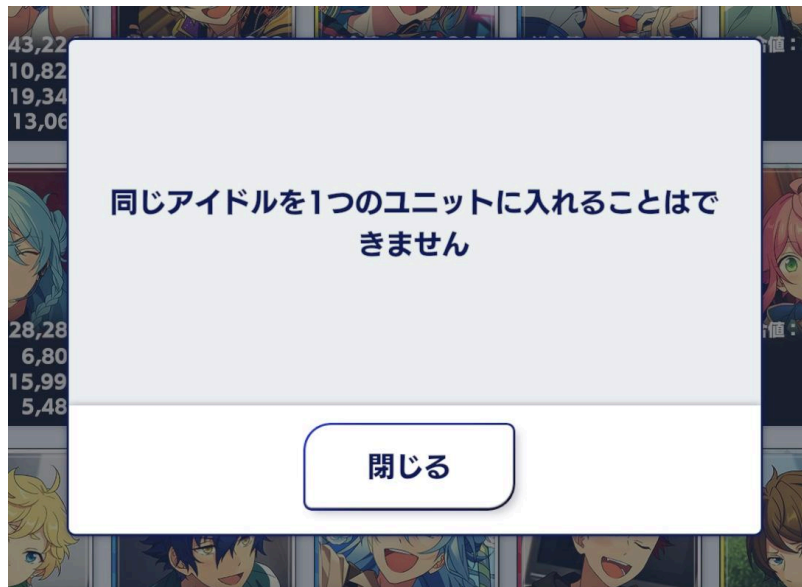


Welcome to "FAQ" about Enstars Popups, errors and bugs!

Before posting a question about a popup or a bug in the **Weekly Questions Thread or making a post with the Technical Issues flair**, please take a moment to read through this page.

If you still cannot find the solution to your issue, you are welcome to make a post and ask the community for help!

Lives Errors



Translation: You cannot have the same idol appear in one unit twice.

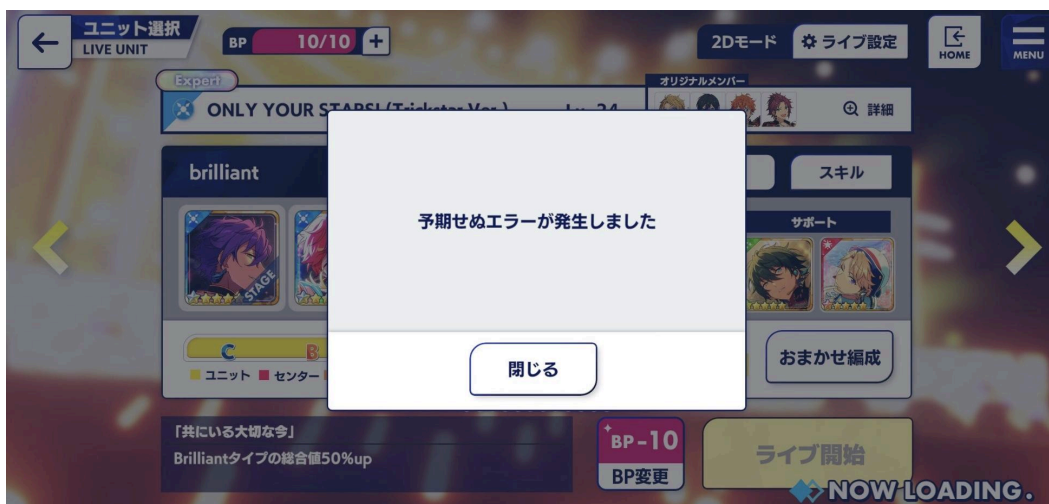
You can only have **one** card of an idol in a unit at a time. That means you can't make a unit consisting of the same idol, nor can you use two of their cards to fill the empty spaces.

You can have the same idol in two different units at the same time, though.

In order to fix this error, please choose a different idol's card.

