Hisense

Hisense U963

User Guide

Manufactured by Hisense Communications Co.,Ltd

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Safety Precautions

Warning: situations that could cause injury to yourself or others.

Caution: situations that could cause damage to your device or other equipment.

Notice: notes, usage tips, or additional information.

General Safety Information

Failure to follow the following safety instructions could result in fire, electric shock, injuries, or damage to your phone or other property. Read all the safety information below before using your phone.

- Do not crash, throw, or puncture your phone. Avoid falling, squeezing, and bending of your phone.
- Do not use your phone in a moist environment, such as bathroom. Prevent your phone from being soaked or washed in liquid.
- Do not power on your phone when it is prohibited to use or when the phone may cause interference or danger.
- Some parts of your phone are made of glass. The glass could be broken if your phone is dropped on a hard surface or receives a substantial impact. If the glass is broken, do not touch the glass parts of the phone or attempt to remove the broken glass from the phone. Stop using your phone until the glass is replaced by authorized service provider.
- Turn off your phone in aircraft. The phone may cause inter-

ference to control equipment of the aircraft.

- Turn off your phone near high-precision electronic devices. The phone may affect performance of these devices.
- Do not attempt to disassemble your phone or its accessories. Only qualified personnel are allowed to service or repair the phone.
- The socket-outlet shall be installed near the phone and shall be easily accessible.
- Do not place your phone or its accessories in containers with a strong electromagnetic field.
- Do not place magnetic storage media near your phone. Radiation from the phone may erase the information stored on them.
- Keep the phone away from direct sunlight. Do not put your phone in a high-temperature place or use it in a place with flammable gas such as gas station.
- Use only approved batteries and chargers to avoid the risk of explosion.
- Obey all laws or regulations on the use of the phone. Respect others' privacy and legal rights when using your phone.
- Strictly obey relevant instructions of this manual while using USB cable. Otherwise your phone or PC may be damaged.
- Use a dry soft cloth to clean your phone. Do not use water, alcohol, detergent or any chemicals.
- Please backup your important data. Repair or other causes may result in data loss.

- Do not disconnect the phone during memory formatting or file transfer operations. Otherwise, it may cause program failure or files damage.
- Keep the phone and charger out of the reach of children. Do not let children use the phone or charger without supervision.
- Keep small phone accessories away from children to prevent choking hazard.
- Do not modify or remanufacture your phone.
- Do not immerse your phone in water or other liquids.
- Do not expose your phone to fire, explosion or other hazards.
- The phone shall only be connected to a USB interface of version USB 2.0.
- Operating temperature shall be -10℃ ~ +55℃ .

Medical Device

- Obey all rules or regulations in hospitals and health care facilities.
- Your phone contains radios that emit electromagnetic fields. These electromagnetic fields may interfere with pacemakers or other medical devices.
- If you wear a pacemaker, maintain at least 20 cm of separation between your pacemaker and your phone.
- If you suspect your phone is interfering with your pacemaker or any other medical devices, stop using your phone and consult your physician for information specific to your medical device.
- When you perform repetitive activities such as typing or playing games on your phone, you may experience occasional discomfort in your hands, arms, wrists, shoulders, neck or other parts of your body. If you experience discomfort, stop using your phone and consult your physician.

Road Safety

- Check local laws and regulations on using phone.
- Obey all local laws. Always keep your hands free to operate the vehicle while driving. Your first consideration while driving should be road safety.
- Pull off road and park before making or answering a call if driving conditions require so.
- RF energy may affect some electronic systems in your vehicle such as car stereos and safety equipment.

- When your vehicle is equipped with an air bag, do not obstruct with installed or portable wireless equipment. It may cause the air bag to fail or cause serious injury due to improper performance.
- If you listen to music, please keep the volume at a reasonable level so that you are aware of your surroundings. This is of particular importance when near roads.
- Using your phone in some circumstances can distract you and may cause danger. Obey rules that prohibit or restrict the use of phone or headphones (for example, avoid texting while driving a car or using headphones while riding a bicycle).

