T-Mobile®

REVVL® 7 PRO 5G

User Manual
English

About this manual

Thank you for choosing the REVVL® 7 PRO 5G (Model name: TMRV07P5G). In order to maintain your device in optimal condition, please read this manual and keep it for future reference. Your phone's screens and app layouts are subject to change. This user guide uses sample images only.

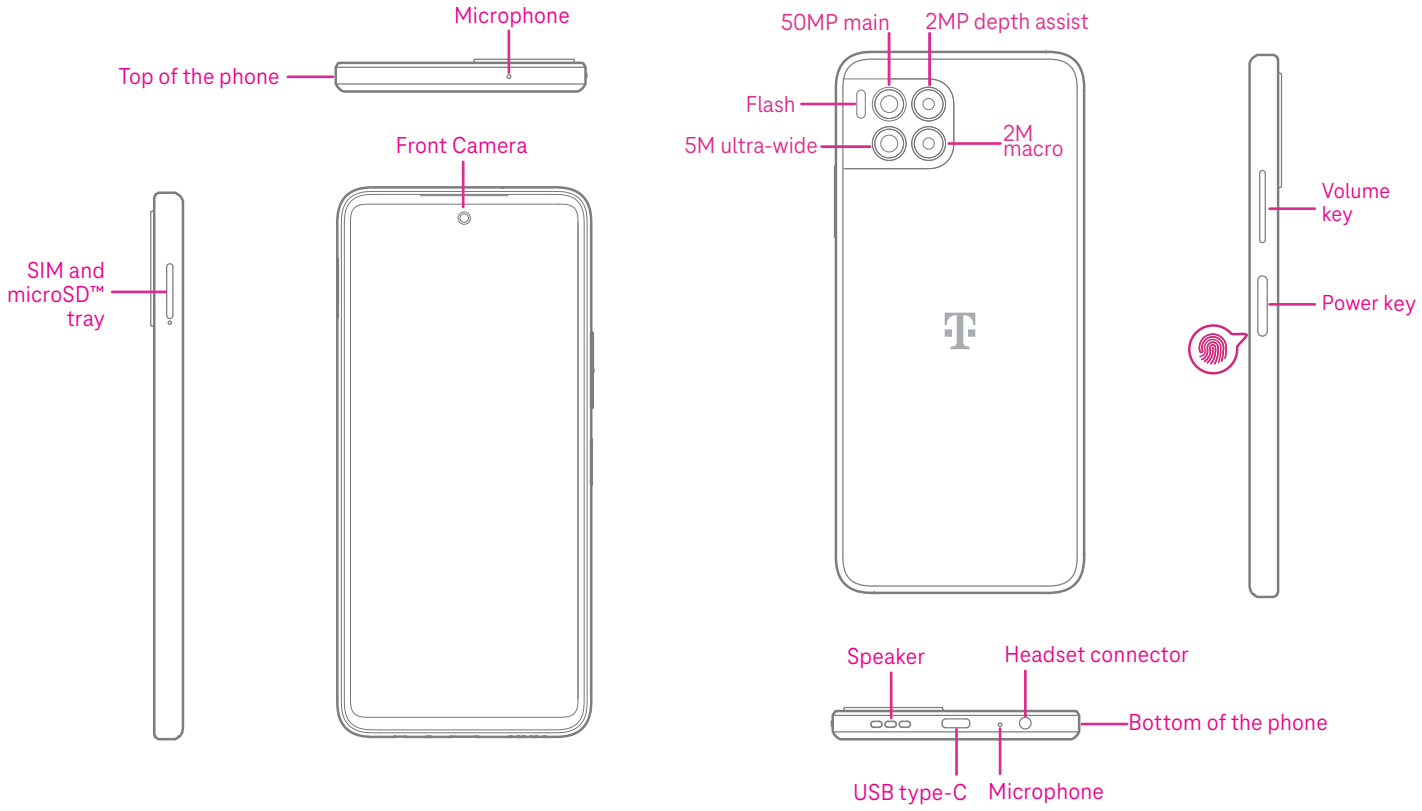
Table of content

About this manual 2
1 Getting started 3
1.1 Overview 3
1.2 Setup 4
1.3 Home screen 5
1.4 Status bar 6
2 About your phone 6
2.1 Power on/off 6
2.2 Battery 7
3 Personlize your phone 7
3.1 Language 7
3.2 Date & time 7
3.3 NFC 8
3.4 Display 8
3.5 Wallpaper 8
3.6 Sound 8
3.7 Digital wellbeing & parental controls 9
3.8 Gestures 9
3.9 Multiple users 9
4 Applications 10
4.1 Call 10
4.2 Contacts 11
4.3 Messages 12
4.4 Gmail 13
4.5 Chrome 15
4.6 Calendar 15
4.7 Camera 16
4.8 Photos 17
4.9 Clock 18
5 Google applications 19
6 More applications 20
7 Security & privacy 20
7.1 Screen lock 20
7.2 SIM lock 20
7.3 App Pinning 21
7.4 Fingerprint sensor 21
7.5 Face Unlock 21
7.6 Extend Unlock 21
7.7 Encryption & credentials 21
8 Account 21
8.1 Account information 21
8.2 Software update 21
9 Safety & regulatory information 22
10 Troubleshooting 26

1 Getting Started

1.1 Overview

Note: The fingerprint sensor is located on the power key



Power key

- Press and release quickly to lock or light up the screen.
- Press and hold to launch **Google Assistant**.
- Press and hold the **Power** key and **Volume up** key to select from **Emergency**,**Lockdown**,**Power off and Restart**.
- Press and hold the **Power** key and **Volume down** key to take a screenshot and save it.
- Press and hold the **Power** key and **Volume up** key for at least 10 seconds to force reboot.
- Press the **Power** key twice to access the camera.

Volume key

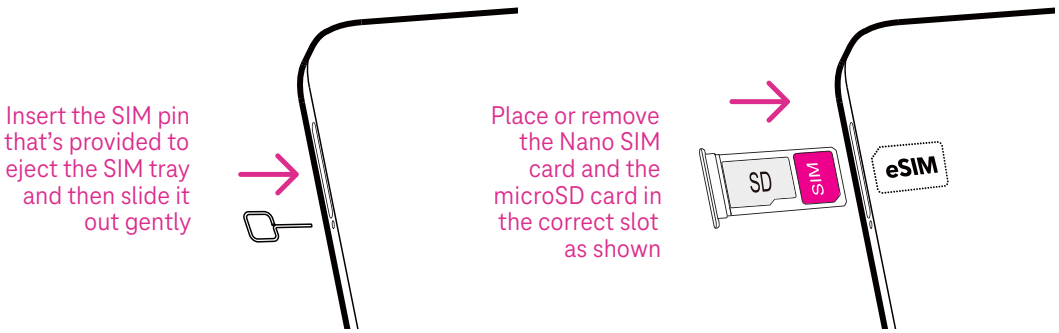
- Use the **Volume up** or **down** keys to adjust the ringtone volume, the call volume during a phone call, or the media volume while listening to music, watching a video, or streaming content.
- Press the **Volume** key during an incoming call to mute the ringtone.
- While using the Camera, press the **Volume up or down key** to take a photo.

