



PNC560 5G XSecure Rugged Device

User Manual

Preface

Welcome to the world of Hytera and thank you for purchasing this product. This manual includes a description of the functions and step-by-step procedures for use.

To avoid bodily injury or property loss caused by incorrect operation, please carefully read the *Safety Information Booklet* before use.

This manual is applicable to the following product:

PNC560 5G XSecure Rugged Device

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FCC Compliance 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, and (2) this device must accept any interference received, including interference that may cause undesired operation.

Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

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.

FCC SAR statement

This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment. End user must follow the specific operating instructions for satisfying RF exposure compliance. This transmitter must not be co-located or operating in conjunction with any other antenna or transmitter.

The portable device is designed to meet the requirements for exposure to radio waves established by the Federal Communications Commission (USA). These requirements set a SAR limit of 1.6 W/kg averaged over one gram of tissue. The highest SAR value reported under this standard during product certification for use when properly worn on the body and head.

ISED Compliance Statement

This device contains licence-exempt transmitter(s)/receiver(s) that comply with Innovation, Science and Economic Development Canada's licence-exempt RSS(s). Operation is subject to the following two conditions:

- This device may not cause interference.
- This device must accept any interference, including interference that may cause undesired operation of the device.

L'émetteur/récepteur exempt de licence contenu dans le présent appareil est conforme aux CNR d'Innovation, Sciences et Développement économique Canada applicables aux appareils radio exempts de licence. L'exploitation est autorisée aux deux conditions suivantes:

- L'appareil ne doit pas produire de brouillage;
- L'appareil doit accepter tout brouillage radioélectrique subi, même si le brouillage est susceptible d'en compromettre le fonctionnement.

IC SAR Statement

This equipment complies with ISED radiation exposure limits set forth for an uncontrolled environment. End user must follow the specific operating instructions for satisfying RF exposure compliance. This transmitter must not be co-located or operating in conjunction with any other antenna or transmitter.

The portable device is designed to meet the requirements for exposure to radio waves established by the ISED. These requirements set a SAR limit of 1.6 W/kg averaged over one gram of tissue. The highest SAR value reported under this standard during product certification for use when properly worn on the body and head.

- The device for operation in the band 5150–5250 MHz is only for indoor use to reduce the potential for harmful interference to co-channel mobile satellite systems;
- Where applicable, antenna type(s), antenna models(s), and worst-case tilt angle(s) necessary to remain compliant with the e.i.r.p. elevation mask requirement set forth in section 6.2.2.3 shall be clearly indicated.

Cet équipement est conforme aux limites d'exposition aux rayonnements de l'ised pour les environnements non contrôlés. L'utilisateur final doit se conformer à des instructions d'exploitation spécifiques afin de respecter la conformité à l'exposition aux radiofréquences. L'émetteur ne doit pas être au même endroit qu'une autre antenne ou un autre émetteur et ne doit pas fonctionner avec une autre antenne ou un autre émetteur.

L'appareil portatif est conçu pour répondre aux exigences d'exposition aux ondes radio de l'ised. Ces exigences fixent une limite moyenne de SAR de 1,6 W / kg pour un gramme de tissu. Les valeurs SAR les plus élevées rapportées conformément à la présente norme lorsqu'elles sont portées correctement sur le corps et la tête pendant la certification du produit.

- le dispositif utilisé dans la bande 5150-5250 MHz est réservé à une utilisation en intérieur afin de réduire le risque de brouillage préjudiciable aux systèmes mobiles par satellite dans le même canal;
- le cas échéant, le (s) type (s) d'antenne, le (s) modèle (s) d'antenne et l'angle (s) d'inclinaison le plus défavorable nécessaire (s) pour rester conforme (e) au p.e. L'exigence relative au masque d'élévation énoncée à la section 6.2.2.3 doit être clairement indiquée.

CE SAR Statement

This equipment complies with Directive 2014/53/EU radiation exposure limits set forth for an uncontrolled environment. End user must follow the specific operating instructions for satisfying RF exposure compliance. This transmitter must not be co-located or operating in conjunction with any other antenna or transmitter.

The portable device is designed to meet the requirements for exposure to radio waves established by European Union market (France). These requirements set a SAR limit of 2W/kg averaged over one gram of tissue. The highest SAR value reported under this standard during product certification for use at the head is 1.55 W/kg and body is 1.69 W/kg.

5G Frequency Range Restriction

The functions of Wireless Access Systems including Radio Local Area Networks(WAS/RLANs) within the band 5150-5350 MHz for this device are restricted to indoor use only within all European Union countries.



Manufacturer Information

- Manufacturer Name

Hytera Communications Corporation Limited

- Manufacturer Address

Hytera Tower, Hi-Tech Industrial Park North, 9108# Beihuan Road, Nanshan District, Shenzhen, P.R.C., P
518057

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Documentation Information

This section describes the conventions and revision history of this document.

Documentation Conventions

Instruction Conventions

Icon	Description
 TIP	Indicates information that can help you make better use of your product.
 NOTE	Indicates references that can further describe the related topics.
 CAUTION	Indicates situations that could cause data loss or equipment damage.
 WARNING	Indicates situations that could cause minor personal injury.
 DANGER	Indicates situations that could cause major personal injury or even death.

Notation Conventions

Item	Description	Example
Boldface	Denotes menus, tabs, parameter names, window names, dialogue names, and hardware buttons.	To save the configuration, click Apply .
		The Log Level Settings dialogue box appears.
		Press the PTT key.
" "	Denotes messages, directories, file names, folder names, and parameter values.	The screen displays "Invalid Battery!".
		Open "PSS.exe".
		Go to "D:/opt/local".
>	Directs you to access a multi-level menu.	In the Port text box, enter "22".
		Go to File > New .

Key Operations

Operation	Description
Press	Press and release quickly.
Long press	Press and hold for the preset duration.
Double press	Press twice continuously and quickly.

Operation	Description
Press and hold	Keep the key pressed.

Main Screen Operations

Operation	Illustration	Description	Example
Tap		Touch an item once with your finger.	Tap  to open the Camera app.
Touch and hold		Touch an item with your finger and maintain contact.	Touch and hold  until it jiggles.
Swipe		Swipe your finger across the screen.	Swipe down from the top edge of any screen to access the notification panel.
Drag		Touch and press an item, and then move it to a new position.	Touch and press  until it jiggles, and then drag it to the proper position.
Pinch		Move two fingers together on the screen.	Pinch a photo to zoom out.
Spread		Move two fingers apart on the screen.	Spread a photo to zoom in.

