v·s·ble

About this Manual

Disclaimer: The colors, specifications, functions and graphics shown-mentioned in the user manual may differ from the actual product. In such a case, the latter shall govern. Images shown are for representation only. Specifications are subject to change without prior notice. We keeps the right to modify the content in this user guide without prior notice.

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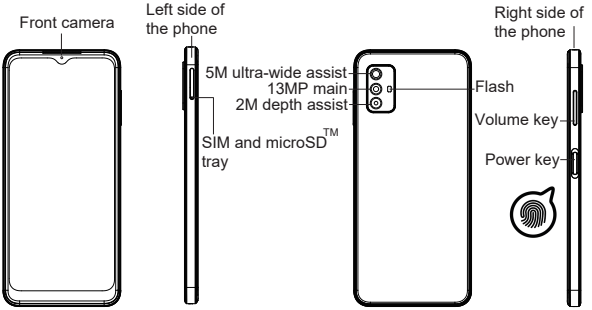
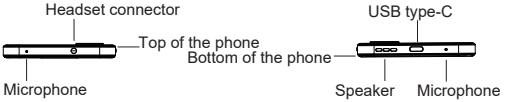
1 Getting Started

1.1 Overview





Recent Apps button

•Touch to open a card view of applications you've worked with recently. Swipe up on the screen to remove a specific thumbnail from the list, or touch CLEAR ALL to remove all thumbnails from the list.

Home button

•From any application or screen, touch to return to the Home screen.
•Touch and hold to open Google Assistant. Through this function, you can search for information online, open apps on your phone, send messages, etc.

Back button

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

Power key

•Press: Lock the screen/Light up the screen.
•Press and hold: Show the popup menu to select from Power off, Restart or Emergency.
•Press and hold the Power key and Volume down key to take a screenshot and save it.
•Press and hold the Power key for at least 10 seconds to force reboot.

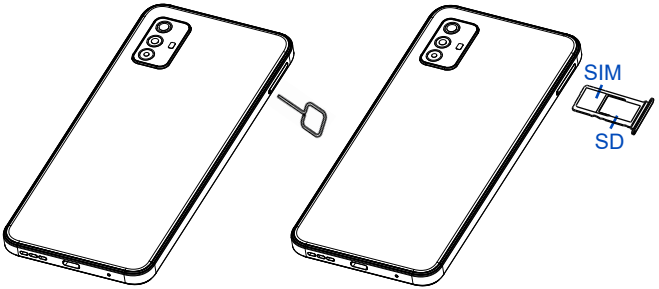
Volume key

•Adjust the call volume during a phone call.
•Adjust the media volume while listening to music, watching a video, or streaming content.
•Adjust the ringtone volume.
•Mutes the ringtone of an incoming call.
•While using the Camera, press the Volume up or down key to take a photo, or touch and hold to take several photos.

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.

Setup your phone for the first time

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

- The SIM card and SD card are small parts. Please keep away from Children to avoid swallowing the card by accident.
- Please do not touch the metal surface of Nano SIM and SD cards and keep them away from electromagnetic field to avoid damage.

1.3 Home Screen

The Home screen is your starting point to access all the features on your phone. It displays application icons, widgets, and other features. You can customize the Home screen with different wallpaper and display the items you want.

Status Bar at the top of the screen, it displays the time, signal, battery information, and icons for notifications that you'vereceived.

- Notification Center

Swipe down from the top edge to see more detail of the new notification, such as messaging, missed call, Wi-Fi network available etc. Tap the notification and drag to left or right to delete it.

- Control Center

Slide down on the top of the screen to open the control center. In the control center, it's a quick access to enter in to Wi-Fi, Bluetooth. Do not disturb, Flashlight, Auto- rotate, Location, Mobile data, Airplane mode, Adaptive Brightness. Tap 'Edit', and then drag to adjust the icons in control center.

- Move an application

Touch & hold the icon you want to move. Drag the icon to move or cross at the edge of the screen to move into another screen.

- Uninstall an application

Touch& hold the icon you want to uninstall. On the top of the icon will appear 'App info'. Tap it to app info page to uninstall it.

- Creating a folder

Drag an icon on the top of another one to create a folder. Open the folder and then tap the 'Folder' to rename it.