1.2 Set up

Inserting Nano SIM card

You must insert your Nano SIM card to make phone calls using your network.

Your phone only supports Nano SIM cards. In order to avoid damaging your phone, do not attempt to insert other SIM types, such as Mini or Micro cards.



Note: Even if no SIM card is installed, your phone will still power on and you will be able to connect to a Wi-Fi network and use some of the phone's features.

Register an eSIM during initial device setup if you got a QR activation code:

- Turn on the device and select language.
- Select "Download a new eSIM".
- Connect to WIFI.
- Select "Download eSIM", Camera will start and you can scan the QR code.
- Select "Connect" in next step to Download the eSIM.

Register an eSIM after device setup if you got a QR activation code:

- Connect to WIFI or mobile data.
- Goto **Setting > Network & Internet > SIMs**.
- Select "Download a new SIM".
- Camera will start and you can scan the QR code.
- Confirm Download.
- After download go to settings and turn on SIM.

Delete an eSIM:

- Connect to WIFI or mobile data.
- Goto **Setting > Network & Internet > SIMs**.
- Turn off SIM.
- Select "Erase SIM" and confirm deletion.

Set up your phone

The first time you power on the phone, you should set the following options:

- Touch **English (United States)** to choose your language, and touch **Vision settings** to customize accessibility features. When finished, touch **Start** to go on.

- Select an available Wi-Fi network. Or touch **Set up offline** and **Continue**.
- Set a **Date & time** to ajust if needed.
- Toggle to allow the phone to use location, otherwise toggle off .
- Toggle to allow scanning, otherwise toggle off .
- Toggle to allow to send usage and diagnostics data, otherwise toggle off .
- Click **More** to continue, and press **Accept**.
- Set a PIN for screen lock, otherwise touch **Skip** on the screen twice to continue.

1.3 Home screen

You can bring all of the items that you use most frequently (applications, shortcuts, widgets, folders) to your Home screen for quick access. Touch the Home button to return to the Home screen.

Status bar
- Status/Notification indicators
- Swipe down to view the Notification panel

Search bar
- Enter text in the search bar
- Click the microphone to initiate a search by speaking
- Click the Google lens to search with any image

Swipe down again to access the control center

Swipe left or right to view more screens

Touch to open an application or folder
Touch and hold to move or change applications

Favorite apps tray
- Touch to open the application
- Touch and hold to move or change applications

Swipe up from the bottom of the screen to access apps menu

1.4 Status bar

The Status bar appears at the top of your Home screen and includes icons indicating your phone's status and new notification alerts.

Icon	Status	Icon	Status
	Bluetooth		Battery (fully charged)
	Wi-Fi® active		New message
	Network (Full signal)		Do Not Disturb
5G	5G data service		Battery (charging)
	Airplane mode		New Gmail message
	Alarm		NFC enabled

2 About your phone

2.1 Power on/off

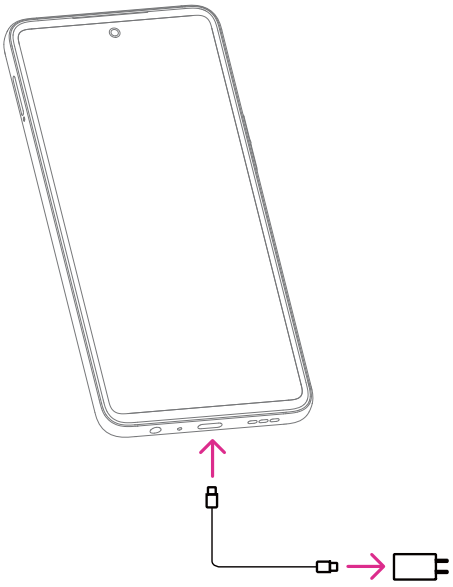
To turn the device on, hold down the **Power key** until the phone powers on. Unlock your phone (using None, Swipe, Pattern, PIN, Password, Fingerprint or Face Unlock) if necessary. Once unlocked, the Home screen is displayed.

If you don't know your PIN code or if you have forgotten it, contact Customer Care. For safety, please do not store PIN code in your phone.

To power the device off, press and hold the **Power key** and the **Volume up** key until options appear, then select **Power off**.

Charging

Insert the small end of the charging cable into the charge port and plug the charger into an electrical outlet.



- Insert the USB type-C cable into the charge port as shown.
- Connect charger to power outlet.

Note: Please use the USB type-C cable included in the box. Wall charger sold separately. Using the wrong cable and charger may damage the charging port or reduce battery performance.

2.2 Battery

Make these adjustments to optimize your battery life.

Turn on power saving mode

- Go to **Settings** > **Battery** > **Battery Saver**.
- Turn on **Use Battery Saver** to activate the battery saving mode.

Note: The Battery Saver mode will not be activated in charging mode.

Lower screen brightness

- Go to **Settings** > **Display** > **Brightness level**.
- Lower the brightness by sliding to the left.

Screen timeout

- Go to **Settings** > **Display** > **Screen timeout**.
- Select the screen timeout duration.

3 Personalize your phone

3.1 Language

Choose from multiple languages supported on your device.

- Go to **Settings** > **System** > **Languages** > **System Languages**.
- Touch **+ Add a language** to select a language from the list.
- Touch and hold next to your desired language and drag it to the top of the list.

3.2 Date & time

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

Set time automatically

Turn on to use network-provided time.

If choose **Off**, you can manually set the date and time:

- Touch **Date** to open a dialog in which you can manually set the date.
- Touch **Time** to open a dialog in which you can manually set the time.

Set automatically

Turn on to enable the network-provided time zone. And you can turn on **Use location** to set time zone to allow phone time to be matched with local time.

If Automatic time zone is turned off, you can manually set the time zone:

- Touch **Time zone** to select the region and time zone manually.

Use locale default

- Turn on to enable locale default.
- If **Use locale default** is off, you can turn on to enable the **Use 24-hour format**.

3.3 NFC

NFC allows data exchange when the phone touches another device.

To enable, go to **Settings** > **Connected devices** > **NFC** > Toggle on to activate.

3.4 Display

Make adjustments to the display settings and wallpapers to optimize your experience.

Go to **Settings** > **Display** to alter the following settings.

Dark theme

The screen becomes black background for battery saving.

Night Light

This mode reduces blue light and adjusts the color temperature to relieve eye fatigue. You can custom schedule when to turn it on.

Auto-rotate screen

Select whether the screen rotates automatically or not.

Note: Using your device in landscape mode while wearing polarized sunglasses may cut light from the screen. Take your polarized sunglasses off or use your device in portrait orientation to continue use.

Lock screen

Customize what displays on your lock screen.

3.5 Wallpaper

- Touch Photos to select from images that are stored on your device.
- Touch **Settings** > **Wallpaper & style** to change a wallpaper for your lock screen and/or homescreen from pre-loaded images.

3.6 Sound

Adjusting volume

- Press the volume keys that are located on the right side of the device to adjust the Ringtone & Notification volume.
- You can also go to **Settings** > **Sound & vibration** to adjust the volume for media, call, ring & notification and alarm.

Adjusting tones

Go to **Settings** > **Sound & vibration** > **Phone ringtone**.

