

CONSUMER CELLULAR ZMax 11

QUICK START GUIDE



Consumer Cellular®

Welcome!

This guide will help you get the most out of your new Consumer Cellular ZMax 11. You'll find instructions to help you begin using your device.

If you need more assistance, feel free to contact us by using the contact information listed below. We're always happy to help you!

Need More Information?

Visit our website at **ConsumerCellular.com/Help**

Call us at **(888) 835-6047**

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SETTING UP YOUR PHONE

INSTALLING A microSDXC™ CARD

The microSDXC card can be installed and removed while the phone is turned on. Unmount the microSDXC card before removing it.

1. Insert the tip of the tray eject tool into the hole on the card tray.
2. Pull out the card tray and place the microSDXC card (and the nano-SIM card if it's not installed) on the tray with the metal contacts facing down. Then slide the tray back.

CAUTION: Never replace the included tray eject tool with other sharp objects. Ensure that the tool is perpendicular to the hole. Otherwise the phone may be damaged.



CHARGING THE BATTERY

You should fully charge the battery as soon as possible.

WARNING! Use only Consumer Cellular-approved chargers and USB Type-C cables. The use of unapproved accessories could damage your phone or cause the battery to explode.

1. Connect the adapter to the charging jack.
2. Connect the charger to a standard AC wall outlet. If the phone is on, you'll see a charging icon, such as  or , appear in the status bar.
3. Disconnect the charger when the battery is fully charged.



GETTING TO KNOW YOUR PHONE



GETTING TO KNOW YOUR PHONE



NOTIFICATIONS

The status bar at the top of the home screen provides phone and service status icons, and notification icons.

PHONE AND SERVICE STATUS ICONS

	4G LTE connected
	Do not disturb mode on
	Vibration mode
	Ringer off
	Battery low
	Battery full
	Battery charging
	Wired headset connected

	No signal
	Signal strength
	Airplane mode
	Connected to a Wi-Fi network
	Speaker on
	Phone microphone off
	Location service enabled
	Alarm set

NOTIFICATION ICONS

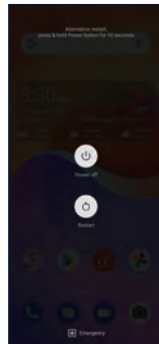
	New SMS/MMS
	New Gmail™ message(s)
	Missed call
	Call in progress

	Call on hold
	New Wi-Fi network detected
	microSDXC card mounted
	Upcoming event

TOUCH SCREEN AND NAVIGATION KEYS

- **Power/Lock Key:** Press and hold to power on, restart the phone, or power off. Press to turn on/off the screen display.
- **Home Key:** Tap to return to the home screen from any application or screen. Press and hold to use the Google Assistant.
- **Recent Apps Key:** Tap to view recently used apps. Double-tap to switch to the most-recent app.
- **Back Key:** Tap to go to the previous screen.
- **Volume Key:** Press to turn the volume up or down.

NOTE: Tap  at the bottom left of the screen to hide the navigation keys; swipe up from the bottom to restore the keys.



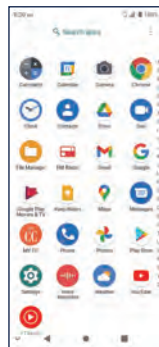
OPENING APPLICATIONS

1. Tap  if the current screen is not the home screen.
2. Swipe up on the screen.
3. Swipe up or down on the screen and tap an app to open it.

PERSONALIZING

You can change the system navigation style.

Swipe up on the home screen and tap  > **Features** > **System navigation** and select an option.



INTERNET

CONNECTING VIA WI-FI

1. Swipe up on the home screen and tap  > **Network & internet** > **Wi-Fi**.
2. Slide the on/off switch if Wi-Fi is off. Your phone automatically searches for Wi-Fi networks in range and displays their names and security settings. Your phone also connects to previously linked networks when they are in range.
3. Tap a network name to connect to it.
4. If the network is secured, enter a password or other credentials (ask your network administrator for details) and tap **CONNECT**.