Power Supply & Charging

- Charge your phone with the included USB cable and power adapter. Use of incompatible adapter or cable may cause permanently damage to your phone.
- Power adapter shall be installed near phone and shall be easily accessible.
- Using damaged cables or chargers, or charging when moisture is present, can cause electric shock.
- Power adapter is intended for indoor use only.
- Power outlet should be readily accessible. The outlet should not be blocked during use.
- To fully disconnect the phone from the mains, unplug the AC/DC cable from power outlet.
- Power adapters may become warm during normal use, and prolonged contact may cause injury.

- Always allow adequate ventilation around power adapters when using them.
- The ventilation should not be impeded by covering ventilation openings with items (for example newspapers, tablecloths, curtains and so on) to avoid overheating and malfunction. Maintain a clearance of at least 10 cm around the phone.
- The phone should be used in a moderate climate.
- Do not plug or unplug USB port with wet hands, or it may result in risk of electric shock.
- The phone is built with an internal rechargeable battery: do not expose the phone to excessive heat such as sunshine, fire or the like.
- Battery contains materials which are hazardous and harmful to the environment. The battery must be recycled or disposed of separately from household waste.

Hearing Protection

The phone respects the current regulations for limiting the maximum output volume. Prolonged headset listening at high volume could lead to hearing damage!

- Stop using the product or lower the volume if you feel your ears ringing.
- Do not turn up the volume too high, doctors warn against prolonged exposure to high volume.

- Excessive sound pressure from headsets and headphones can cause hearing loss.
- To prevent possible hearing damage, do not listen at high volume levels for long periods.
- Please only use specified headphones with your phone.

Protecting the Environment

- You must dispose of your used phone or battery according to local laws and regulations. Bring them to designated place for proper recycling.
- Risk of explosion if battery is repalced by an incorrect type. Dispose of used batteries according to the instructions.

Do not dispose of used phones or batteries in a household rubbish bin.

Cleaning and Maintenance

- Turn off the phone before cleaning and maintenance. Charger should be unplugged from socket. Phone and charger should be disconnected to prevent any electric shock or short circuiting of battery or charger.
- Do not wipe the phone or charger by using chemical substance (alcohol benzene), chemical agents or abrasive cleaning agents to avoid damaging its parts or causing malfunction. You may clean with a slightly damp anti-static soft cloth.

- Do not scrape or alter phone case as paint substances, or it may cause allergic reaction. If such reaction occurs, stop using the phone immediately and seek medical help.
- Wipe dust off power plug and keep it dry to avoid risk of fire.
- If phone or accessories do not work properly, contact your local vendor.
- Do not disassemble phone or its accessories by yourself.

Emergency Call

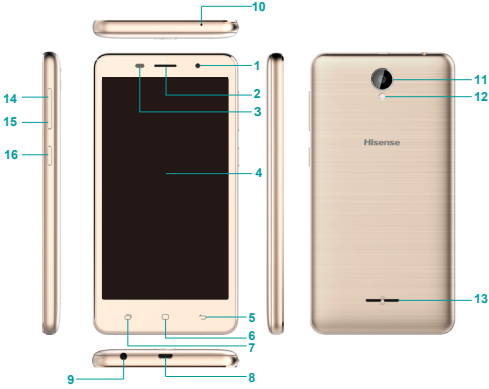
In an emergency situation, if the phone is on and you are within network range, it can be used to make an emergency call. However, emergency call numbers may not be reachable in all networks. You should never rely on your phone for emergency calls.

Copyright

The equipment is for private use only. Copying CDs or downloading music, video or picture files for sale or other business purposes may be a violation of copyright law. Copyrighted materials, works of art and/or presentations may require authorization to be fully or partially copied or recorded. Be aware of all such applicable laws concerning recording and use of such contents in your country and jurisdiction.

Phone at a glance

Phone Overview



The device features may vary based on your location, language, carrier and model.

1. Front camera	9. Earphone
2. Receiver	10. Micphone
3. Light sensor	11. Camera
4. Touch screen	12. Flashlight
5. Return key	13. Speaker

6. Home key	14. Volume up button
7. Recent key	15. Volume down button
8. Micro USB port	16. Power button

Power button

- Press it to turn on or lock the screen.
- Press and hold it to turn the device on or off.
- Press it and Volume down button simultaneously to capture a screenshot.
- Press and hold it for about 12s to shut down the phone, and keep pressing it to reboot the phone.