Adjusting other sounds

All other sounds that are related to notification, alarm, dial pad, screen locking and charging can be adjusted to by doing the following:

Go to **Settings** > **Sound & vibration**.

3.7 Digital wellbeing & parental controls

- Go to **Settings** and touch **Digital Wellbeing & parental controls** to find out how much time you have spent on the phone and even on each app. You can customize the time limit for using the phone.
- In addition, parents can restrict their children's usage time and manage their browsing habits.

3.8 Gestures

You can change the system navigation by going to **Settings** > **System** > **Gestures** > **Navigation mode,** then choose one type of navigation.

Gesture navigation

Touch **Gesture navigation** to enable different interfaces access by swiping the phone screen.

- Go to recent apps interface: swipe up from the bottom of the screen, and hold.
- Go home: swipe up from the bottom of the screen.
- Go back: swipe from either the left or right edge of the screen.

3-button navigation

Touch **3-button navigation** to display the following buttons on the bottom of the screen.

■ **Recent Apps button**

- Touch to view recently used applications. Swipe up on the screen to remove a specific thumbnail from the list, or scroll all the way to the left and touch **Clear all** to remove all thumbnails from the list.
- Pressing the **Recent Apps** button will also allow access to **Screenshot**. Touch **Screenshot** to immediately capture what is on the screen.

● **Home button**

- From any application or screen, touch to return to the Home screen.
- Touch and hold to launch Google Assistant, with which you can search for information online, open apps on your phone, or send messages.

◀ **Back button**

Touch to go back to the previous screen, or to close a dialog box, options menu, or the Notification panel.

3.9 Multiple users

You can share your phone with other users by going to **Settings** > **System** > **Multiple users**, then turn on . And you will see the following choices.

- You (Owner): Touch it and you can set your profile information.
- Add guest: Touch it to create new guest and finish other settings.
- Add user: Touch it to add new user and allow him to set up his space.

Note: Touch Add users from lock screen to allow user adding in lock screen.

4 Applications

4.1 Call

Calling

- To make a call, touch .
- Suggested numbers are displayed as you enter numbers on the dial pad.
- Enter the desired number from the dial pad and touch to place the call. You can also select a contact from **Favorites** , **Recents** or **Contacts** by touching the tabs.
- The number you entered can be saved to Contacts by touching **Create new contact.**
- If you make a mistake, you can delete the incorrect digits by touching .
- To hang up a call, touch .

International call

To make an international call, touch and hold 0 to enter **+**, then enter the international country prefix followed by the full phone number and touch .

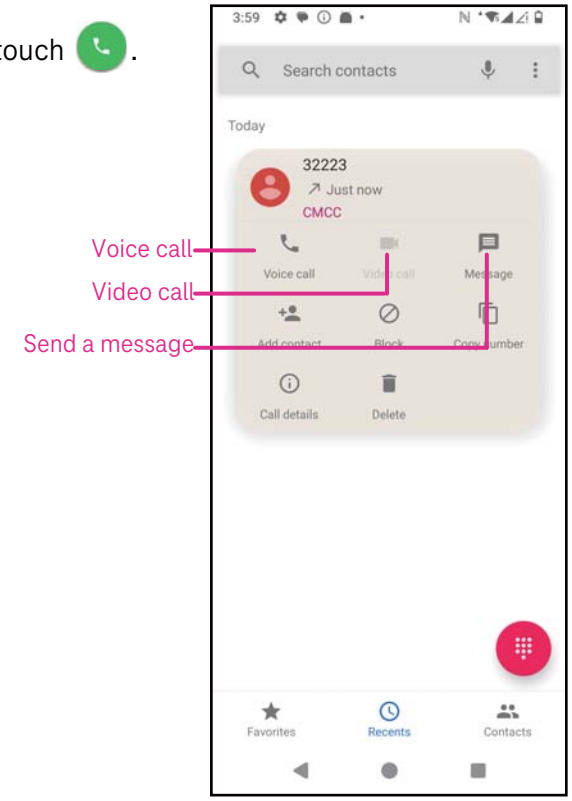
Emergency call

If your phone has network coverage, dial the emergency number and touch .
This works even without a SIM card and without typing the PIN code.

Answering or rejecting a call

When you receive a call:

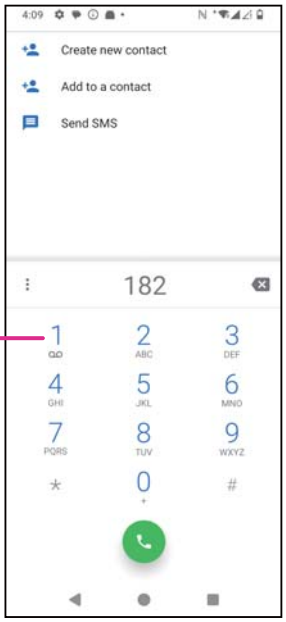
- Slide up to answer.
- Slide down to reject.
- Touch to reject the call by sending a preset message.
- To mute the ringtone of an incoming call, press the Volume key.



Voicemail

Your voicemail works like an answering machine for your missed calls.

- To access your voicemail, touch and hold **1**.
- To view your voicemail number: touch and go to menu > **Settings** > **Voicemail** > **Advanced Settings** > **Setup**.
- If you receive a voicemail, appears in the Status bar. Open the Notification panel and touch **Voicemail.**

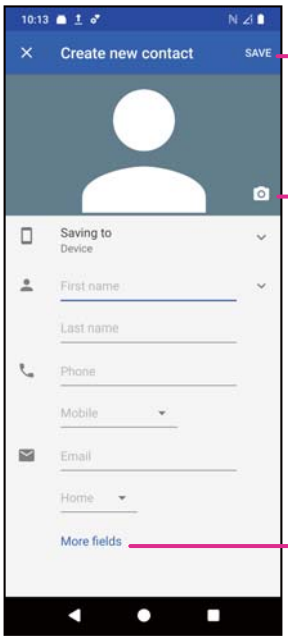


4.2 Contacts

Contacts enables quick and easy access to the contact you want to reach.

To access this function, touch Contacts from the Home screen.

You can view and create contacts on your phone and synchronize them with your Gmail contacts or other applications on the web or on your phone.

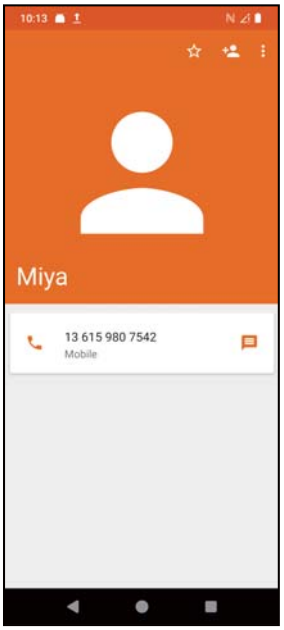


Adding a contact

- Touch in the contact list to create a new contact.
- Enter the contact's name and other contact information. By scrolling the screen up and down, you can move from one field to another.
- When finished, touch **SAVE**.
- To exit without saving, you can touch and then touch **DISCARD**.

Editing your contacts

Touch in the contact details screen to edit.
When finished, touch **SAVE**.



