

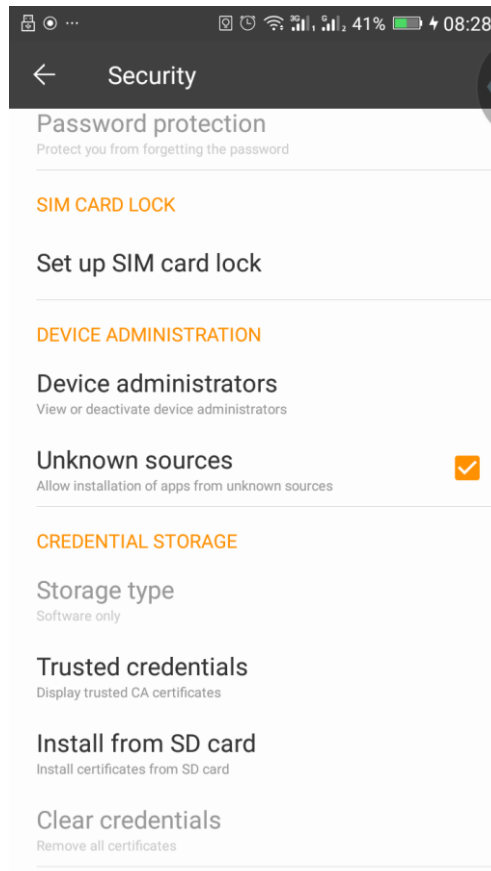


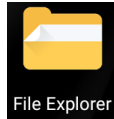
Problem solving procedure downloading applications via cellular data from the Play Store

This procedure is only available for products with Android 5.1

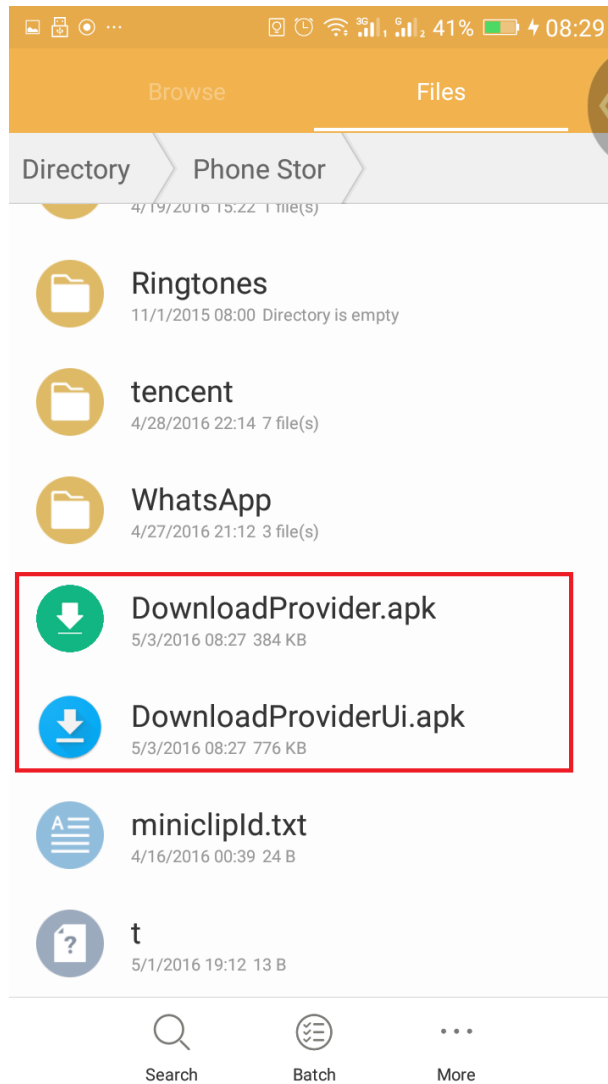
If you encounter issues downloading apps via cellular data from Play Store, you need to follow the steps below to fix the issue:

1. Download the “**DownloadProvider**” and “**DownloadProviderUi**” apps to a desktop or a laptop;
2. Connect your mobile to the desktop/laptop and copy these two apps in the phone’s internal memory;
3. In order to install these apps you need to access Settings/Security and click ON within the ‘Unknown sources’ option



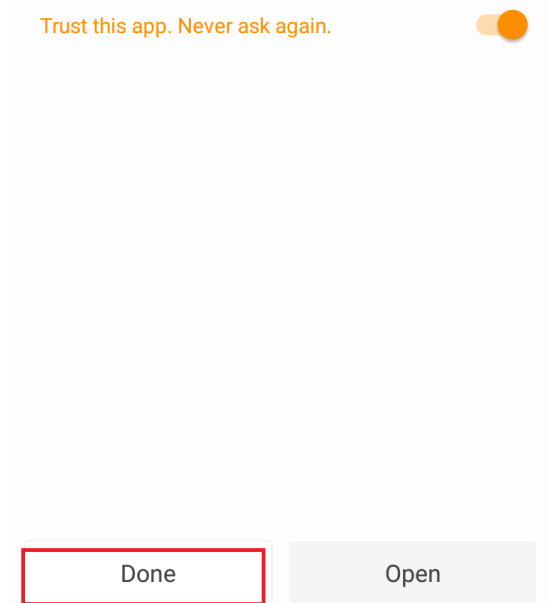
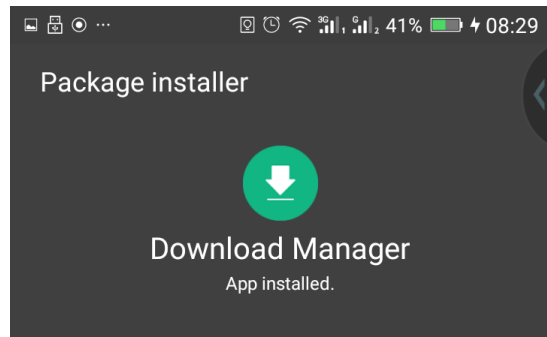
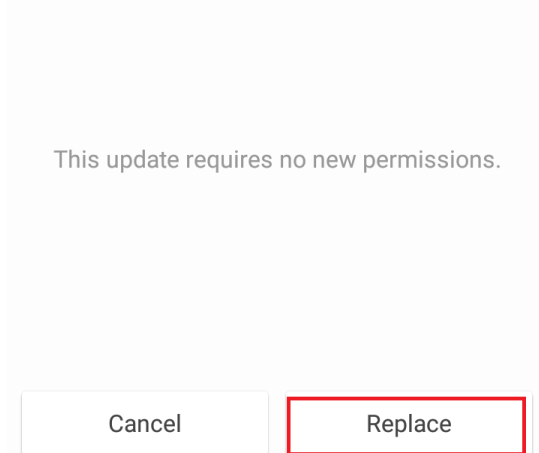
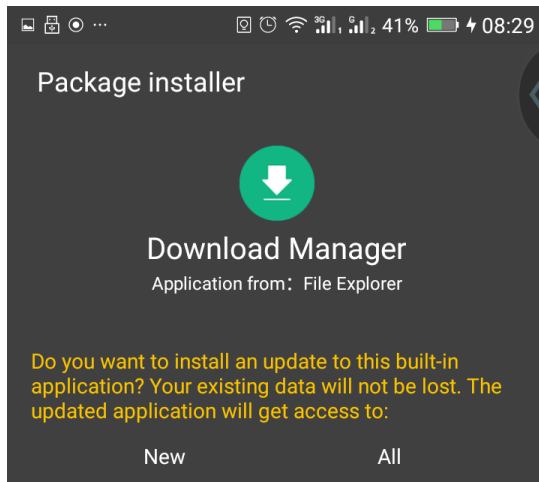


4. Go to File Explorer /Internal memory and install the files one at a time.





5. In order to install them, open the files (again, one at a time) select **'Replace'** and then **'Done'**



Attention! In case you will opt for the Factory Reset at a certain moment, you will need to follow again the steps presented you above, in order to avoid any issues