1.4 Status Bar

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

Icon	Status
	Bluetooth® active
	Wi-Fi® active
	Battery (charging)
	Battery (fully charged)
	New message
	Airplane mode

2 About your phone

2.1 Power On/Off

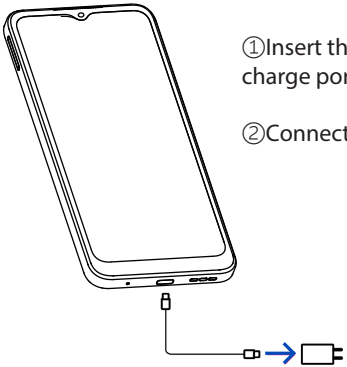
Hold down the Power key until the phone powers on, unlock your phone (Swipe, Pattern, PIN, Password, Fingerprint or Face key) if necessary, once unlocked, Home screen is displayed.

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.

Press and hold the Power key until options appear, then select Power off.

2.2 Charge Battery

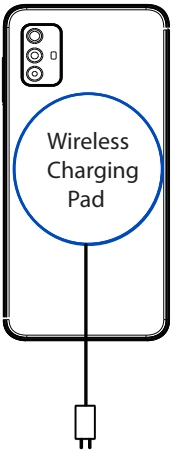
Charging with USB Cable



①Insert the USB type-C cable into the charge port as shown.

②Connect charger to power.

Wireless charging



①Connect the charger and USB cable to the Wireless Charging Pad. Plug the charger into a wall outlet.

②Place the back of the device on the Wireless Charging Pad. The device will start charging when it rests on the pad.

Note: The device should be stable when placed on the Wireless Charging Pad to avoid misplacements and abnormal charging.

3 Personalize Your Phone

3.1 Basic Function

Turn on the phone:
•Press and hold the power key more than 2 seconds.

Turn off the phone:
•Long press power key until a menu shows. Choose “Power off” to turn off the phone.

Restart the phone:
•Long press power key until a menu shows. Choose “Restart” to restart the phone.

3.2 Touch screen

The way to control mobile phone is using your finger on touch icons, buttons, menu items, the onscreen keyboard, and other items on the touch screen.

•Touch: To act on items on the screen, such as application and settings icons, to type letters and symbols using the onscreen keyboard, or to press onscreen buttons, you simply touch them with your finger.

•Touch & hold: Touch & hold an item on the screen by touching it and not lifting your finger until an action occurs.

•Drag: Touch & hold an item for a moment and then, without lifting your finger, move your finger on the screen until you reach the target position. You can drag items on the Home screen to reposition them and you can drag to open the NotificationCenter.

• Swipe or slide: To swipe or slide, quickly move your finger across the surface of the screen, without pausing when you first touch (so you don't drag an item instead). For example, you slide the screen up or down to scroll a list, and in the same way Calendar views you can swipe quickly across the screen to change the range of time visible.

• Pinch: In some applications (Such as Maps and Gallery) you can zoom in and out by placing finger and thumb on the screen at same time and pinching them out together (to zoom out) or spreading them apart (to zoom in).

• Rotate the screen: On most screens, the orientation of the screen rotates with the phone as you turn it from upright to its side and back again. You can turn this feature on and off.

4 Communication

4.1 Make a voice call

You can make or answer a call, initiate an emergency call, and launch a multi-party call.

• On the bottom left of the Home screen, tap the Dial- up icon. The Dial-up page is displayed. Enter a phone number to make the call. When you enter the number, the phone will automatically search among all contacts a number that best matches the entered numerals, to facilitate your operation.

• During a call, tap Add a Call, and thiscall automatically switches to Silent mode. Enterthe number of another contact, tap Dial-up, and the previous call automatically switches to On-hold mode. After the second call is answered, tap Join. In this way, a teleconference is established to achieve a multi-party talk.

4.2 Make a Wi-Fi calling

You can use Wi-Fi to make a call or send message when the mobile network is not available.

Enable and setup by the following steps: In Call settings or Advanced calling in Network & Internet enter into Wi-Fi calling menu, turn on the switch, then input Emergency Location Information that Emergency 911 required. It should be your U.S. address where you want emergency services sent if you call 911.

4.3 Make a Real-time text call

• RTT assists callers who are deaf, hard of hearing, have a speech disability, or need more than voice alone. RTT calls are saved as message transcript.

• Enable RTT call in Accessibility in call settings.You can input and see text message in real time during call process. And you can still check the message transcript in call log.

Note:

• You need to subscribe to this multi-party call service from your carrier before use it.

• You are also allowed to initiate a call by selecting a phone number from the list of contacts or the Message page.