Add to/remove from Favorites (1)

- Touch a contact to view details then touch to add the contact to favorites.
- Touch again to remove a contact from favorites.

Deleting a contact

From the contact list screen:

- Touch and hold the contact you want to delete, then touch and confirm to delete.
- Mark the checkbox of all contacts, then touch and **DELETE** to delete all contacts.

(1) Only phone contacts can be added to Favorites.

From the contact details screen:

- Touch ⋮ then select **Delete**. Select **DELETE** when prompted to confirm.

The contact you have deleted will also be removed from other applications on the phone or web the next time you synchronize your phone.

Sharing a contact

You can share a single contact with others by sending the contact's vCard to them via Email, Messages, and Bluetooth. Select a contact you want to share, touch ⋮ and then select **Share**.

Available options

From the contact list, you may also make further adjustments by touching ☰.

Settings

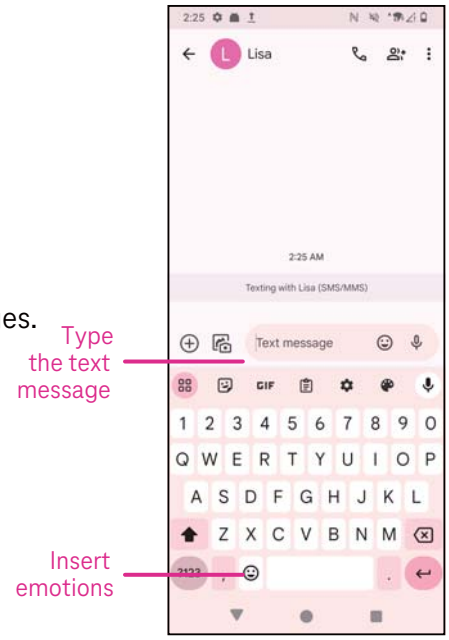
My info	Touch to set up your profile.
Accounts	Touch to add account and configure related info.
Default account for new contacts	Touch to choose the default place to save a new contact.
Contacts to display	Touch to choose All contacts or Customize.
Sort by	Touch to sort the list by the first name or last name.
Name format	Touch to choose whether to display first name first or last name first.
Phonetic name	Touch to choose display or hide phonetic name.
Import/Export	Import or export contacts between phone, SIM card, microSD card and phone storage.
Blocked numbers	Add numbers here so that you won't receive the calls or texts from them.
About Contacts	Touch to view the build version, open source licenses, privacy policy, and terms of service.

4.3 Messages

Use the messaging app to send and receive text (SMS) and multimedia (MMS) messages.

Creating a message

On the Messaging list screen, touch Start chat to write text/multimedia messages.



Sending a text message

- Enter the name or the phone number of the recipient in the **To** or touch to add recipients.
- Touch the **Text message** bar to enter the text of the message.
- Press and hold to access emoticons.

- When finished, touch to send the text message.

An SMS message of more than 160 characters will be charged as several SMS. A counter will be on the right of the text box to remind you how many characters can be entered in one message.

Specific letters (accented) will also increase the size of the SMS, this may cause multiple SMS to be sent to your recipient.

Sending a multimedia message

MMS enables you to send video clips, images and vCard to other compatible mobiles and e-mail addresses.

- Enter the recipient's phone number in the **To** bar.
- Touch the **Text message** bar to enter the text of the message.
- Touch to attach a emotion, contact, file or your location; Touch to choose a picture or video.
- When finished, touch to send the multimedia message.

Managing messages

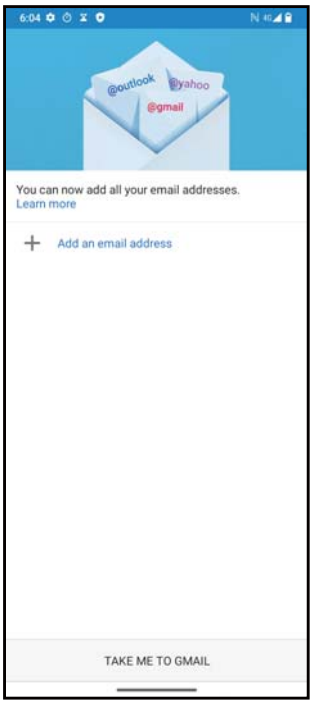
When receiving a message, will appear in the Status bar as a notification. Drag down the Status bar to open the Notification panel, touch the new message to open and read it. You can also access the Messaging application and touch the message to open it.

Messages are displayed as a conversation.

Touch a message to enter the message composing screen:

- Touch to call the number.
- Touch to save the number to contacts or view the contact details if the number has been saved.
- To reply to a message, enter the text. When finished, touch .
- If you touch and hold a message, the following options will be available: Copy text, Delete, Star message, Set Reminder, View details.

4.4 Gmail



Setting up Gmail

To set up your email account, swipe up from the Home screen, then select Gmail

- Select to add an email address.
- An email setup process will guide you through the steps to set up an email account.
- Select the type of email account that you have and enter the email address and password of the account you want to set up.
- If the account you entered is not provided by your service provider in the device, touch **Other** and enter the email address, touch **NEXT** to select an account type and enter password of your email, then correctly fill in server and port in both Incoming server settings and Outgoing server settings interfaces. Touch **Finish** to complete setup.

- To add another email account, click **+ Add an email address**. Choose Other from the set up email options. Or you can touch the account name on the upper right corner and select **Add another account** to implement this function.

Sending an email

- Touch Compose from the Inbox screen.
- Enter recipient(s) email address(es) in the **To** field.
- If necessary, touch >**Cc/Bcc** to add a copy or a blind copy to the message.
- Enter the subject and the content of the message.
- Touch to add an attachment.
- If you do not want to send the mail right away, you can touch and **Save draft** or touch the Back key to save a copy.
- Touch to send.
- If you do not want to send or save the email, you can touch and then select **Discard**.
- To add a signature that will appear on all of your emails, touch and select **Settings**, then choose the account that you want to create or modify the signature, touch **Mobile signature** to edit.

Note: If you are seeing a "password incorrect" error when setting up your Gmail Account in the Gmail app, please review the following options:

Option 1: Generate an App password

An App password is a 16-digit passcode that gives an app or device permission to access your Google Account. If you use 2-Step-Verification and are seeing a "password incorrect" error when trying to access your Google Account, an App password may solve the problem.

To generate an App password

- Visit your App passwords page https://myaccount.google.com/security/signinoptions/two-step-verification. You may be asked to sign in to your Google Account.
- At the bottom, click **Select app** and choose the app you're using.
- Click **Select device** and choose the device you're using.
- Select **Generate**.
- Follow the instructions to enter the App password (the 16-character code in the yellow bar) on your device.
- Select **Done**.
- Once you are finished, you won't see that App password code again. However, you will see a list of apps and devices you've created App passwords for.

If generating an app password does not fix the issue, please proceed to Option 2 or Option 3.

Option 2: Change your settings to allow less secure apps

- Go to the "Less secure apps" https://www.google.com/settings/security/lesssecureapps section in My Account.
- Next to "Access for less secure apps," select **Turn on**.
- You can now setup your email using your username and password. If you continue to see a "password incorrect" error, please proceed to Option 3.