Home key

Tap it to the Home screen.

Recent key

Tap it to open the list of recent apps.

Return key

Tap it to go back to the previous screen.

Volume up/down button

Press it to adjust the device volume.

Installing Micro-SIM card/SD card

Before you start using your new phone, you need to set it up.

1. Press and hold the power button. Select ⏻ **Power off** to turn off your phone.
2. To remove the back cover, hold the phone firmly in one hand and lift the back cover upwards with the other hand.
3. Insert Micro-SIM card and Micro-SD card.
4. Install the back cover of your phone.

- Only Micro-SIM cards work with the device. Do not attempt to insert other SIM type, otherwise it may cause phone damage.
- Do not remove the Micro-SIM/SD card while the card is being used; otherwise, data loss or damage may occur. Hisense shall not be liable to any loss, including data loss, due to misuse of Micro-SIM/SD card.
- Turn off your phone before replacing or removing its Micro-SIM/SD card.
- Micro-SD card is not included; therefore you need to buy it separately.

Battery

Charging the battery

Charge the battery before using it for the first time or when it

has been unused for extended periods of time.

1. Connect the USB cable to the USB power adaptor, and then plug the end of the USB cable into the USB port.
2. Plug the USB power adaptor into an electric socket.
3. After the battery is fully charged, disconnect the phone from the charger. First unplug the charger from the device, and then unplug it from the electric socket.

Battery charging tips and precautions

- Use only Hisense-approved chargers, batteries, and cables. Unapproved chargers or cables can cause the battery to explode or damage the phone.
- Avoid using your phone when it is charging. Do not cover your phone or the power adaptor.
- Connecting the charger improperly may cause serious damage to the phone. Any damage caused by misuse is not covered by the warranty.
- If the AC power supply is of a lower voltage, then a longer charging time may be needed.
- If non-standard chargers such as computers are used for charging, then a longer charge time may be needed.
- Fully charge the battery before first using the phone and disconnect the charger immediately after the first charge is completed.
- Remove the charger from the electric socket when not charging the phone.
- The phone may not start immediately if charging with low

battery. After a period of charging, the phone will start normally.

- The charging time may vary depenging on the ambient temperature and the remaining battery level.
- The phone can be safely charged within the environment temperature of 0 ℃ to 40 ℃ . Charging at temperatures below 0℃ or higher than 40℃ will harm the battery performance and shorten its life. Long-term charging in extreme temperatures will damage the battery.
- While charging, the phone and the charger may heat up. This is normal and should not affect the phone's lifespan or performance. If the battery gets hotter than usual, stop charging it. Place your phone in a cool place and allow it to cool down. Avoid prolonged contact with the surface of your phone if it becomes hot.

Turning Your Phone On/Off

Turning on the phone

Press the Power button on the right side of phone and wait for a few seconds until the screen lights up.

When you turn on your phone for the first time or after performing data reset, follow the onscreen instructions to set up your device.

If the battery is empty, make sure you charge it at least 30 minutes.

Turning off the phone

Press and hold Power button to pop up option menu, select ⏻ **Power off**.

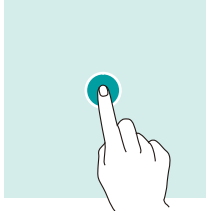
Basics

Touchscreen Gestures

Use a few simple gestures to use your phone and its apps.

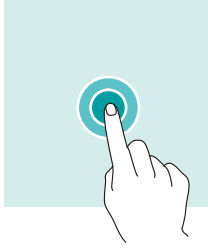
Tapping

To open an app, to choose a menu item, to press an on-screen button, or to enter a character using the keyboard on the screen, tap it with your finger.



Tapping and holding

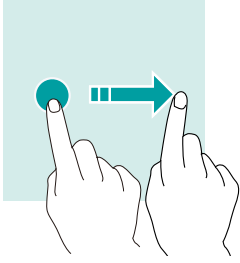
Tap and hold an item or the screen for more than 2 seconds to access available options.



