USER GUIDE

A downloadable, printable guide to your **Wiko Vision™** *and its features.*

Available applications and services are subject to change at any time.

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Getting started

The topics in this section will introduce you to your phone, help you get set up with service, provide an overview of the phone screen, and get you started with basic phone operations.

Introduction

The following topics describe the basics of using this guide and your new phone.

About the user guide

Thank you for purchasing your new Wiko Vision™. The following topics explain how best to use this guide to get the most out of your phone.

Before using your phone

Read the Quick Start Guide that is located on your phone within Settings thoroughly for proper usage.

Accessible services may be limited by subscription contract conditions.

Descriptions in the user guide

Note that most descriptions in this guide are based on your phone's setup at the time of purchase. Unless otherwise noted, instructions begin from the phone's home screen, which is displayed by pressing **Home** button. Some operation descriptions may be simplified.

Screenshots and key labels

Screenshots and other illustrations in this user guide may appear differently on your phone. Key labels in the user guide are simplified for description purposes and differ from your phone's display.

Other notations

In the user guide, the phone may be referred to either as "phone," "device," or "handset." A microSD™ or microSDHC™ card is referred to as an "SD card" or a "memory card."

Set up your phone

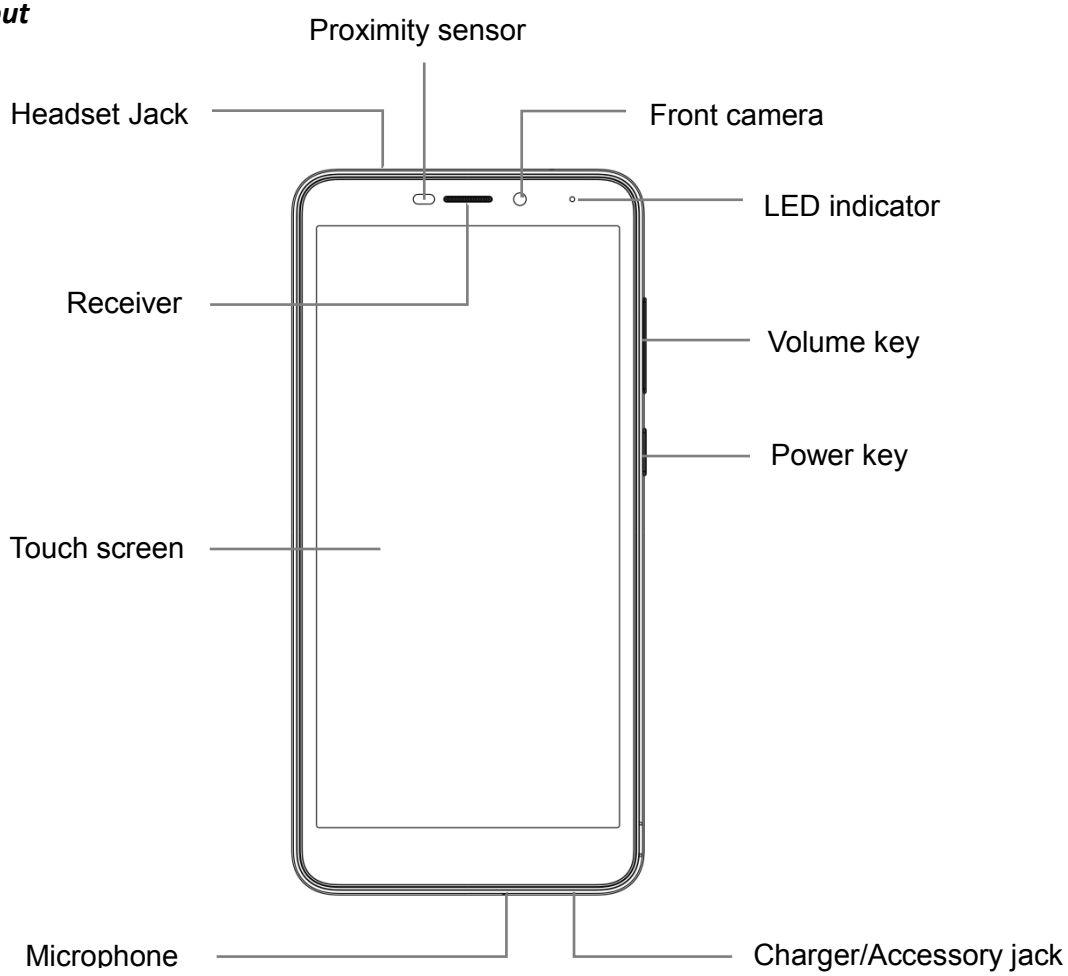
The following topics give you all the information you need to set up your phone and wireless service the first time.

Parts and functions

These topics illustrate your phone's primary parts and key functions.

Note: Your phone's screens and apps layouts are subject to change. This user guide uses sample images only.

Phone Layout



Part	Description
Front camera	Take pictures and record videos while facing the screen and allow you to video conference.
Receiver	Hear the caller and automated prompts.
Touchscreen	Display all the information needed to operate your phone, such as the call status, the Contacts list, and the date and time. Also provides one-tap access to all of your features and applications.
Power key	Press to turn the screen on or off. Press and hold to switch the phone on or off, to restart it, or to take a screenshot on the current screen.
Charger/Accessory jack	Connect the USB cable (included) for charging or connect other accessories.
Volume keys	Adjust the volume for ringtones, media, notifications, and system sounds.
Headset jack	Plug in either an optional stereo headset or an optional headset for convenient, hands-free conversations.
Microphone	Used for transmitting your voice electronically for a call, voice recording, or video recording.

CAUTION! Inserting an accessory into the incorrect jack may damage the phone.

Battery use

The following topics explain how to insert and remove your phone's battery.

Battery cautions

Storage: Avoid storing or leaving battery with no charge remaining. Saved information and settings may become lost or changed, or battery may become unusable. Charge once every six months before storing or leaving unused for a long period.

Bulges: Depending on use, bulges may appear near end of battery life. This does not affect safety.

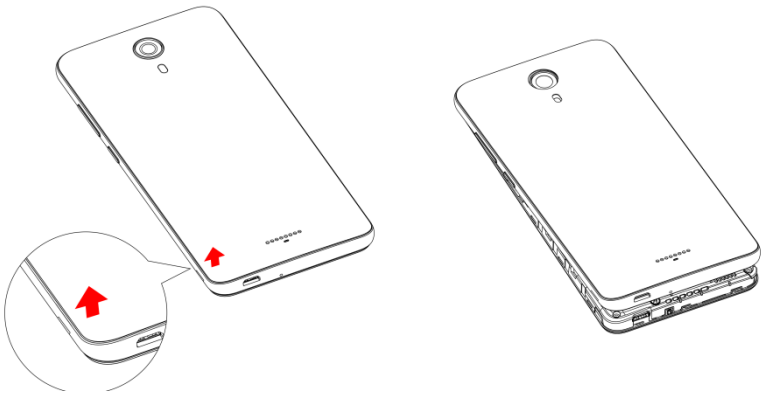
Replacing battery: The battery is a consumable item. It needs to be replaced if operating time shortens noticeably. Purchase a new battery.

Cleaning: Clean soiled terminals between battery and phone with a clean, dry cotton swab. Soiled terminals can result in a poor connection and prevent charging, etc.

Insert the battery

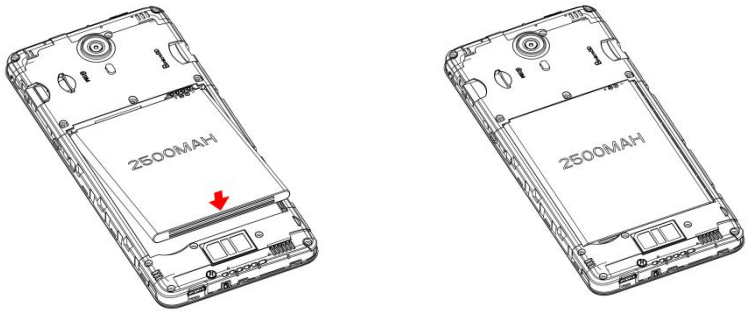
Follow these instructions to insert your phone's battery safely and properly.

1. Remove the battery cover.



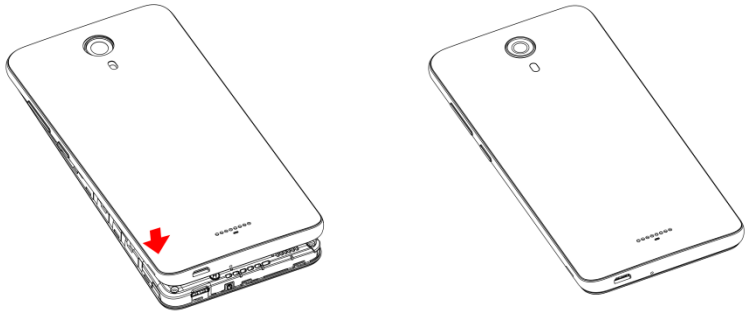
Lift gently in the direction shown.

2. Insert the battery.



Align the contacts of the battery with the contacts in the phone and gently press the battery down into place.

3. Attach the battery cover.

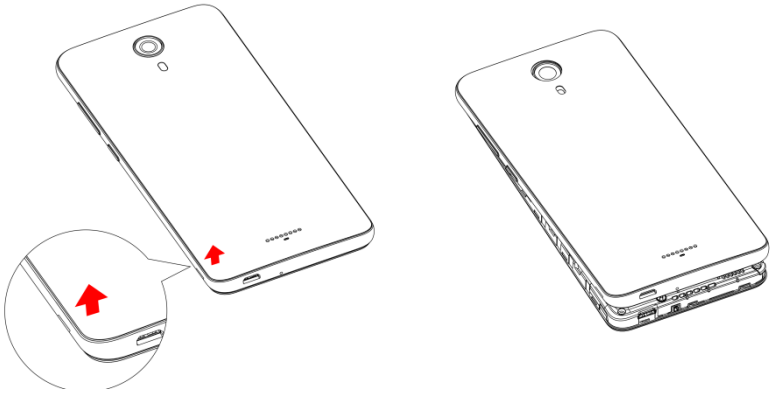


Make sure that all the tabs are secure and there are no gaps around the cover.

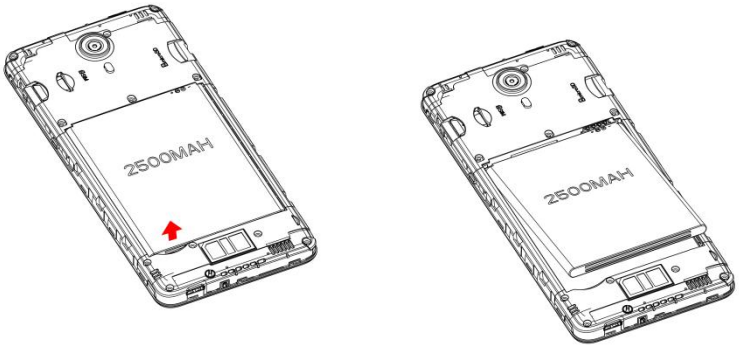
Remove the battery

Follow these instructions to remove your phone's battery. Always power the phone off before removing the battery.

1. Remove the battery cover.



2. Remove the battery.



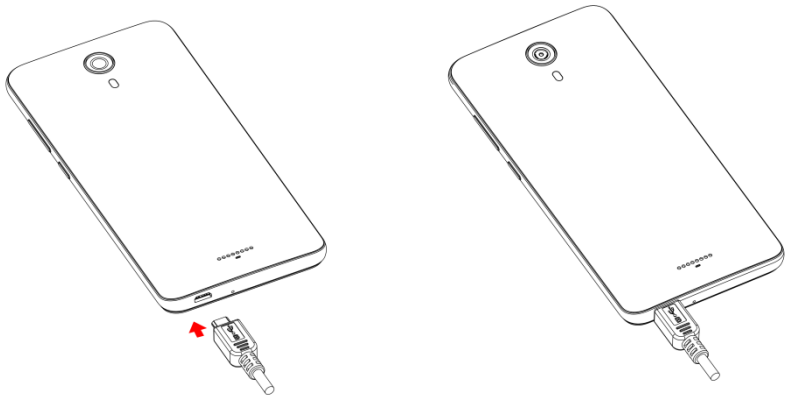
Lift upward gently as shown.

Charge the battery

Follow these instructions to charge your phone's battery using either the included AC adapter or via a USB connection on your computer.

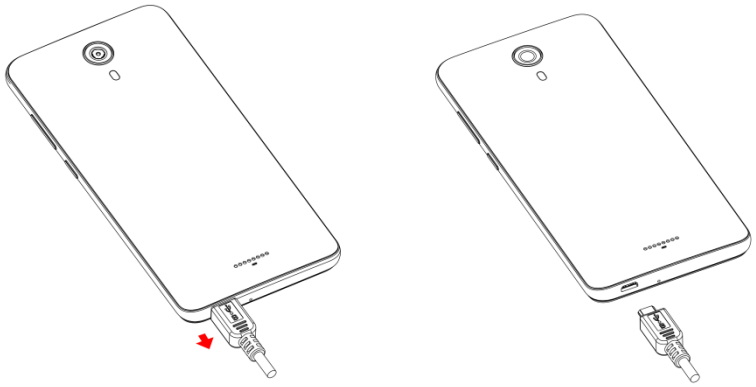
Charge using the AC adapter

1. Plug the USB connector into the charger/accessory jack on the bottom of your phone.



2. Plug the other end of the USB cable into the AC adapter.
3. Plug the AC adapter into an electrical outlet.

   The indicator light illuminates when charging starts. The light turns to green when the battery is fully charged. Fully charging a battery may take up to 3.5 hours.
4. After charging, disconnect the phone from the charger.

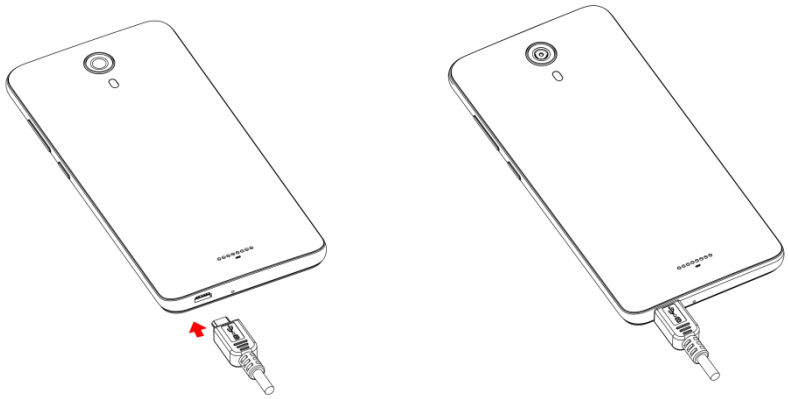


   Unplug the AC adapter from the outlet and remove the USB cable from the phone and the AC adapter.

Charge using a PC connection

Before using a PC connection to charge your phone, ensure that the computer is turned on. Depending on the type of connection, your phone's battery may not charge.

1. Insert the small end of the USB cord into the charger/accessory jack on the bottom of your phone.



2. Insert the large end of the USB cord into an external USB port on your computer.
3. After charging, remove the USB cable from both the phone and the computer.

SIM card

The SIM card is an IC card containing phone number and other customer information. Your phone's SIM card is preinstalled and should only be accessed if directed by a customer service representative.

SD card

Your phone supports the use of an optional SD card (not included) to expand its storage capacity. It supports cards up to 32 GB. Some cards may not operate properly with your phone.

SD card cautions

Data: Information stored on an SD card can become lost or changed accidently or as a result of damage. It is recommended that you keep a separate copy of important data. Wiko is not responsible for damages from data that is lost or changed.

Reading/Writing data: Never power off or remove the battery while reading or writing data.

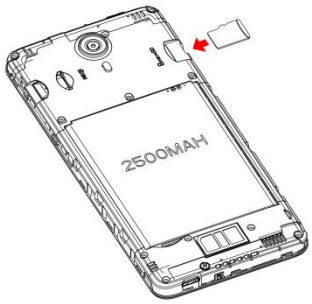
Battery level: A low battery charge may prevent reading/writing to an SD card.