1. Packing List

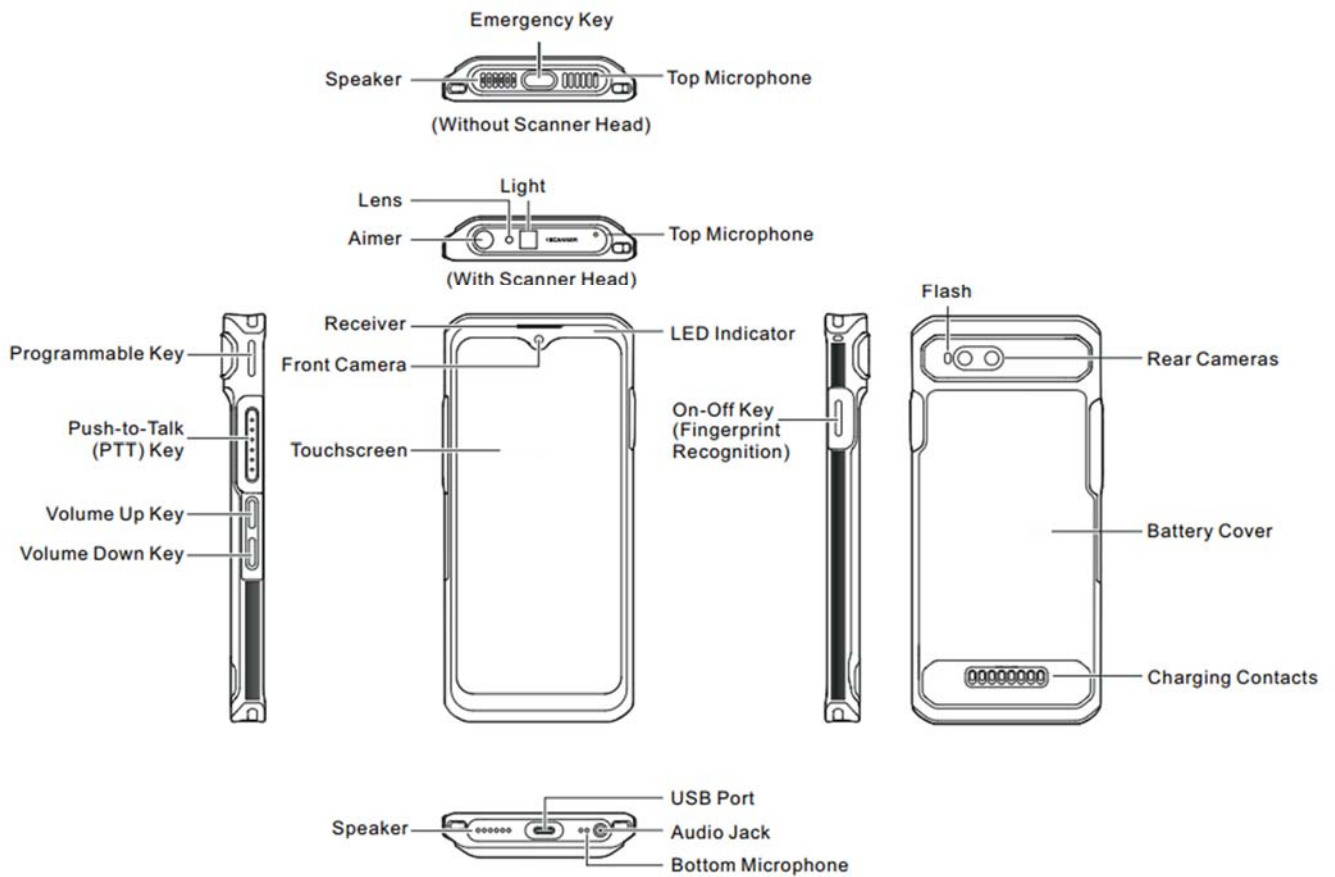
Unpack carefully and check that you have received the following items. If any item is missing or damaged, contact your dealer.

Item	Quantity (PCS)	Item	Quantity (PCS)
PNC560	1	Battery Cover	1
Battery	1	Tempered Glass	1
Power Adapter	1	Documentation Kit	1
Data Cable	1	/	/

NOTE

- Figures in this manual are only for reference.
- Check the label inside the battery slot to ensure that the purchased product is correct.
- Please use the original accessories in the packing list, any change of the accessories (battery/USB cable) may result in EMC non-compliance.

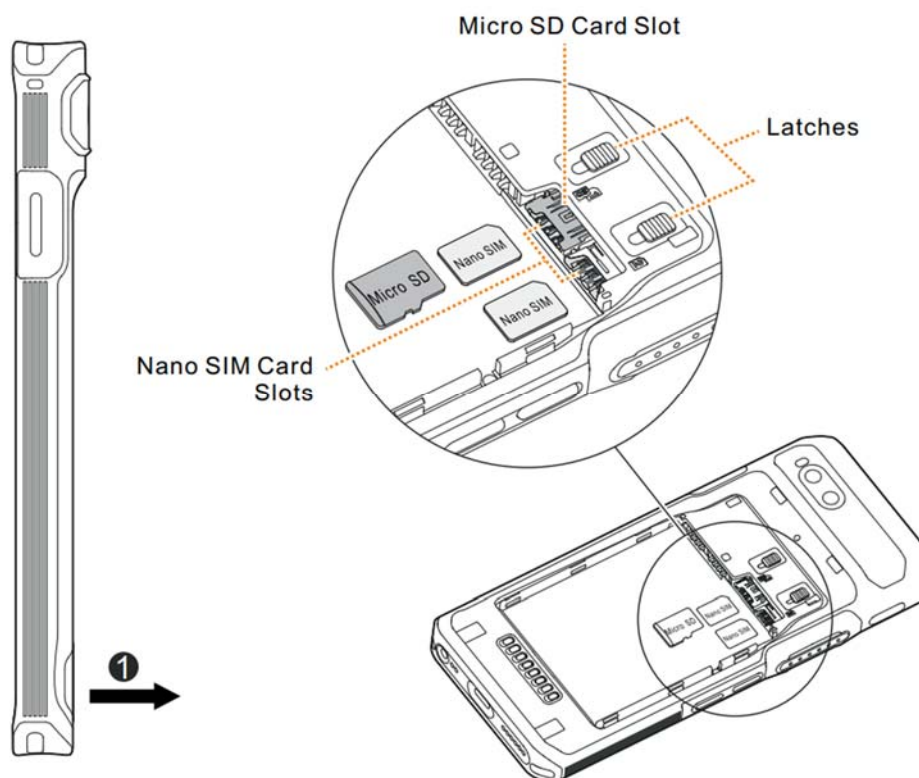
2. Product Layout



3. Before Use

3.1 Install the Cards

1. Remove the battery cover.
2. Insert the Nano SIM cards and the Micro SD card into the corresponding slots with the metal contacts facing down.