Swiping

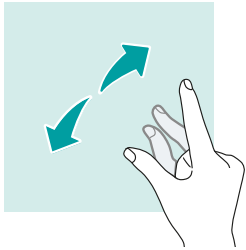
Swipe to the left or right on the Home screen or the Apps screen to view other panels.

Swipe upwards or downwoard to scroll through a webpage or a list of items.

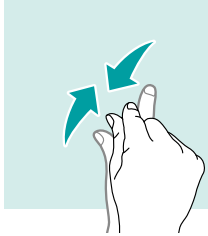


Spreading and Pinching

Spread two fingers apart on a webpage, map or image to zoom in a part.

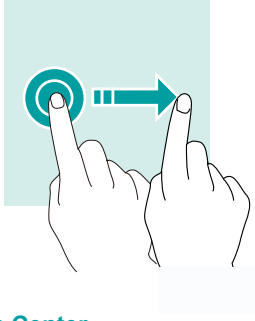


Pinch to zoom out.



Dragging

To move an item, tap and hold it and drag it to the target position.



Notification Center

Open notification center

1. Swipe down from the top edge of the screen to open notification center.
2. Swipe down again from the top edge of the screen to go to the shortcuts tab.

Set notification options

1. Go to **Settings** > **Prompt & notification**.
2. Enable or disable notification settings as desired.

Close notification center

Swipe up or press the Home button to close notification center.

Locking and Unlocking Screen

Locking the screen

- Press the Power button to manually lock the screen.
- The screen will lock automatically and enter sleep mode after it has been idle for a period of time to reduce power consumption and prevent unintended operations. To change the screen sleep time, go to **Settings > Display > Sleep**, and select a time.

Unlocking the screen

- Press the Power button to wake the screen and swipe in any direction.

Customizing Screen

1. Press and hold the blank area on the screen to access the home screen editor.
2. Select **WALLPAPERS** and **WIDGETS** to customize your screen.

Changing date and time

Go to **Settings > Date & time**.

- Activate **Automatic time zone** to use network provided time zone.
- Activate **Use 24-hour format** to use 24-hour time.

Using Your Phone

Home Screen

Home screen is the starting point for accessing all of the phone's features. It displays widgets, shortcuts to apps and more.

Home screen may appear differently depending on the region or service provider.

Status Bar (a)

It displays status icons and notifications.

Widget (b)

Widgets are small apps that launch specific app functions to provide information and convenient access on your Home screen.

Application Icons (c)

Tap an icon, such as an app or a folder, to open and use it.

Hot dock (d)

It provides quick access to apps in hot dock.

Phone

Making calls

1. Tap on the Home screen or the Apps screen.
2. Tap to open the keypad and enter a phone number.
3. Tap to make a call.

Making calls from call logs or contacts list

Tap or , and tap a contact or a phone number to make a call.

Making an international call

1. Tap to open the keypad.
2. Tap and hold 0 until the + sign appears.
3. Enter the country code, area code, and the phone number. Then tap .

Receiving calls

Answering a call

When a call comes in, slide to to answer the call.

Rejecting a call

When a call comes in, slide to to reject the call.

Contacts

Adding contacts

Creating contact manually

1 Tap on the Home screen or the Apps screen.

2 Tap to enter contact information.

3 Tap to save.

Adding from the keypad

4 Tap to open .

5 Enter the number and tap **Create new contact**.

Adding from received calls

1 Tap .

2 Tap to view received calls.

3 Add recieved calls to a contact.

Importing contacts

You can import contacts from storage servies to your device.

1 Tap on the Home screen or the Apps screen.

2 Tap to go to **Import/export** to import contacts.

Searching for contacts

Tap on the Home screen or the Apps screen.

Use one of the following search methods:

- Scroll up or down the contacts list.
- Drag a finger along the index at the right side of the contacts

list to scroll through it quickly.

- Tap at the top of the screen to search for a contact.