Handling SD card: Use/store SD cards away from the reach of infants, otherwise it may cause choking if swallowed.

Insert an SD card

Follow these steps to insert an optional SD card (not included).

1. Remove the battery cover.
2. Insert SD card.



Insert SD card all the way gently without bending and with terminals facing down.

3. Insert the battery and attach the battery cover (see Insert the battery).

Unmount an SD card

Always unmount an SD card before removing it from your phone to avoid corrupting or damaging the files in the storage card.

1. From home, swipe up to access **Apps**, and tap **Settings** .
2. Tap **Storage >** .

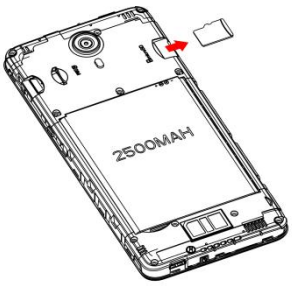
Your SD card is now safely ejected. To use this SD card again, you will need to mount it first by the following steps:

1. From home, swipe up to access **Apps**, and tap **Settings** .
2. Tap **Storage** > **SD card**.
3. Tap **MOUNT** on the prompted screen.

Remove an SD card

Follow these instructions to remove an SD card.

1. Remove the battery cover (see Remove the battery cover).
2. Remove SD card.

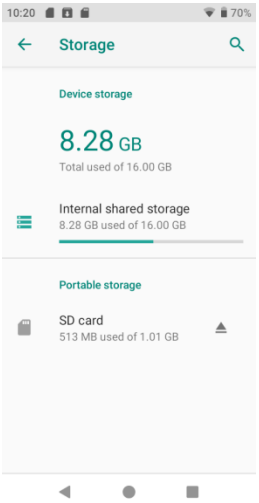


3. Attach the battery cover (see Attach the battery cover).

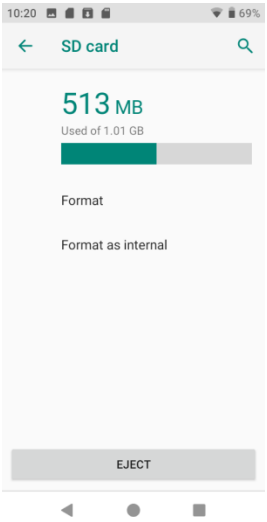
Format an SD card

When you insert an optional SD card for the first time, it is recommended that you format it on your phone. When formatting an SD card, you should back up your music and photo files that are stored on the card as formatting the SD card deletes all the stored data.

1. From home, swipe up to access **Apps**, and tap **Settings**.
2. Tap **Storage** > **SD card**.



3. Tap ⋮ to access options menu, and tap **Storage settings**.
4. Select **Format** or **Format as internal**, and then tap **FORMAT SD CARD** to confirm.



All data on the SD card is erased, and the card is formatted for use on your phone.

Turn your phone on and off

The instructions below explain how to turn your phone on and off.

Turn your phone on

Press and hold the **Power** key until the device turns on.

Turn your phone off

1. Press and hold the **Power** key.
2. Tap **Power off**.

Use the touchscreen

Your phone's touchscreen lets you control actions through a variety of touch gestures.

Tap or touch

When you want to type using the onscreen keyboard, select items onscreen such as application and settings icons, or press onscreen buttons, simply tap or touch them with your finger.

Touch and hold

To open the available options for an item (for example, a contact or link in a Web page), touch and hold the item.

Swipe or slide

To swipe or slide means to quickly drag your finger vertically or horizontally across the screen.

Drag

To drag, press and hold your finger with some pressure before you start to move your finger. While dragging, do not release your finger until you have reached the target position.

Flick

Flicking the screen is similar to swiping, except that you need to swipe your finger in light, quick strokes. This finger gesture is always in a vertical direction, such as when flicking the contacts or message list.

Rotate

For most screens, you can automatically change the screen orientation from portrait to landscape by turning the phone sideways. When entering text, you can turn the phone sideways to bring up a bigger keyboard. See Touchscreen keyboards for more details.

Note: To activate auto-rotate mode, swipe up from Home screen to access **Apps**, and tap **Settings** > **Display** > **Auto-rotate screen**, and slide the switch to the **On** position. You can also activate it by dragging down status bar and tap **Auto-rotate** .

Pinch and spread

"Pinch" the screen using your thumb and forefinger to zoom out or "spread" the screen to zoom in when viewing a picture or a Web page. (Move fingers inward to zoom out and outward to zoom in.)

Activation and service

Before using your phone, you must set up your service.

1. Press and hold the **Power** button to turn your phone on. Allow hands-free activation to connect the phone to the network and then allow the phone to check for any updates. The phone will then power off.

2. After the phone turns back on, the device may ask you to complete a few setup screens to customize your phone. You may need to skip the setup screens and complete step 3 first.

3. From home screen, tap **Phone** and **Dialer pad** . Dial 611, tap **Call** and then follow the recorded directions.

Complete the setup screens

Once your service has been activated, you will need to run Setup. The Setup Wizard will appear to guide you through the basic settings on your device.

Select a default language you want to use, select your Internet connection, enter your name to personalize some apps, set screen lock method, sign in to your Google™ Account, select location services, and more.

Follow the remaining instructions to finish your phone setup.

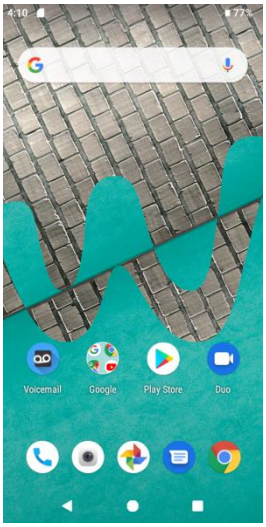
Basic operations

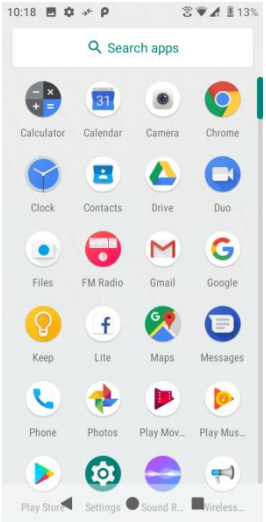
The following topics outline basic features and operations of your phone.

Home screen and applications (Apps) list

Most of your phone's operations originate from the home screen or the apps list.

1. From any screen press the **Home** button to display the home screen.
2. From home, swipe up to access **Apps**.





For information about using the home screen, see Home screen basics.

Select options and navigate screens

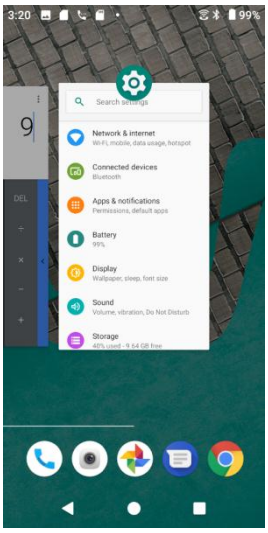
Tap icons, onscreen buttons, and other items to open or activate the assigned function.

- Tap **Back** button to return to the previous screen.

Recent applications

You can display a list of recently used applications using the **Recent Apps** button.

- Tap **Recent Apps** button to view a list of recently used applications.



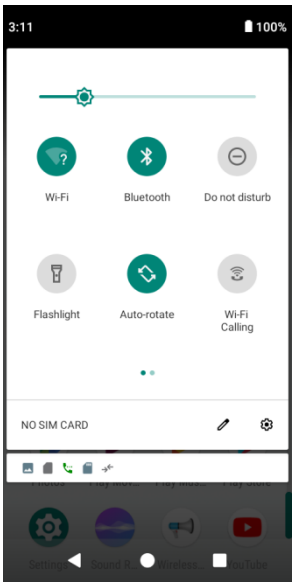
For more information, see Switch between recently opened apps.

Phone settings menu

You can customize your phone's settings and options through the Settings menu.

1. From home, swipe up to access **Apps**, and tap **Settings** .

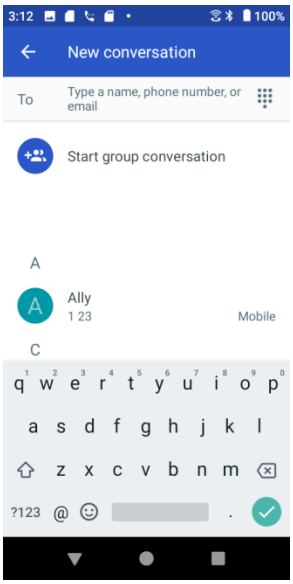
2. Or you can also drag the status bar down twice and tap **Settings**

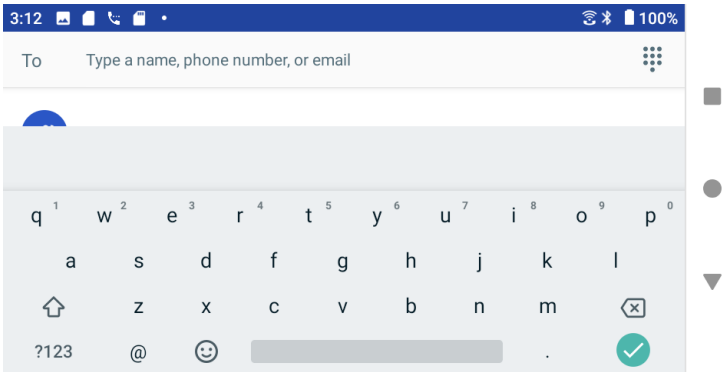


For more information, see Basic settings.

Portrait and landscape screen orientation

The default orientation for your phone's screen is portrait (vertical), but many apps will change to landscape orientation (widescreen) when you rotate the phone sideways.





Note: Not all screens will adjust for landscape orientation.

Turn screen rotation on or off

1. Drag the status bar down. Tap **Auto-rotation** to turn the option on or off.
2. You can also set the rotation option from the Settings menu.

   From home, swipe up to access **Apps**, tap **Settings**, and tap **Display** > **Auto-rotate screen**, and slide the switch to the **On** or **Off** position to activate or deactivate it.

Capture screenshots

To capture a screenshot, you can follow either of the following two ways:

- Press and hold the **Power** key and **Volume down** key at the same time to capture a screenshot of the current screen.
- Touch and hold the **Power** key from the screen you want to capture a screenshot, and tap **Screenshot**.

The screenshots you've taken will be stored in the Screenshots album in the phone's **Photos** app. From home, swipe up to access **Apps**, and tap **Photos**.

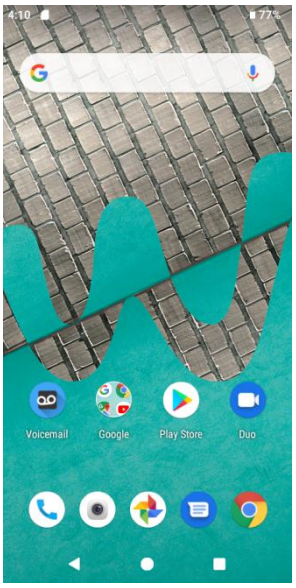
Applications

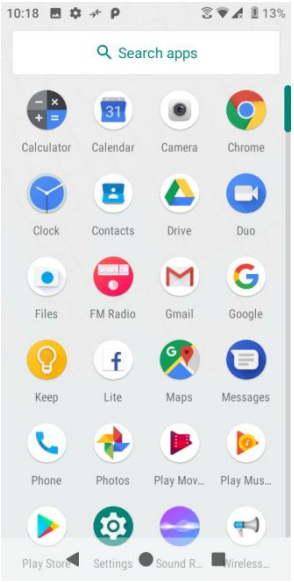
The following topics describe how to access the applications (apps) list and launch apps on your phone.

Launch applications

All installed apps can be accessed and launched from the apps list.

1. From home, swipe up to access **Apps**.



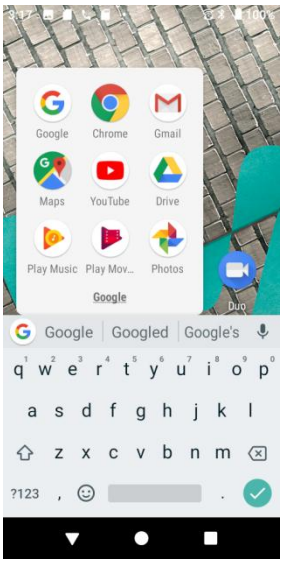


2. Tap an app icon to launch the corresponding application.

Working with apps

Group apps into a folder

1. Touch and hold an app and drag it over to another app to create a folder automatically.
2. To add more apps to the folder, drag each app over to the folder.
3. To name or rename the folder, open the folder, tap the title bar, and then enter a folder name.

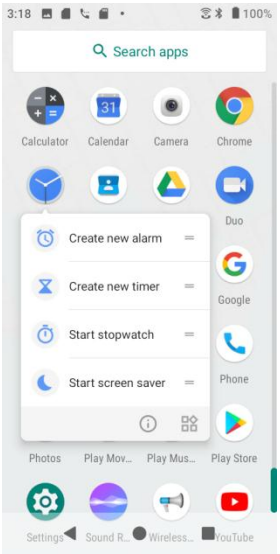


Remove apps from a folder

1. Tap the folder to open it.
2. Touch and hold an app in the folder and drag it out to the Home screen.

App shortcuts

Touch and hold an app icon on the Home screen or the Apps screen to display a menu that lets you quickly access common app functions.

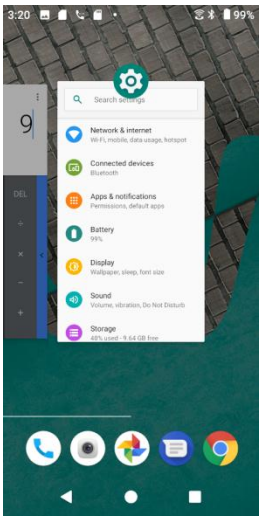


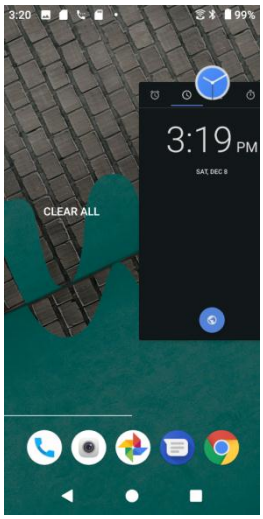
Note: Not all apps support the app shortcuts feature.

Switch between recently opened apps

You can easily switch between the apps you've recently opened.

Tap **Recent Apps** button to see your recently-opened apps.





1. To locate an app, swipe right or left through the cards to find the app and tap it.
2. To remove an app, slide it up.
3. To remove all of the apps, slide the screen to the left side and tap **CLEAR ALL**.

You can tap **Recent Apps** button twice to quickly switch between two most recently used apps.

Control app permissions

The first time you open an app, you'll be asked to grant permission to access certain data or features. This makes sure that you have full control of which apps have authorized access.

If you don't want to grant access for one app, you can choose **Deny**. If you choose **Deny** in a trusted app, you may not be able to use the app or access all the functions. To modify permission settings, you can follow the below steps:

1. From home, swipe up to access **Apps**, and tap **Settings**.
2. Tap **Apps & notifications** > **App permissions**.
3. Tap the app you want to modify permissions, and slide the switch to **On** or **Off** position to adjust the permission settings.
4. You can also access permission settings by touching and hold the app on Home screen or Apps screen, tap to access App info screen, and tap **Permissions**.

Set default apps

You can choose default apps for web browsing, text messaging, and more.

1. From home, swipe up to access **Apps**, and tap **Settings**.
2. Tap **Apps & notifications** > **Default apps**.

3. Choose your default web browser, phone, messages, and more.

Set up app links

When you tap a link, there may be more than one app that can open it, and you'll need to choose the app you want to use on the prompted screen. You can also tap **Always** on the prompt screen to set that app as the default to use.

You can also set different apps as default one to open the link by Settings menu.

1. From home, swipe up to access **Apps**, and tap **Settings**.
2. Tap **Apps & notifications** > **Default apps** > **Opening links**.
3. Tap the app you want to set and tap **Open supported links**.
4. Choose **Open in this app** to set this app as default one to open when you tap a link. You can also choose **Ask every time** or **Don't open in this app** according to your preference.

