Frequently Asked Questions

Why can I not make calls?

Make sure your phone is switched on and the service is available. Check if it says 'No Service' information on the status bar. If you have no service, you either have no reception (in which case you can only make emergency calls) or there is an issue with your SIM card. Check the battery indicator icon on the screen to see if the charge is enough to make a call. Make sure you tap the call icon (blue phone icon available on your home screen) or green icon (green phone icon available when someone is calling you) to receive the phone calls.

Why can't I use some of the calling features?

Some features are limited depending on the area and availability of your network provider. Contact your service provider to find out more. Similarly, some phones may not support specific features.

My phone is locked and I can't use any of the functions. How can I unlock it?

The lock and unlock features in any smartphone are used to avoid unauthorised use of your phone. Even when locked, you can still receive phone calls, but you won't be able to make them except for the emergency number, 999. Due to security reasons we can't help you unlock your device over the phone. If your phone gets locked, download and fill in the return form and send your phone to us with the said form. Please note: We can't send back your phone if it is sent to us without the return form.

Why is my speaker not working when making a phone call?

Please note that this function may only be available on a selected range of devices. Ensure the volume is at its maximum. You can do that using the volume buttons (smartphones only) or the left and right buttons (whilst on call – feature phones only). Try restarting your phone or removing and reinserting the battery.

Why do I hear a lot of static while using the phone indoors?

Call quality often varies based on the strength of reception in a particular location / geography. It is also dependant on the construction and architecture of the building. Moving closer to the window might help improving the reception and enhancing the call clarity.

I am trying to make a call. Why do I keep getting the busy signal?

Retry making the call until it connects. Note: Call connection might vary based upon network congestion. International calls might be restricted by service providers at times. Verify that the number you are dialling is correct and the correct country code is used.

How do I take a screenshot on my smartphone?

To capture a screenshot, please hold down the volume key simultaneously with power button for two seconds. The captured screenshot will be saved automatically in your image gallery.

Why is my phone responding very slowly?

Often, the level of internal storage can slow down the function of your phone, so freeing up internal storage space can help boost the speed.

Close down any apps you are no longer using by pressing and holding the home key and then swiping away the apps you want to exit.

Free up some space by removing photos and unused apps. Try moving applications from the internal storage to a SD card. Please note: not every application can be moved from the internal storage to an external SD card. To move the applications, go to Settings > Application > Manage application and select which downloaded app you'd like to move.

You can also perform a Factory Data Reset to erase all of your phone's data and files.

How do I perform factory reset on my device?

For the devices with Android 4.0 and above, go to Settings > Back up & Reset > Factory data.

Recently the battery charge for my phone runs out very quickly.

The battery life depends on many factors such as network signal strength, your application usage, screen brightness, screen timeout time and so on. Low signal strength, applications running in the background, maximum screen brightness and having screen timeout period of more than a minute will consume a higher amount of battery charge. Note: Remember to close the applications you aren't using at the moment; it can help you optimise the battery life.

Why does the screen of my phone turns off whilst on the call?

There is a small sensor on the phone called a proximity sensor that will turn the screen off when covered by, for example, your ear. This is perfectly normal and it prevents accidental operations during a phone call. If your device has a screen protector, make sure that it has a cut-out for the proximity sensor otherwise you won't be able to access the phone when talking to someone and you'll have to wait for the counterpart to end the call before the display turns on again.

I'm unable to complete the setup after factory resetting my phone.

Make sure you're using the same google email account you used when setting up your STK device for the first time.

I have a password on my phone

Please check the following:

- Make sure your SIM card doesn't have a password (please call your network provider to send you this code)

- Please use the passcode you created during mobile setup

If you have forgotten your passcode, please purchase our 'Password remover' service below.

My network reception is poor.

Please check with your network provider if there is any maintenance or network blockage.

What is the maximum memory card size supported?

Your device accepts Micro SD cards with maximum capacities of 32 GB.

What SIM card/s can I use in my phone?

SIM 1: Standard SIM card

SIM 2: Standard SIM card

Dual SIM functionality doesn't seem to be working.

Please check the following:

- SIM slot 1 supports 3G network

- SIM Slot 2 only supports 2G Network

Please check with your network provider (SIM Slot 2) your SIM card supports 2G network.

Why is my SIM card slot, not reading my SIM card?

Please check the following:

- You have inserted your SIM card as instructed in the quick user guide.

- Make sure your card has been activated by your network provider.

- Make sure the Airplane mode is switched off.

- Restart your STK Device.

- Make sure you have inserted the correct size SIM card.

If none of the above helps, please ask your network provider to send out a new SIM card to you.

How to turn data roaming on/off on my phone?

When abroad, data roaming is required to use email, web browsing and other data services. Please note that data roaming charges will apply.

To avoid unwanted roaming charges, you can turn off data roaming.

To turn on/off data roaming navigate to: Settings > More > Mobile networks > Data Roaming

How do I set up and manage my voicemail?

Please select: Phone icon > Three vertical dots top right corner > Settings > Calling account > Select your network > Voicemail > Setup

How do I format my SD card as internal storage?

Please select: Settings > Storage & USB > Select your SD Card > Three vertical dots (Top right corner) > Settings > Format as internal >Erase & Format

STK Care Application is not working.

Please clear STK Care application data, go to: Settings > Apps > STK Care > Storage > Clear Data > Clear Cache

Please restart STK Care Application and 'Allow' all permissions.

How do I deactivate TalkBack feature?

Navigate to: Settings > Accessibility > TalkBack

Software update

In order to update your software, go to: Settings > About phone > Wireless update > Check for updates > Download & Install update

Why is my WI-FI not connecting to my phone?

- Your Wi-Fi router does not have a usage limit

- You have entered the correct password for your router

- You have turned on Wi-Fi on your STK device

- Your Wi-Fi router supports 2Ghz

Please note: This STK model does not support 5Ghz Wi-Fi routers

How do I enable or disable mobile data?

To turn on/off your network data go to: Settings > Data Usage > Mobile Data

How to change my ringtone?

Navigate to: Settings > Sounds > Phone Ringtone > Select your ringtone > OK