Once a contact is selected, you can do the following:

- : Add to favourite contacts.
- : Make a call.
- : Compose a message.
- : More.

Messages

Sending messages

1. Tap on the Home screen or the Apps screen.
2. Tap to create a message.
3. Add recipients and enter a message.
4. Tap to send the message.

Viewing messages

1. Tap on the Home screen or the Apps screen.
2. Select a contact on the message list.
3. View your conversation.

Setting up message notification

You can change notification sound, display options, and more.

1. Tap on the Home screen or the Apps screen.

2 Tap ⋮ to go to **Settings > Prompt & notification**.

3 Deactivate or activate notifications when receiving messages.

Camera

You can take photos or record videos.

Taking photos

1 Tap on the Home screen or the Apps screen.

2 Tap to take a photo. Your picture will be automatically saved to the **Gallery** .

Recording videos

1 Tap to start recording the video.

2 Tap to stop recording.

Gallery

Viewing images or videos

1 Tap on the Apps screen.

2 Select an image or a video.

Deleting images or videos

- To delete an image or video, select an image or a video and tap ⋮ to go to **Delete > OK**.
- To delete multiple images and videos, tap ⋮ on the Gallery main screen to go to **Select album**. Then select the images or videos you desired to delete, and tap to delete the images or videos.

Sharing images or videos

Select an image or videos, and tap at the top of the screen. Select a sharing method.

Calculator

You can do simple or complex calculations by using Calculator app.

1. Tap on the Apps screen.
2. Rotate the screen orientation to switch between the standard calculator and the scientific calculator.

Music

Adding song to your phone

- Copy songs from your computer using USB cable.
- Download songs from the Internet.
- Copy songs with Bluetooth.

Listening to music

1. Tap .
2. Select a song to play.
3. When a song is playing, tap Home button to exit the music playback screen without stopping the song. To return to the music playback screen, open the notification center and tap the cover of the song.

Browser

Connect the web page to search for information and bookmark your favorite webpages to access them conveniently.

1 Tap .

2 Enter the address field in the search bar, and tap . You can access web pages; moreover, bookmarks, multiple window switching and other functions are supported.

Email

Setting up email accounts

Set up an email account when opening Email for the first time.

1 Tap on the Apps screen.

2 Follow the on-screen instructions to complete the setup.

Sending emails

1 Tap to compose an email.

2 Add recipients and enter an email text.

3 Tap to send the email.

Appendix

Important Information

For an optimal experience, the phone regularly connects to mail and internet servers. This automatically and inevitably generates data exchanges that may be charged in addition to your existing package, or may be deducted from prepaid credit or a prepaid system.

To avoid billing problems related to services that use the Internet, it is strongly recommended to have a suitable option which includes unlimited Internet and emails and to avoid changing the settings preconfigured by default.

If you wish, connect to Wi-Fi for a faster and more stream lined experience. It is particularly recommended to use Wi-Fi for streaming, or downloading games, videos or bulky films.

Disclaimer

- The usage of non-original accessories, such as headsets, chargers and so on, will cause incompatibility between phone and accessories. It may cause bad performance or malfunction, and we are not responsible for any damage that it might occur.
- The user manual only contains general overview. Specifications and functions of your phone may be different to those contained in the user manual.

- Your phone has been confirmed to work properly since produced from the factory. If there is any damage or defect due to manufacturing, it should follow terms and conditions in the warranty card.
- If the functions of your phone are related to features and services by operator, it should follow the terms and conditions applicable by the operator.
- Note that your phone still has its limitations referring to the specifications and functions. These limitations cannot be considered as damage or defect, and cannot be regarded as manufacturer damage.
- Use your phone in accordance with the purposes and functions.

Troubleshooting

This part lists some problems you might encounter when using your phone. Some problems require you to call your service provider, but most of them are easy to be fixed by yourself.

SIM card has error

Ensure that the SIM card is correctly inserted.

No network connection / Dropped network

- Move toward a window or into an open area. Check network provider coverage map.
- Check whether the SIM card is too old. If so, change your SIM card at your network provider's nearest branch. Contact your service provider.

Codes do not match

If you forget the code, contact your service provider.