NOTE

To remove the Nano SIM card, slide the latch to eject the corresponding card.

3.2 Attach the Battery

CAUTION

- Use the approved battery to avoid the risk of explosion.
- Dispose of the used battery according to "Precautions for Disposal" in the *Safety Information Booklet*.

1. Remove the battery cover.
2. Align the contacts on the battery with those on the battery slot, and then slide the battery into the slot.
3. Put the battery cover back in place.



3.3 Charge the Battery

CAUTION

- Use the approved charger to charge the battery.
- Read the *Safety Information Booklet* before charging.
- The remaining lithium-ion battery power is limited to 30% pursuant to the new lithium battery shipment regulation approved by the International Air Transport Association (IATA).

Connect the product to the power adapter, power bank, or PC through the USB data cable.

During charging, check the charging status through the battery icon or percentage on the touchscreen.

4. Basic Operations

4.1 Turn On the Device

Long press the **On-Off** key until the startup screen appears.

4.2 Turn Off the Device

- Method 1

Long press the **On-Off** key, and then select **Power off**.

- Method 2

- Swipe down from the status bar.
- Swipe down from the control center to unfold all shortcuts.
- Tap .
- Tap **Power off**.

4.3 Restart the Device

- Method 1

Long press the **On-Off** key, and then select **Restart**.

- Method 2

- Swipe down from the status bar.
- Swipe down from the control center to unfold all shortcuts.
- Tap .
- Tap **Restart**.

NOTE

If the device fails to work and be powered off, you can long press the **On-Off** key for more than 10s to forcibly restart the device.

4.4 Adjust the Volume



High sound pressure with hearing damage risk. Do not listen at high volume levels for long periods.

Through the Volume Key

- Media Volume

Press the **Volume Up** key to increase the media volume, or the **Volume Down** key to decrease the media volume.

- Ring and Notification Volume

- a. Press the **Volume Up** key or **Volume Down** key.

- b. Do any of the following:

- To vibrate the ring and notification, tap the upper icon on the volume bar, and then select .

- To mute the ring and notification, tap the upper icon on the volume bar, and then select .

- To increase or decrease the ring and notification volume, tap the lower  icon on the volume bar, and then drag the slider corresponding with **Ring & notification volume**.

- Call and Alarm Volume

- a. Press the **Volume Up** key or **Volume Down** key.

- b. Tap the lower  icon on the volume bar.

- c. To increase or decrease the call or alarm volume, drag the slider corresponding with **Call volume** or **Alarm volume**.

Through the Sound Interface

1. Tap .

2. Tap **Sound**.

3. Drag the slider corresponding with **Media volume**, **Call volume**, **Ring & notification volume**, and **Alarm volume**.

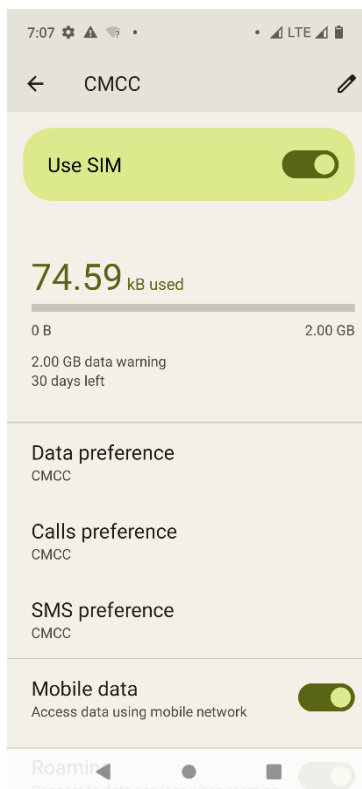
4.5 Use the SIMs

The device supports the Dual SIM Dual Standby feature, but cannot access voice services and data services simultaneously.

4.5.1 Set the SIM Preference

You can set a SIM card as the default one for the Internet, calls, and messages.

1. Tap .
2. Tap **Network & internet**.
3. Select one SIM.
4. Do any of the following.
 - Tap **Data preference**, and then select the SIM, of which the network you want to use.
 - Tap **Calls preference**, and then select the SIM, which you want to use to make a call.
 - Tap **SMS preference**, and then select the SIM, which you want to use to send a message.



4.5.2 Enable or Disable the SIM Card

1. Tap .
2. Tap **Network & internet**.
3. Select one SIM.
4. Tap  following **Use SIM**.

NOTE

To custom the name and color of the SIM, tap  in the upper right corner.

4.6 Manage the Battery

You can check the battery usage, enable Battery Saver to extend the battery life, and set whether to display the battery percentage in the status bar.

4.6.1 Enable the Battery Saver

Battery Saver can reduce power consumption by decreasing the screen brightness or adjusting the sleep time.

- Manually enable the Battery Saver
 - In the control center, tap **Battery Saver**, and then tap **TURN ON**.
 - Tap , go to **Battery > Battery Saver**, and then tap  following **User Battery Saver**.
- Automatically enable the Battery Saver
 - a. Tap **Set a schedule**.
 - b. Tap **Based on percentage**.
 - c. Drag the slider to a percentage you want.

The percentage displayed above the slider indicates the remaining battery. Once the battery reaches to the value, the Battery Saver will be automatically enabled

- Automatically disable the Battery Saver
 - Tap  following **Turn off when charged**.

When the battery is over 90%, the Battery Saver will be automatically disabled.

NOTE

During charging, the Battery Saver cannot be enabled.

4.6.2 Set the Remaining Battery Display

1. Tap .
2. Tap **Battery**.
3. Tap  following **Battery percentage**.

The remaining battery percentage will be displayed in the status bar.

4.7 Manage the Storage

You can check the storage usage and free up space for better use.

To extend the storage space, install a Micro SD card in the device.

1. Tap .
2. Tap **Storage**.
3. Do either of the following:
 - To manually free up the storage space, tap **Free up space**.
 - To automatically free up the storage space regularly, tap  following **Storage manager**.