Option 3: Access Gmail through browser

If you don't want to change your security settings, please follow these steps to access your Gmail:

- From the home page, press the **OK** button and press on the Browser. Enter https://www.google.com/gmail/ in the browser URL tab.
- Enter your username and password to log in.

4.5 Chrome

Enjoy surfing the Web using the Chrome browser.

To access this function, touch Chrome from the Home screen.

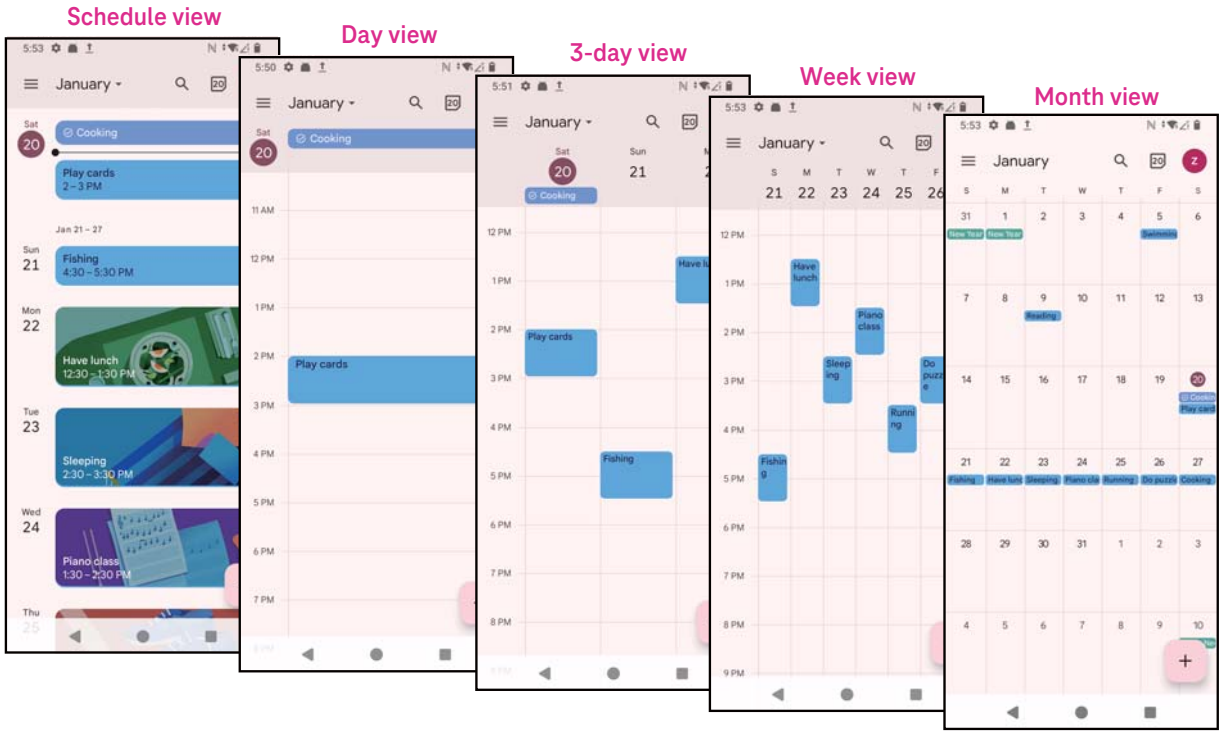
4.6 Calendar

You can use Calendar to keep track of important meetings, appointments, and more.

To access the function, swipe up from the Home screen, then touch **Calendar**.

Viewing calendars

You can display the Calendar in Schedule, Day, 3 days, Week or Month view. Touch and select your desired calendar view.



Creating a new event

You can add new events from any Calendar view.

- Touch + .
- Fill in all required information for this new event. If it is a whole-day event, you can turn on to All-day.
- Invite guests to the event. Enter the email addresses separated by commas of the guests you want to invite to separate. The guests will receive an invitation from Calendar and Email.
- When finished, touch **Save** from the top of the screen.

To quickly create an event from the Day, 3 Day, or Week views, touch an empty spot to select a target area which will then turn into , and touch the icon to create the new event.

Deleting or editing an event

- To delete or edit an event, touch the event to enter its details screen, then touch to edit the event.
- Touch and **Delete** to remove the event.

Event reminder

If a reminder is set for an event, the upcoming event icon will appear in the Status bar as a notification.

- Touch and drag down the Status bar to open the Notification panel.
- Touch an event name to view the Calendar notification list.

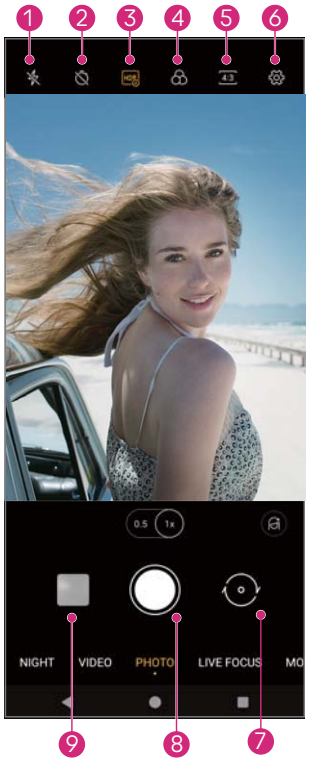
4.7 Camera

Accessing the camera

From the Home screen, touch **Camera**.

Taking a picture

- Position the object or landscape in the viewfinder, and touch the screen to focus if necessary.
- Touch to take the picture which will be automatically saved.
- To take burst shots, touch and hold .



1. Select the options for Flash mode: **Off, Auto, On, Always**
2. Select the countdown
3. Select HDR mode to select HDR mode: **Off, On, Auto**
4. Select a filter
5. Select the shot size
6. Access more options
7. Switch between front and main camera
8. Take a photo
9. View photos/videos taken

AI Scene optimizer

You can access more options to select the AI scene optimizer which is a new function.

- Automatically optimize camera setting such as color, contrast and brightness to make scenes look more vivid.

Making a video

- Touch **VIDEO** to enter the Video mode.
- Touch in the center of the screen to start video recording.
- You can also touch to take a picture during video recording.
- Touch to stop recording. The video will be automatically saved.

Viewing, Editing, & Sharing

- Touch then **Gmail, Bluetooth**, **Messages** or **More** to share the photo or video.
- Touch to edit.
- Touch to search what you see with Google Lens.
- Touch to delete.
- Touch to go back to Camera mode.

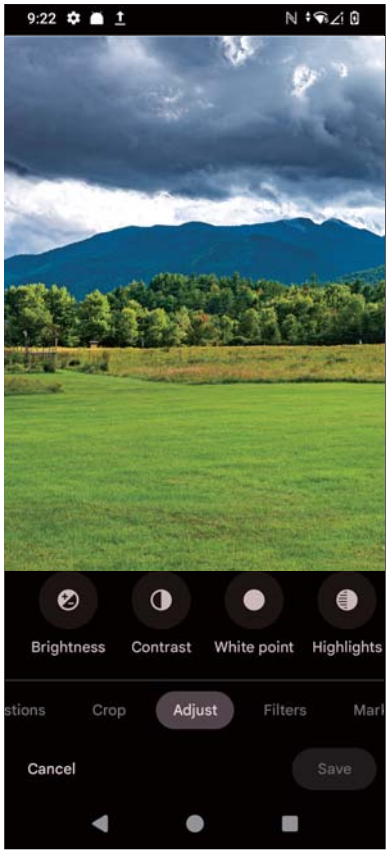
4.8 Photos

Photos acts as a media player for you to view photos and play videos.