Disable an app

You can disable some default apps which can't be uninstalled to avoid them running in the background and downloading data.

1. From home, swipe up to access **Apps**, and tap **Settings**.
2. Tap **Apps & notifications**.
3. Tap the app you want to disable to access App info screen.
4. Tap **Disable**.

Tip: You can also touch and hold an app on Home screen or Apps screen, tap to access App info screen, and tap **Disable**.

Apps list

The apps list expands to include any apps you download and install on your phone. The following table outlines the primary apps that have been preinstalled on your phone.

App	Function/Service
Amazon	Online shopping from the earth's biggest selection of books, music, electronics, computers, software, apparel & accessories, shoes and more.
Amazon Prime Video	Watch TV shows and movies including award-winning Amazon exclusives.
Calculator	Perform basic and advanced mathematical calculations.

App	Function/Service
Calendar	Create and manage events, meetings, and appointments, organize your time and remind you of important events.
Caller ID	Subscribe to Premium Caller ID to detect & block spam, identify unknown callers/texters, get detailed alerts and much more.
Camera	Take and share pictures and videos.
Chrome	A browser you can use to surf the Internet.
Clock	Set alarms, view time in time zones around the world, use a stopwatch, set a timer, and use your phone as a desk clock.
Contacts	Manage your contacts from a variety of sources.
Drive	Allows users to store files on Google servers, synchronize files across devices, and share files.
Duo	Lets users make video calls in high definition.
Facebook	Connect with friends, family and other people you know. Share photos and videos, send messages and get updates.
Files	Check the category of documents, pictures, videos and downloads.
FM Radio	Insert an earphone to listen to Radio channels.
Gmail	Send, receive, and manage your Gmail messages.
Google	Search information saved on the phone and in phone applications as well as on the Internet.
Keep	Add notes, lists, photos and audio to Keep.
Maps	Determine your location, find directions, browse local businesses and attractions, rate and review places, and more.
Messages	Send and receive text messages.
Phone	Place and receive calls, use voicemail, set up and manage contacts, and more.
Photos	Manages your photos including backing up and searching.

Play Movies & TV	Buy or rent movies and TV shows, and watch them on your TV, smartphone, tablet, etc.
Play Music	Let you browse, shop, and play back songs purchased from Google Play.
Play Store	Provide new Android apps, books, movies, and music for your phone.
Settings	Provide an overview of items you can change through Settings.
Sound Recorder	Record sounds and play them back.
Voice mail	Lets you listen to and view messages in any order, as well as easily manage your inbox without ever having to call into your voicemail.
Wireless Emergency	Receive and manage incoming Wireless Emergency alerts.
YouTube	Video-sharing website allows you to watch videos, upload videos, etc.

Phone number

Follow the instructions below to display your phone's wireless phone number.

1. From home, swipe up to access **Apps**, and tap **Settings**.
2. Tap **System** > **About phone** > **SIM status**.
3. You will see the phone number listed under **Phone number on SIM**.

Airplane mode

Airplane mode turns off all functions that emit or receive signals, while leaving your phone on so you can use apps that don't require a signal or data.

To turn on airplane mode

1. From home, swipe up to access **Apps**, and tap **Settings**.
2. Tap **Network & Internet** > **Airplane mode**.
3. Slide the switch to the **On** position to activate the airplane mode.

You will see the airplane mode icon on the status bar.

To turn off airplane mode

1. From home, swipe up to access **Apps**, and tap **Settings**.
2. Tap **Network & Internet** > **Airplane mode**.
3. Slide the switch to the **Off** position to deactivate the airplane mode.

Your phone's wireless connection features are now restored.

Tip: You can also access airplane mode through the status bar menu. Drag the status bar down twice to access Quick Settings Panel and tap **Airplane mode** to have it enabled or disabled.

Note: Airplane mode may not be displayed on the first screen of the Quick Settings Panel, you need to slide to the right to the next screen to locate it.

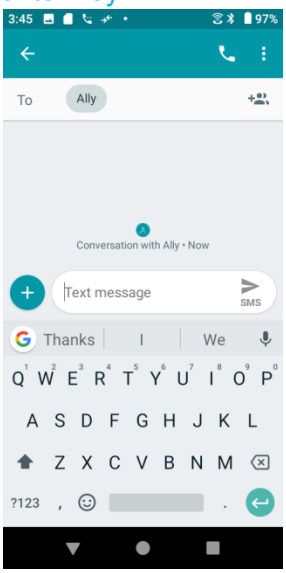
Enter text

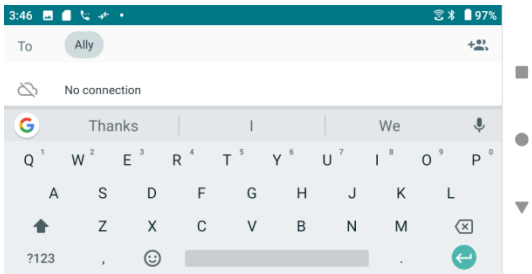
You can type on your phone using one of the available touchscreen keyboards or Google voice typing.

Touchscreen keyboards

Your phone offers you a choice of Google touchscreen keyboards for entering text. The keyboard appears automatically onscreen when you tap a text entry field, and they can be used in either portrait or landscape mode. You can also use the Google Voice typing option to enter text using your voice (see Google voice typing for details).

Note: Keyboard layouts and options may change depending on where you're using them. For example, if you're entering text to do a Web search, a search icon may be available instead of an enter key.





Google keyboard

The Google keyboard offers a traditional QWERTY keyboard setup for entering text by tapping keys (like on a computer), along with enhancements and options that allow you to enter text faster and more accurately, such as continuous key input, personalized usage dictionaries, and more.

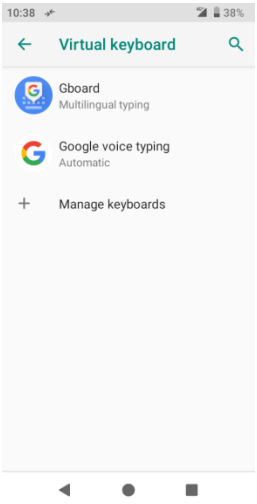
Use Google keyboard

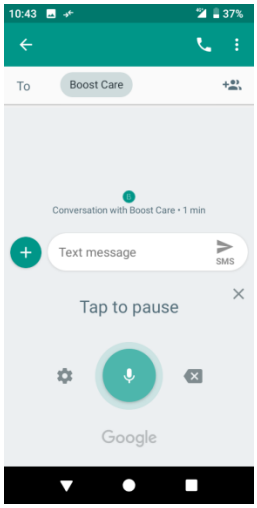
1. From home, swipe up to access **Apps**, and tap **Settings**.

2. Tap **System** > **Language & input** > **Virtual keyboard** > **Gboard.**

Google voice typing

Google voice typing uses Google voice recognition to convert speech to text.





Tips for editing text

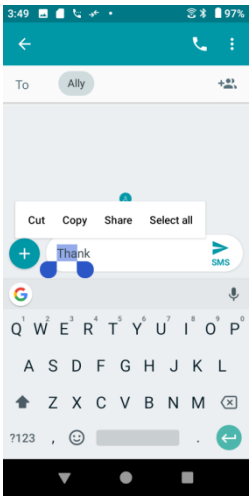
Your phone gives you many options to make entering text easier, including copying, cutting, and pasting text, using voice-to-text input, customizing the user dictionary, using predictive text, and more.

To edit text you have already entered:

1. Touch and hold or double-tap within the text you would like to edit.

2. Drag the tabs to change the highlighted selection.

3. The following options will appear: **Select all**, **Cut**, **Copy, Share** and **Paste** (only after the Copy action).



To insert new text:

1. Touch where you want to type, or touch and hold a blank space, the cursor will blink and the tabs will show. Drag the tab to move the cursor.
2. If you have selected any text, tap the tab to show **Paste** which allows you to paste any text you have previously copied.

Google Account

You will need a Google Account to access several phone features such as Gmail, Google Maps, Duo, and the Google Play applications. Before you are able to access Google applications, you must enter your account information. These applications sync between your phone and your online Google Account.

⚠️ Google Account cautions

Be sure not to forget your Google Account ID or password.

Create a Google Account

If you do not already have a Google Account, you can create one online or using your phone.

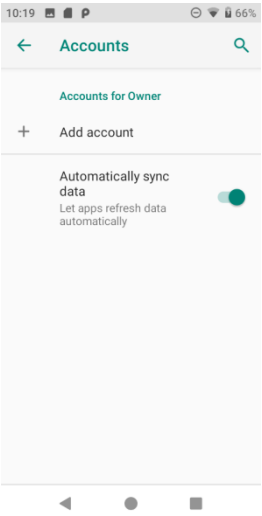
Note: You can also create and sign into your Google/Gmail account through your phone's Settings application.

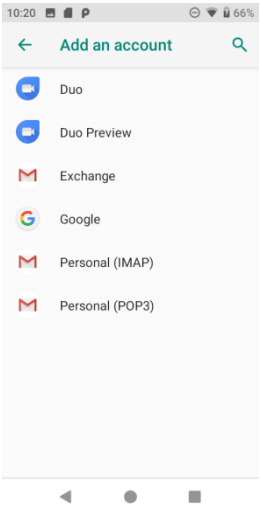
Create a Google Account online

1. From a computer, launch a Web browser and navigate to google.com.
2. On the main page, click **Sign-in** > **Create an account**.
3. Follow the onscreen prompts to create your free account.
4. Look for an email from Google in the email box you provided and respond to the email to confirm and activate your new account.

Create a Google Account using your phone

1. From home, swipe up to access **Apps**, and tap **Settings**.
2. Tap **Accounts** > **Add account**.
3. Tap **Google** and then tap **Or create a new account**.





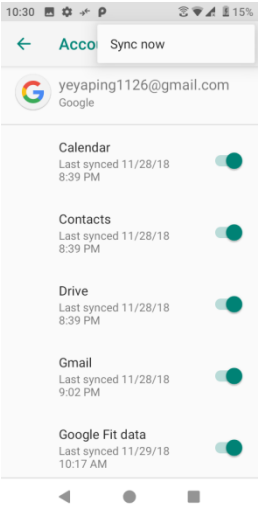
4. Follow the prompts to set up your account. Tap **Next** to proceed between steps, which may include:
   - Enter your **First name** and **Last name**.
   - Enter a desired **Username**.
   - Enter and reenter a password.
   - Create a security question and answer, enter a secondary email address to help you recover your password if you ever lose it.
   - On the Finish account screen, select your Web history and additional Google Play options.
   - Enter the letters from the Authenticating screen.
   - After your phone connects with the Google servers, select the items you would like to sync with your phone and then tap **Sync now**.
5. Tap **Finish setup**.

Note: When setting up a new Google Account, either on your phone or online, you will be prompted to add a secondary email address. Enter a second Gmail address or any other email address from which you currently send and receive email. This address is used to authenticate your account should you ever encounter problems or forget your password. It is strongly encouraged for Android users so you can regain access to Google services and purchases on your phone.

Sign in to your Google Account

If you have a Google Account but have not yet signed in with your phone, follow these instructions to sign in to your Google Account.

1. From home, swipe up to access **Apps**, and tap **Settings**.
2. Tap **Accounts** > **Add account**.
3. Tap **Google**, and then tap **Enter your email**.
4. Enter your Gmail address and password, and then tap **Next**.
5. After your phone connects with the Google servers, select the items you would like to sync with your phone and then tap **Sync now**.



6. Tap **Finish setup**.

Google Play Store

Google Play™ is the place to go to find new Android apps, books, movies, and music for your phone. Choose from a wide variety of free and paid content ranging from productivity apps and games to bestselling books and blockbuster movies and music. When you find what you want, you can easily download and install it on your phone.

To access the Google Play store app, you must first connect to the Internet using your phone's Wi-Fi or mobile data connection and sign in to your Google Account. See Sign in to your Google account for details.

⚠ Installing applications

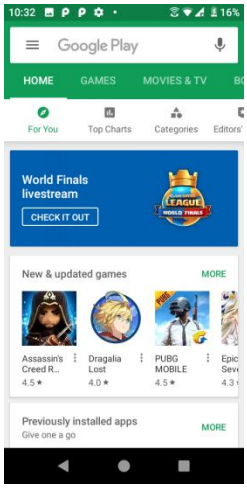
Many different kinds of applications can be installed on your phone from Google Play (provided by Google Inc.). Wiko is not responsible in any way for user-installed applications (quality, reliability, legality, fitness for a purpose, credibility, accuracy, etc.) or resulting malfunctions (viruses, etc.).

Important: Our policies often do not apply to third-party applications. Third-party applications may access your personal information or require us to disclose your customer information to the third-party application provider. To find out how a third-party application will collect, access, use, or disclose your personal information, check the application provider's policies, which can usually be found on their website. If you aren't comfortable with the third-party application's policies, don't use the application.

Find and install an app

When you install apps from Google Play app and use them on your phone, they may require access to your personal information (such as your location, contact data, and more) or access to certain functions or settings of your phone. Download and install only apps that you trust.

1. From home, swipe up to access **Apps**, and tap **Play Store** .
2. When you open the Google Play store app for the first time, the Terms of Service window will appear. Tap **Accept** to continue.
3. Browse through the categories (**Apps**, **Games**, **Movies & TV**, **Music**, **Books**, or **Newsstand**), find an item you're interested in, and tap the name.



- Browse through featured apps. Scroll through the list of featured apps when you open Google Play.
- Search for an app. Tap in the search bar at the top of the Google Play home screen, enter the name or type of app you're looking for, and then tap on the keyboard.

4. Tap an app to read a description about the app and user reviews.
5. Tap **Install** (for free applications) or the price (for paid applications).

Note: If you have not already done so, you will need to set up a payment method to purchase paid apps from Google Play.

6. The subsequent screen notifies you whether the app will require access to your personal information or access to certain functions or settings of your phone. If you agree to the conditions, tap **ACCEPT** (for free apps) or **ACCEPT** and then **BUY** (for paid apps) to begin downloading and installing the app.
   - If you have not already set up a payment method, tap **CONTINUE** and then follow the prompts to arrange payment and complete the purchase.

The selected app is downloaded and installed on your phone.

Warning: Read the notification carefully! Be especially cautious with applications that have access to many functions or a significant amount of your data. Once you tap **OK** on this screen, you are responsible for the results of using this item on your phone.

Purchasing applications

Purchase apps at your own risk. Wiko is not responsible for any harm to you or third parties resulting from the use of purchased applications.

Request a refund for a paid app

If you are not satisfied with an app, you can ask for a refund within 15 minutes of the purchase. Your credit card is not charged and the app is uninstalled from your phone.

If you change your mind, you can install the app again, but you can't request a refund a second time.

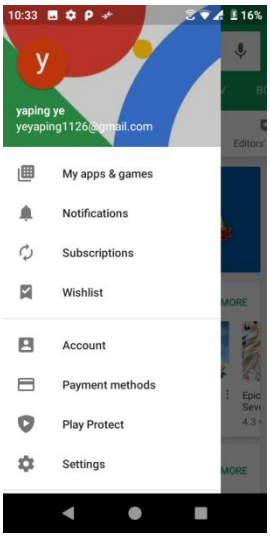
1. From home, swipe up to access **Apps**, and tap **Play Store** .
2. Tap **Menu** > **My apps & games**.
3. Tap the app to uninstall for a refund. The details screen for the app opens.
4. Tap **Refund**, and then tap **Yes** to confirm. Your app is uninstalled and the charge is canceled.

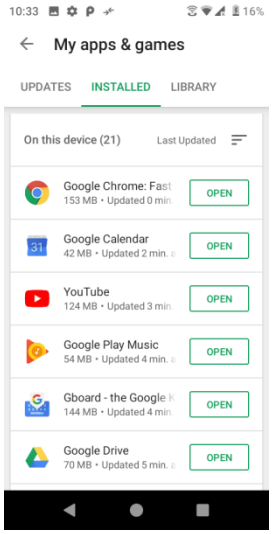
Update an app

Depending on your settings, many apps will update automatically, or you can update apps directly from the Play Store app.

