Dialn X65 Smartphone Support FAQs

How to Reset a Device or Network Settings?

You can perform a network data reset by following these steps: Settings > System > Reset options > Reset Wi-Fi, Mobile & Bluetooth > Reset Settings.

*Please note, all network settings such as wi-fi, cellular data and bluetooth will be reset by clicking the Reset Settings button

If you need to perform a Factory data reset, please follow these steps:

Settings > System > Reset options > Erase all data (factory reset) > Reset Phone

*Please note, by clicking "Reset Phone", all data on your phone's internal storage will be permanently deleted. This is including but not limited to your Google account, system and app data and settings, downloaded apps, music, photos, and other user data.

How can I change the language of my device?

When opening the setup wizard interface for the first time, you will be asked to scroll to the pop-up menu and select a language for your device to use.

Or you can change the language by accessing the Main Menu -> "Settings" -> "System"-> "Languages & input" -> "Languages" -> "Add a language" -> Choose the language that you want to add -> Click the language that you select.

Why doesn't my device pair with a Bluetooth enabled device?

Please make sure to turn on the Bluetooth function if you want to connect to another device through Bluetooth. Then, troubleshoot these options:

- If **your Bluetooth-enabled device requires a passkey** and you don't know what it is, try **0000** or **1234**, or check the documentation which came with your Bluetooth enabled device.
- If the Bluetooth-enabled device uses a battery, **connect your device to a power source and then try again**. If the battery power level is too low, your device may be unable to pair with another device.
- **Check that your phone is compatible** with the Bluetooth-enabled device. If the issue only persists in one Bluetooth device, the root cause may be because that Bluetooth device is incompatible with your phone/tablet.

- If another Bluetooth enabled device is already paired, **cancel the paired device and try to rescan the connection**.
- Try to **reset or update your device**.

How to clear storage or space?
There are multiple options to respond to "Low storage" on your device.

The simplest option is to **clear unused data** stored in apps:

Settings > Apps & Notifications > Choose desired app > Storage > Clear Storage

Another option is to **remove any unused apps** you've already downloaded:

Settings > Apps & Notifications > Choose desired app > Uninstall

What type of charger does my device use?
You should use the charger that comes within the box. Depending on the model, the charger model may differ. Please refer to the model's sales guide to locate the exact specifications for your model.

Simply plug the charging block into an outlet and connect the Type-C/Micro USB cable to the port located at the bottom of the phone.

You should charge the phone until it is completely charged and use the device until it's completely drained.

What should I do if my device will not power on?
Charge the device with a DIALN official charger for at least 30 minutes, and then try to power on again.

If the device still does not power on, press and hold the power key for 10 to 15 seconds until the device vibrates. This will force the phone device to reboot, and the device should power on if it has enough battery charge.

Lastly, if those previous options do not work, try to reset or update your device.