4.4 Send a Message

You can use this phone to exchange text messages and multimedia messages with your friends on their mobile phones. The messages come to and from the same contact or phone number will be visible into a single conversation, so you can see your entire message history with a person conveniently.

Enter text:

- Tap the text field to see on screen keyboard.

- Tap the keys on the keyboard to type; the characters you've entered appear in a strip above the keyboard. With suggestions for the word you are typing to the right.

- Use the Delete key to erase characters to the left of the cursor.

- When you're finished typing, press back to close the keyboard.

5 Connection

Your phone can connect to a variety of networks and devices, including mobile networks for voice and data transmission, Wi-Fi data networks, and Bluetooth devices, such as headsets. You can also connect your phone to a computer, to transfer files from your phone storage, and share your phone's mobile data connection via USB or as a portable Wi-Fi hotspot.

5.1 Airplane mode

• Swipe down from the top edge to opencontrol center --> tap Airplanemode.

Note: Some locations like airplane may require you to turn off your phone's Cellular network, Wi-Fi, and Bluetooth wireless connections. You can turn off all these wireless connections at once by placing your phone on Airplane mode.

5.2 Wi-Fi

Wi-Fi is a wireless networking technology that can provide internet access at distance of up to 100 meters, depending on the Wi-Fi router and your surroundings. You can configure the Wi-Fi as follow:

• Settings --> Network & Internet --> Wi-Fi, tap switch to turn it on.

• Enter Wi-Fi. The phone scans for available Wi-Fi networks and displays the names of those it finds. Secured networks are indicated with a Lock icon. The phone will auto login to the network if you have previously connected.

• Touch a network to connect to it.

• If the network is secured, you're prompted to enter a password or other credentials.

5.3 Bluetooth

Bluetooth is a short-range wireless communications technology that devices can use to exchange information over a distance of about 10 meters. The most common Bluetooth devices are headphones for making calls or listening to music, hands-free kits for cars, and other portable device, including laptops and cell phones.

To send a file:

• Settings --> Connected devices --> Pair new device, wait to connect the device nearby.

• Enter Files to select a file, SelectShare icon--> Bluetooth.

• Touch Search for devices, the phone will scan for and display the names of all available Bluetooth devices in range.

• Touch the names of the other device in the list to pair them. After pairing the file will be sent.

To receive a file

• Settings --> Connected devices --> Pair new device, wait to connect the device nearby. You can receive files from the devices which are paired with yours.

To connect to a Handsfree device

• Turn on the Handsfree device, make it in a searchable state.

• Settings --> Connected devices --> Pair new device.

• After searching for the Handsfree device, selectit in the list to pair.

• After pairing, you can use the Handsfree device to listen to music, video and receive call.

5.4 USB

• Connect the phone to your computer with a USB cable.

• In notification center, tap Android™ system · Charging this device via USB for moreoptions.

• Choose the USB options.
File transfer: Transfer music, videos, documents and other documents.

USB tethering: Share phone's internet connection via Bluetooth.

MIDI: Connect a MIDI keyboard to thephone by using an OTG adapter to play a synthesizer or drive music apps.

PTP: Browse photos in DCIM and Pictures file folder.

No data transfer: Connect as a USB for charging.

Note: Do not disconnect the USB cable from the phone when you are transferring files. Doing so may cause data loss or phone damage.

6 Features

6.1 Camera

Accessing the camera

From the Home screen, touch Camera. If the phone is locked, double-press the Power key to open the camera.

Taking a picture

Position the object or landscape in the view finder, touch the screen to focus if necessary .

6.2 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.
• Slide 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.

6.3 Chrome

Using the Chrome browser, you can enjoy surfing the Web.

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

6.4 Calendar

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

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

6.5 File Manager

This function allows you to copy, paste, share and delete a file stored on phone memory or SDcard.

7 Google Applications

Google apps are preinstalled on your phone to improve work efficiency and help you enjoy life.
This manual briefly introduces the apps. For detailed features and user guides, refer to related websites or the introduction provided in the apps.

You are recommended to 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, etc. 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 travelling 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.

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.

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.

Duo
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 really) 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.

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 audios you have captured; other data transferred via Bluetooth, USB cable, etc.

8 Security

8.1 Screen Lock

From the Home screen, touch Settings > Security > Screen lock

Screen lock allows you to set a screen lock option to secure your phone from being used by others without your permission, activate the following security options: Pattern, PIN, Password or Fingerprint. 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.