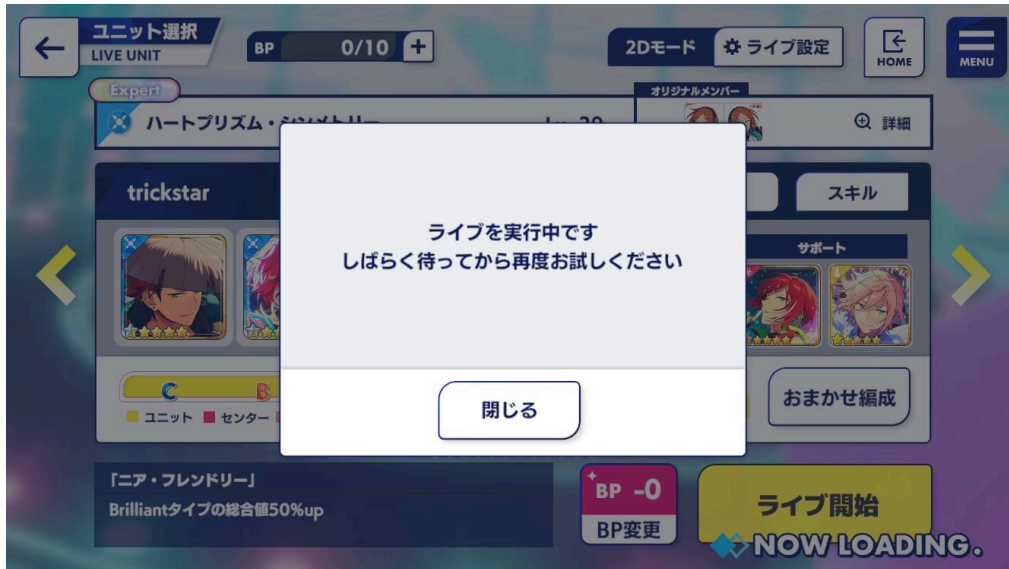


If you can't start a Live, that probably means that all of the slots in your unit have not been filled. To fix this error, simply fill the empty spaces with cards.



Translation: An unexpected error has occurred.

If this popup appears when you're trying to scout or play a Live, try changing the time zone on your device to JST. To do that, go to your device's settings and change the time zone to GMT+9. If the error still occurs after setting your time to GMT+9, try rebooting your phone or re-opening the app.



Translation: A Live is running. Please wait a moment and try again.

If you're sharing an account, the other person might be playing a Live right now.

To play a Live you'll need to wait until the other person finishes the Live.

This might also happen in Multilives if your app crashed/if you exited the app on the song selection screen or while you were playing a Live. The solution to this problem is the same as the one described above.



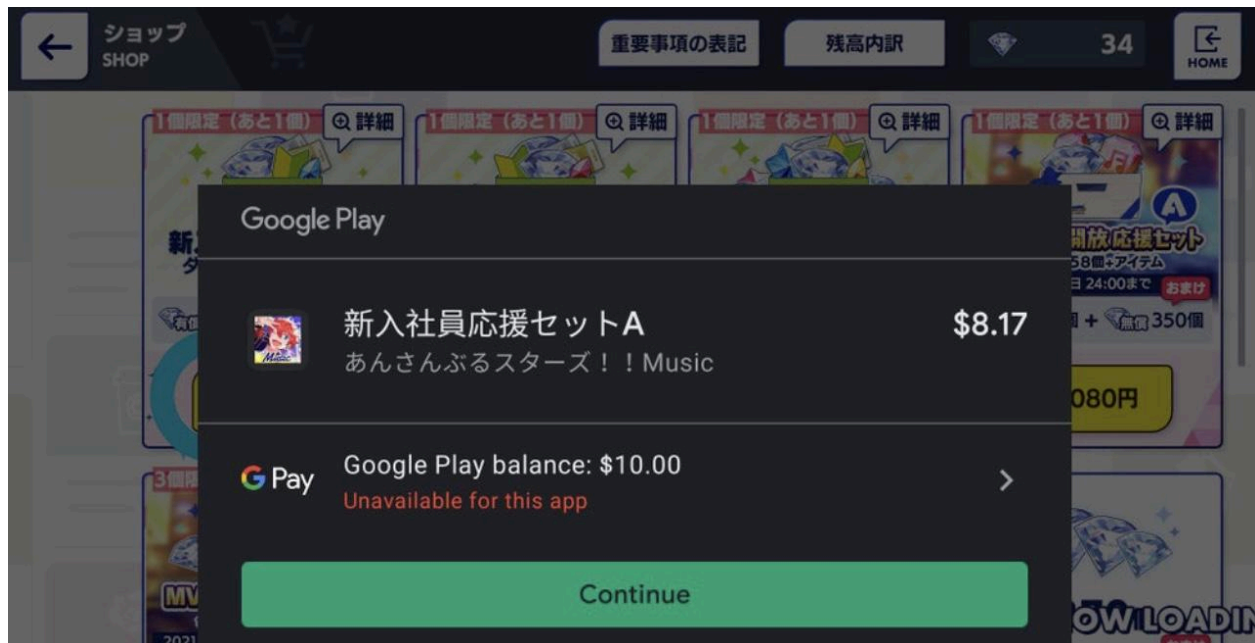
Translation: The previous live was running when the app closed.
Would you like to continue from where you left off?