Calls are not available

- Ensure that there is no dialling error. New network is not authorized.
- If new SIM card is inserted, check for new restrictions.
- If pre-paid charge reached its limit, contact service provider.

Phone cannot be switched on

- Ensure to press the Power button for at least two seconds.
- Charge battery. Check the charging indicator on the screen.

Charge has error

- Outside temperature is too hot or cold. Charge the battery.
- Ensure that phone is charging at a normal temperature.
- Check the charger and its connection to the phone.
- Plug the charger into a different socket.
- Ensure that charger is not defective. If so, replace the charger.
- Use only original accessories.

Impossible to receive or send SMS and photos

Ensure that the storage is sufficient. Delete some messages in your phone.

Files cannot be opened

Check the supported file formats.

Screen does not light up when receiving a call.

- If you use a protection tape or case, ensure that it has not covered the area around the light sensor.
- Ensure that the area around the light sensor is clean.

Phone has no sound

Check the settings status in the sound menu to ensure that the phone is not in vibration or silent mode.

Phone hangs up or freezes

Update your software through the website.

Contacts display doubly

Contacts are saved in both phone and SIM card. Check contacts saved.

App cannot be installed

- Not supported by service provider or registration required. Contact your service provider.
- Your phone has insufficient storage. Delete some messages from your phone.

Phone cannot be connected to computer

- Change data cable.
- Change computer port.

Call logs are not saved

Ensure that the time is not wrongly set. Check the time setting.

Specific Absorption Rate (SAR)

Hisense Mexico S. de R. L. de C. V.

Boulevard Miguel de Cervantes Saavedra No. 301, Torre Norte, Piso 2.

Col. Ampliación Granada. C.P. 11520, Deleg. Miguel Hidalgo. Distrito Federal

Tel. 01 (55) 55-31-35-15

BRAND: HISENSE

MODEL: Hisense U963

FCC ID: 2ADOBU963

ELECTRIC CHARACTERISTICS:

ADAPTOR

BRAND: HISENSE

MODEL: A31-501000

INPUT: 100-240V ~ 50/60 Hz 0.15A

OUTPUT: 5.0V ~ 1A

RECHARGEABLE BATTERY

BRAND: HISENSE

MODEL: LIW38238

MADE IN CHINA

Medical devices

Implanted medical devices, such as pacemakers, may be affected by the use of this product.

Avoid potential interference radiated from the product in the implanted medical device, by keeping the product at least 20 cm away from the device.

Do not carry the product in the chest pocket.

Turn off the product immediately if you suspect any interference.

FCC Compliance

This phone complies with section 15 of FCC Regulations.

Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

Warning: Changes or modifications not expressly approved by the manufacturer may void the authority of the user to operate the equipment.

Note: This equipment has been tested and complies with limits

for a class B digital device, pursuant to section 15 of the FCC Regulations. These limits are designed for providing reasonable protection against harmful interference at a residential facility. This equipment generates, uses and may irradiate radiofrequency energy and, if not installed and used in accordance with instructions, it may cause harmful interference to radio communications. However, there is no guarantee that there will not be interferences at a particular facility. If this equipment causes harmful interference to radio or television reception, which can be stopped by turning off the equipment, the user should try to fix such interference by any of the following measures:

-Redirect or relocate the receiving antenna.

-Increase the distance between the equipment and the receiver.

-Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.

-Contact the supplier or a radio/television expert for getting assistance.

The device is also designed to comply with the U.S. Federal Communications Commission's requirements for exposure to radio waves.

The SAR limit adopted by the U.S. is 1.6 W/kg, averaged over one gram of tissue. The highest SAR value informed to the FCC for this type of devices complies with this limit.

The highest SAR value reported to the FCC for this type of

devices is 0.716 W/kg when used over the ear, 1.24 W/kg when adequately used over the body and 1.24 W/kg when used at a wireless access point (HOTSPOT).

Even though there may be differences between SAR levels of different phones and in different positions, all of them comply with the requirements of the government.

The device comply with RF specifications when the device used at 10 mm from your body.

FCC ID: 2ADOBU963

Copyright

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