- does not work, does not turn on
    - the phone may have a discharged / faulty battery or a faulty charger, it is recommended to charge it for a longer period of time or use another 5V micro USB charger

- does not save images from the camera or mms - full memory
    - the phone has a limited memory, it is recommended to install microSD, 2GB would be enough

- MMS does not work
    - it is recommended to check if the phone has appropriate MMS settings. It can be found on your operator website.

- the phone has limited memory, no picture can be taken, you cannot get an MMS (MMS, camera, no space, memory)
    - phone memory is full or insufficient to accept an MMS file. In the phone you need to empty your inbox, folder of pictures taken or install a microSD card, all you need is 2GB. After inserting the card, most models will automatically save files on the card. In some models camera settings or MMS settings need to be changed.

- poor quality of conversation sounds (sound, voice)
    - check if the fault occurs in any place, or if after a card replacement the fault relents, perhaps the quality of the sound results from poor network coverage. It is recommended to turn up the conversation volume in the settings. On some models, this setting can only be changed during an active conversation.
    .
- battery is swollen, phone is working
    - swollen battery within period of 2 years, from the date of purchase, shows its defect, in such case we send a new battery. If the swelling also has damaged the flap, we also send it / exchange it.

- black spot on the screen (screen, LCD, crack, scratch)
    - Mechanical defect – warranty does not cover such damage. The cost of replacement depends on the phone model and the damage scale.

- poor picture quality (photos, camera, photo)
    - phone model and camera specification need to be checked. In most cases, our models have cameras that take pictures below the 1Mpx quality. Please be advised that if a phone has a VGA camera, HD high quality photos cannot be expected.
    If the phone has a higher quality of taking photos, their quality will be reflected only on

the computer screen. In such cases, that phone displays have a lower resolution than the images taken.

- uneven backlight of the keyboard (keyboard, backlight)
  - the main feature/function of the backlight of the keyboard is to make it visible in the dark. Keypads illuminated with white LED light in daylight may give the impression of not being illuminated.

- Battery discharges quickly (battery, time, standby)
  - Please inquire about the age of the battery - after 2 years from the date of purchase, it is suitable for replacement due to its consumption. It is recommended to replace it with a new one.
    In other cases, please ask for coverage. Sometimes due to poor mobile coverage the battery discharges quicker. You can suggest switching form 3G to 2G.

- Bluetooth does not connect to the radio in a car, it does not export contacts
  - this fault is not covered by the warranty. The manufacturer (MAXCOM) is not responsible for the compatibility problems with devices and accessories from other manufacturers. BT function in the phone does not mean access to every possibility of this technology. Maxcom Senior and Classic phones are so-called Feature Phones with a closed system.

  - They do not offer access to the phone book from other paired devices. In practice, BT in Maxcom phones is used to transfer files and play audio in simple hands-free devices and wireless headphones. The most common BT version in Maxcom phones is 2.1.

- no possibility to export contacts (contacts, phone book, export)
  - Maxcom Senior and Classic phones are so-called feature phones with a closed system. They do not offer access to the phone book from other paired devices. The exception are the following models: MM916, MM831, MM330.

- Export and contact managing (contacts, export)
  - The contacts that can be downloaded to the computer are in VCF format. Some of Maxcom phone models like: 831,330,916 are compatible with the VCF format so are some other brands phone models.

  - Maxcom MM916 model has a PhoneSuite program in its memory, after connecting to a computer, with the USB cable included, and selecting the option Storage Devices, a new CD drive should appear. Click it, and the PhoneSuite installation window will pop out.

  - Once the program is installed, connect the phone to the computer and select the "Com" option.

- does not send text messages
  - most likely, the user has deleted the number of the message center. In the SMS settings, enter the correct number

- Poor internet operation, does not open all websites and yet there is 3G (internet, www)
    - the phone supports the basic 3G connection standard so it will not open most websites that have many graphic elements.

- MM916 - fixed dialing
    - MENU - CONTACTS - OPTIONS - BOOK SETTINGS - ADDITIONAL NUMBERS - SELECTED SETTINGS - SIM1 / SIM2 - MODE OFF / ON

- IP67 - what the abbreviation means (IP, housing)
    - IP stands for "Index of Protection" or "Protection Factor". The IP consists of two digits. The first means protection against solids, the second is responsible for protection against liquids. IP67 is a standard regarding protection against dust or moisture. A phone immersed in water above 1 meter deep or immersed over 30 minutes may leak. Traces of liquid inside the housing indicate the above or incorrectly closed housing and seals in the phone.

        - Protection against objects larger than 50mm
        - Protection against objects larger than 12mm
        - Protection against objects larger than 2.5mm
        - Protection against objects larger than 1mm
        - Protected against dust
        - Total protection against dust
        - Protection against vertically falling water
        - Protection against falling water if the object is rotated by 15 degrees
        - Protection against falling water if the object is rotated by 60 degrees
        - Protection against splashing water from all directions
        - Protection against water jets Protection against very strong water jets
        - Protection against immersion effects in water up to 1m deep
        - Protection against the effects of long-term immersion in water

- Friendly screen
    - http://www.maxcom.gr/en/friendly-screen-app-2/

- General use of the Maxcom MM715
    - https://www.youtube.com/watch?v=wdGtZSXVJrQ

- Maxcom Smart MS514 hard reset, factory reset and password recovery
    - https://www.youtube.com/watch?v=Pd6xlHM0Qok

- How to change language on Maxcom MS456
    - https://www.youtube.com/watch?v=GkpCVtUHxO8

- How to Insert SIM and SD cards on Maxcom MS551
    - https://www.youtube.com/watch?v=RXq7cNMOJho