4.8 Check the Device Information

1. Tap .
2. Tap **About phone**.

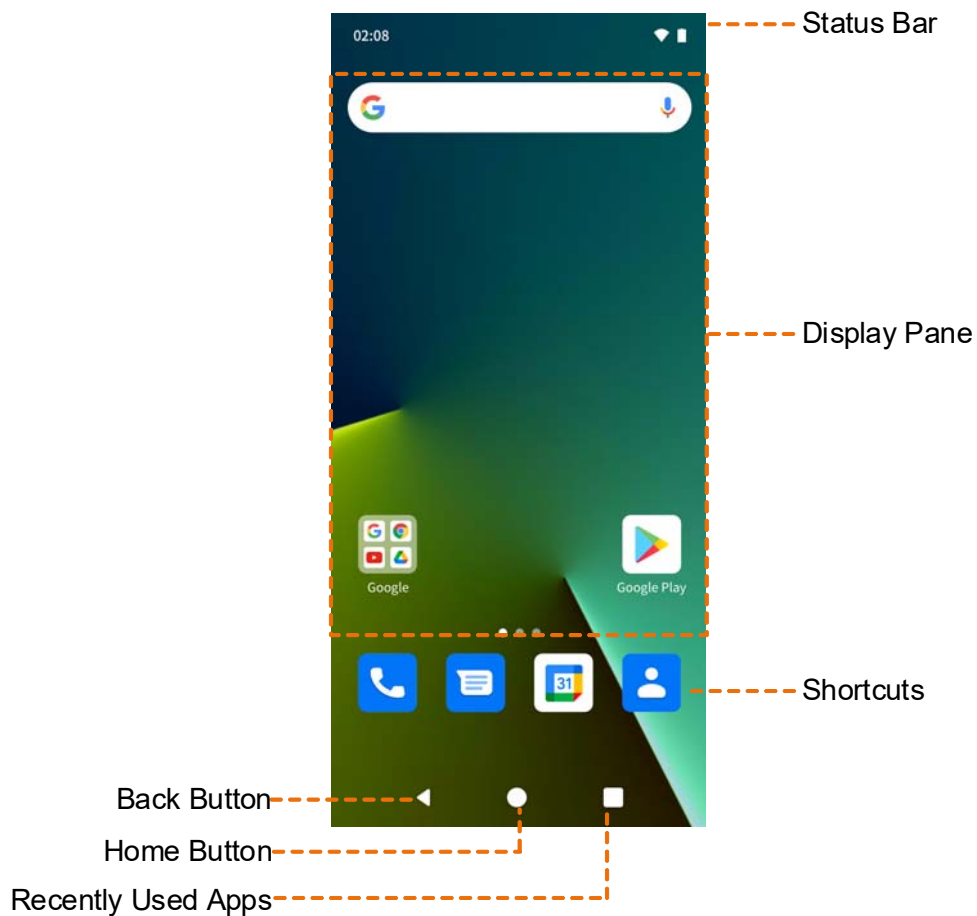
You can see the device name, SIM, legal information, International Mobile Equipment Identity (IMEI), model, Android™ 12, and more.



NOTE

Android is the trademark of Google LLC.

5. Screen



5.1 Understand Status Icons

Icon	Description	Icon	Description
	The device is connected to the WLAN.		The device operates in Vibration mode.
	The device has registered in the cellular network.		The BT feature is enabled.
	The device has not registered in the cellular network.		An earpiece is connected.
	The WLAN hotspot is enabled.		The GPS is positioning.
	The battery power is full.		The device operates in Do Not Disturb mode.
	The battery is being charged.		There is/are new message(s).
	The battery power is low.		There is/are missed call(s).

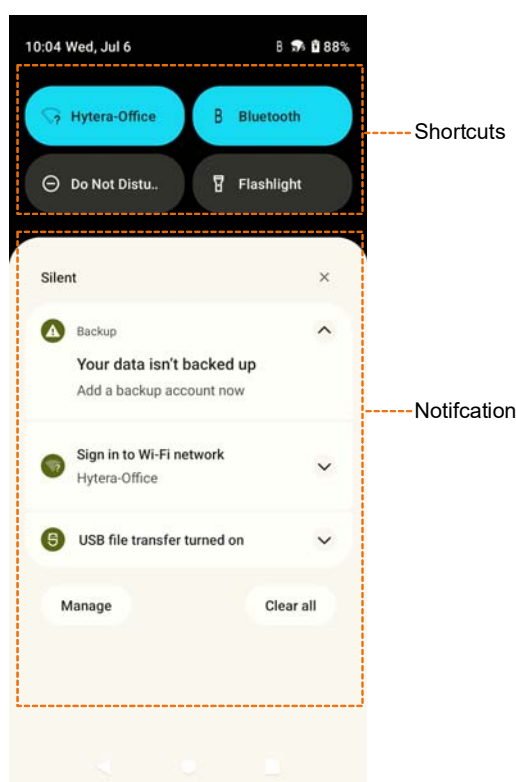
Icon	Description	Icon	Description
	The Power Saver mode is enabled.		The device is downloading file(s).
	No SIM card is inserted.		The device is uploading file(s).
	The device operates in Airplane mode.		The device has downloaded file(s).

5.2 Understand Control Center

The control center allows you to instantly access commonly used features by using shortcut switches, adjust the screen brightness, and view or clear the notifications.

To access the control center, swipe down from the status bar.

To view all shortcuts, swipe down from the control center.



5.3 Manage the Widget

The widget allows you to quickly access apps.

- To add a widget, do the following:
 - a. On the home screen, touch and hold the blank area, and then select **Widgets**.
 - b. In the app list, tap an app.

- c. Touch and hold a widget, and then drag it to the blank area on the home screen.
- To move the widget, drag it to a new location.
- To remove a widget, drag it to **Remove** at the top.

5.4 Capture the Screen

1. Press the **On-Off** key and the **Volume Down** key simultaneously.
2. To view the screenshot, tap **Photos**.

5.5 Record the Screen

1. Swipe down from the status bar.
2. Swipe down from the control center to unfold all shortcuts.
3. Tap **Screen record**.

5.6 Cast the Screen

1. Swipe down from the status bar.
2. Swipe down from the control center to unfold all shortcuts.
3. Tap **Screen cast**.

5.7 Lock or Unlock the Screen

When the screen is not in use, you can lock it to avoid unintended operations, protect privacy, and increase battery life. When the screen is locked, you can still initiate emergency calls, answer calls, open the camera, and receive messages and notifications.

