialing number pannel, and input *##284##* to catch log.



2. Find the log file in [MIUI]-[debug_log].



3. Send the file to us by submitting a ticket or reply at your original ticket.

Q: I'm experiencing a bootloop issue.

A: If your device restarts continuously, please try the following

- 1) Force restart the device by pressing power button for 10 seconds, your device should start normally.
- 2) If the device's battery was zero & left uncharged for an extended period of time, the display will show a "Low battery" screen and shut down automatically. Please

charge the device for at least 30 minutes and try again.

Note: While charging the device if the device gets too hot (40 degrees or above), please stop charging and disconnect the charger.

If the issue is not resolved after performing these troubleshooting steps, please contact our customer support team for further help.

Q: Unexpected Restarts

A: Confirm whether the issue is related with a specific application. If you are experiencing problems with a single app, uninstall and reinstall that app.

Make sure that your device is up-to-date. If the issue persists, please back up your device and perform a hard reset.

Q: How can I back up my data?

- 1) In the settings menu, select "System"> "Backup".
- 2) Select "Backup up to Google Drive".

Please note that you are responsible for ensuring that all data has been backed up successfully. #Black Shark is not responsible for any lost personal data from improper backups.

Q: How can I perform a factory reset?

A: Within the settings menu, select "System" > "Reset." Please note that this will delete all personal data on the device. If you haven't backed up your data, it cannot be restored.

Q: Reboot Issue

A: Reboot issues may be classified as the following,

Reboot in standby: The device freezes and doesn't respond when touched.

- 1) If the issue appears occasionally, it may be caused by anomalies in a file, it is recommended to observe the use.
- 2) If the issue appears often, check if the handset has access to root or not, if yes, please back up all the data, clear cache and flash to the latest OS version.
- 3) Make sure to Enter into "Setting"--"Advanced"--"Scheduled power on/off" is disabled

Reboot in third-party Apps

Please confirm if the issue occurs in one third-party App or other third-party Apps too.

- 1) If the issue occurs in one third-party App, please uninstall the third-party App, clear cache and check the latest update
- 2) If the issue occurs with other third-party Apps, make sure the app is compatible with the latest Android version. Try uninstalling the third-party Apps, please clear cache, back up all the data and flash back to the official latest OS version. Enter into "Setting"--"Advanced"--"Scheduled power on/off" to check if it is disabled.

Reboot in preload Apps

Please back up all the data, clear cache, uninstall the latest update(Enter into Setting--

Apps--All to view), restore the factory setting or flash back to the official latest OS version.

Please confirm if the issue occurs in one third-party App or all the third-party App.

Q: Dead Device/Frozen Display

A: When the phone appears to freeze or hang, please follow the troubleshooting steps listed below:

- Freezing in Standby

If the device freezes and doesn't respond to the touch, please back up all data, clear the cache and flash to the latest OS version.

- Freezing in third-party Apps

Please check whether the issue occurs in a single third-party App or other third-party Apps as well.

- 1) If the issue occurs in one third-party App, please uninstall the responsible third-party App, clear your cache and check the latest update.
- 2) If the issue occurs with other third-party Apps, make sure the app is compatible with the latest Android version. Try uninstalling all responsible third-party Apps, clear the cache, back up all of your data and flash back to the latest official version of OS.
- 3) Freezing while loading Apps. Please back up all your data, clear the cache, uninstall the latest update(Enter into Setting--Apps--All to view), finally restore the factory settings or flash back to the official latest OS version.

If the steps above did not solve the issue, we recommend applying for after-sales service.

Sensor solution

Q: GPS Issue

A: GPS is affected by environmental factors. GPS positioning can only be used in areas with visible sky.

You may experience slow GPS performance (or no performance) in shopping malls, underground garages, tunnels, etc.

If you're experiencing issues in normal environments, try the following:

- 1) Reboot the device.
- 2) Go to Settings>Location->Mode>Choose "High accuracy."
- 3) Go to Settings>Apps>App permissions>Location. Make sure GPS is enabled in the relevant app.

If problem persists, back up your data and perform a factory reset. Feel free to contact our customer support for help.