Pictures and videos are displayed by moments and albums in Photos.

- Touch the picture/video directly to view or play.
- Swipe left/right to view previous or next pictures/videos.

Working with photos



You can work with pictures by rotating or cropping them, sharing them with friends, setting them as a contact photo or wallpaper, etc.

- Locate the picture you want to work on and touch the picture in the full-screen picture view.
- Touch to share the picture, or touch to delete the picture. Touch and select **Use as** to set the picture as Contact photo or Wallpaper.

Tap to enter editing screen.

Suggestions	Choose Enhance, Warm, or Cool to adjust the picture color.
Crop	Select between **Auto**, , , , and **Reset**.
Adjust	Manage brightness, contrast, and more.
Filters	Choose between a variety such as Vivid, West, Palma, and more.
Markup	Personalize your picture by drawing on it or adding words to it.

4.9 Clock

To access Clock, swipe up from the Home screen, then touch **Clock**.

Setting world clocks

- Touch on the clock screen.
- Touch to add a time zone.

Setting alarm

- Touch on the clock screen.
- Turn on to enable existing alarm, or touch to add a new alarm. When new alarm added, the following icons will appear:

Add label	Touch to set a name for the alarm.
Schedule alarm	Touch to select the date of the setting alarm.
Alarm sound	Touch to select a ringtone for the alarm.
Vibrate	Mark the checkbox to activate vibration.
Google Assistant Routine	Touch to enter Google Assistant Routine.
Dismiss	Touch to dismiss the alarm.
Delete	Touch to delete the alarm.

Setting timer

- Touch on the clock screen.
- Enter time in the sequence of seconds, minutes, and hours.
- Touch to activate Countdown.
- Touch to add another timer in panel.
- Touch to deactivate Countdown.
- Touch to activate Countdown.
- Touch to delete current countdown timer.

Setting stopwatch

- Touch on the clock screen.
- Touch to activate stopwatch.
- Touch to show a list of records according to the updated time.
- Touch to deactivate stopwatch.
- Touch to clear all new timers.

Bedtime

Set a bedtime to silence your phone and choose to listen to soothing sounds. Set a wakeup time to receive alerts again.

5 Google applications

Google apps are preinstalled on your phone to improve work efficiency and provide an enjoyable user experience.

This manual briefly introduces the apps. For detailed features and user guides, refer to related websites or the introduction provided in the apps.

Register with a Google Account to enjoy full functionality.

Google

Your bookmarks, browsing history, and settings across all devices on which the browser is installed can be synchronized with your Google Account.

Gmail

As Google's web-based email service, Gmail is configured when you first set up your phone. With this application, you can send and receive emails, manage emails by labels, archive them, and more. Emails can be automatically synchronized with your Gmail account.

Maps

Google Maps offers satellite imagery, street maps, 360° panoramic views of streets, real-time traffic conditions, and route planning for traveling by foot, car, or public transportation. By using this application, you can find your own location, search for a place, and get suggested route planning for your trips.

YouTube

YouTube is an online video-sharing application where users can upload, view, and share videos. Available content includes video clips, TV clips, music videos, and other content such as video blogging, short original videos, and educational videos. It supports a streaming function that allows you to start watching videos almost as soon as they begin downloading from the internet.

Drive

A file storage and synchronization service created by Google, which allows users to store files in the cloud, share and edit files. Files in Drive are kept secure and can be accessed from any device by logging in to your Google Account. Files or folders can be shared privately with other Google Account users.

In Play Store, search for the app you need, download it and then follow the installation guide to install the app. You can also uninstall, update an app, and manage your downloads.

Meet

This is a video chat mobile app that allows users to make video calls to people in their contact list once their phone numbers are verified.

Photos

Google Photos stores and backs up your photos and videos. It also automatically analyzes photos and organizes them into groups so that you can quickly find the photos you need.

YT Music

YT Music Downloader is a Windows program that simplifies downloading videos and music from YouTube. YT Music Downloader lets you download videos and/or audio from YouTube. The program is geared toward music, so you can save music videos (or any videos) or convert those videos to just music, and the app will automatically save them in the MP3 format. Provided an appropriate YouTube link, the program is very fast at converting and saving these items to file, and once done, you have access to this music offline and via any others devices to which you transfer these files.

6 More applications

Swipe up from the bottom of the screen to access these other apps.

T-Mobile

Any software you need can be downloaded from this app.

T-Mobile Play

T-Mobile Play allows you to watch movies and TV shows purchased or rented on the website.

Play Store

Serves as the official app store for the Android operating system, allowing users to browse and download applications and games. Applications are either free of charge or at a cost.

Files

Files displays all data stored on the phone, including both external SD card and internal storage, such as applications, media files downloaded from Google Play Store, YouTube or other locations; videos, pictures or audio you have captured; other data transferred via Bluetooth, USB cable, etc.

7 Security & privacy

7.1 Screen lock

From the Home screen, access **Settings** in the control center or from the search apps list. Go to **Settings > Security & privacy > Device unlock > Screen lock > Choose a screen lock.**

Screen lock allows you to secure your phone from being used by others without your permission. Activate the following security options: Pattern, PIN, or Password. Whoever turns on your phone will be required to unlock the screen in order to access your device. Your device can be unlocked by anyone if you select None or Swipe.

7.2 SIM lock

A SIM PIN prevents access to the cellular data networks. When it’s enabled, any device containing the SIM card will request the PIN upon restart. A SIM PIN is not the same as the lock code used to unlock the device.

7.3 App Pinning

App pinning allows you to keep the current app in view until you unpin it.This feature can be used, for example,to let a trusted friend play a specific game.

7.4 Fingerprint sensor

Use your Fingerprint to unlock the screen, clear notifications, take a photo/video, or pick up a call.

Access **Settings** > **Security & privacy** > **Device unlock** > **Face & Fingerprint Unlock** to activate these functions.

Note: you need to set a pattern, PIN, or password before using Fingerprint sensor.

7.5 Face Unlock

Face Unlock allows you to unlock your device with your facial data. Set it according to the on-screen steps. Make sure you are facing the phone screen when using face recognition.

Note: you need to set a pattern, PIN, or password before using face unlock.

7.6 Extend Unlock

This function is inactive by default; you need to set a screen lock to activate it. If Smart lock is turned on, your device remains unlocked when it is safe with you.

7.7 Encryption & credentials

Touch to view your device encryption status and the credentials items. You can modify and clear all of the stored credentials.

8 Account

8.1 Account information

You can also access account information from your phone.

- Go to **Settings** > **Passwords & accounts**.

8.2 Software update

To access Software Updates, follow the steps below:

- Connect your device to a Wi-Fi network and make sure it has a strong data connection.
- Ensure your battery is fully charged before starting the software update. Your device's current battery level can be found on your device under **Settings** > **Battery**.