Update an App Directly

1. From home, swipe up to access **Apps**, and tap **Play Store** .
2. Tap **Menu** > **My apps & games**.





3. Tap the app you want to update, and then tap **Update** > **Accept**.

The app update is downloaded and installed.

Set Automatic App Updates

1. From home, swipe up to access **Apps**, and tap **Play Store** .
2. Tap **Menu** > **Settings**.
3. Tap the app you want to set for auto-update, and then tap **Auto-update**.

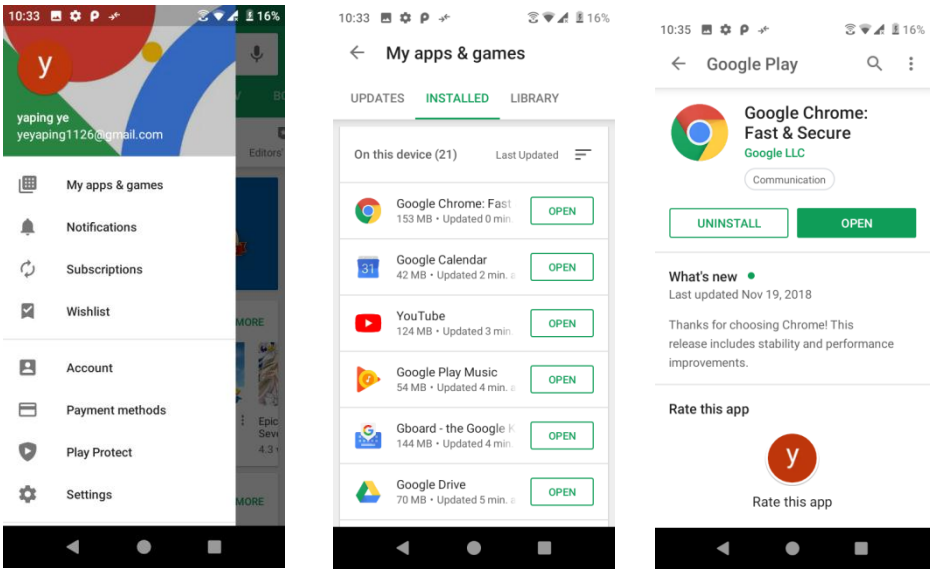
The app is set to update automatically whenever an update becomes available.

Note: Automatic updates are unavailable for some apps.

Uninstall an app

You can uninstall any app that you have downloaded and installed from Google Play.

1. From home, swipe up to access **Apps**, and tap **Play Store** .
2. Tap **Menu** > **My apps & games**.



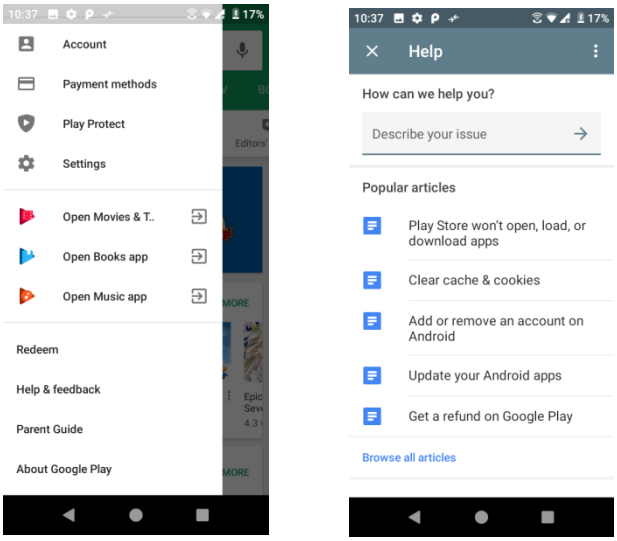
3. On the Installed screen, tap the app you want to uninstall, and then tap **UNINSTALL** > **OK**.

The app is uninstalled and removed from your phone.

Get help with Google Play

The Google Play store app offers an online help option if you have questions or wants to know more about the app.

1. From home, swipe up to access **Apps**, and tap **Play Store** .
2. Tap **Menu** > **Help & Feedback**.



The Web browser will take you to the Google Play Help Web page, where you will find comprehensive, categorized information about Google Play.

Lock and unlock your screen

Your phone allows you to quickly turn the screen off when not in use and to turn it back on and unlock it when you need it.

Turn the screen off when not in use

To quickly turn the screen off, press the **Power** key. Pressing the **Power** key again or receiving an incoming call will turn on your phone screen and show the lock screen.

To save battery power, the phone automatically turns off the screen after a certain period of time when you leave it idle. You will still be able to receive messages and calls while the phone's screen is off.

Note: For information on how to adjust the time before the screen turns off, see Display settings.

Turn the screen on and unlock it

1. To turn the screen on, press the **Power** key.
2. Swipe your finger across the screen from bottom to top to unlock it.

If you have set up a screen lock, you will be prompted to draw the pattern or enter the password or PIN. See Screen lock for details.

Update your phone

From time to time, updates may become available for your phone. You can download and apply updates through the **Settings** > **System** > **System updates** menu.

Software update cautions

Update Size: Any update larger than 100MB will require you to connect to Wi-Fi as the update cannot be downloaded over the cellular network.

During update: The phone cannot be used until the software update is complete. It may take time to update your phone's software.

Signal during update: Update your phone where signal reception is good, and do not change location during the update process. Make sure the battery is adequately charged before beginning an update. A weak signal or low battery during an update may cause the update to fail. An update failure may disable the phone.

Other functions during update: Other phone functions cannot be used during a software update.

Update your phone software

You can update your phone's software using the System update option.

Before updating your phone

Updating your phone may result in a loss of saved data depending on the condition of your phone (malfunctioning, damaged, water seepage, etc.). You must back up all critical information before updating your phone firmware.

Back up all data prior to update

To back up your Gmail information:

1. From home, swipe up to access **Apps**, and tap **Settings**.
2. Tap **Accounts** > **Google**.
3. Tap **Account sync**.
   - If the Account sync option is already on, the switch will be to the right in the on position.
   - If the Account sync option is off, slide the switch to the right so it is in the on position.

To back up your Exchange Mail information:

1. From home, swipe up to access **Apps**, and tap **Settings**.
2. Tap **Accounts** > **Exchange** > **Sync now**.
3. Tap the sync icon within the corporate account field to reveal the account's synchronization settings screen.
4. Toggle the onscreen checkmark to manually synchronize the desired parameters (Contacts or Calendar).

To back up stored text messages:

1. From home, swipe up to access **Apps**, and tap **Messages**.
2. Select the text message from the list to view the message thread.
3. Touch and hold on a portion of the text message from the string. The Message options context menu appears.

Note: You can back up stored text messages by forwarding them to your own phone number. Open the messages after you have updated your firmware.

4. Tap **Forward**.
5. Enter your phone number and tap **Send**.

To restore your Google apps following the update:

1. From home, swipe up to access **Apps**, and tap **Play Store**.

2. Tap **Menu** > **My apps & games** > **Library** tab.

3. Scroll through the list of previously downloaded Google apps and choose those you wish to reinstall.

4. Follow the onscreen instructions.

Note: Your Google app purchases are reloaded remotely and can be re-installed after the update is applied.

As an added precaution, to preserve any data on your microSD card, please unmount it from your phone prior to starting the update process. From home, swipe up to access **Apps**, and tap **Settings** > **Storage**, and tap to eject the SD card.

Update your phone's software

Once you have backed up all your data, use the **Update now** option to update your phone's software.

1. From home, swipe up to access **Apps**, and tap **Settings**.

2. Tap **System** > **Advanced** > **System updates** > **System update** > **Check for update**.

3. Tap .

Your phone automatically downloads and installs any available updates. You may be required to power your phone off and back on to complete the software upgrade.

Alternatively, you can access system updates through the notification panel.

1. Drag the status bar down.

2. Locate the **System update available** icon ( ) in notifications.

3. Tap to open the **System updates** screen.

4. Tap **Download** and follow the onscreen instructions.

The downloading icon appears within the status bar to indicate the phone is downloading the necessary files.

5. Tap **Restart** and install to complete the process.

Confirm your current phone software

1. From home, swipe up to access **Apps**, and tap **Settings**.

2. Tap **System** > **About phone**.

3. Locate the **Software version** on the screen displayed.

Update your profile

This option allows you to automatically update your online user profile information. If you choose to change your user name and select a new one online, you must then update the user name on your phone.

1. From home, swipe up to access **Apps**, and tap **Settings**.

2. Tap **System** > **System updates** > **Update profile**.

3. Follow the onscreen instructions.

The phone will download and install the profile update and you will see a confirmation when complete.

Note: If your data services or account syncing ever seems to go out unexpectedly, use this feature to reconnect with the network.

Update your PRL

This option allows you to download and update the PRL (preferred roaming list) automatically.

1. From home, swipe up to access **Apps**, and tap **Settings**.

2. Tap **System** > **System updates** > **Update PRL**.

3. Follow the onscreen instructions.

The phone will download and install the PRL update and you will see a confirmation when complete.

Your phone's home screen

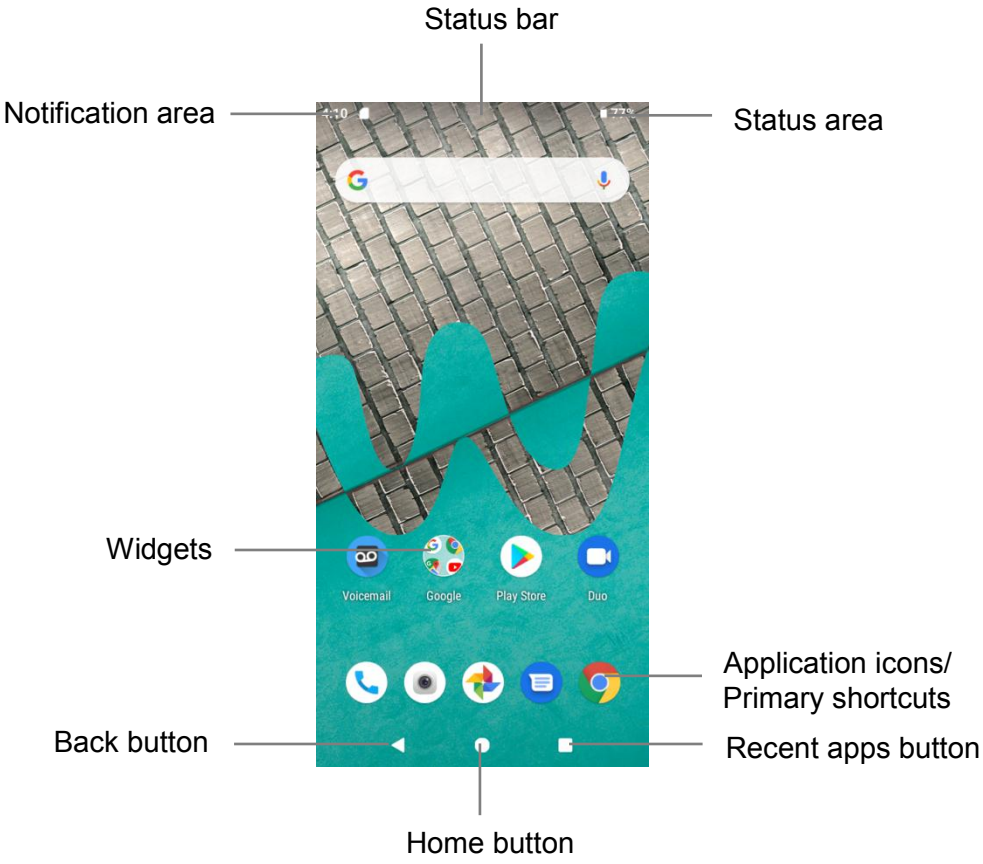
The following topics describe how to use and customize your phone's home screen, understand the status bar, and use the notification panel.

Home screen basics

The home screen is the starting point for your phone's applications, functions, and menus. You can customize your home screen by adding application icons, shortcuts, folders, widgets, and more.

Home screen layout

Your home screen extends beyond the initial screen. Slide the screen left or right to display additional screens.



Item	Description
Status bar	Displays icons to notify you of your phone's status (on the right side) and notifications (on the left side).
Notification area	Displays notifications for incoming messages, missed calls, application updates, and more. Drag the status bar down to display the notification panel.
Status area	Displays phone and service status information such as signal strength, battery status, Wi-Fi and data connectivity, ringer status, and time.
Widget	Widgets are self-contained onscreen apps that reside on your phone's home screen.
Application icons	Application icons are shortcuts to favorite applications. You can add and remove these shortcuts as you wish.
Primary shortcuts	Primary shortcuts are application shortcuts that appear in the same location on all of your phone's home screens. These are customizable except for the Applications (Apps) shortcut, which remains static.
Recent Apps button	Tap to display a list of recently used applications.
Home button	Tap to display the main home screen.
Back button	Tap to return to the previous screen.

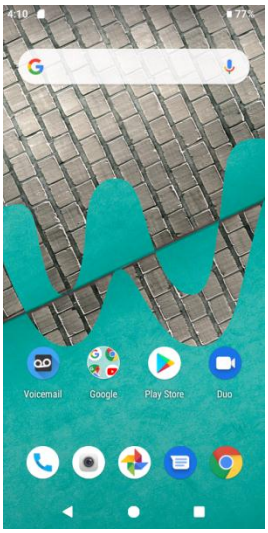
Note: Your phone's home screens cycle through so that you can keep swiping in one direction and make it back to the main home screen. The small circles above the primary shortcuts let you know your current screen position.

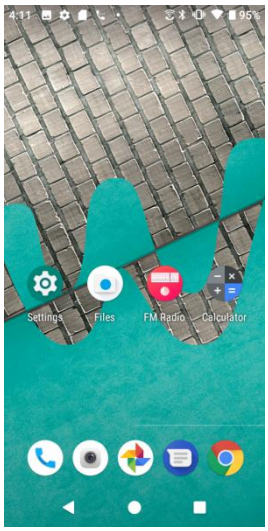
Tip: Press **Home** button to return to the main home screen from any other screen.

Extended home screens

In addition to the main home screen, your phone features extended home screen to provide more space for adding icons, widgets, and more. Press **Home** button to display the main home screen and then slide the screen right to move from the main screen to an extended screen.

To add a new home screen, drag an app or a widget icon to the right edge of the main screen, and release the icon till a new home screen is displayed.





- While on an extended screen, press **Home** button to return to the main home screen.

Status bar and notification panel

Your phone's status and notifications are available at a glance at the top of the screen.

Status bar

The status bar at the top of the home screen provides phone and service status information on the right side and notification alerts on the left. To view the notification panel or access the quick settings menu, drag the status bar down from the top of the screen.

Main status icons

Icon	Status
	Bluetooth® active
	GPS active
	Wi-Fi® active
	Downloading
	Vibrate
	Speakerphone active
	Network (full signal)
	Network (roaming)

	4G LTE data service
	3G data service
	Airplane mode
	Sync active
	Alarm set
	Battery (charging)
	Battery (full charge)

Main notification icons

Icon	Notification
	Missed call
	New voicemail
	New Gmail
	New text or MMS message
	Event
	USB connection
	Alarm
	Warning
	Update available
	Update downloading
	Update successful
	Keyboard active

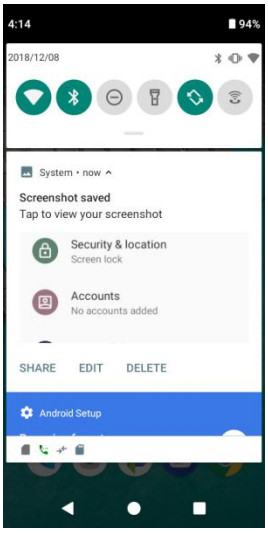
Note: Additional notification icons may appear. All notifications may be accessed through the notification panel.

Notification panel

Your phone's notifications appear at the left side of the status bar, and you can access the full notification panel by dragging down the status bar. From there, you can check notifications, download updates, open messaging apps, use the quick settings menu, and more.

Open the notification panel

- Drag the status bar down.



The notification panel opens. To check notifications, tap an item in the list.

