



# **Z978**

## **User Manual**

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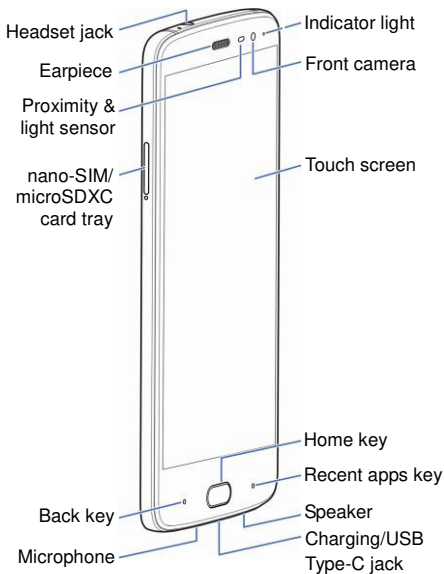
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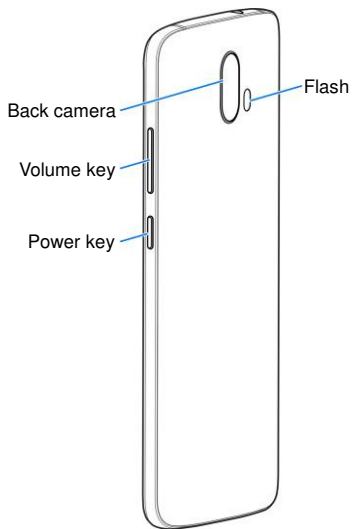
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# Getting to Know Your Phone





## **Power key**

- Press and hold to turn on or off airplane mode, power off or restart the phone.
- Press to turn off or on the screen display.

## **Home key**

- Touch to return to the home screen.
- Touch and hold to use Google Search or Now on Tap.

## **Back key**

Touch to go to the previous screen.

## **Recent apps key**

Touch to see recently used applications.

## **Volume key**

Press or hold either end of the key to turn the volume up or down.

# **Phone Setup**

You'll need to set up your phone before you can explore all its great features.

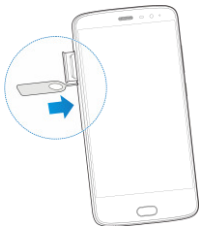
## Installing the nano-SIM Card and microSDXC Card

The nano-SIM card and the microSDXC card can be installed or removed while the phone is turned on. You need to unmount the microSDXC card before removing it.

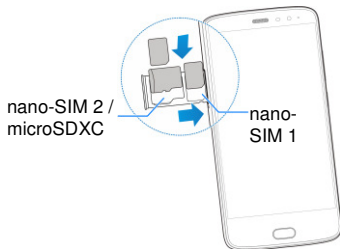
### **WARNING!**

To avoid damage to the phone, do not use any non-standard nano-SIM card cut from a SIM card. You can get a standard nano-SIM card from your service provider.

1. Insert the tip of the tray eject tool into the hole on the card tray.



2. Place the nano-SIM/microSDXC card (not included) on the tray with the gold-colored contacts facing down.
3. Carefully slide the tray back into place.



## Charging the Battery

Your phone's battery should have enough power for the phone to turn on, find a signal, and make a few calls. You should fully charge the battery as soon as possible.

### **WARNING!**

Use only ZTE-approved chargers and cables. The use of unapproved accessories could damage your phone or cause the battery to explode.

1. Connect the adapter to the charging/USB Type-C jack.



2. Connect the charger to a standard AC power 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.

 **CAUTION:**

Do not change the built-in rechargeable battery in your phone by yourself. The battery can only be changed by ZTE or ZTE authorized service provider.

 **NOTE:**

- Use the charger that comes in-box with your phone to charge the battery. It's specially built to support QuickCharge 2.0.

- If the battery is extremely low, you may be unable to power on the phone even when it is being charged. In this case, try again after charging the phone for at least 20 minutes. Contact the customer service if you still cannot power on the phone after prolonged charging.

## Powering On/Off

- Press and hold the **Power** key to turn on your phone.
- To power off, press and hold the **Power** key and touch **Power off**.



### NOTE:

If the phone freezes or takes too long to respond, you can press and hold the **Power** key for about 10 seconds to restart the phone.

# For Your Safety

## General safety

|                                                                                   |                                                                               |                                                                                    |                                                                                           |
|-----------------------------------------------------------------------------------|-------------------------------------------------------------------------------|------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------|
|   | Don't make or receive handheld calls while driving. Never text while driving. |   | Don't use at gas stations.                                                                |
|   | Keep your phone at least 15 mm away from your ear or body while making calls. |   | Your phone may produce a bright or flashing light.                                        |
|   | Small parts may cause choking.                                                |   | Don't dispose of your phone in fire.                                                      |
|   | Your phone can produce a loud sound.                                          |   | To prevent possible hearing damage, do not listen at high volume levels for long periods. |
|  | Avoid contact with anything magnetic.                                         |  | Avoid extreme temperatures.                                                               |

|                                                                                  |                                                                 |                                                                                   |                                                        |
|----------------------------------------------------------------------------------|-----------------------------------------------------------------|-----------------------------------------------------------------------------------|--------------------------------------------------------|
|  | Keep away from pacemakers and other electronic medical devices. |  | Avoid contact with liquids. Keep your phone dry.       |
|  | Turn off when asked to in hospitals and medical facilities.     |  | Do not take your phone apart.                          |
|  | Turn off when told to in aircrafts and airports.                |  | Only use approved accessories.                         |
|  | Turn off when near explosive materials or liquids.              |  | Don't rely on your phone for emergency communications. |

## Radio frequency (RF) energy

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 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](http://www.fcc.gov/oet/ea/fccid) after searching on FCC ID: SRQ-Z978.