- Go to **Settings** > **System** > **System update**.
- If you want to update the system, tap **Check for update** and when that's finished, your phone will have the latest version of the software.

9 Safety & regulatory information

Read this chapter carefully before using your mobile device.

Safety and Use

We recommend that you read this chapter carefully before using your mobile device. The manufacturer disclaims any liability for damage, which may result as a consequence of improper use or use contrary to the instructions contained herein. Use of connected devices subject to T-Mobile's Terms and Conditions.

Traffic Safety

Always obey the local laws and regulations addressing the use of wireless mobile devices and their accessories in the areas where you drive. The use of mobile devices while driving may be prohibited or restricted in certain areas.

Conditions of Use

You are advised to switch off your mobile device from time to time to optimize its performance.

Operational Warnings

Only use your mobile device in accordance with local laws and regulations and obey all posted notices in public areas.

Read and follow the directions from the manufacturer of your implantable medical device. If you have any questions about using your mobile device with your implantable medical device, consult your healthcare provider.

- It is recommended to have proper supervision while small children use your mobile device.
- Do not attempt to disassemble your mobile device. If you disassemble your mobile device, the warranty will not apply.
- Always handle your mobile device with care and keep it in a clean and dust-free place.
- Do not allow your mobile device to be exposed to adverse weather or environmental conditions (moisture, humidity, rain, infiltration of liquids, dust, sea air, etc.). The manufacturer's recommended operating temperature range is 0°C (32°F) to +50°C (122°F)

Note: The max value depends on the device condition, materials around it and the housing paint and texture.

- At over 50°C (122°F), the legibility of the mobile device's display may be impaired, though this is temporary and not serious.
- Do not open or attempt to paint or repair your mobile device.
- Do not drop, throw or try to bend your mobile device.
- Do not use the mobile device if the screen is damaged, cracked or broken to avoid any injury.
- Use only batteries, battery chargers, and accessories which are recommended by device manufacturer and its affiliates and are compatible with your mobile device model. Device manufacturer and its affiliates disclaim any liability for damage caused by the use of other chargers or batteries.

Please check local laws and regulations in your jurisdiction to learn how to best dispose of your mobile device.

PROTECT YOUR HEARING

To prevent possible hearing damage, do not listen at high volume levels for long periods. Exercise caution when holding your device near your ear while the loudspeaker is in use.

Privacy

Please note that you must respect the laws and regulations of your jurisdiction or other jurisdiction(s) where you will use your mobile device regarding taking photographs and recording sounds with your mobile device. Pursuant to such laws and regulations, it may be strictly forbidden to take photographs and/or to record the voices of other people or any of their personal attributes, and reproduce or distribute them, as this may be considered to be an invasion of privacy.

It is the user's sole responsibility to ensure that prior authorization be obtained, if necessary, in order to record private or confidential conversations or take a photograph of another person; the manufacturer, the seller or vendor of your mobile device (including the operator) disclaim any liability which may result from the improper use of the mobile device.

Legal Information

In order to provide you with better access to this important information, we've made the materials accessible from the phone's Settings menu. Review these materials prior to using your mobile device. To access the materials on your mobile device, swipe up from the home screen, and tap **Settings** > **About phone** > **Legal information**, and select a topic.

Regulatory Information (e-label)

Your mobile device uses an electronic label (e-label) that provides regulatory information about your device. To view the regulatory information (such as FCC ID) for this device on the device, swipe up from the home screen, then tap **Settings > About phone > Regulatory labels.**

FCC Compliance

Any changes or modifications not expressly approved by the party responsible for compliance of this device voids the user's authority to operate this device.

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions:

(1) This device may not cause harmful interference

(2) This device must accept any interference received, including interference that may cause undesired operation.

Operation of transmitters in the 5.925-7.125 GHz band is prohibited for control of or communications with unmanned aircraft systems.

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed

and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

Hearing Aid Compatibility (HAC)

This device is hearing aid-compatible under the 2019 version of the American National Standard Institute (ANSI) C63.19 hearing-aid compatibility standard and waiver DA-23-914. The lowest conversational gain is 20.16 dB with a hearing-aid and 16.32 dB without a hearing-aid.

The ANSI C63.19-2019 standard does not use the M/T rating system for hearing aid compatibility that older versions of the standard used. Instead, the 2019 version of the standard uses the conversational gains to measure a device's hearing aid compatibility.

This phone has been tested and certified for use with hearing aids for some of the wireless technologies that it uses. However, there may be some newer wireless technologies used in this phone that have not been tested yet for use with hearing aids. It is important to try the different features of this phone thoroughly and in different locations, using your hearing aid or cochlear implant, to determine if you hear any interfering noise. Consult your service provider or the manufacturer of this phone for information on hearing aid compatibility. If you have questions about return or exchange policies, consult your service provider or phone retailer.

Your device includes a radio transmitter and receiver. It is designed and manufactured not to exceed the exposure limits for Radio Frequency (RF) set by the Federal Communications Commission (FCC). The RF exposure limits set by the FCC for wireless mobile devices utilize a unit of measurement referred to as Specific Absorption Rate (SAR), which is a measure of the amount of RF energy absorbed by the body when using a mobile device. The FCC requires mobile device manufacturers to ensure that their mobile devices comply with these objective limits for safe exposure. The FCC SAR limit incorporates a substantial margin of safety to give additional protection to the public and to account for any variations in measurements. The FCC limit for public exposure from cellular telephones is a SAR level of 1.6 watts per kilogram (1.6 W/kg). And the highest SAR value for this device when tested at the head was 1.38 W/kg(1g), when tested at the body was 1.41 W/kg(1g).

This device complies with FCC radiation exposure limits set forth for an uncontrolled environment. To ensure compliance with the RF exposure guidelines, the device must be used at least 10mm from your body. SAR information for this device can be found on the FCC website at www.fcc.gov/oet/ea/.

Frequency Stability

The product meets Section 15.407(g) requirements from KDB 789033 D02v02r01. The emissions are maintained within the band of operation under all conditions of normal operation.

Battery and Accessories

Observe the following precautions for battery use:

- Do not attempt to open the battery (due to the risk of toxic fumes and burns).
- Do not puncture, disassemble or cause a short-circuit in the battery.
- Do not burn or dispose of a used battery in household rubbish or store it at temperatures above 55° C.
- Do not disassemble, open, crush, bend, deform, puncture or shred this device.
- Do not modify or remanufacture, attempt to insert foreign objects into the battery, immerse or expose to water or other liquids, expose to fire, explosion or other hazard.
- Use of an unqualified battery or charger may present a risk of fire, explosion, leakage, or other hazard.
- Only authorized retailers or service providers should replace the battery. Improper replacement or use of a non-qualified battery may present a risk of fire, explosion, leakage, or other hazard. Replacement by non-qualified providers can damage your device and/or void device warranty. Contact your service provider for more details.
- Properly dispose of used batteries in accordance with local regulations.
- Do not replace an embedded battery pack. Improper re- placement may present a risk of fire, explosion, leakage or other hazard. Contact service provider or phone retailer for replacement instructions.
- Phones can only connect to CTIA-certified adapters, with the USB-IF logo, or products that have completed a USB-IF compliance program.