Close the notification panel

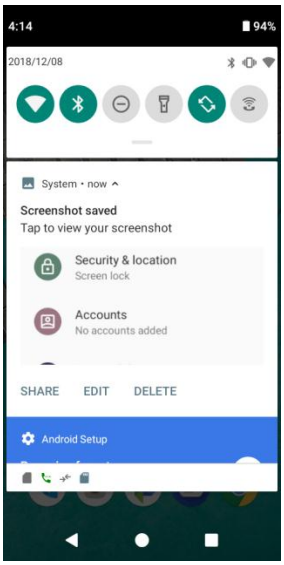
- Swipe up the notification panel to close the notification panel.
- Or you can also tap **Back** button to close it.

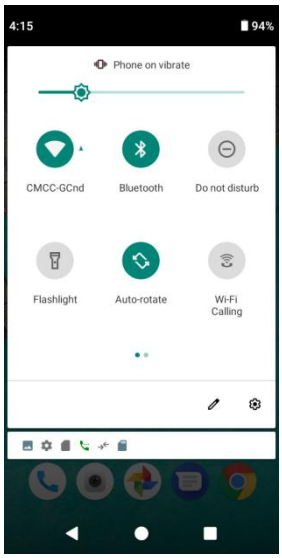
Notification panel layout

The notification panel gives you access to both notifications and the Quick Settings menu.

To access the Quick Settings menu:

1. Drag the Status bar down to display Notification Panel.
2. Drag the Status bar down again to access full Quick Settings menu.





Customize the home screen

Learn how to set the wallpaper and add, move, or remove shortcuts, widgets, and folders from the home screen.

Operations for rearranging the home screen

- **Moving widgets and icons**:

  From home, touch and hold an item and then drag it to the desired location.

- **Deleting widgets and icons**:

  From home, touch and hold an item and then drag it up to ✕ **Remove**.

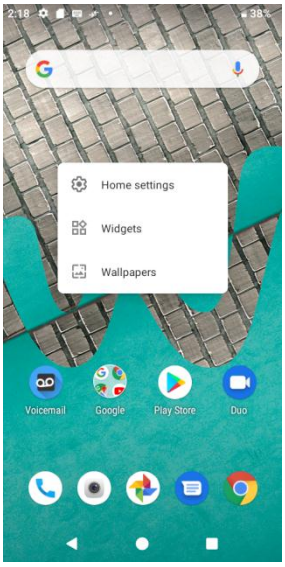
- **Displaying the home screen menu**:

  From home, touch and hold an empty space to display the home screen menu. It includes Wallpapers, Widgets, and Home settings

Change the wallpaper

Select and assign your phone's background wallpaper.

1. From home, touch and hold an empty space, and tap **Wallpapers**.



- You can also access the wallpaper menu through settings. From home, swipe up to access **Apps**, and tap **Settings** > **Display** > **Wallpaper**.

2. Tap a location to select the wallpaper from.
3. Select a picture and tap **Set wallpaper**.
4. You can set this picture as the wallpaper of Home screen, Lock screen, or both Home screen and lock screen.

Add shortcuts to the home screen

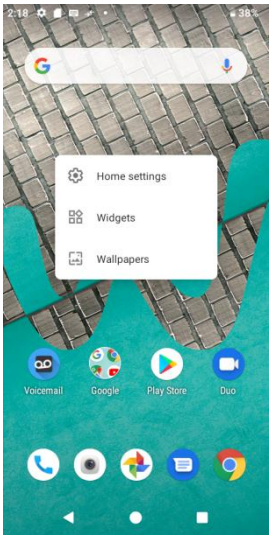
You can add shortcuts for quick access to favorite apps from the home screen.

1. From home, swipe up to access **Apps**.
2. Touch and hold an app icon and drag it to move. The icon will disengage and you will see thumbnails of your home screens.
3. Drag the icon to an empty location on one of the home screens. The shortcut is added to the home screen.

Add widgets to the home screen

You can add widgets to your phone's home screen. Widgets are self-contained apps that display on a home screen. Unlike a shortcut, the Widget works like as an onscreen application. There are all kinds of widgets, including links to a specific contact, Internet bookmarks, Calendar, Gmail and email accounts, and many others.

1. From home, touch and hold an empty space, and then tap **Widgets**.



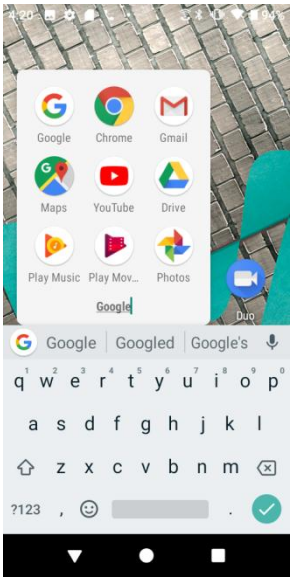
2. Touch and hold a widget icon. The icon will disengage and you will see thumbnails of your home screens.

3. Drag the icon to an empty location on one of the home screens. The widget is added to the home screen.

Add folders to the home screen

You can group home screen shortcuts into folders for convenient access.

1. Drag a shortcut and release it over another shortcut on the Home screen to create a folder.



2. Type a name for the folder, and then tap ✓.

3. To add more app shortcuts to the folder, touch and hold a shortcut and drag it on top of the new folder.

Change folder names

Once you have added folders, you can change the name easily from the folder display.

1. From home, tap the folder to open it, and then tap the folder name.

2. Type a new name and then tap .

Making connections

The topics in this section will cover your phone's ability to help you make connections, from phone calls and maintaining contacts, to text messages, email, Internet, and international services.

Phone calls and voicemail

The following topics outline the use of your device's phone app to place and receive calls, use voicemail, and more.

Place and answer calls

The following topics describe how to directly dial calls, how to answer incoming calls, and how to use the in-call screen options.

Adjust In-Call volume

Press the **Volume** key up or down during the call.

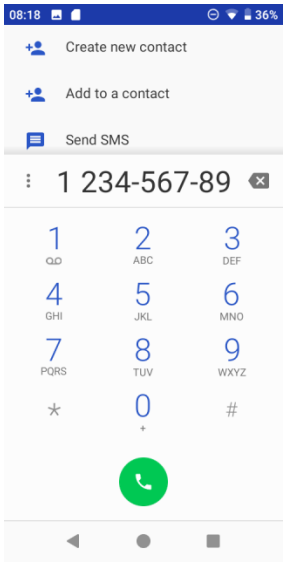
Emergency call cautions

Emergency calls are restricted in Airplane mode.

Call using the phone dialer

The most "traditional" way to place a call is by using the phone's dialer screen.

1. From home, tap **Phone**.
2. To dial a new number, tap **Keypad** to display the dialer screen.
3. Enter the numbers on the keypad.

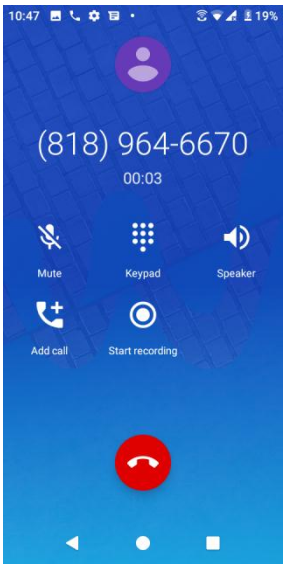


As you enter digits, Smart Dial searches for contacts that match. If you see the number you want to dial, tap it to place the call immediately without entering the rest of the number.

4. Tap to call the number.

The call begins when the other party answers.

5. To end the call, tap .



Call emergency numbers

You can place calls to 9-1-1 even if the phone's screen is locked or your account is restricted.

To call the 9-1-1 emergency number when the phone's screen is locked with a screen lock:

1. From the lock screen, tap **Emergency call**.
2. Tap 911 > .

As long as you are in an area covered by wireless service, the emergency call is placed.

To call the 9-1-1 emergency number normally or when your account is restricted:

1. Unlock the screen. For more information, see Lock and unlock your screen.
2. From home, tap **Phone** > **Keypad**.
3. Tap 911 > .

As long as you are in an area covered by wireless service, the emergency call is placed.

Enhanced 9-1-1 (E 9-1-1) information

This phone features an embedded Global Positioning System (GPS) chip necessary for utilizing E 9-1-1 emergency location services where available.

When you place an emergency 9-1-1 call, the GPS feature of your phone seeks information to calculate your approximate location. Depending on several variables, including availability and

access to satellite signals, it may take up to 30 seconds or more to determine and report your approximate location.

Important: Always report your location to the 9-1-1 operator when placing an emergency call. Some designated emergency call takers, known as Public Safety Answering Points (PSAPs), may not be equipped to receive GPS location information from your phone.

Answer phone calls

The following information lets you know how to answer incoming calls, mute the ringer on incoming calls, reject incoming calls, and more.

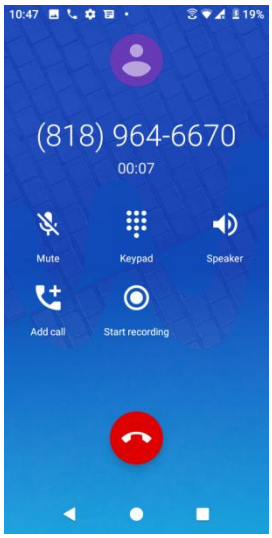
When you receive a phone call from a contact, the Incoming call screen appears and displays the caller ID icon, name, and phone number of the calling party. When you receive a phone call from someone who is not stored in People, only the default caller ID icon and phone number appear on the Incoming call screen.

Note: If your phone is turned off, all calls automatically go to voicemail.

Answer an incoming call

1. When a call arrives, swipe the up to answer it.

2. To end the call, tap .



Mute the ringing sound

To mute the ringer without rejecting the call, you can do either of the following:

1. Press the **Volume** down key.
2. Place the phone face down on a level surface.

Reject an incoming call

1. When a call arrives, swipe the down to reject it.

2. The ringtone or vibration will stop and the call will be sent directly to voicemail.

Reject a call and send a text message

You can reject an incoming call and automatically send a text message to the caller.

1. When a call arrives, tap from the bottom left corner of the screen.

The ringtone or vibration will stop and you will see a list of preset text messages.

2. Tap one of the messages to send it to the caller.

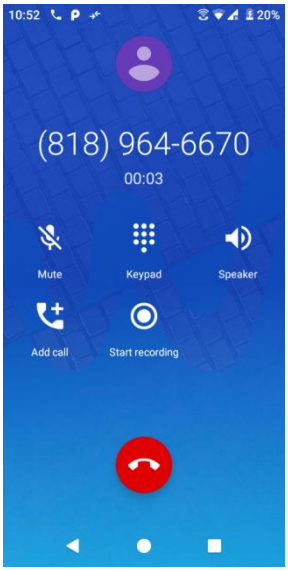
You can edit the reject messages through the call settings menu. From the phone app, tap **Menu** > **Settings** > **Quick responses** and edit or create the reject messages.

In-call screen layout and operations

While you're on a call, you will see a number of onscreen options.

In-call screen layout

Tap options to activate them during a call.



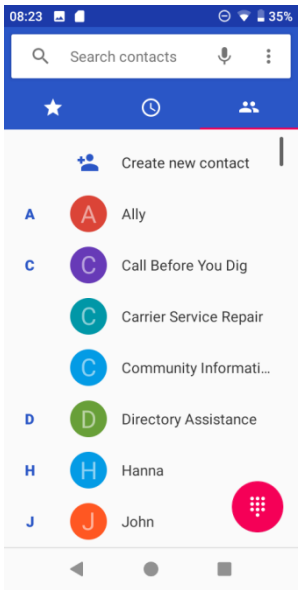
Item	Description
Speaker	Route the phone's audio through the speaker (On) or through the earpiece (Off). • Activate **Speaker** to route the phone's audio through the speaker. • Deactivate **Speaker** to use the phone's earpiece. **Warning**: Because of higher volume levels, do not place the phone near your ear during speakerphone use.
Mute	Mute the microphone during an active call. Tap again to unmute the microphone.
Keypad/Hide	Toggle the appearance of the onscreen keypad. Show the keypad to enter additional numbers, for example, an extension or access code.
On hold	Tap to hold the current call.
Add call	Tap to initiate a conference call (3-way call)
End call	End the current call.
Start recording	Record the current call.
Merge	Join two currently active calls (conference).
Swap	Swap the calls.
Bluetooth	Route the phone's audio through a connected Bluetooth headset (On) or through the speaker (Off). • When the call is routed to a Bluetooth headset, the current call area shows the Bluetooth call icon ( ). **Note**: The Headset button is activated to show the current call is routed to the connected Bluetooth headset. • To route the current call back to the phone, tap **Headset** to temporarily use the phone. Tap it again to route the call back to the connected Bluetooth headset. • When Bluetooth or the Bluetooth headset is turned off, the call is routed through either the earpiece or speaker and shows ( ).

Place a call from Contacts

You can place phone calls directly from entries in your Contacts list.

1. From home, tap **Phone**.

2. Tap **Contacts** to display the Contacts list.



3. Tap a contact.

4. Tap **Call** next to the number you want to call. The call begins when the other party answers.

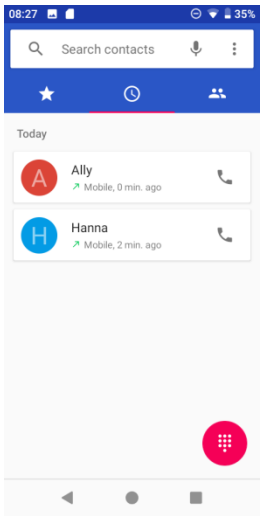
5. To end the call, tap .

Call from call log

The call log list lets you quickly place calls to recent incoming, outgoing, or missed numbers.

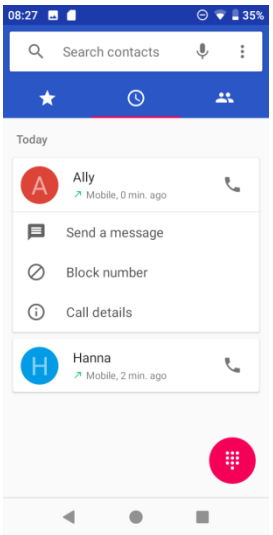
1. From home, tap **Phone**.

2. Tap **Call log** to display the call log list.



3. Tap **Call** to the right side of the entry you want to call.

   You can tap a contact in call history to display more options.



- Send a message: to send a message to the contact/number.
- Block number: to block this contact/number.
- Call details: to view detailed call information.

The call begins when the other party answers.

4. To end the call, tap .

Voicemail

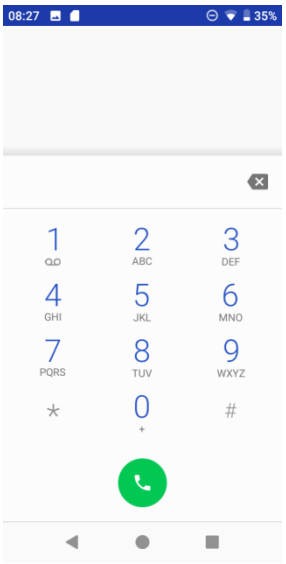
The following topics describe how to set up and use your phone's voicemail and visual voicemail features.

Voicemail setup

Follow the instructions below to set up voicemail on your phone. You should set up your voicemail and personal greeting as soon as your phone is activated. Always use a passcode to protect against unauthorized access. Your phone automatically transfers all unanswered calls to your voicemail, even if your phone is in use or turned off.

1. From home, tap **Phone** > **Keypad**.

2. Touch and hold 1 to dial your voicemail number.



3. Follow the system prompts to:
   - Create your passcode.
   - Record your name announcement.
   - Record your greeting.

Important: Voicemail passcode – It is strongly recommended that you create a passcode when setting up your voicemail to protect against unauthorized access. Without a passcode, anyone who has access to your phone is able to access your voicemail messages.

Optional calling services

The following topics outline additional voice-related services available with your phone, including call services and more.

Caller ID blocking

Caller ID identifies a caller before you answer the phone by displaying the number of the incoming call. If you do not want your number displayed when you make a call, follow these steps.

1. From home, tap **Phone** > .
2. Tap *67.
3. Enter a phone number.
4. Tap .

Your caller information will not appear on the recipient's phone.

To permanently block your number, call Wiko Customer Service.

Call waiting

When you're on a call, Call Waiting alerts you to incoming calls by sounding two beeps. Your phone's screen informs you that another call is coming in and displays the caller's phone number (if it is available).