NOTE: Your phone supports 2.4 GHz and 5 GHz Wi-Fi.

CONNECTING VIA MOBILE NETWORK

1. Swipe up on the home screen and tap  > **Network & internet** > **Mobile network**.
2. Slide  next to **Mobile data** to enable mobile data.



CALLING AND VOICEMAIL

MAKING A CALL

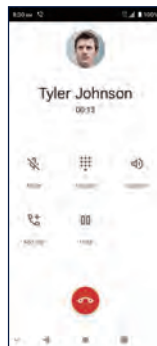
1. From the home screen, tap  > .
2. Enter the phone number with the on-screen keypad. Tap  to delete incorrect digits.
3. Tap  to place the call.

NOTE: To call a contact, swipe up on the home screen and tap , tap a contact, and then tap the number.

CHECKING VOICEMAIL

1. From the home screen, tap  > .
2. Press and hold the **1 Key**. If prompted, enter your voicemail password.
3. Follow the voice prompts to listen to and manage your voicemail messages.

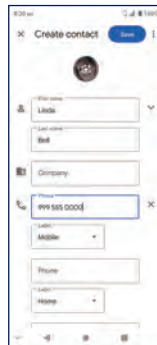
NOTE: For detailed information, please contact Customer Service.



ADDRESS BOOK

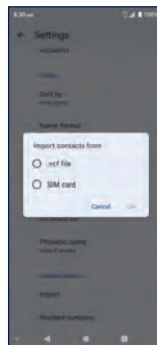
CREATING A NEW CONTACT

1. Swipe up on the home screen and tap .
2. Tap .
3. Enter the contact name, phone number, email addresses, and other information, as shown.
4. Tap **Save** to save the contact.



IMPORTING CONTACTS IN BATCHES

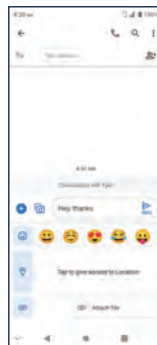
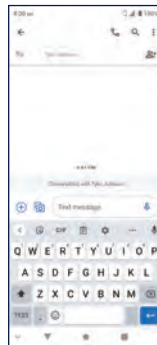
1. Swipe up on the home screen and tap .
2. Tap  > **Settings** > **Import** > **.vcf file / SIM card** > **OK**.
3. Select the vCard file or the SIM card contacts you want to import. If prompted, select an account in which to save the contacts.



TEXT MESSAGING

1. From the home screen, tap  > **Start chat**.
2. Enter the recipient number and tap **Send to** or directly tap a contact in the list.
3. Enter the message text. If you want to send an MMS, press and hold  to record a voice message, or tap  to share your location (tap ) or a file (tap ). You can also tap  to attach Gallery photos/videos (tap ) or capture a photo (tap ) or a video clip (tap  > **Video** > ).
4. Tap  to send the message.

Please don't text and drive.



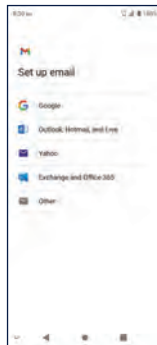
EMAIL

SETTING UP Gmail™

1. Swipe up on the home screen and tap  > **Add an email address** > **Google**.

NOTE: If another Gmail account is already set up, swipe up on the home screen and tap  > **Accounts** > **Add account** > **Google**.

2. Enter your existing Google™ email and tap **Next**, or tap **Create account**.
3. Follow the instructions on the screen to set up the account.



SETTING UP PERSONAL EMAIL

1. Swipe up on the home screen, tap  > **Add an email address** and select an email server.

NOTE: If another email account is already set up, swipe up on the home screen and tap  > **Accounts** > **Add account** and select an email account type.

2. Enter the email address and tap **NEXT**.
3. Enter the password, tap **NEXT** and follow the on-screen instructions.



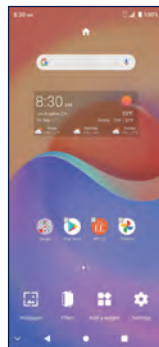
CUSTOMIZING HOME SCREENS

You can customize your home screen by adding shortcuts, folders, widgets, and more.