Whether you deliberately exited the app during a live, or had the app glitch and shut down, you will get this popup upon opening the game again. Click the yellow button to resume the live.

Shop Errors



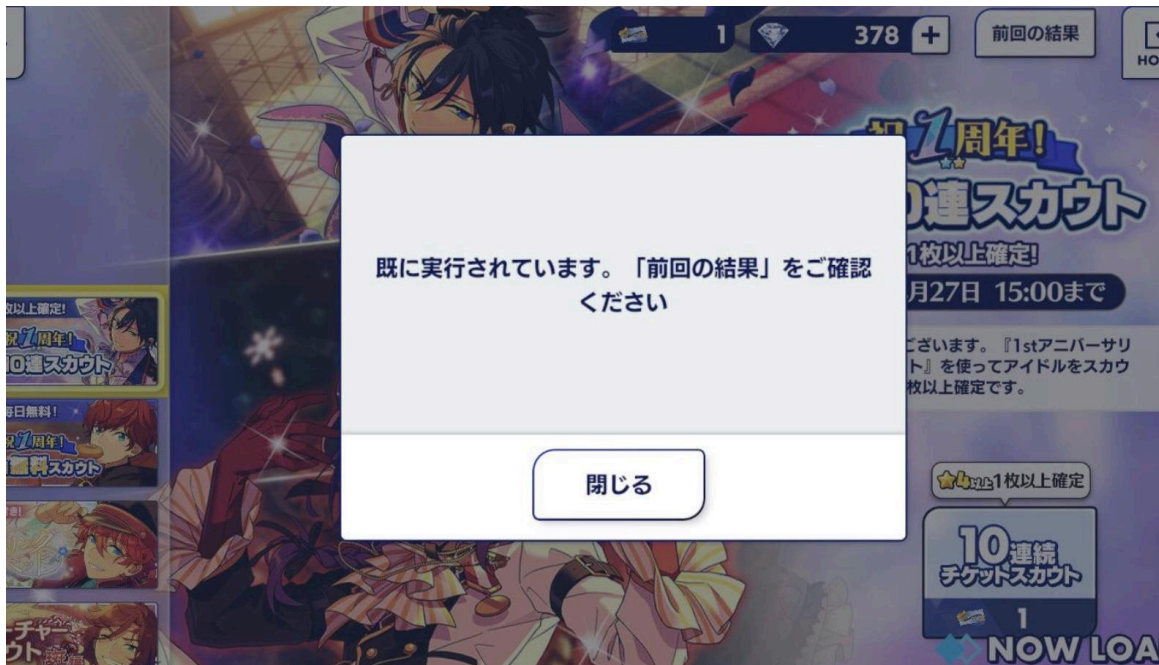
If your Dia shop is empty, you most likely reached your spending limit for the month. To prevent that, make sure the year of birth you put in when first entering the store makes the app think you're 21 or older. Unfortunately, there is no way to fix this. You'll be able to purchase dia again next month.



Unfortunately, you can't use Google Play Store credit to purchase dias, unless your Play Store's region is set to JP and you yourself are in Japan.

The only way to purchase dia on Android outside of Japan is through credit/debit card or Paypal. You can check out our guide to buying dia in the [subreddit's FAQ](#).

Scouting

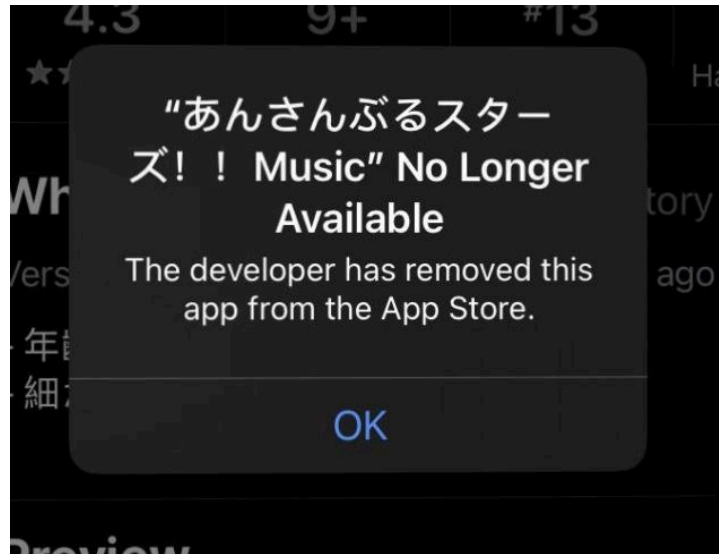


Translation: The scout has been finished. Please check your "previous results".