To respond to an incoming call while you're on a call:

- Swipe the up. (This puts the first caller on hold and answers the second call.)

To switch back to the first caller:

- Tap **On hold**.

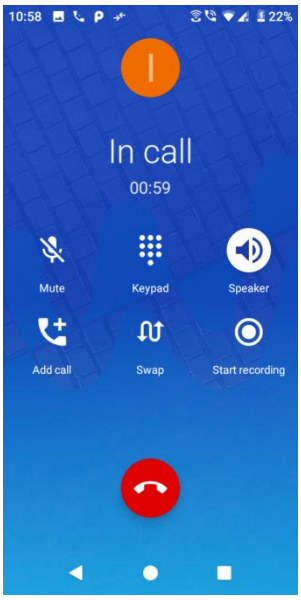
Note: For those calls that you don't want to be interrupted, you can temporarily disable Call waiting by pressing * 7 0 before placing your call. Call waiting is automatically reactivated once you end the call.

Conference calling

With conference calling, also known as 3-way calling, you can talk to two people at the same time. When using this feature, the normal airtime rates will be charged for each of the two calls.

1. On the Phone screen, enter a number and tap (or place a call from Log or Contacts).

2. Once you have established the connection, tap , and dial the second number (or place the call from Log or Contacts).



This puts the first caller on hold and dials the second number.

3. When you're connected to the second party, tap . Your conference call is now in session.

4. To end the three-way call, tap .

Note: If one of the people you called hangs up during your call, you and the remaining caller stay connected. If you initiated the call and are the first to hang up, all callers are disconnected.

Call forwarding

Call Forwarding lets you forward all your incoming calls to another phone number – even when your phone is turned off. You can continue to make calls from your phone when you have activated Call Forwarding.

Note: You are charged a higher rate for calls you have forwarded.

To activate Call Forwarding:

1. From home, tap **Phone** > .
2. Tap * 7 2 .
3. Enter the area code and phone number to which you want your calls forwarded.
4. Tap .

You will hear a tone to confirm the activation of Call Forwarding. All calls to your wireless number will be forwarded to the designated phone number.

To deactivate Call Forwarding:

1. From home, tap **Phone** > .
2. Tap * 7 2 0 .
3. Tap .

You will hear a tone to confirm the deactivation.

Call settings

Your phone's settings menu lets you configure your voicemail options and a number of other settings for the phone application.

Call settings options

1. From home, swipe up to access **Apps**, and tap **Phone** .
2. Tap **Menu** > **Settings**.
3. Configure your options.
   - Tap a menu item to display its options.
   - Select your options and follow the prompts to set them.

Use the Settings menu to adjust the following settings:

Setting	Description
Display options	Tap to set all display name and order.
Sounds and vibration	Tap to set all ringtone, enable or disable vibration and keypad tones.
Quick response	Tap to view messages for quick response.
Calls	Tap to set call forwarding and call waiting, enable or disable enhanced privacy mode.
Blocked numbers	Tap to add blocking numbers.
Voicemail	Tap to set up voicemail.
Accessibility	Tap to set TTY mode, enable or disable Hearing aids and Noise reduction mode.
About	Tap to know more about the build version, licenses, privacy policy, and terms of service.

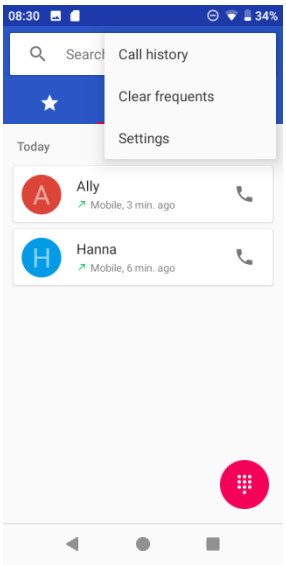
TTY mode

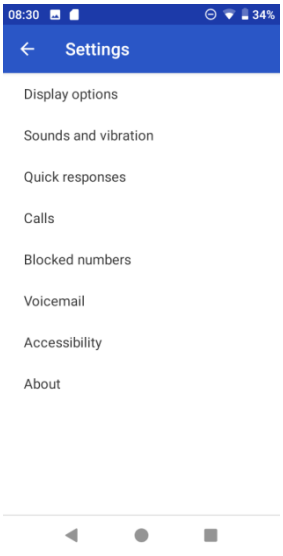
A TTY (teletypewriter, also known as a TDD or Text Telephone) is a telecommunications device that allows people who are deaf, hard of hearing, or who have speech or language disabilities, to communicate by telephone.

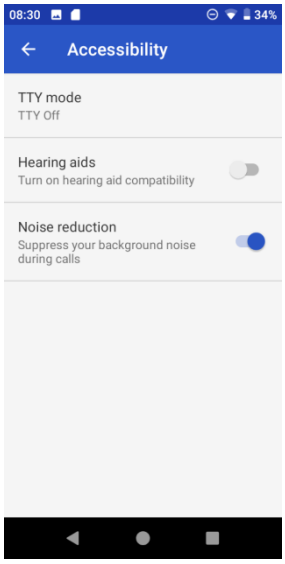
Your phone is compatible with select TTY devices. Please check with the manufacturer of your TTY device to ensure that it supports digital wireless transmission. Your phone and TTY device will connect using a special cable that plugs into your phone's headset jack. If this cable was not provided with your TTY device, contact your TTY device manufacturer to purchase the connector cable.

To turn TTY Mode on or off:

1. From home, tap **Phone** > **Menu** > **Settings** > **Accessibility** > **TTY mode**.







2. Tap **TTY Full**, **TTY HCO**, or **TTY VCO** to turn TTY mode on.

   Tap **TTY Off** to turn TTY mode off.

Note: When enabled, TTY mode may impair the audio quality of non-TTY devices connected to the headset jack.

Warning: 9-1-1 emergency calling
It is recommended that TTY users make emergency calls by other means, including Telecommunications Relay Services (TRS), analog cellular, and landline communications. Wireless TTY calls to 9-1-1 may be corrupted when received by public safety answering points (PSAPs), rendering some communications unintelligible. The problem encountered appears related to TTY equipment or software used by PSAPs. This matter has been brought to the attention of the FCC, and the wireless industry and the PSAP community are currently working to resolve this.

Contacts

The Contacts application lets you store and manage contacts from a variety of sources, including contacts you enter and save directly in your phone as well as contacts synchronized with your Google Account, your PC, compatible email programs (including Exchange Server), and your Facebook friends.

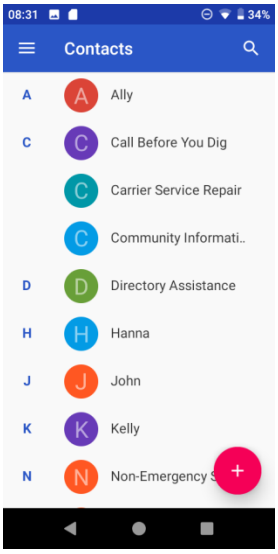
Contacts cautions

Information saved in Contacts may be lost or changed if the battery is removed for a long period or left uncharged. Accident or malfunction may also cause loss or change to information. It is recommended that you keep a separate copy of contacts and other important information. Wiko is not responsible for any damages from lost or changed contacts.

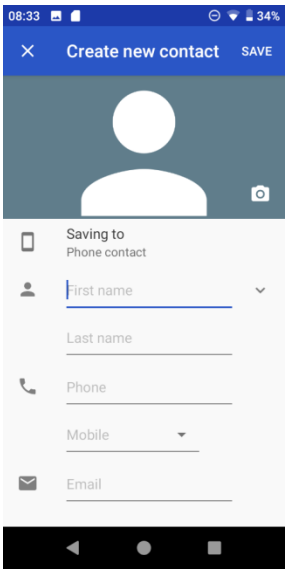
Add a contact

You can add contacts from your phone's Phone application. Enter details such as name, phone numbers, email addresses, mailing addresses, and more.

1. From home, swipe up to access **Apps**, and tap **Contacts** .



2. Tap to add a contact.



3. If you have multiple account types associated with your phone, select a contact type.
   - Select **Google** if you want to save contacts to your Google Account; these will be synced automatically with your Google Account online.
   - Select **Phone contact** as the sync account if you want your contacts on your phone only; they will not be synced with your Google Account.
4. Use the keyboard to enter as much information as you want.
   - Photo: Tap the photo icon to assign a picture to the contact.
   - Name
   - Phone
   - Email
   - Add another field: Tap **More fields** to include additional information such as Address, IM, Notes, Nickname, Website, etc.

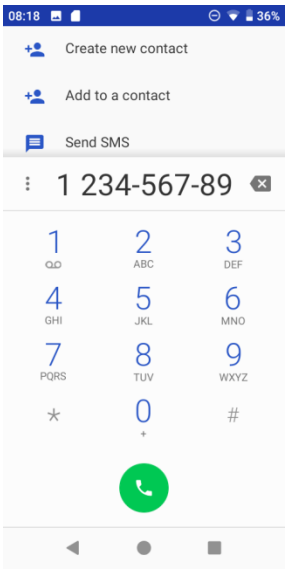
Note: To select a type (label) for a phone number, email address or postal address (such as Mobile, Home, Work, etc.), tap the type to the left of the field and select the appropriate type.

5. When you have finished adding information, tap **SAVE**.

Save a phone number

You can save a phone number to Contacts directly from the phone keypad.

1. From home, tap **Phone** > **Keypad** .
2. Enter a phone number and tap **Create new contact** to add a new contact or tap **Add to a contact** to add the number to an existing contact.



3. To add the number to an existing contact, tap the target contact you want to update, and select a number type for the new number. To add a new contact, enter the name and any additional information.

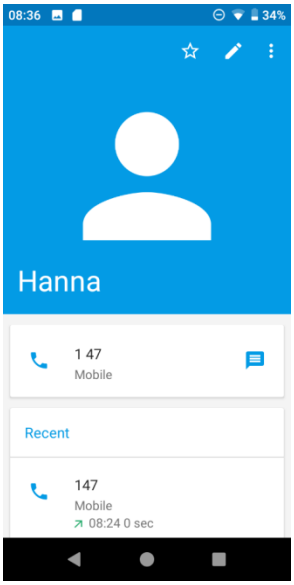
4. Tap **SAVE**.

View contacts

View a contact's details by displaying a contact entry.

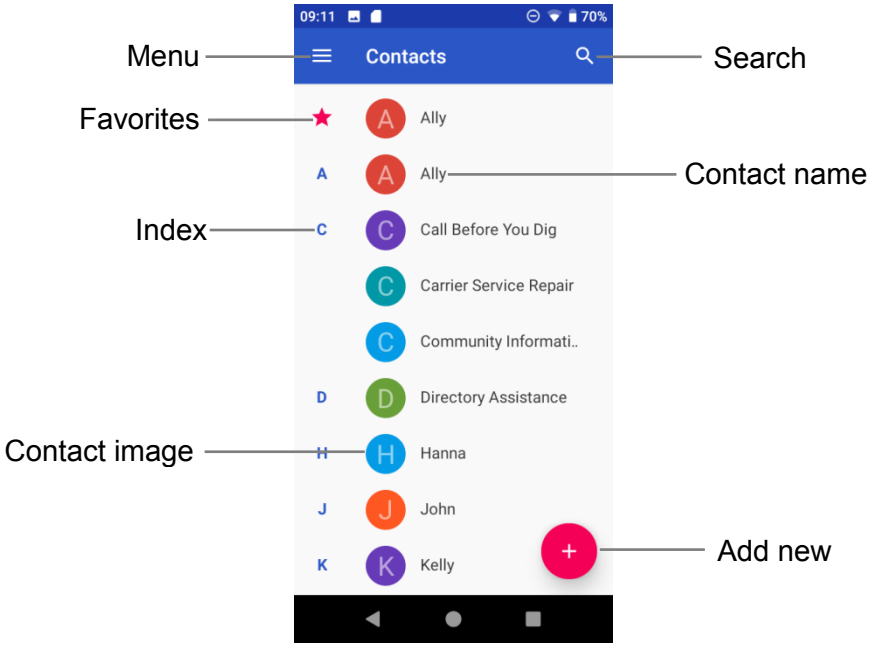
1. From home, swipe up to access **Apps**, and tap **Contacts** .

2. Tap a contact to view its details.



Contacts screen layout

The following illustration show's your Contacts app layout and describes the various features.

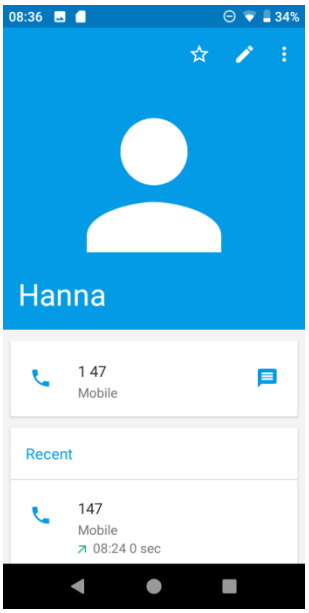


Item	Description
Favorites	Show favorite contacts.
Contact	Tap to show contact's details.
Contact image	Tap to show thumbnail of contact entry. Tap an icon to place a call, send a message, etc.
Search	Search contacts.
Index	Browse contacts by letter.
Add new	Add a new contact.

Edit a contact

Once you've added a contact, you can add or edit any of the information in the entry, assign a caller ID picture, customize with a unique ringtone, and more.

1. From home, swipe up to access **Apps**, and tap **Contacts** .
2. Tap a contact to view its details



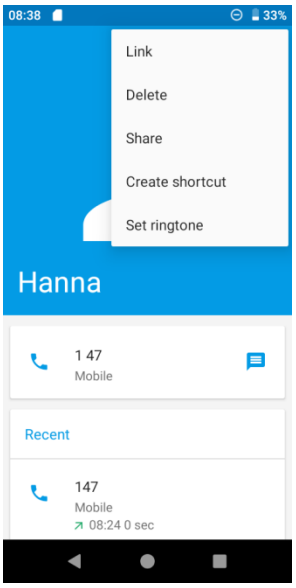
3. Tap **Edit** .
4. Tap any field you want to change or add.
5. Add or edit the information, and then tap **SAVE**.

Note: To select a type (label) for a phone number, email address, or postal address (such as Mobile, Home, Work, etc.), tap the type to the left of the field.

Delete a contact

You can delete a contact from the contacts details page.

1. From home, swipe up to access **Apps**, and tap **Contacts** .
2. Tap a contact to view its details.
3. Tap **Menu** > **Delete**.

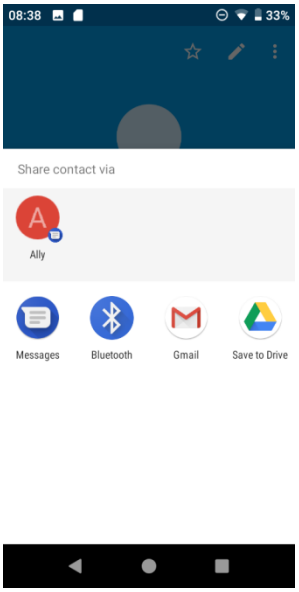


4. Tap **DELETE**.

Share a contact

You can quickly share contacts using Bluetooth, Gmail, or text messaging.

1. From home, swipe up to access **Apps**, and tap **Contacts** .
2. Tap a contact and tap **Menu** > **Share**.
3. Select a method to share.



- **Messages** to send the information via messages. You can select an existing message conversation or create a new message to send it. For more information about sending messages, see Send a multimedia message (MMS).
- **Bluetooth** to send the information via Bluetooth. See Bluetooth for information on paring and sending via Bluetooth.
- **Gmail** to send the information as a Gmail attachment. Address the message, add a subject and a message, and then tap **Send**. See Create and send a Gmail message for details.
- **Save to Drive**

4. Complete the required steps as prompted for the selected method.

Import contacts

Your phone offers a couple of options for importing contacts from installed SD cards or external devices via USB.

Before importing contacts from an SD card

You will need to have installed an SD card with previously backed up contacts information into your phone before you can import contacts. See SD card for SD card information.