ADDING WIDGETS

1. Press and hold an empty spot on a home screen.
2. Tap **Add a widget**.
3. Swipe along the bottom to browse available widgets and drag one to the desired home screen.

NOTE: To add a shortcut to a home screen, press and hold the app from the App Tray and drag it to a home screen.



REMOVING WIDGETS OR SHORTCUTS

1. Press and hold a widget or shortcut on the home screen.
2. Tap **Delete** to remove it.

ORGANIZING SHORTCUTS WITH FOLDERS

1. Press and hold a shortcut.
2. Drag it over another shortcut that you want to put together with the first one and release it. A new folder is created.
3. If needed, drag more shortcuts and drop them into the folder.



APPLYING NEW WALLPAPERS

1. Press and hold an empty spot on a home screen.
2. Tap **Wallpaper**.
3. Tap a wallpaper thumbnail or tap **GALLERY** at the bottom.
4. Tap **SET AS** and follow the instructions on the screen.



CAMERA AND VIDEO

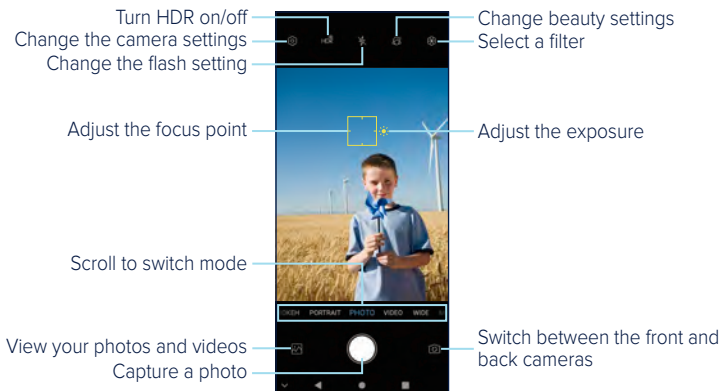
TAKING A PHOTO

1. From the home screen, tap .
2. Aim the camera at the subject and make any necessary adjustments.
3. Tap .

RECORDING A VIDEO

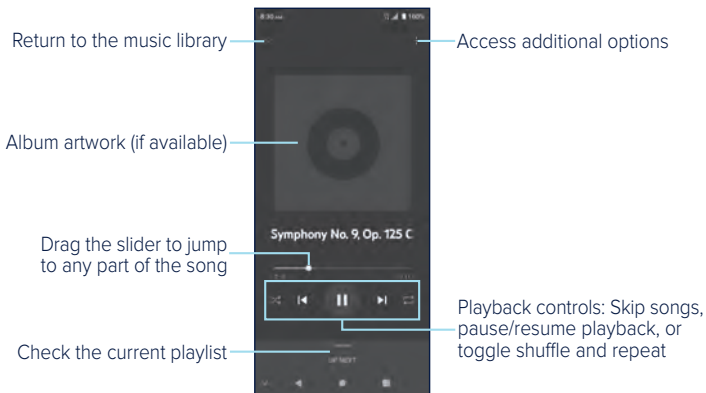
1. From the home screen, tap  > **VIDEO**.
2. Aim the camera at the subject and make any necessary adjustments.
3. Tap  to start and  to stop recording.

TIP: While the recording is in progress, you can tap  to save the frame as a photo.



PLAYING MUSIC

1. Swipe up on the home screen and tap .
2. Sign in to your YouTube Music account or tap **DEVICE FILES ONLY** to play only the music on your phone.
3. Tap **Songs**.
4. Tap a song to play it.



CONNECTIVITY

CONNECTING WITH A *BLUETOOTH*[®] HEADSET

Turn on the *Bluetooth* headset and switch it to pairing mode. Refer to the headset's user guide for more information.