Regarding above issues:

GPS is affected by environmental factors. GPS positioning can only be used in the visible

sky area. That's normal in below situation (weak signal or in a completely obstructed environment):

1. If not be able to locate or take a long time to locate in the following environment. This is normal. Since areas with high obstructions will block satellite signals and are recommended for use in open areas:
 - a. Shopping mall and indoor
 - b. Underground garage, tunnel
 - c. The phone is in a bag or pocket
2. Reboot the device to check if issue is solved or not;
3. Enter into Setting--Location--Mode--Choose "High accuracy"(It is recommend to turn on WiFi or Data Usage);
4. Check if any software limitation:Setting-->Apps-->App permissions-->Location,Turn on the switch location that you require;
5. If there is any third-party permission monitoring apps, it is recommended to open it (this restriction will affect the acquisition location of social software, shopping software and nearby people).

Third-party GPS issue

Location issue with an app or some apps:

1. Check if issue is occurred in One App or certain operation when running one App;
2. Check if other positioning applications or maps work properly at the same time:
 - a. If issue is only occurred in one App, please upgrade or uninstall the apps
 - b. if issue is occurred in all GPS App, please go to next steps
3. Enter into Setting--Location--Mode--Choose "High accuracy" (It is recommended to turn on WiFi or Data Usage);
4. Check if any software limitation: Setting-->Apps-->App permissions-->Location, turn on the switch location that you require;
5. If there are any third-party permission monitoring apps, it is recommended to open it(this restriction will affect the acquisition location of social software, shopping software and nearby people).

Finally if the issue isn't resolved:

1. Please try different GPS apps;
2. If it is still invalid, please back up all the data, clear cache and flash to the latest OS version.

Q: Light Sensor Related Issue

A: If your light sensor is not working or delayed, please refer to the following solutions:

1. Please try to clear the cache, back up all the data and flash to the latest OS version.
2. Check if you're using a third-party phone/dialer app, if yes, please uninstall and try again.

Q: Adaptive brightness isn't functioning properly.

A: Install "sensor list" app to ensure that the ambient light sensor is working properly.:<https://play.google.com/store/apps/details?id=com.miiian.android.sensors>

&hl=en

- 1) Please try to use the device in a different light condition or environment.
- 2) Open Settings -->Display to check whether Reading mode or Night mode is enabled.
- 3) If the issue still persists try to clear cache, back up all the data and perform a factory reset.

Display & Screen solution

Q: Screen is blank or black

A: When the display is showing blank, you may check below phenomenon:

- Blank screen all the time

Check if a blank screen occurs at all the time or if it is random? If the user feedback blank screen at all the time, please follow below step:

- 1) If the handset vibrates when powered on but the screen is pure black or pure white, please contact customer service.
- 2) If no vibration takes place when turning the device on, try charging more than 15 minutes to ensure the battery isn't dead. If it still won't turn on, contact customer service.

- Blank screen sometimes

Check if a blank screen is occurred at all the time or sometimes? If the answer is that blank screen at sometimes.

Otherwise, please back up all the data, clear cache and flash to the latest OS version.

Q: Display Abnormal

A: When the display is showing abnormal color, you may check below phenomenon,

- Yellow, black and white screen
- Flickering/Flashing screen
- Lines on display
- A bright spot on the screen

For the above issues, double confirm:

- 1) Confirm If the issue is consistent or random.
- 2) Try to take a screenshot, then confirm whether the screenshot has the same problem by viewing it on a computer.
- 3) Please back up all the data, clear cache and perform a factory reset. If the issue still persists, contact customer service.

Q: Touchscreen Not Working

A: If you notice any display or touchscreen issues, please follow the troubleshooting steps.

- 1) Check whether the issue is consistent or random.
- 2) Make sure the temperature where the phone is being used is not too hot or not too cold.
- 3) Check if the issue occurs during charging. If yes, we recommend trying another charger and data cable
- 4) (Note: The voltage instability of charger and data cable may cause touchscreen to behave erratically).
- 5) If there is a screen protector on the screen, try removing it.
- 6) Make sure there are no stains such as water, sweat etc. on the touchscreen, if there is, wipe the screen and try again.

Note: The standard working temperature of the capacitive touchscreen is -10°C-45°C.

If the handset is with obvious water stains or damage (including screen crack), contact customer service.