Import contacts from an SD card or USB storage

1. From home, swipe up to access **Apps**, and tap **Contacts**.
2. Tap **Menu** > **Settings** > **Import**.
3. Select copy contacts from **Internal shared storage** or **SD card**, and tap **NEXT**.
4. Select a destination for the imported contacts.
5. Follow the onscreen instructions to complete the import.

Back up contacts

If you are saving contacts to an account that does not automatically back them up via the Cloud, you can manually back them up to an optional installed SD card for re-import if needed.

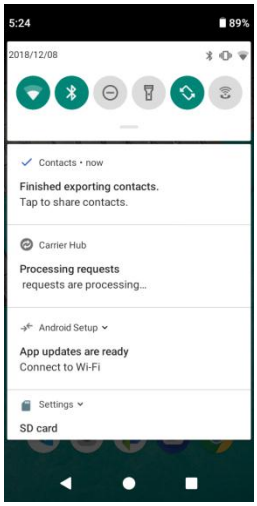
Before backing up contacts to an SD card

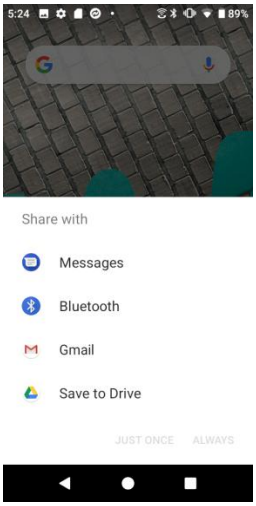
You will need to have installed an SD card with previously backed up contacts information into your phone before you can back up your contacts.

Back up contacts to your SD card

1. From home, swipe up to access **Apps**, and tap **Contacts**.

2. Tap **Menu** ☰ > **Settings** > **Export**.
3. Tap **Export to .vcf file**, all contacts will be saved in format of .vcf at **Files** > **Downloads**.
4. Tap **Share all contacts** to export contacts and go to Notification panel to share contacts via Messages, Bluetooth, Gmail, etc.





Messages

With wireless service and your phone's messaging capabilities, you have the opportunity to share information through many different channels and accounts, including Gmail (Google), personal and corporate email, and text and multimedia messaging.

Text and multimedia messages

With text messaging (SMS), you can send and receive instant text messages between your wireless phone and another messaging-ready phone.

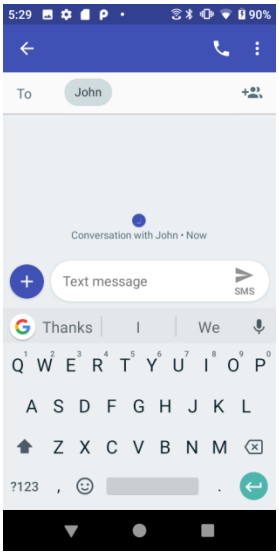
Multimedia messages, or MMS, can contain text and pictures, recorded voice, audio or video files, picture slideshows, contact cards (vCard).

See your service plan for applicable charges for messaging.

Send a text message

Quickly compose and send text messages on your phone.

1. From home, swipe up to access **Apps**, and tap **Messages**.
2. Tap **Compose**.
3. Enter a contact name or mobile number in the **To** field.
    - Enter phone numbers directly in the To field. If you're sending the message to several phone numbers, separate the phone numbers with a comma. As you enter information, any matching phone numbers from your contacts list are displayed. Tap a match to enter that number or address directly.
    - Scroll the screen down to find and select the contacts to whom you want to send the message. You can also select contact groups as recipients.
4. Tap the "Text message" box and then start composing your message.



Note: A counter appears above the **Send** SMS to tell you how many characters you have entered and how many characters are left. If you exceed the limit, your text message will be delivered as one but will be charged as more than one message.

5. When done, tap **Send** SMS to send the text message.

Note: Your text message automatically becomes a multimedia message if you enter an email address as the recipient, attach an item, or compose a very long message.

Send a multimedia message (MMS)

When you need to add a little more to a text message, you can send a multimedia message (MMS) with pictures, voice recordings, audio or video files, contact cards (vCard).

1. From home, swipe up to access **Apps**, and tap **Messages**.
2. Tap **Compose**. The Compose screen opens.
3. Fill in one or more recipients. You can:
   - Enter phone numbers directly in the To field. If you're sending the message to several phone numbers, separate the phone numbers with a comma. As you enter information, any matching phone numbers from your contacts list are displayed. Tap a match to enter that number or address directly.
   - Scroll the screen down to find and select the contacts to whom you want to send the message. You can also select contact groups as recipients.
   - Enter an email address.
4. Tap the "Text message" box, and then start composing your message.

5. Tap **Add** to the left side of the enter text bar.
6. Select one item to add.
   - **Emoji**: Insert an emoji to the text message.
   - **Sticker**: Choose an animated sticker to the multimedia message.
   - **Picture**: Select **Camera** to take a picture to attach or select a stored picture to attach.
   - **Payment**: Send money or request money through Google Pay.
   - **Location**: Share your location to the contact.
   - **Audio**: Select **Record audio** to make a voice recording and attach it or select a stored audio to attach.

Depending on different conditions, there may be more options to select from.

7. After adding an attachment, tap it to view, and tap to delete the attachment.
8. Tap **Send** MMS to send the MMS message.

Save and resume a draft message

While composing a text or multimedia message, tap **Back** button to automatically save your message as a draft.

To resume composing the message:

1. From home, swipe up to access **Apps**, and tap **Messages**.
2. Tap the message to resume editing it.
3. When you finish editing the message, tap **Send**.

New messages notification

Depending on your notification settings, the phone will play a ringtone, vibrate, or display the message briefly in the status bar when you receive a new text or multimedia message. To change the notification for new text and multimedia messages, see Text and MMS Options for details.

A new message icon ( ) also appears in the notifications area of the status bar to notify you of a new text or multimedia message. The Messages application icon (if shown on the home screen) also displays the number of new messages.

- To open the message, drag the status bar down to open the notification panel. Tap the new message to open and read it. For information on reading and replying to messages, see Manage message conversations.

Manage message conversations

Text and multimedia messages that are sent to and received from a contact (or a number) are grouped into conversations or message threads in the Messaging screen. Text or MMS conversations let you see exchanged messages (similar to a chat program) with a contact on the screen.

Read a text message

- On the Messaging screen, tap the text message or conversation to open and read it.
- If you have a new message notification, drag the status bar down to open the notification panel. Tap the new message to open and read it.

To return to the Messaging screen from a conversation, tap **Back** button.

View a multimedia message (MMS)

1. From home, swipe up to access **Apps**, and tap **Messages**.
2. Tap a multimedia message or conversation to open.
3. Tap the attachment to open it.
   - If the attachment is a vCard contact, it is imported to your phone's contacts list. For more information, see Contacts.
   - If the attachment is a vCalendar file, you can choose the calendar where you want to save the event. For more information on using Calendar, see Calendar.
4. To save the attachment to device memory or an SD card, touch and hold the sender's name or number, and then tap **SAVE** on the options menu.

Note: When Auto-retrieve in MMS settings is disabled, only the message header is downloaded. To download the entire message, tap the **Download** button at the right side of the message. For more details, see Text and MMS options.

If you are concerned about the size of your data downloads, check the multimedia message size before you download it.

Reply to a message

1. From home, swipe up to access **Apps**, and tap **Messages**.
2. Tap a conversation to open it.

3. Tap the text box at the bottom of the screen, enter your reply message, and then tap **Send** .

Note: To reply to a text message with a multimedia message, open the text message, and tap **Add** to add a picture, location, audio, etc. The text message is automatically converted into a multimedia message.

Archive a message

1. From home, swipe up to access **Apps**, and tap **Messages** .
2. Tap a conversation.
3. Touch and hold the message that you want to archive.
4. Tap **Archive** .

Delete conversations

1. From home, swipe up to access **Apps**, and tap **Messages** .
2. Select the conversations you want to delete, touch and hold the message.
3. Tap .
4. Tap **DELETE** to confirm. Any locked messages will not be deleted unless you select the **Delete locked messages** check box.

Tip: You can also delete a conversation while you're viewing it. While viewing a conversation, tap **Menu** > , and then tap **DELETE** to confirm. Any locked messages in the conversation will not be deleted unless you select the **Delete locked messages** check box.

Delete a single message

1. While viewing a conversation, touch and hold the message that you want to delete.
   - If the message is locked, tap > **Unlock** on the options menu and hold the message to display the options menu again.
2. Tap on the options menu.
3. Tap **DELETE** to confirm.

View contact information from a message

When you have received a message from someone in your stored contacts, you can tap the contact's picture or icon in the conversation to open a menu of options. Depending on the

stored contact information, you can view the contact details, place a phone call or send an email message to the contact, and more.

Text and MMS options

The messages settings menu lets you control options for your text and MMS messages including message limits, size settings, and notifications.

1. From home, swipe up to access **Apps**, and tap **Messages** .

2. Tap **Menu** > **Settings**. You can set the following:

   - **Default SMS app**: Tap to set the default SMS app.
   - **Notifications**: Tap to enable or disable notification, set importance, and enable or disable the display of notification dot on messages app icon when new messages received.
   - **Hear outgoing message sounds:** Slide the switch to the **On** position to activate.
   - **Your current country:** Tap to set your current country.
   - **Advanced:**

     Group messaging: Tap to send an SMS reply to all recipients and get individual replies (mass text), or send an MMS reply to all recipients (group MMS).

     Auto-download MMS: Slide the switch to the **On** or **Off** position to enable or disable MMS downloading automatically. When enabled, the multimedia message header plus the message body and attachments will automatically download to your phone. If disabled, only the multimedia message header will be retrieved and shown in your Messaging screen.

     Auto-download MMS when roaming: Slide the switch to the **On** or **Off** position to enable or disable MMS downloading automatically when roaming. When enabled, it may incur significant phone charges.

     Use simple characters: Slide the switch to the **On** or **Off** position to enable or disable the use of simple characters.

     Get SMS delivery reports: Slide the switch to the **On** or **Off** position to get or not get SMS delivery reports.

     SIM card messages: Tap to view SIM card messages.

     Phone number: View your phone number.

Gmail

Use Google's Gmail service and your Google Account to send, receive, and manage your Gmail messages. Before using Gmail, you must register a Google (Gmail) Account on your phone. See Google Account for details.

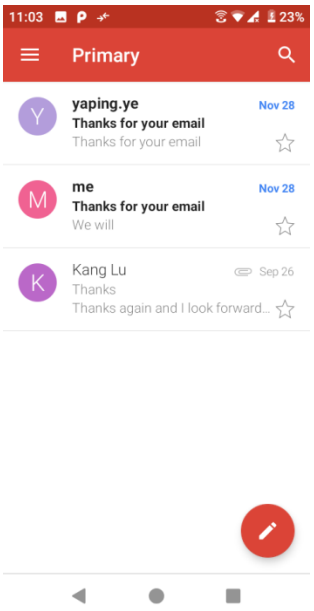
Gmail cautions

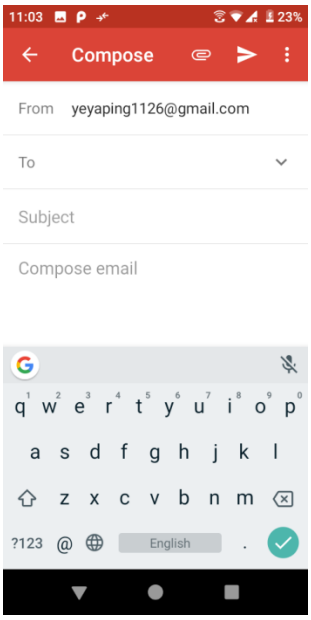
Gmail is handled as email from a PC. Restricting email from PCs on your phone prevents your phone from receiving Gmail.

Create and send a Gmail message

Use your phone to create and send Gmail messages.

1. From home, swipe up to access **Apps**, and tap **Gmail**.
2. From the inbox, tap to compose a new Gmail message.
3. Enter the message recipient(s), subject, and message, and then tap **Send**.





Gmail composition options

- **Adding Cc/Bcc**: In the mail composition window, tap near **To** bar, and then add recipients.
- **Attaching pictures or videos**: In the mail composition window, tap > **Attach file**. Locate and then tap the picture or video you want to attach.

- **Save as a draft (Send later)**: While composing your message, tap **Menu** > **Save draft**, or press the **Back** button to save as a draft.
- **Delete mail being composed**: In the mail composition window, tap **Menu** > **Discard**.

Note: To view your draft email messages, in the inbox, tap > **Drafts**. To view your sent messages, in the inbox, tap > **Sent**.

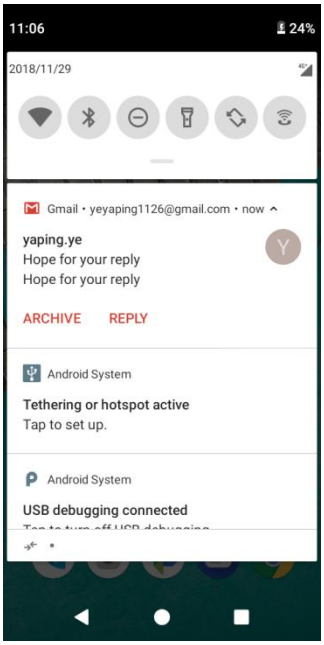
Check received Gmail messages

Your phone allows you to access, read, and reply to all your Gmail messages.

Open Gmail messages from notifications

When new Gmail arrives, you will see in the status bar.

1. Drag the status bar down to display the notification panel.
2. Tap the new message from the notification panel.



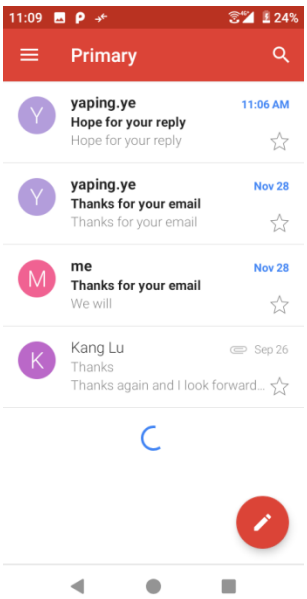
If you have two or more new Gmail messages, tapping the notification opens the Gmail inbox.

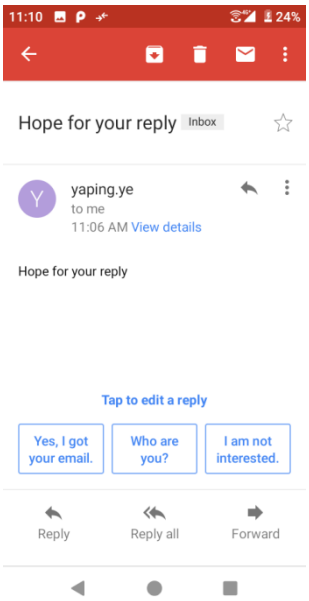
Open Gmail messages from the inbox

You can also read and reply to all your Gmail messages from the Gmail inbox.

1. From home, swipe up to access **Apps**, and tap **Gmail** .

2. Tap the message thread you want to view.





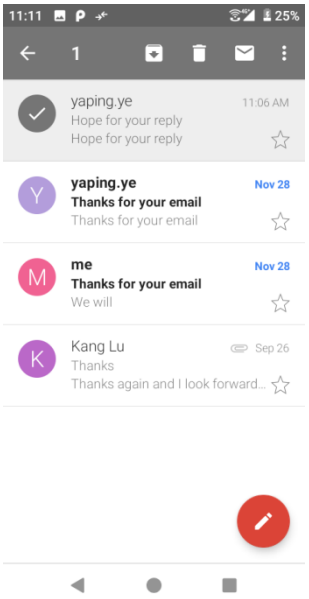
Options when reviewing Gmail messages

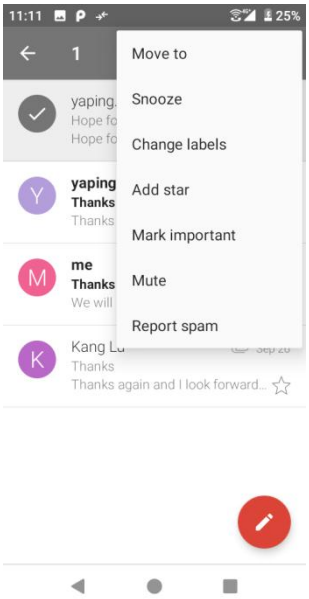
- **Replying to Gmail messages**: With the Gmail message open, tap **Reply**, compose your reply message, and tap **Send**. To reply to all, tap **Options** > **Reply all**.
- **Forwarding Gmail messages**: With the Gmail message open, tap **Options** > **Forward**, enter a recipient and an additional message, and tap **Send**.