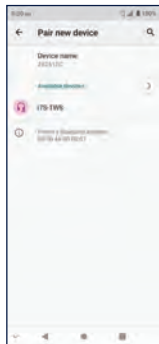
1. Swipe up on the home screen and tap  >

Connected devices > **Pair new device**.

NOTE: Your phone automatically scans for and displays the IDs of all available *Bluetooth* devices in range.

2. Tap the ID of the headset, or any other device you want to pair with your phone. Enter a passcode if prompted.
3. If necessary, tap the ID of the paired headset to connect with it.

TIP: Tap  next to the headset ID and then tap **DISCONNECT** to end the connection.



GOOGLE PLAY™

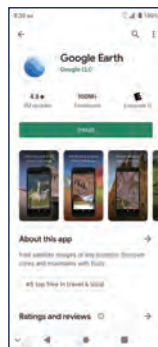
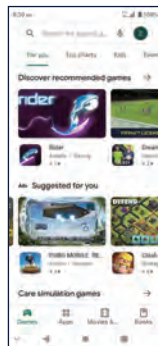
Google Play has millions of apps, games, music, movies, TV, books, magazines & more for you to enjoy. Before you begin, make sure that you are signed in to your Google account.

1. From the home screen, tap .
2. Find the apps you need either by category or by typing in the search field.
3. Tap the app to see more detailed description.

CAUTION: Once installed, some apps can access many functions of the device, and/or a significant amount of your personal data. Scroll down and tap **About this app > App permissions** to see what the app can access.

4. Tap **Install** (free apps) or the price (paid apps).
NOTE: A payment method (such as a credit/debit card or Google Pay) is required to purchase apps.
5. For paid apps, follow additional on-screen instructions for payment.
6. Wait for the app to be downloaded and installed automatically. Payment needs to be authorized before paid apps start downloading.
7. Swipe up on the home screen to find and use the new app.

NOTE: The content you can access in the Play Store depends on your region.



FOR YOUR SAFETY

FCC RF EXPOSURE INFORMATION (SAR)

This phone is designed and manufactured not to exceed the emission limits for exposure to radio frequency (RF) energy set by the Federal Communications Commission of the United States.

During SAR testing, this device was set to transmit at its highest certified power level in all tested frequency bands, and placed in positions that simulate RF exposure in usage against the head with no separation, and near the body with the separation of 0.6 inches (15 mm). Although the SAR is determined at the highest certified power level, the actual SAR level of the device while operating can be well below the maximum value. This is because the phone is designed to operate at multiple power levels so as to use only the power required to reach the network. In general, the closer you are to a wireless base station antenna, the lower the power output.

The exposure standard for wireless devices employs a unit of measurement known as the Specific Absorption Rate, or SAR. The SAR limit set by the FCC is 1.6 W/kg.

This device is complied with SAR for general population/uncontrolled exposure limits in ANSI/IEEE C95.1-1992 and had been tested in accordance with the measurement methods and procedures specified in IEEE1528.

The FCC has granted an Equipment Authorization for this model phone with all reported SAR levels evaluated as in compliance with the FCC RF exposure guidelines. SAR information on this model phone is on file with the FCC and can be found under the Display Grant section of www.fcc.gov/oet/ea/fccid

after searching on **FCC ID: SRQ-Z6251**.

For this device, the highest reported SAR value for usage against the head is **1.260 W/kg**, and for usage near the body is **1.324 W/kg**.

While there may be differences between the SAR levels of various phones and at various positions, they all meet the government requirements.

SAR compliance for body-worn operation is based on a separation distance of 0.6 inches (15 mm) between the unit and the human body. Carry this device at least 0.6 inches (15 mm) away from your body to ensure RF exposure level compliant or lower to the reported level. To support body-worn operation, choose the belt clips or holsters, which do not contain metallic components, to maintain a separation of 0.6 inches (15 mm) between this device and your body.

RF exposure compliance with any body-worn accessory that contains metal was not tested and certified, and use of such body-worn accessory should be avoided.

FCC REGULATIONS

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, and (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

FOR YOUR SAFETY

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.
- Contact Customer Service at (888) 835-6047.

