



Google Pixel 6a Unlocked Android 5G Smartphone User Guide

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Troubleshooting steps

Fix a phone that won't charge or turn on


If your phone has one of the following problems:

- Won't turn on
- Has a black or blank screen

- Turns on but immediately turns off

If the sound from your phone is intermittent or distorted, try the following steps:

Step 1: Check the strength of your mobile data connection.

- At the top of your screen, find the mobile signal icon. A filled triangle means that you have a strong signal .
- If you don't have a strong connection, find an area with a stronger signal. Try going outside or to another indoor location.
Tip: To find where your mobile carrier has coverage, go to their website and check their coverage map.
- If you're in a crowded area, like a city center, mobile data connections can be slower due to the number of people on the same network

Step 2: Turn off Bluetooth.

Step 3: Turn the volume up or down. Some music sounds distorted when played loudly.


Step 4: Turn Wi-Fi on or off.

- If Wi-Fi is on, turn it off, then make a call.
- If Wi-Fi is off, turn it on, then make a call.

Step 5: If you're on a video call, turn video off and back on.

Step 6: If you're in motion, like in a train or car, wait until you stop before you call.

Step 7: Restart your phone.

- Press your phone's power button. On the screen, tap Restart .
- You can also press your phone's power button for about 30 seconds to restart your phone.

Step 8: If you're on a call, turn your speakerphone on, then off. If you can't hear sound when your speakerphone is on or off,


Step 9: Play 2-3 different songs or videos from different apps, like a recorded video on your phone and a song from a music app.

- If only some sounds are distorted, those sound files could be broken.
- If all sounds are distorted

Set up a fingerprint

You can use the Pixel phone simulator for a step-by-step tutorial to set up Fingerprint Unlock.

On Pixel 6 and later phones, follow these steps:

1. Open your phone's Settings app.
2. Tap **Security**  **Fingerprint Unlock**.
3. Follow the on-screen steps. If you don't already have a screen lock, you'll be asked to add a backup PIN, pattern, or password.
4. Scan your first fingerprint.
 - o The fingerprint sensor is towards the bottom of your phone's display. Put your finger on the fingerprint icon and wait for the fingerprint sensor to light up and vibrate.
 - o Press & hold your finger firmly on the screen. Start by placing the center of your finger over the sensor. Follow the instructions to adjust your finger position to capture the edges and tips of your fingerprint.

On Pixel 5a (5G) and earlier phones, follow these steps:

1. Open your phone's Settings app.
2. Tap Security.
3. Tap Pixel Imprint.
4. Follow the on-screen steps. If you don't already have a screen lock, you'll be asked to add a backup PIN, pattern, or password.
5. Scan your first fingerprint.
 - o Put your finger on your phone's sensor (not its screen).
 - o Hold your phone as you'd normally hold it when unlocking. For example, hold your phone with its screen facing you.

Tip: Anyone whose fingerprints you add will be able to unlock your phone and authorize purchases with your account. If other people share your phone, they should add their fingerprints from inside their own profiles.

Fix Bluetooth problems on your Pixel

To troubleshoot Bluetooth problems, you can use our self-help flow.

If your car or Bluetooth accessory isn't connecting to your phone, try the solutions below.

Important: Some of these steps work only on Android 8.0 and up.

Step 1: Check Bluetooth basics

1. Turn Bluetooth off and then on again.
2. Confirm that your devices are paired and connected.
3. Restart your devices. Learn how to restart your Pixel phone or Nexus device.

Documents / Resources