Use Gmail labels

Gmail saves all mail in one box, but you can add labels that allow you to sort your Gmail conversation threads. For example, when a new thread starts with a received mail, the label "Inbox" is automatically added to the thread. By then adding the label "travel," all threads with "travel" are shown in a list.

1. From home, swipe up to access **Apps**, and tap **Gmail**.
2. Touch and hold a conversation thread to add a checkmark to it, and then tap **Options** > **Change labels**.





3. Tap a label for the thread.

Archive Gmail threads

Remove sent and received Gmail threads so they do not appear in the inbox. When replies arrive for archived threads, they appear in the inbox again.

1. From home, swipe up to access **Apps**, and tap **Gmail** .
2. Touch and hold a conversation thread to add a checkmark to it, and then tap **Archive** .

Mute Gmail threads

If registered on a mailing list, there will be threads with always-continuing conversations. For long threads that are not important, mute the threads and they will no longer appear in the inbox. When mail arrives that includes user's address as a recipient or in Cc, mail will again appear in the inbox.

1. From home, swipe up to access **Apps**, and tap **Gmail** .
2. Touch and hold a conversation thread to add a checkmark to it, and then tap **Options** > **Mute**. The thread is now hidden.

Delete Gmail threads

If you no longer wish to keep a Gmail conversation thread, you can simply delete it from the inbox.

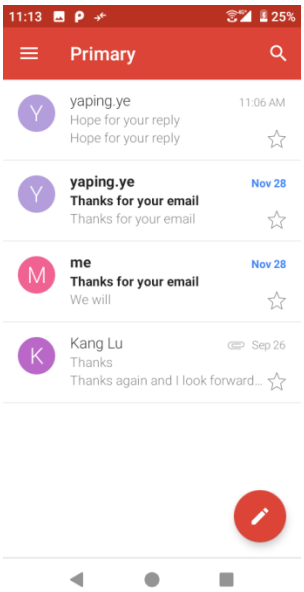
1. From home, swipe up to access **Apps**, and tap **Gmail** .

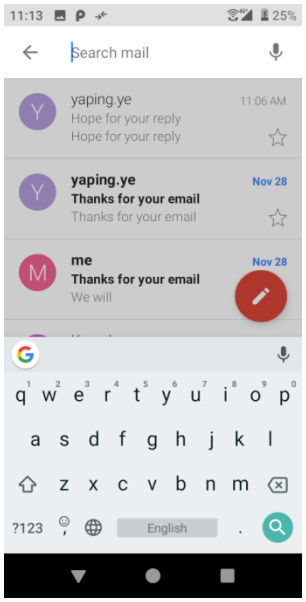
2. Touch and hold a conversation thread to add a checkmark to it, and then tap **Delete** > **OK**.

Search Gmail messages

If you need to find a specific message or message thread, you can search Gmail from the inbox.

1. From home, swipe up to access **Apps**, and tap **Gmail** .
2. Tap .





3. Enter your search text and tap .

Report spam or phishing Gmail

You can report spam or phishing Gmail messages from your phone's Gmail inbox.

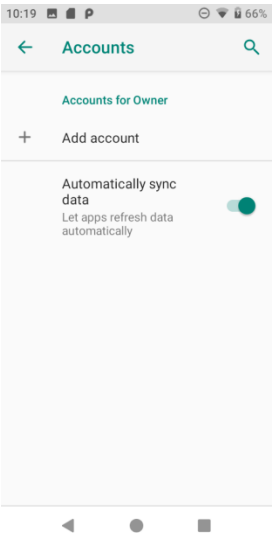
1. From home, swipe up to access **Apps**, and tap **Gmail** .
2. Touch and hold a conversation thread to add a checkmark to it, and then tap **Options** > **Report spam** or **Report phishing**. The selected message is reported as spam or phishing Gmail.

Add another Google (Gmail) Account

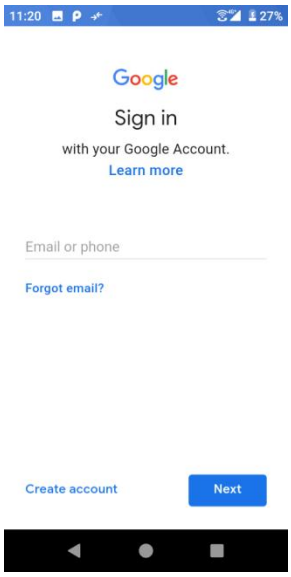
If you have multiple Gmail accounts you wish to view on your phone, you can add them from the **Settings** > **Accounts** menu.

1. From home, swipe up to access **Apps**, and tap **Settings**

2. Tap **Accounts** > **Add account**.



3. Tap **Google**, and then tap **Enter your email**.



4. Enter your Gmail username and password, and then tap **NEXT**.

5. After your phone connects with the Google servers, select the items you would like to sync with your phone and then tap **Sync now**.

6. Tap **Finish setup**.

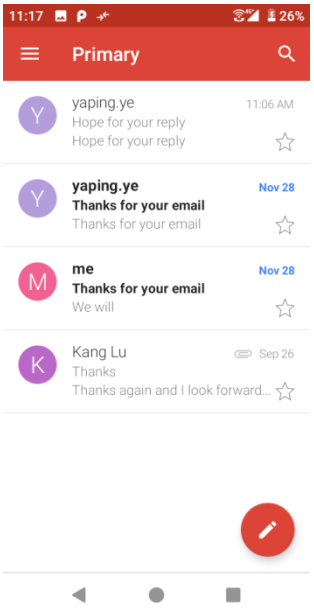
You are signed in to your Google Account, and you can access both of your Gmail accounts from the Gmail app.

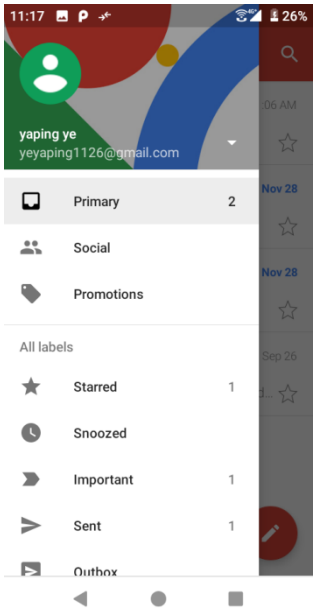
Note: You can also sign up for a new Gmail account from the Settings menu. In step 2 above, tap **Or create a new account** and follow the prompts.

Switching between Gmail Accounts

If you have more than one Gmail account set up, you can switch between them in the Gmail app.

1. From home, swipe up to access **Apps**, and tap **Gmail** .
2. Tap .





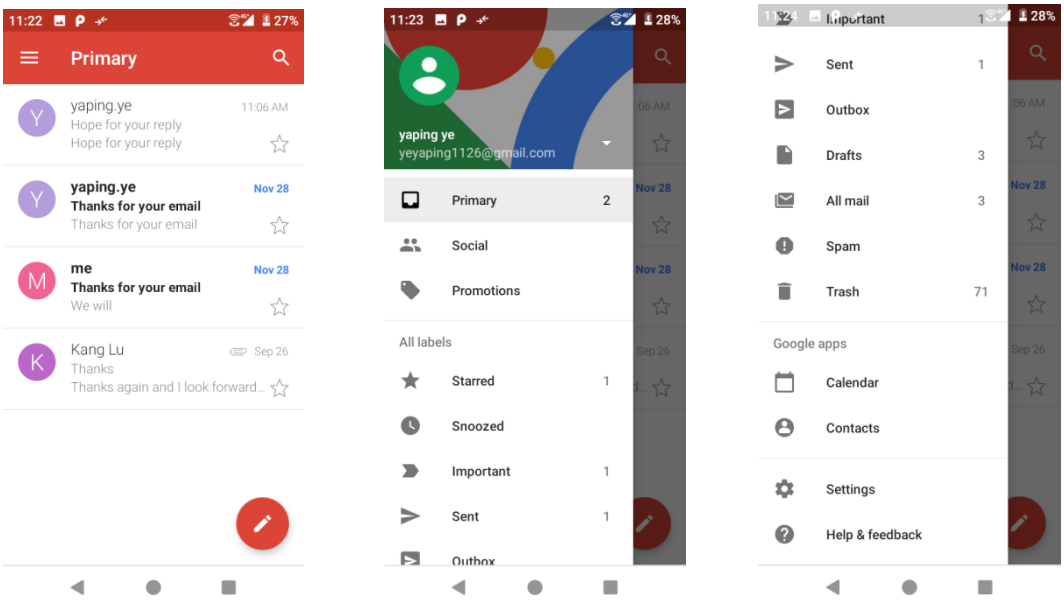
3. Tap the account you want to view from the list at the top of the menu.

The selected account inbox is displayed.

Gmail settings

You can access settings for the Gmail app and for your individual Gmail accounts from the Gmail Settings menu.

1. From home, swipe up to access **Apps**, and tap **Gmail** .
2. Tap **Menu** > **Settings**.



3. Tap **General settings** to access settings for all accounts or tap an **account name** to configure settings for a specific Gmail account.

   - **General settings**: Gmail default action, Conversation view, Swipe actions, Sender image, Reply all, Auto-fit messages, Auto advance, Confirm before deleting, Confirm before archiving, and Confirm before sending.

   - **Account settings**: Inbox type, Inbox categories, Notifications, Inbox sound & vibrate, Signature, Vacation responder, Sync Gmail, Days of mail to sync, Manage labels, Download attachments, and Images.

Note: Available settings are subject to change.

Internet and social networking

The following topics describe how to connect to and use the Internet on your phone, and how to access popular social networking sites such as Facebook, Twitter, Duo, and more.

Chrome browser

If you are signed in with a Google Account, the Chrome browser will import all your bookmarks and other Web preferences for use on your phone.

1. From home, swipe up to access **Apps**, and tap **Chrome** .
2. Tap the addresses bar at the top and enter search words (for a Google search) or a Web address (URL). The search results will appear or a Web page opens.

Viewing Web pages

When opening a website, you can navigate on Web pages by sliding your finger on the screen in any direction to locate the information you want to view.

Pinch/Spread your finger on the screen to zoom out/in of the Web page. To quickly zoom into a section of a Web page, double tap on the section you want to view. To return to the normal zoom level, double tap again.

To manage a link, phone number or address displayed on a Web page

Link	Tap the link to open the Web page. Touch and hold the link to open options for further operation, like open in new window, save link, share link, copy link, etc.
Phone number	Tap to call the phone number.
Address	Tap to open Google Maps and locate the address.

To view Chrome browser history

1. From home, swipe up to access **Apps**, and tap **Chrome** .
2. Tap to access options menu.
3. Tap **History** to view Chrome browser history.

To bookmark a Web page

1. From home, swipe up to access **Apps**, and tap **Chrome** .
2. Open the Web page you want to bookmark.
3. Tap to display menu options and tap ☆ to add it to Bookmarks.

4. On the screen prompted at the bottom, tap **EDIT** to edit the bookmark name and select folder of the bookmark to store to. Or you can access edit screen by tapping ⋮ > ★.

To open a bookmark

1. From home, swipe up to access **Apps**, and tap **Chrome**.
2. Tap ⋮ to access options menu and tap **Bookmarks**.
3. Tap the bookmark you want to open.
4. You can also touch and hold the bookmark to select, tap ⋮ on the upper right corner of the screen, and touch **Open in new tab** or **Open in incognito tab**.

To edit a bookmark

1. From home, swipe up to access **Apps**, and tap **Chrome**.
2. Tap ⋮ to access options menu and tap **Bookmarks**.
3. Touch and hold the bookmark you want to edit.
4. Tap to access edit screen.

Chrome support

1. From home, swipe up to access **Apps**, and tap **Chrome**.
2. Tap **Menu** ⋮ > **Help & feedback**.

Tip: For more information, visit: google.com/intl/en/chrome/browser/mobile/.

Facebook

Post updates, read what your friends are up to, upload pictures and check-ins, and more with on-the-go Facebook access.

Sign in to your Facebook account or create a new account

1. From home, swipe up to access **Apps**, and tap **Facebook**.
2. Enter your mobile number or email and password and tap **Log In**, or tap **Create New Account** to join Facebook by following a few easy steps.
3. Once completed, your Facebook account is added to your phone.

Use Facebook

Once you've either created an account or signed in, you can post and read updates, upload pictures, tag locations, and more, all from your phone.

1. From home, swipe up to access **Apps**, and tap **Facebook** .
2. Tap **Status** and type an update, tap **Photo** and upload a picture from the gallery, tap **Check In** to share your location, "Like" and comment on friends' posts, and more.

Twitter

Tweet (post messages) and view other people's tweets on Twitter. Login may be required to use Twitter. For more details about Twitter, visit twitter.com.

Install the Twitter app on your phone

Before you can use Twitter on your phone, you have to download and install the app from Google Play.

1. From home, swipe up to access **Apps**, and tap **Play Store** .
2. Tap Search icon and search for "twitter".
3. Tap **Twitter** from the results list.
4. Tap **Install**, and then tap **Accept**. The app will be downloaded and installed on your phone.
5. When the download has completed, tap **Open**.

- To open the app from the home screen, swipe up to access **Apps**, and tap **Twitter** .

Tweet on Twitter

Read Twitter feeds, follow your friends, and tweet your own updates right from your phone.

1. From home, swipe up to access **Apps**, and tap **Twitter** .

   If this is the first time you've used Twitter on your phone, tap **Log in** to sign in to an existing account or tap **Create my account** or **Sign up a different account** to set up a new Twitter account.

2. Tap the "What's happening?" text box, type a tweet, and tap **TWEET**. The tweet is sent and appears on your Twitter feed.

Connectivity

The following topics address your phone's connectivity options, including USB file transfer, Wi-Fi, Bluetooth, IR connectivity, and more.

Transfer files between your phone and a computer

You can use the supplied USB cable to connect your phone directly to your computer and transfer music, pictures, and other content files.

For example, if you have a music album stored on your computer that you want to listen to on your phone with any of the music apps, just attach your phone to the computer and copy the files to the music folder.

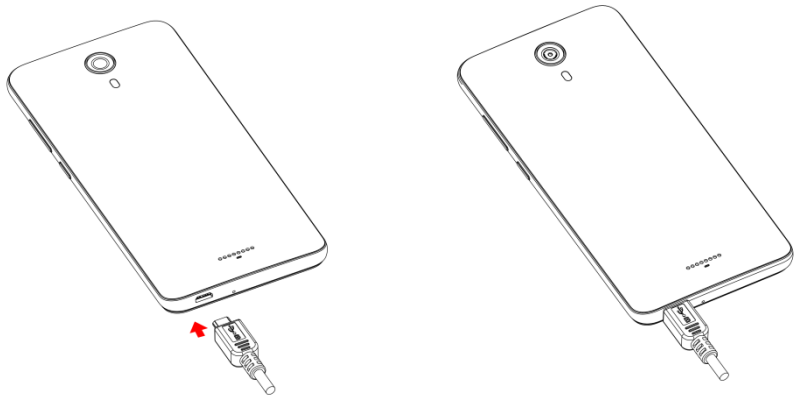
File transfer tips

- If you want to save data to an SD card on your phone, make sure the SD card is installed and active. For more information, see SD card.
- Avoid removing the battery or SD card while transferring data.
- Data exchange may use the methods outlined in the following table:

Method	Description
Media Device (MTP)	Transfer files between your phone and PC such as pictures, videos, and music.
Camera (PTP)	Transfer picture and video files between your phone and PC.

Transfer files between the phone and a computer

1. Connect your phone to your computer using the supplied USB/charging cable.



- Insert the end of the cable to the charger/accessory jack at the bottom of the phone.
- Insert the USB end of the cable into an available USB port on your computer. You may need to remove the USB cable from the charging head to access it.