CAUTION: Changes or modifications not expressly approved by the manufacturer could void the user's authority to operate the equipment. The antenna(s) used for this transmitter must not be co-located or operating in conjunction with any other antenna or transmitter.

HEARING AID COMPATIBILITY (HAC) REGULATIONS FOR MOBILE PHONES

In 2003, the FCC adopted rules to make digital wireless telephones compatible with hearing aids and cochlear implants. Although analog wireless phones do not usually cause interference with hearing aids or cochlear implants, digital wireless phones sometimes do because of electromagnetic energy emitted by the phone's antenna, backlight, or other

components. Your phone is compliant with FCC HAC regulations (ANSI C63.19- 2011).

While some wireless phones are used near some hearing devices (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 noise and phones also vary in the amount of interference they generate. The wireless telephone industry has developed a rating system for wireless phones to assist hearing device users in finding phones that may be compatible with their hearing devices. Not all phones have been rated. Phones that are rated have the rating on their box or a label located on the box. These ratings are not guaranteed. Results will vary depending on the user's hearing device and hearing loss. If your hearing device happens to be vulnerable to interference, you may not be able to use a rated phone successfully. Trying out the phone with your hearing device is the best way to evaluate it for your personal needs.

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 Customer Service or the manufacturer of this phone for information on hearing aid compatibility. If you have questions about return or exchange policies, consult Customer Service.

FOR YOUR SAFETY

M-Ratings: Phones rated M3 or M4 meet FCC requirements and are likely to generate less interference to hearing devices than phones that are not labeled. M4 is the better/higher of the two ratings.

T-Ratings: Phones rated T3 or T4 meet FCC requirements and are likely to be more usable with a hearing device's telecoil ("T Switch" or "Telephone Switch") than unrated phones. T4 is the better/higher of the two ratings. (Note that not all hearing devices contain telecoils.)

Your **Consumer Cellular ZMax 11** meets the **M4/T3** level rating.

Hearing devices may also be rated. Your hearing device manufacturer or hearing health professional may help you find this rating. For more information about FCC Hearing Aid Compatibility, please go to <https://www.fcc.gov/general/disability-rights-office>.

DISTRACTIONS

Driving

Full attention must be given to driving at all times in order to reduce the risk of an accident. Using a phone while driving (even with a hands-free kit) can cause distraction and lead to an accident. You must comply with local laws and regulations restricting the use of wireless devices while driving.

Operating Machinery

Full attention must be given to operating machinery in order to reduce the risk of an accident.

PRODUCT HANDLING

General Statement on Handling and Use

You alone are responsible for how you use your phone and any consequences of the use.

You must always turn off your phone wherever the use of a phone is prohibited. Use of your phone is subject to safety measures designed to protect users and their environment.

- Always treat your phone and its accessories with care and keep them in a clean place.
- Keep the screen and camera lens clean. An unclean screen or camera lens may slow down the phone's reaction to your operations or interfere with the image quality.
- Clean your phone and its accessories with a soft material such as cleaning cloth for eyeglass lenses. Do not use alcohol or other corrosive substances for cleaning or allow them to get inside.
- Do not expose your phone or its accessories to open flames or lit tobacco products.
- Do not expose your phone or its accessories to liquid, moisture or high humidity.
- Do not drop, throw or try to bend your phone or its accessories.
- Do not use harsh chemicals, cleaning solvents, or aerosols to clean the phone or its accessories.
- Do not paint your phone or its accessories.

FOR YOUR SAFETY

- Do not attempt to disassemble your phone or its accessories. Only authorized personnel can do so.
- Do not place your phone inside or near heating equipment or high-pressure containers, such as water heaters, microwave ovens, or hot cooking utensils. Otherwise, your phone may be damaged.
- Please check local regulations for disposal of electronic products.
- Do not carry your phone in your back pocket as it could break when you sit down.