8.2 SIM Card 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.

8.3 Lock Screen Preferences

Customize what displays on your lock screen.

8.4 Fingerprint Sensor

Use your Fingerprint to unlock the screen or clear notifications, take a photo/video, pick up a call, etc.
Access Settings > Security > Fingerprint to activate these functions.

8.5 Face Key

Face key allows you to unlock your device with your facial data. Set it according to the on-screen steps.
Ensure that you are facing the phone screen when using face recognition.
NOTE: you need to set a pattern, PIN, or password before using face key.

8.6 Smart Lock

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

8.7 Encryption & Credentials

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

9 Account

9.1 Account Information

You can also access this account information from your phone

• Go to Settings > About phone

9.2 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 > Advanced > System update.

• If you want to update the system, tap CHECK FOR UPDATES NOW and when that's finished, your phone will have the latest version of the software.

10 Safety and Regulatory Information

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 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.

Conditionsof Use

Remember to abide by local authority rules of mobile device use on aircrafts.

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 from -4°F(-20°C) to140°F(60°C)

Note: The max value depends on the device condition, materials around it and the housingpaint and texture.
Over140°F(60°C) 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 fromthe improper use of the mobile device.

Legal Information

In order to provide you with better access to this important information, we've made the materialsaccessible 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 & safety.

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 condition that this device does not cause harmful interference.

For other devices, they bear the following statement:

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.

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)
HAC RATING: T3&M4
The FCC has established requirements for digital wireless mobile devices to be compatible with hearing aids and other assistive hearing devices. The T-coil of this product is rated at T3.

When wireless devices are used near hearing devices (such as hearing aids and cochlear implants), users may detect a buzzing, humming, or whining noise. Some hearing devices are more immune than others to this interference, and wireless devices also vary in the amount of interference that they generate.

The wireless telephone industry has developed ratings to assist hearing device users in finding wireless devices that may be compatible with their hearing devices. Not all wireless devices have been rated. Wireless devices that are rated will have the rating displayed on the box together with other relevant approval markings.

The ratings are not guarantees. Results will vary depending on the user's hearing device and hearing loss. If your hearing device is vulnerable to interference, you may not be able to use a rated wireless device successfully. Consulting with your hearing health professional and testing the wireless device with your hearing device is the best way to evaluate it for your personal needs.

This smartphone has been tested and rated for use with hearing aids for some of the wireless technologies that the smartphone uses. However, other wireless technologies may be used in this smartphone that have not been tested for use with hearing aids. It is important to try the different features of your smartphone thoroughly and in different locations to determine if you hear any interfering noise when using this smartphone with your hearing aid or cochlear implant. Consult your wireless service provider about its return and exchange policies, and for information about hearing aid compatibility.

SAR 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 16 watts per kilogram (1.6 W/kg).

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/.
Follow the instructions on the website to use the FCC ID for this device to find SAR values for the device.

To view additional SAR information on your phone, swipe up from the home screen, then tap
Settings > About phone > Legal information > RF Exposure.

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 disassemble or cause a short-circuit in the battery.

•Do not burn or dispose of a used battery in household garbage or store it at temperatures above 140°F(60°C).

•Do not disassemble or open, crush, bend or deform, puncture or shred.

• 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 hazards.

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 INSTRUCTION.

⚠ 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: 32°F (0°C) to 113°F (45°C).
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.

ANSI C63.19 Rating System § 20.19(f)

a) 20.19(f)(1): an explanation of the ANSI C63.19 rating system.

b) 20.19(f)(2)(i) specified disclosure for handsets certified under ANSI C63.19 and not tested for T-Coil operations in accordance with the guidance issued by OET in KDB Publication 285076 D02 will require disclosure that the handset does not meet the relevant rating(s) with respect to such operation(s).

"This phone has been tested and rated 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."

c) 20.91(f)(3): disclosure statement for HAC-rated handsets operating over the GSM air interface in the 1900 MHz band with a user-selectable mode of a special mode necessary to meet the hearing aid compatibility standard for reducing the power under the provisions of § 20.19(c)(1).

11 Troubleshooting

• Make sure that your phone is not in airplane mode.

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.

When abroad, check that the voltage input is compatible.
• Check that the charging port is secured or it’s not damaged.

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.

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 onthis 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 > Do Not Disturb) is not activated.

• Press the Volume key to adjust volume.

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