Products that have the below symbol must be taken to collection points at the end of their life:

- Municipal waste disposal centers with specific bins for these items of equipment.
- Collection bins at points of sale.

You can learn more about how to recycle your mobile device by visiting the CTIA website at www.ctia.org/news/how-to-recycle-your-mobile-device

CAUTION: IF BATTERY IS REPLACED BY AN INCORRECT TYPE, DEVICE MIGHT EXPLODE. DISPOSE OF USED BATTERIES ACCORDING TO THE INSTRUCTIONS.

WARNING: Cancer and Reproductive Harm - www.P65Warnings.ca.gov

Recycling Information

Call Recycle Customer Support at 1–855–368–0829 for recycling instructions or just mention this: In the United States you may learn more about CTIA's Recycling Program at http://www.recyclewirelessphones.com.

Chargers

Home A.C./Travel chargers will operate within the temperature range of: 0°C (32°F) to 50°C (122°F). The manufacturer recommends charging your phone with the BLJ15W050300U-U charger (which may be sold separately). Other chargers are not recommended.

Due to different applicable electrical specifications, a charger you purchased in one jurisdiction may not work in another jurisdiction. They should be used for this purpose only.

Licenses

microSD logo is a trademark of SD-3C, LLC.

The Bluetooth®word mark and logos are owned by the Bluetooth SIG, Inc. and any use of such marks by Device Manufacturer and its affiliates is under license. Other trademarks and trade names are those of their respective owners.

The Wi-Fi Logo is a certification mark of the Wi-Fi Alliance.

10 Troubleshooting

Review some of these common issues and their solutions.

My phone can't receive incoming calls

- Make sure that your phone is switched on and connected to a network.
- Check for overloaded or unavailable network.
- Check your subscription status.
- Make sure that you have not forwarded incoming calls.
- Make sure that you have not barred certain calls.
- Make sure that your phone is not in airplane mode.

The caller's name/number doesn't appear when a call is received

- If the caller is not in your contact list, you have the option to subscribe to NameID
- Your caller may have concealed his name or number.

I can't find my contacts

- Make sure that your SIM card is not broken.
- Make sure that your SIM card is inserted properly.
- Import all contacts stored in SIM card to phone.

The sound quality of the calls is poor

- Adjust the volume during a call by pressing the Volume key.
- Check the network strength. Move to a location with stronger signal strength.

- Make sure that the receiver, connector or speaker on your phone is clean.

I can’t use the features described in the manual

- Check to make sure that your subscription includes this service.
- Make sure that this feature doesn’t require any additional accessory.

When I select a number from my contacts, the number can’t be dialed

- Make sure that you have correctly recorded the number in your file.
- Make sure that you have selected the country code when calling an international number.

My phone can’t connect to a network or “No service” is displayed

- Try connecting to the network by moving to another physical location.
- Verify the network coverage in your current area.
- Check that your SIM card is valid.
- Make sure your phone’s setting is not in airplane mode.
- If you are away from your T-Mobile network, you may need to enable roaming in the phone’s settings to connect to another network. Roaming charges may apply.

My phone can’t connect to the internet

- Make sure that Cellular Data internet service is available in your wireless service plan.
- Check your phone’s settings. Make sure Cellular Data is enabled or Wi-Fi connected.
- Make sure that you are in a place with network coverage for cellular data or Wi-Fi internet connection.
- Try connecting at a later time or from another location.

Invalid SIM card

- Make sure that the SIM card has been correctly inserted (see “Inserting Nano SIM card”).
- Make sure that the chip on your SIM card is not damaged.
- Make sure that the service of your SIM card matches the network you’re on.

My phone can’t make outgoing calls

- Make sure that you have dialed a valid number and have touched Call on your phone.
- For international calls, check the country and area codes.
- Make sure that your phone is connected to a network, and the network is not overloaded or unavailable.
- Check your subscription status.
- Make sure that you have not barred outgoing calls.

My phone can’t be switched on

- If the phone can’t be switched on, charge for at least 10 minutes to ensure the minimum battery power needed. Then switch it on again.

My phone has not responded for several minutes

- If your phone doesn't respond, turn off your phone by pressing and holding the Power key until it turns off and then restart it again.

My phone turns off by itself

- If your phone turns off by itself, make sure that the Power key is not accidentally pressed.
- Check the battery charge level.
- If it still doesn't work, Factory reset the phone via the Reset options in the phone's Settings. Make sure you have backed up your data.

My phone can't charge properly

- Make sure that you are using the proper charger that comes with the phone.
- Make sure that your battery is not completely discharged; if the battery power has been discharged for a long time, it may take around 10 minutes to display the battery charging indicator on the screen.
- Make sure that charging is carried out under normal conditions (0°C (32°F) to 45°C (113°F)).

I can't add a contact

- Make sure that your SIM card contact list are not full; delete some files or save the files to the phone.

My callers can't leave messages on my voicemail

- Contact your network carrier to check service availability.
- Set up your voicemail so that your caller can leave a message.

I can't access my voicemail

- Make sure that T-Mobile's voicemail number is correctly entered in "Voicemail number".
- Try later if the network is busy.

I can't send and receive MMS

- Check your phone storage as it might be full.
- Contact customer care to check service availability and MMS parameters.
- Verify the server center number or your MMS profile with customer care.
- The server center may be swamped. Try again later.
- Start a new Messaging string. Your messaging string may have reached its limit.

SIM card PIN locked

- Contact customer care to obtain the PUK (Personal Unblocking Key) code.

I can't connect my phone to my computer

- Install Smart Suite.
- Check that your USB driver is installed properly.
- Open the Notification panel to check if the Smart Suite Agent has been activated.
- Check that you have marked the USB debugging checkbox.

- Check that your computer meets the requirements for Smart Suite installation.
- Make sure that you're using the right cable from the box.

I can't download new files

- Make sure that there is enough phone storage space for your download.
- Select the microSD card as the location to store downloaded files.
- Check your subscription status.

The phone can't be detected by others via Bluetooth

- Make sure that Bluetooth is turned on and your phone is visible to other users.
- Make sure that the two devices are within Bluetooth's detection range.

The battery drains too fast

- Make sure that you follow the complete charge time (minimum 2.3 hours).
- After a partial charge, the battery level indicator may not be exact.
- Wait for at least 10 minutes after removing the charger to obtain an exact indication.
- Adjust the brightness of screen as appropriate.
- Extend the email auto-check interval for as long as possible.
- Update news and weather information manually or increase their auto-check interval.
- Exit background-running applications if they are not being used for extended periods of time.
- Deactivate Bluetooth, Wi-Fi, or GPS when not in use.

The phone becomes warm following prolonged calls, game playing, internet surfing or running other complex applications

- This heating is a normal consequence of the CPU handling excessive data. Ending the above actions will make your phone return to normal temperature.

After Factory data reset is performed, I can't use my phone without entering Google Account credentials

- After reset is performed, you must enter the original Google Account credentials that were used on this phone.
- If you don't remember your Google Account credentials, complete Google Account recovery procedures.

The phone doesn't ring when a call or message arrives

- Make sure that Do Not Disturb mode (go to **Settings** > **Sound & vibration** > **Do Not Disturb**) is not activated.
- Press the Volume key to adjust volume.