For this device, the highest reported SAR value for usage against the head is 0.51 W/kg, for usage near the body is 1.19 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 15 mm between the unit and the human body. Carry this device at least 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 that do not contain metallic components to maintain a separation of 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 using such body-worn accessory should be avoided.

## FCC compliance

This mobile phone 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 mobile phone 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.



### **CAUTION:**

Changes or modifications not expressly approved by the party responsible for compliance 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.

## **ISED Notice**

This device complies with Innovation, Science and Economic Development Canada license-exempt RSS standard(s).  
Operation is subject to the following two conditions:

- (1) this device may not cause interference, and
- (2) this device must accept any interference, including interference that may cause undesired operation of the device.

Le présent appareil est conforme aux CNR Innovation, Sciences et Développement économique Canada applicables aux appareils radio exempts de licence. L'exploitation est

autorisée aux deux conditions suivantes:

- (1) l'appareil ne doit pas produire de brouillage, et
- (2) l'utilisateur de l'appareil doit accepter tout brouillage radioélectrique subi, même si le brouillage est susceptible d'en

This Class B digital apparatus complies with Canadian ICES-003.

Cet appareil numérique de la classe B est conforme à la norme NMB-003 du Canada.

IC: 5200E-Z978

## **ISED Radiation Exposure Statement**

This EUT is compliance with SAR for general population/uncontrolled exposure limits in RSS-102 and had been tested in accordance with the measurement methods and procedures specified in IEEE 1528 and IEC 62209. This equipment should be installed and operated with minimum distance 1.5 cm between the radiator and your body. This device and its antenna(s) must not be co-located or operating in conjunction with any other antenna or transmitter.

Cet appareil est conforme aux limites d'exposition DAS incontrôlée pour la population générale de la norme CNR-102 science de l'innovation et le développement économique Canada et a été testé en conformité avec les méthodes de mesure et procédures spécifiées dans IEEE 1528 et IEC 62209. Cet appareil doit être installé et utilisé avec une distance minimale de 1.5 cm entre l'émetteur et votre corps. Cet appareil et sa ou ses antennes ne doivent pas être co-localisés ou fonctionner en conjonction avec tout autre antenne ou transmetteur.

## 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. The ratings are not guarantees. 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 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.

**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 have telecoils in them.)

**Your phone 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 <http://www.fcc.gov/cgb/dro>.

## CTIA requirements

- Do not disassemble or 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 hazard.
- Only use the battery for the system 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 hazard.
- Do not short circuit a battery or allow metallic conductive objects to contact battery 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 hazard.
- 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 hazard.
- 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.

## Distraction

### 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 its 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 it in a clean and dust-free place.
- Keep the screen and camera lens clean. Unclean screen or camera lens may slow down the phone's reaction to your operations or lower image quality.
- Clean the device 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 paint your phone or its accessories.
- Do not attempt to disassemble your phone or its accessories.

Only authorized personnel can do so.

- Do not expose or use your phone or its accessories in an environment with or that can reach extreme temperatures, minimum - [5] and maximum + [50] degrees Celsius.
- Do not place your phone inside or near heating equipments 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.

## **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 to be close to your phone for a long time.

## **Electrostatic discharge (ESD)**

Do not touch the metal connectors on 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 towards your mouth.

## **Air bags**

Do not place a phone in the area over an air bag or in the air bag deployment area as an airbag inflates with great force and serious injury could result.

Store the phone safely before driving your vehicle.

## **Seizures/Blackouts**

The 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 video. 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, you can use your phone in a well-lit room and take frequent breaks.

## **Repetitive stress 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 that are designed to minimize the times of pressing buttons, such as Message Templates and Predictive Text.
- Take many breaks to stretch and relax.

## **Emergency calls**

This phone, like any wireless phone, operates using radio signals, which cannot guarantee connection in all conditions. Therefore, you must never 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* stereo headsets or other audio devices.

## **Phone heating**

Your phone may become warm during charging and during normal use.

## Electrical safety

### Accessories

Use only approved accessories. Do not connect with incompatible products or accessories.

Take care not to touch or allow metal objects, such as coins or key rings, to contact or short-circuit in the battery terminals.

Never puncture the surface of the battery with sharp objects.

### Connection to a car

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.

## Radio frequency interference

### General Statement on Interference

Care must be taken when using the 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 will depend on the type of 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 devices**

Please consult your doctor and the device manufacturer to determine if operation of your phone may interfere with the operation of your medical device.

## **Hospitals**

Turn off your wireless device when requested to do so in hospitals, clinics or health care 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. If your device offers a 'flight mode', this must be enabled prior to boarding an aircraft.

## **Interference in cars**

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 posted power off “two-way radios” or “electronic devices” to avoid interfering with blasting operations.