5.7.1 Set the Pattern or Password Unlock

1. Tap .
2. Go to **Security > Screen lock**.
3. Tap **Swipe, Pattern, PIN, or Password**.

When the screen is locked, swipe up, draw the pattern, or enter the pin or password to unlock the screen.

5.7.2 Set the Fingerprint Unlock

1. Tap .

2. Go to **Security > Fingerprint**.
3. Select **Fingerprint + Pattern**, **Fingerprint + PIN**, or **Fingerprint + Password**.
4. Set the pattern, pin, or password, and then tap **Next**.
5. Draw the pattern or enter the pin or password again, and then tap **Confirm**.
6. Select **Show all notification content**, **Show sensitive content only when unlocked**, or **Don't show notification at all**, and then tap **Done**.
7. Tap **I agree**.
8. Put your finger on the **On-Off** key until the device detects the fingerprint totally.
9. Lift and then put your finger on the **On-Off** key again.
10. Tap **Done**.
11. (Optional) to add another fingerprint, tap **Add another**.

**NOTE**

If you change the screen lock method to **None** or **Swipe**, the recorded fingerprint will be deleted.

5.7.3 Set the Face Unlock

1. Tap .
2. Go to **Security > Face Unlock**.
3. Select **Face Unlock + Pattern**, **Face Unlock + PIN**, or **Face Unlock + Password**.
4. Set the pattern, pin, or password, and then tap **Next**.
5. Draw the pattern or enter the pin or password again, and then tap **Confirm**.
6. Select **Show all notification content**, **Show sensitive content only when unlocked**, or **Don't show notification at all**, and then tap **Done**.
7. Tap **I agree**.
8. Tap **Start**.
9. Face the front camera until the device records the face.
10. Tap **Done**.

**NOTE**

If you change the screen lock method to **None** or **Swipe**, the recorded face will be deleted.

5.8 Set the Home Screen

1. On the home screen, touch and hold the blank area, and then select **Home settings**.
2. In the **Home settings** interface, do any of the following:
 - To show or hide the notification dots, tap **Notification dots**, and then tap  following **Notification dot on app icon**.
 - To add app icons to home screen, tap  following **Add app icons to Home screen**.
 - To show Google app, tap  following **Show Google App**.
 - To set the app sort type, tap **App sort type**, and then select **Sort App by Name** or **Sort App by First Install Time**.

5.9 Auto-Rotate the Screen

Auto rotate screen allows the device to automatically switch between portrait and landscape orientations when you rotate the device.

- Method 1
 - a. Swipe down from the status bar.
 - b. Swipe down from the control center to unfold all shortcuts.
 - c. Tap **Auto-rotate**.
- Method 2
 - a. Tap .
 - b. Tap **Display**.
 - c. Tap  following **Auto-rotate screen**.

5.10 Enable the Glove Mode

The Glove Mode feature allows you to use the device when you wear gloves. With this mode, the sensitivity of the touch screen is increased.

1. Tap .
2. Tap **Display**.
3. Tap  following **Glove Mode**.

5.11 Set the Display

5.11.1 Switch Between Sleep and Wake Mode

- Manual sleep or wakeup

Press the **On-Off** key.

- Automatic sleep

- a. Tap .
- b. Go to **Display > Screen Timeout**.
- c. Set the automatic sleep time.

When the screen is idle for the preset time, the screen automatically sleeps.

- Automatic wakeup

- a. Tap .
- b. Go to **Display > Lock screen**.
- c. Tap  following **Wake screen for notifications**.

In sleep status, if the device receives a notification, the screen will wake up.

5.11.2 Adjust the Screen Brightness

Brightness allows you to adjust the brightness to make the screen brighter or dimmer in different situations.

- Manually adjust the brightness

- a. Tap .
- b. Go to **Display > Brightness Level**.
- c. Drag the slider.

- Automatically adjust the brightness

- a. Tap .
- b. Tap **Display**
- c. Tap  following **Adaptive brightness**.

The device automatically adjusts screen brightness based on your current lighting conditions.

5.11.3 Turn On the Night Light

In Night Light mode, the screen automatically turns amber to help reduce your eye strain and fatigue in low-light conditions.

- Method 1
 - a. Swipe down from the status bar.
 - b. Swipe down from the control center to unfold all shortcuts.
 - c. Tap **Night Light**.
- Method 2
 - a. Tap .
 - b. Go to **Display > Night Light**.
 - c. Tap  following **Use Night Light**.
 - d. To set the night light start time, tap **Schedule**, and then select **None**, **Turns on at custom time**, or **Turns on from sunset to sunrise**.
 - e. To adjust the color intensity, drag the slider under **Intensity**.

5.11.1 Set the Dark Theme

In the dark, the Dark Theme helps reduce your eye strain and fatigue.

1. Tap .
2. Go to **Display > Dark theme**.
3. Tap  following **Use Dark theme**.
4. To set the dark theme start time, tap **Schedule**, and then select **None**, **Turns on at custom time**, or **Turns on from sunset to sunrise**.

5.11.2 Set the Text Display Font Size

1. Tap .
2. Go to **Display > Font Size**.
3. Drag the slider left to decrease or right to increase the font size.

Display Size

1. Tap .
2. Go to **Display > Display Size**.
3. Drag the slider left to decrease or right to increase the display size.

5.11.3 Set the Wallpaper

1. Enter the wallpaper gallery by either of the following:
 - On the home screen, touch and hold the blank area, and then select **Wallpapers**.
 - Tap , and then tap **Wallpaper & style**.
2. Tap **CHANGE WALLPAPER**.
3. Tap **On-device wallpaper** or **My photos**.
4. Select a wallpaper.
5. Tap .
6. Select **Home screen**, **Lock screen**, or **Home and lock screen**.