If you see this, it means your app hasn't been able to produce a scouting screen, most likely due to a connection error.

To check your results, press the button located on the right, between the **HOME** button and the "plus" button near your dia count. You can also see your previous scouting attempts if you press the rightmost button on your pull and select any of the available options.

Updating the game



When you enter the App Store, tap on your account in the top right. It will bring you to a list of all your installed apps. Keep refreshing that page until you see Enstars and an "Update" button next to it.

Main screen pop-ups



Translation: Please update the app. You will be redirected to the app store.

This is self-explanatory.

To play the game, please go to the App Store, Google Play Store or to QooApp and update the game.



Translation: Unable to connect to the network.

Try opening the app in an area with more stable internet connection, or if possible, use data instead.

If your internet connection is stable, please try clearing the cache from the support menu (bottom right button -> button with red font). If that did not help, try restarting your device or try deleting the cache in a place with a more stable internet connection.



Translation: Could not connect to the cloud.
Do you want to play with new data?

Warning: Pressing "OK" will force you to create a new account. You probably would not want that unless you're rerolling.

If you're starting anew, just press "OK" and go on. If not, something might've gone wrong - if you have set up a transfer code and a password, try using them (bottom left button -> enter your transfer code and password -> yellow button).

If you suspect you may have an issue with the Google Play services, please check out [these handy guides](#). If your problem is still not solved, please contact [Google Support](#).

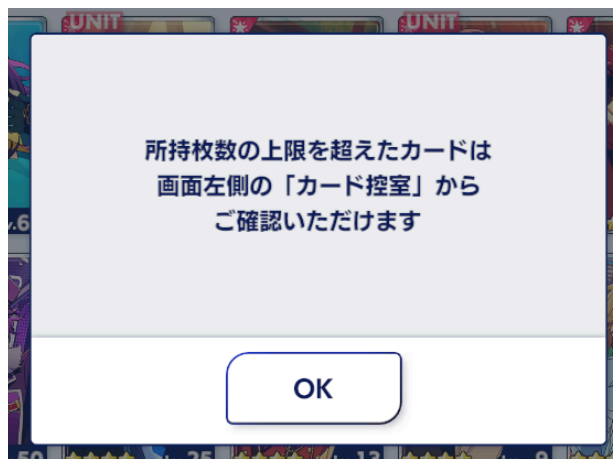
If that doesn't work, [here's a guide on how to reach Happy Elements about a lost account](#).



Translation: We are currently undergoing maintenance.
Please check the official Twitter account to see when it will end and other details.

This popup usually appears a few hours before an event starts.
You will not be able to access the app from **11:00 to 15:00 JST**.

Card Storage



Translation: You will find the cards that could not fit due to reaching max capacity in the “Card Waiting Room”, which can be found on the left side of the screen.

You will get this popup when you have gotten new cards but have reached max capacity in your regular card list, or when you are trying to move cards from storage to the main list when it is at capacity.

Make sure to empty enough slots in the main list before moving any cards over from storage!

You can do so by clicking the blue button on the bottom left corner of your screen, selecting the cards you wish to transfer, and then clicking the yellow button to confirm the transfer.

Phone storage-related glitches

Miscellaneous glitches encountered when phone storage is close to / at capacity (iPhone, not sure about other devices). Remedied by clearing more storage on the phone.

Note: Some people receive the “An unexpected error has occurred” popup when trying to start lives while their phone is at capacity.

You can usually brute-force through it by trying to start the live again 2-3 times until it works, but it is also obviously also remedied through clearing more storage.



←

参加メンバー

MEMBER

BP

3/10

+

1/5

+

HOME

MENU





Crazy:B ラジオ番組

参加条件



メンバー合計値

目標

Un

175



240

Sm

258



280

Ch

219



320

アイドルをタップで変更できます

おすすめ編成

BP -2

BP変更

-1

お仕事開始

←

参加メンバー

MEMBER

BP

4/10

+

2/5

+

HOME

MENU

ALKALOID TV収録

参加条件

メンバー合計値

目標

Pa

100

280

Sm

158

240

Ch

111

320

アイドルをタップで変更できます

おすすめ編成

BP -2

BP変更

お仕事開始

RESULT

6枚目

6枚目

6枚目

6枚目

6枚目

6枚目

5枚目

6枚目

6枚目

6枚目

レベル上限
UP↑

もう1回
10連続スカウトする

所持カード枚数を越えたカードは控え室に移動されます

OK



Other Bugs



To fix this, close the app and open it again.

