

[Common] Auto-focus feature is not working

ISSUE

- Auto-focus for taking a photo is not working

APPLIES TO

All Point Mobile devices with camera

Troubleshooting Steps

	Cause	Solution
1	Interference by a dirt on the camera lens	Clean the camera lens Clean the camera lens using a soft towel.
2	Temporary system issue	Reboot the device Press and hold the power button, and tap Power > Restart to reboot the device.
3	Temporary focusing issue	Try to focus manually Touch where you want to focus on the screen to focus manually.
4	Repair or analysis required	Contact local reseller If you cannot solve the problem with above steps, contact your local reseller to proceed repair or analyze the issue.

Refer to similar troubleshooting guides.

Similar Troubleshooting

- [\[Common\] Flashlight is not responsive](#)
- [\[Common\] The quality of the taken photo/video is poor](#)
- [\[Common\] Device cannot take photo or video](#)