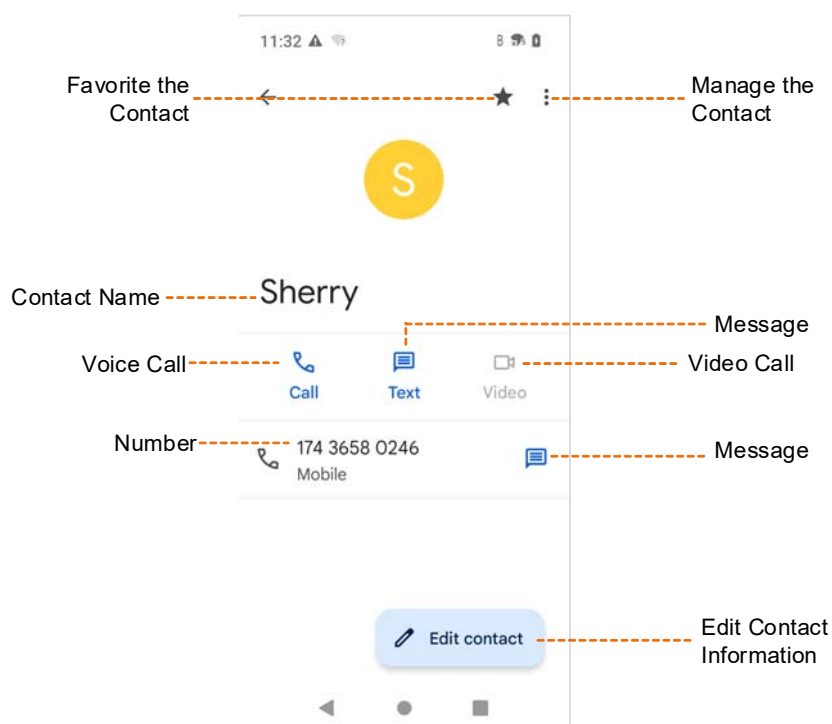
6. Contacts

The Contacts app  allows you to manage your contacts information, such as phone numbers, e-mails, and addresses.

6.1 Add the Contact

1. Tap .
2. Tap .
3. Set the contact information including name, phone number, and email address.
4. Tap **Save**.

6.2 Understand the Contact Interface



6.3 Search for the Contact

1. Tap .
2. In the **Search contacts** field, enter the keywords.

The device displays the search results below the search box.

6.4 Share the Contact

1. Tap .
2. Tap and hold the contact.
3. (Optional) Tap other contacts you want to share.
4. Tap .
5. Select a sharing method.

6.5 Delete the Contact

1. Tap .
2. Tap and hold the contact.
3. (Optional) Tap other contacts you want to share.
4. Tap .
5. Select **Delete**.
6. Tap **Delete**.

6.6 Set More

1. Tap .
2. On the left of the upper search box, tap .
3. Do any of the following:
 - To create a label and add contacts to the label, tap **Create label**.
 - To set your information, accounts, edit or manage contacts, tap **Settings**.
 - To ask help or give feedback, tap **Help & feedback**.

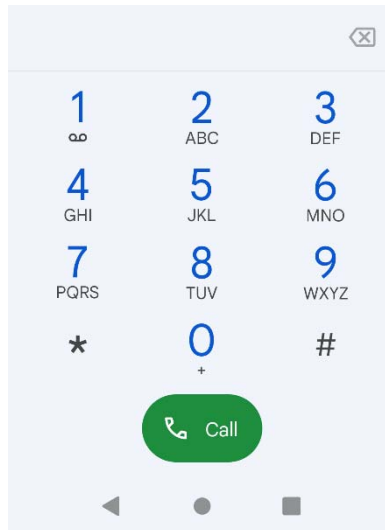
7. Calls

7.1 Make the Call

After the device with a SIM has been registered with carrier network, you can use the Phone app  to make and receive phone calls or emergency calls

Through Manual Dialing

1. Tap .
2. Tap .



3. On the dialpad, enter the phone number.
4. Tap .

Through Contact List

1. Tap .
2. In the contact list, tap the phone contact.
3. Tap .

Through Call Logs

1. Tap .
2. Tap .
3. Select the phone contact or number.

4. Tap .

7.2 Receive or Decline the Call

When a phone call is coming in, tap **ANSWER** to receive it or tap **DECLINE** to decline it.

7.3 View the Missed Call

If there is a missed call, you can see  in the status bar.

Swipe down from the status bar.

You can see the missed call notification.

7.4 End the Call

To end a phone call, tap .

7.5 Make the Emergency Call

If the device is within the network coverage of the carrier, you can initiate an emergency phone call even without the SIM installed. Do either of the following:

- On the unlocked main screen, tap  > , enter the emergency number, and then tap .
- On the locked main screen, tap **EMERGENCY**, enter the emergency number, and then tap .

7.6 Set More

1. Tap .
2. On the right of the upper search box, tap .
3. Select **Settings**.

You can set caller ID & spam, accessibility, blocked numbers, display options, nearby place, quick responses, sound and vibration, voicemail, and more.

8. Messages

With the Messaging app , you can send and receive text or multimedia messages.

8.1 Send the Message

1. Tap .
2. Tap **Start chat**.
3. Enter the phone number in the search box, or select a contact from the list.
4. (Optional) To send a message to multiple contacts, tap , and then tap **Next**.
5. Tap the **Text** field, and then enter the content.
 - To send a picture, tap .
 - To send emoji, location, contacts, or files, tap .
6. Tap .

8.2 Search for the Message

1. Tap .
2. Tap , and then enter the keywords in the **Search messages** field.

8.3 Delete the Conversation

1. Tap .
2. Touch and hold the conversation, and then tap .

8.4 Block the Message from a Contact

1. Tap .
2. Touch and hold the message.
3. Tap .

8.5 Manage Messages

1. Tap .
2. Tap a contact.
3. Touch and hold the message text, and do either of the following:
 - To copy and paste the test message, tap .
 - To delete the message, tap .
 - To forward the message, tap , and then tap **Forward**.
 - To share the message, tap , and then tap **Share**.
 - To view the message details, tap , and then tap **View details**.

8.6 Set More

1. Tap .
2. On the right of the search box, tap .
3. Select **Settings**.

You can set the message tone, notification, and more.

9. Connectivity

9.1 USB Connection

1. Connect the device with the PC through the USB data cable.
2. Swipe down from the top.
3. Tap **Charging this device via USB**.
4. Tap **Tap for more options**.
5. In the **USB Preferences** interface, select one of the following options:
 - File Transfer: allows you to transfer files between the device and the PC.
 - USB tethering: allows you to share the network of the PC.
 - MIDI: allows you to use the device as a musical instrument digital interface (MIDI) input device and play music on the PC.
 - PTP: allows you to transfer pictures to the PC.
 - No data transfer: allows you to only charge the device by the PC.

9.2 Mobile Network

9.2.1 Enable the Mobile Network

Before accessing the cellular network services, ensure that you have properly installed the SIM. If the cellular network services are not in use, you can turn off it to decrease data usage and increase battery life.

To enable or disable the cellular network, do either of the following:

- Method 1
 - a. Tap .
 - b. Go to **Network & internet > Mobile network**.
 - c. Tap  following **Mobile data**.
- Method 2
 - a. Swipe down from the status bar.
 - b. Swipe down from the control center to unfold all shortcuts.
 - c. Tap **Mobile data**.