You can also go into a different tab or return to the main screen to fix this.

Sometimes, instead of the background, an event banner or one of the bottom left buttons can become a white rectangle. **These bugs are fixed the same way as this one.**



Translation: An update has occurred. You will be redirected to the title screen.

Nothing wrong here! Just click OK and you'll be taken back to the title screen.

Enstars Music - Chibis/Office don't working

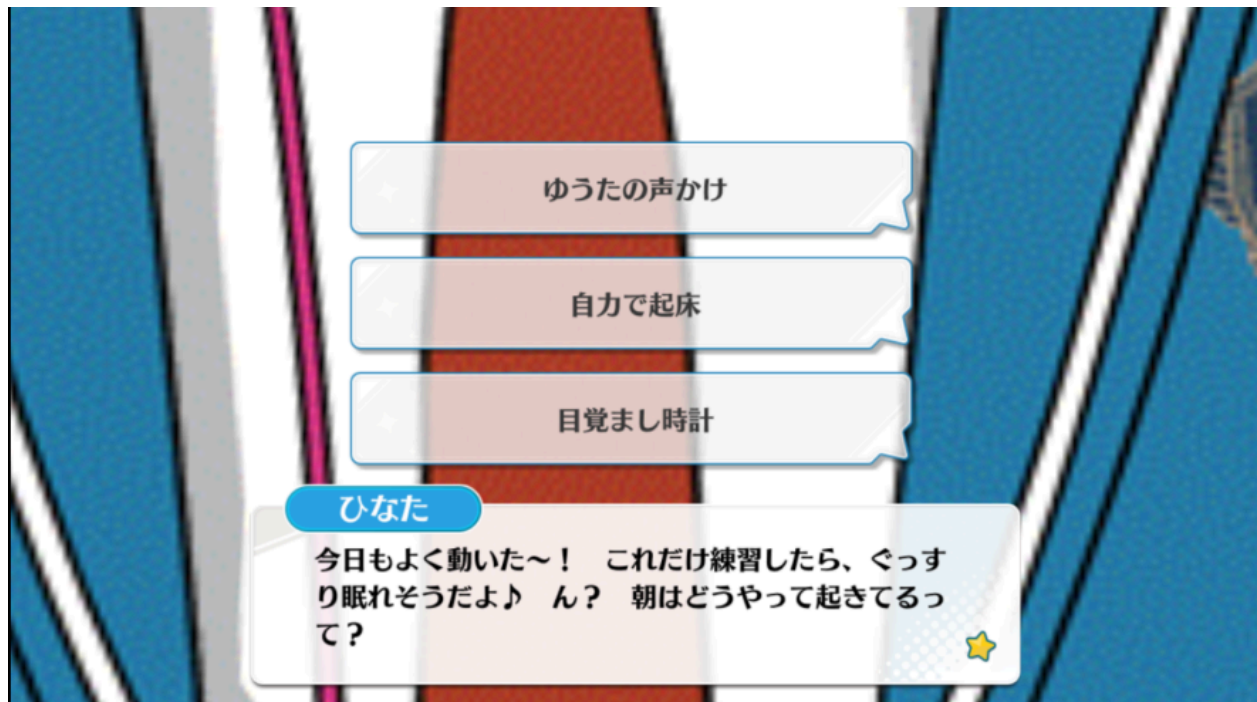


This bug makes your office and work unplayable. In the works, you can't complete them when they start and should reopen the game also you won't see what you gain when you complete the work.

To fix it, just put your phone in English, then reopen the game.

This isn't a official solution, but works.

Enstars Basic Zoom (! or !! 2D Models)



Some models have a big zoom in your room, sometimes in the stories too. Can be models of Enstars! or Enstars!!.

Anyway, to fix it, just put your phone in English too.

Enstars Basic/Music - Illust Bug



Put your phone in English.

Enstars Music - Crash

There are some reasons for this but, according with the official support, maybe your phone has or has less than **3GB**, then Enstars can't open for you.

But you can try turning off **the Developer Mode/Options** in your phone, if they are on.

Enstars Basic - Long/Loop loadings

[Put your phone in English.](#)