Battery Safety

- Using unapproved or incompatible battery, charger or power adapter may damage your device, shorten its lifespan or cause a fire, explosion or other hazards.
- The recommended operating temperatures are 0 °C to 35 °C and the storage temperatures are -20 °C to +45 °C. Extreme temperatures can damage the device and reduce the charging capacity and lifespan of your device and battery.
- Do not remove the back cover. The battery is not removable. Removal may cause fire or explosion.
- Do not change or replace the built-in rechargeable battery in your device by yourself. The battery can only be changed or replaced by Customer Service or an authorized service provider.
- Do not place the device or the battery in or near heating equipment, such as microwave ovens, stoves or radiators. Keep the device and the

battery away from excessive heat and direct sunlight. If not, the device or the battery may overheat and cause explosion or fire.

- Do not disassemble, squeeze or puncture the device, as this can cause explosion or fire.
- Do not throw the device into a fire to avoid explosion.
- Please disconnect the charger when the battery is fully charged. Overcharging may shorten the battery life.
- When not using the device for a long period, please charge the battery about half and then store the device in a cool dry place.
- If the battery damages or shows signs of swelling or leakage, please stop use immediately and contact Customer Service or an authorized service provider for replacement.

Small Children

Do not leave your phone and its accessories within the reach of small children or allow them to play with it. They could hurt themselves or others, or could accidentally damage the phone. Your phone contains small parts with sharp edges that may cause an injury or may become detached and create a choking hazard.

Demagnetization

To avoid the risk of demagnetization, do not allow electronic devices or magnetic media close to your phone for a long time.

Electrostatic Discharge (ESD)

Do not touch the metallic connectors of the nano-SIM card and the microSDXC card.

Antenna

Do not touch the antenna unnecessarily.

Normal Use Position

When placing or receiving a phone call, hold your phone to your ear, with the bottom toward your mouth.

Airbags

Do not place your phone in the area over an airbag or in the airbag deployment area, as an airbag inflates with great force and serious injury could occur. Place your phone in a safe and secure area before driving your vehicle.

Seizures/Blackouts

Your phone can produce a bright or flashing light. A small percentage of people may be susceptible to blackouts or seizures (even if they have never had one before) when exposed to flashing lights or light patterns such as when playing games or watching videos. If you have experienced seizures or blackouts or have a family history of such occurrences, please consult a physician. To reduce the risk of blackouts or seizures, use your phone in a well-lit room and take frequent breaks.

Repetitive Strain Injuries

To minimize the risk of Repetitive Strain Injury (RSI) when texting or playing games with your phone:

- Do not grip the phone too tightly.
- Press the buttons lightly.
- Use the special features which are designed to minimize the times of pressing buttons, such as Message Templates and Predictive Text.
- Take frequent breaks to stretch and relax.

Emergency Calls

This phone, like any other wireless phone, operates using radio signals, which cannot guarantee connection in all conditions. Therefore, you should not rely solely on any wireless phone for emergency communications.

Loud Noise

This phone is capable of producing loud noises, which may damage your hearing. Turn down the volume before using headphones, *Bluetooth* headsets or other audio devices.

Phone Heating

Your phone may become warm during charging and normal use.

FOR YOUR SAFETY

ELECTRICAL SAFETY

Accessories

Use only approved accessories. Do not connect with incompatible products or accessories. Take care not to allow metal objects, such as coins or key rings, to contact or short-circuit the charging jack. Never puncture the surface of the phone with sharp objects.

Connection to Vehicles

Seek professional advice when connecting a phone interface to the vehicle electrical system.

Faulty and Damaged Products

Do not attempt to disassemble the phone or its accessories. Only qualified personnel can service or repair the phone or its accessories. If your phone (or its accessories) has been submerged in water, punctured, or subjected to a severe fall, do not use it until you have taken it to be checked at an authorized service center.

CTIA REQUIREMENTS

- Do not disassemble or open, crush, bend or deform, puncture or shred the battery.
- 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.

