

## Tier-1 Solution to Splash Screen Lock-up

Upon powering-up, if the handset gets “locked” on the opening splash screen,



press and hold the **Power** button, indicated by the red arrow below, for approximately 3 seconds.



This should force the A25 to re-boot into its normal start sequence, take you to the Windows Mobile loading page and continue into the Windows Mobile today screen.

If this does not resolve the A25 lock-up, proceed to our Tier-2 solution.