9.2.2 Set the Mobile Network

1. Tap .
2. Go to **Network & internet > Mobile network**.
3. Do any of the following:
 - To enable data roaming, tap  following **Roaming**.
You can access data services when you are outside the service area of your carrier.
 - To select the 2G, 3G, 4G, or 5G network, tap **Preferred network type**.
Only when 5G is enabled, you can select 5G network.
 - To enable 5G, tap  following **Enable 5G**.
Before accessing the 5G network services, ensure that you have installed the SIM card with 5G services enabled.
 - To enable the Voice over LTE (VoLTE) feature, tap  following **VoLTE**.
The device uses LTE services to improve voice communications.
 - To enable WLAN calling, tap **WLAN calling**, and then tap  following **Use WLAN calling**.
 - To enable carrier video calling, tap  following **Carrier video calling**.
 - To enable automatic network switch between dual SIMs, tap  following **Automatically select network**.

9.2.3 Monitor the Data Usage

1. Tap .
2. Go to **Network & internet > Mobile network > App data usage**.
You can see the data usage of every app.

9.2.4 Limit the Data Usage

1. Tap .
2. Go to **Network & internet > Mobile network > Data warning & limit**.
3. Do either of the following:
 - To avoid excessive data usage, tap **Mobile data usage cycle**, and then set the usage cycle reset date.
 - To enable data warning, tap  following **Set data warning**.

- To set the threshold for data warning, tap **Data warning**, enter the threshold value, and then tap **SET**.
- To enable data limit, tap  following **Set data limit**, and then tap **OK**.
- To set the threshold for data limit, tap **Data limit**, enter the threshold value, and then tap **SET**

9.3 WLAN

9.3.1 Connect to the WLAN

With successful WLAN connection, you can visit the Internet or shared media from other devices in the network.

To enable or disable the WLAN, do as follows:

1. Tap .
2. Go to **Network & internet > WLAN**.
3. Tap  following **Use WLAN**.
4. Select a network from the list.
 - If you select an open network, the device automatically connects to it.
 - If you select a secure network, you need to enter a password before connection.
 - If no network in the list, do as follows:
 - i. Tap **Add network**.
 - ii. Enter the network name or scan the QR code to add the network.

9.3.2 Setting the WLAN

1. Tap .
2. Go to **Network & internet > WLAN**.
3. Do either of the following:
 - To check or delete saved networks, tap **Saved networks**.
 - To receive a notification when a high-quality public network is available, tap **WLAN preferences**, and then tap  following **Notify for public networks**.
 - To automatically turn on the WLAN feature when a high-quality saved network is nearby, tap **WLAN preferences**, and then tap  following **Turn on WLAN automatically**.

9.4 Hotspot and Tethering

The Hotspot and Tethering features allow the device to share the mobile network connection with nearby devices.

1. Tap .
2. Go to **Network & internet > Hotspot & tethering**.
3. Do any of the following:

If You Want to Share Mobile Network...	Then...
Through WLAN hotspot	1. Tap WLAN hotspot. 2. Tap  following Use WLAN hotspot. 3. Set the hotspot name, security, and password.  NOTE To enable the saved hotspot, you can tap Hotspot in the control center.
Through USB tethering	1. Connect the device to the PC through the USB cable. 2. Tap  following USB tethering.
Through BT tethering	1. Tap  following BT tethering. 2. Tap  twice back to the Settings interface. 3. Go to Connected devices > Previously connected devices. 4. Tap  following the device. 5. Tap  following Internet access.  NOTE Before BT tethering, pair and connect the device with and to peripheral BT devices. For details, see 9.5.1 Pair a Peripheral BT Device.

9.5 BT

The BT feature allows the device to exchange files with another BT-enabled device over short distances.

9.5.1 Pair a Peripheral BT Device

1. Enable the BT feature in either of the following ways:

- Tap , go to **Connected devices** > **Connection preference** > **BT**, and then tap  following **Use BT**.
- Swipe down from the top to enter the control center, and then tap **BT**.

The device automatically detects available BT devices, and can be detected by other BT devices.

2. Tap **Pair new device**.
3. From the **Available devices** list, tap a device to pair.
4. Tap **PAIR**.
5. Wait for the BT device to respond to the BT pairing request.

After the peripheral BT device accepts the BT pairing request, the device can exchange files with the peripheral BT device.

NOTE

Under the **Previously connected devices** list, you can tap  following the device, and then tap **FORGET** to forget the paired device.

9.5.2 Share the File Through BT

Many apps allow you to transmit data to other devices through the BT. Take **Photos** as an example.

To send photos or videos through the BT, do as follows:

1. Tap .
2. Touch and hold the picture or video.
3. Tap , and then select .
4. Tap the peripheral BT device from the available BT device list.

When the peripheral BT device accepts the request, the device will send the file to the peripheral BT device.

9.5.3 Change the Device Name

The device name for BT connection is the device model by default.

1. In the **Pair new device** interface, tap **Device name**.

2. Enter new name.
3. Tap **RENAME**.

9.6 VPN

A virtual private network (VPN) extends a private network across a public network. Applications running across the VPN can benefit from the functionality, security, and management of the private network.

NOTE

- Before setting up a VPN, you must enable the screen lock (pattern or password).
- For detailed configuration, consult your dealer.

1. Tap .
2. Go to **Network & internet** > **VPN**.
3. Tap **+**.
4. Edit the VPN profile such as VPN name, server address, username, and password.
5. Tap **SAVE**.

9.7 Airplane Mode

When you are on an airplane or in an area with radio restrictions, you may be required to make the device enter the airplane mode. In airplane mode, you cannot use voice or data services. However, you can use services over WLAN network or BT, initiate narrowband services, and use apps that require no cellular data connection.

To enable the Airplane Mode feature, do either of the following:

- Method 1
 - a. Tap .
 - b. Tap **Network & internet**.
 - c. Tap  following **Airplane mode**.
- Method 2
 - a. Swipe down from the status bar.
 - b. Swipe down from the control center to unfold all shortcuts.
 - c. Tap **Airplane mode**.

10. Personalization

10.1 Set the Sound

10.1.1 Turn on Do Not Disturb

The Do Not Disturb feature enables the device silent and the screen dark when the call or notification is coming in.