- Only use the battery for the device for which it is specified.
- Only use the battery with a charging system that has been qualified with the system per CTIA Certification Requirements for Battery System Compliance to IEEE 1725. Use of an unqualified battery or charger may present a risk of fire, explosion, leakage, or other hazards.
- Do not short-circuit a battery or allow metallic conductive objects to contact the charging terminals.
- Replace the battery only with another battery that has been qualified with the system per this standard, IEEE-Std-1725. Use of an unqualified battery may present a risk of fire, explosion, leakage or other hazards. Only authorized service providers shall replace the battery. (If the battery is non-user replaceable).
- Promptly dispose of used batteries in accordance with local regulations.
- Battery usage by children should be supervised.
- Avoid dropping the phone or battery. If the phone or battery is dropped, especially on a hard surface, and the user suspects damage, take it to a service center for inspection.
- Improper battery use may result in a fire, explosion or other hazards.
- The phone shall only be connected to CTIA certified adapters, products that bear the USB-IF logo or products that have completed the USB-IF compliance program.

RADIO FREQUENCY INTERFERENCE

General Statement on Interference

Care must be taken when using your phone in close proximity to personal medical devices, such as pacemakers and hearing aids. Please consult your doctor and the device manufacturers to determine if the operation of your phone may interfere with the operation of your medical devices.

Pacemakers

Pacemaker manufacturers recommend that a minimum separation of 15 cm be maintained between a mobile phone and a pacemaker to avoid potential interference with the pacemaker. To achieve this, use the phone on the opposite ear to your pacemaker and do not carry it in a breast pocket.

Hearing Aids

People with hearing aids or other cochlear implants may experience interfering noises when using wireless devices or when one is nearby. The level of interference depends on the type of the hearing device and the distance from the interference source. Increasing the separation between them may reduce the interference. You may also consult your hearing aid manufacturer to discuss alternatives.

Medical Equipment

Turn off your wireless device when you are requested to do so in hospitals, clinics or healthcare facilities. These requests are designed to prevent possible interference with sensitive medical equipment.

Aircraft

Turn off your wireless device whenever you are instructed to do so by airport or airline staff.

Consult the airline staff about the use of wireless devices onboard the aircraft and enable airplane mode of your phone when boarding an aircraft.

Interference in Vehicles

Please note that because of possible interference with electronic equipment, some vehicle manufacturers forbid the use of mobile phones in their vehicles unless a hands-free kit with an external antenna is included in the installation.

EXPLOSIVE ENVIRONMENTS**Gas Stations and Explosive Atmospheres**

In locations with potentially explosive atmospheres, obey all posted signs to turn off wireless devices such as your phone or other radio equipment.

Areas with potentially explosive atmospheres include fueling areas, below decks on boats, fuel or chemical transfer or storage facilities, and areas where the air contains chemicals or particles, such as grain, dust, or metal powders.

Blasting Caps and Areas

Power off your mobile phone or wireless device when in a blasting area or in areas where signs are posted to power off “two-way radios” or “electronic devices” to avoid interfering with blasting operations.

SUPPORT

For assistance, please contact:

Website: **ConsumerCellular.com/Help**

Telephone: **(888) 835-6047**

Need to test your cellphone?

You can place a FREE test call by dialing (888) 460-8781 from your cellular phone. If the call is completed correctly you will hear a recorded message telling you that your cellphone is working.

Check your minutes or change your plan.

With Consumer Cellular you are in control and can change your plan at any time. To check your usage and change your plan just go to My Account at ConsumerCellular.com or call (888) 835-6047 any time. The call is free.

WARRANTY

This product is guaranteed for a period of 12 months from the date of purchase. In the unlikely event of a fault occurring during this period, please contact the place of purchase. Proof of purchase is required for any service or support needed during the guarantee period.

This guarantee will not apply to a fault caused by an accident or a similar incident or damage, liquid ingress, negligence, abnormal usage, non-maintenance or any other circumstances on the user's part. Furthermore, this guarantee will not apply to any fault caused by a thunderstorm or any other voltage fluctuations. As a matter of precaution, we recommend disconnecting the charger during a thunderstorm. Batteries are consumables and are not included in any guarantee.

This guarantee does not apply if batteries other than ZTE original batteries are used.

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