- Method 1

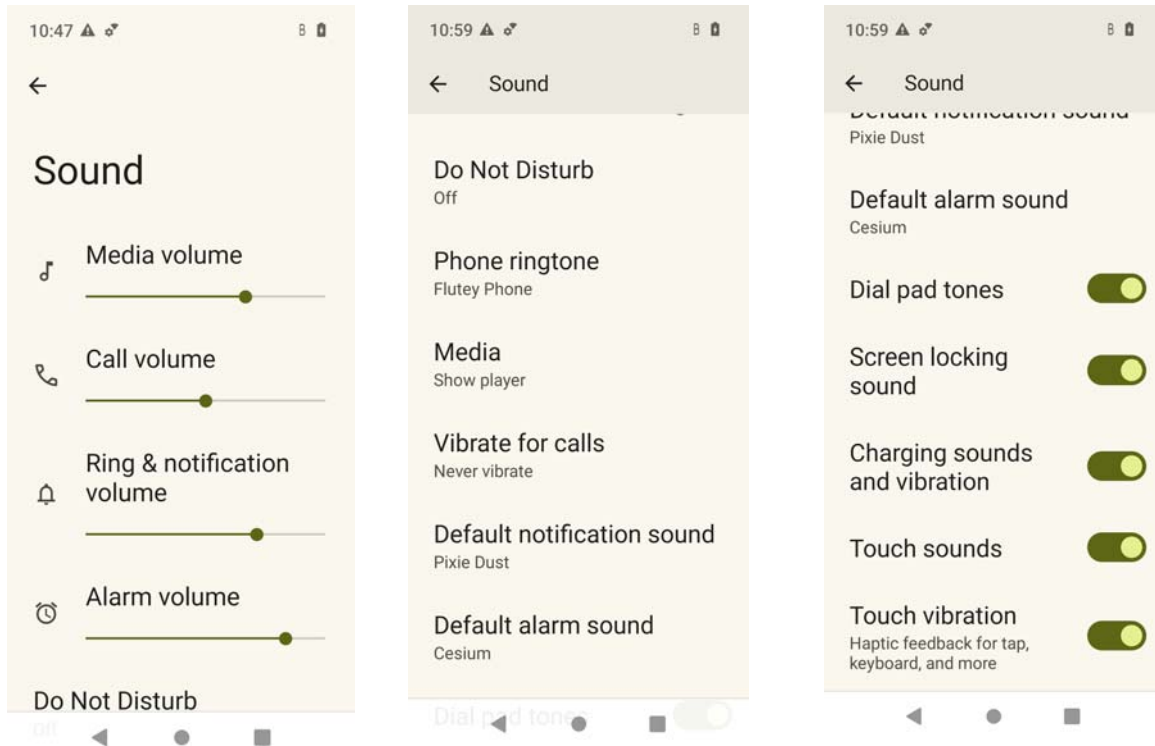
- a. Swipe down from the status bar.
- b. Swipe down from the control center to unfold all shortcuts.
- c. Tap **Do Not Distrub**.

- Method 2

- a. Tap .
- b. Tap **Sound**.
- c. In the **Sound** interface, tap **Do Not Disturb**.
- d. Tap **TURN ON NOW**.
- e. (Optional) To set the Do Not Disturb feature, do either of the following:
 - To block interruptions of people, app, alarm or others, respectively tap **People**, **Apps**, and **Alarm & other interruptions**.
 - To set the start time for Dot Not Disturb mode, tap **Schedules**.

10.1.2 Set More

In the **Sound** interface, you can also adjust the volume, set vibration mode for calls, default notification and alarm sounds, or tone for various operations.



10.2 Enable the Location Services

The location service allows the device to determine its location information with WLAN, cellular network, BT, and GPS.

1. Tap .
2. Tap **Location**.
3. Tap  following **Use location**.
4. (Optional) Do any of the following:
 - To enable or disable the app's permission to access the location information, do as follows:
 - i. Tap **App location permission**, and then tap the app.
 - ii. Under **LOCATION ACCESS FOR THIS APP**, select **Allow all the time**, **Allow only while using the app**, or **Don't allow**.
 - To enable or disable the BDS, tap **Use beidou**, and then tap  following **Use beidou**.
 - To enable or disable WLAN or BT scanning, tap **Location services**.

10.3 Set the Accessibility

10.3.1 Set the Text and Display

1. Tap .
2. Go to **Accessibility > Text and display**.
3. Do any of the following:
 - To adjust the font size, tap **Font size**, and then drag the slider.
 - To adjust the display size, tap **Display size**, and then drag the slider.
 - To enable bold text, tap  following **Bold text**.
 - To enable color correction mode, tap **Color correction**, and tap  following **Use color correction**, and then select a correction mode.
 - To enable color inversion, tap **Color inversion**, and then tap  following **Use color inversion**.
 - To remove animation effects, tap  following **Remove animations**.
 - To use large mouse cursor, tap  following **Large mouse pointer**.
 - To adjust the font outline and the background contrast, tap  following **High contrast text**.

10.3.2 Set the Extra Dim Screen

1. Tap .
2. Go to **Accessibility > Extra dim**.
3. Tap  following **Make screen extra dim**.
4. Do any of the following:
 - To set the dim degree, drag the slider under **Intensity**.
 - To keep extra dim after restart, tap  following **Keep on after device restarts**.
 - To add the shortcut of the extra dim switch to the lower right corner of the screen, tap  following **Extra dim shortcut**.

10.3.3 Use the Magnifier

1. Tap .
2. Go to **Display > Magnification**.
3. Tap  following **Magnification shortcut**.

4. Tap **GOT IT**.

The magnifier shortcut is added to the lower corner of the screen.

5. Set the magnifier type.

- a. Tap **Magnification type**.
- b. Select **Magnify full screen**, **Magnify part of screen**, or **Switch between full and partial screen**.
- c. Tap **SAVE**.

6. To use the magnifier, tap  in the lower right corner of the screen.

10.3.4 Add the Accessibility Menu Shortcut

1. Tap .

2. Go to **Display > Accessibility Menu**.

3. Tap  following **Accessibility Menu shortcut**.

4. Tap **ALLOW**.

5. Tap **GOT IT**.

The accessibility menu shortcut is added to the lower corner of the screen.

6. To use the larger buttons in the accessibility menu, tap **Settings**, and then tap .

7. To unfold the accessibility menu, tap  in the lower right corner of the screen.

11. Apps

11.1 Manage the App

11.1.1 Close the Running App

You can close running apps in the background to release the memory.

1. At the bottom, tap .
2. Swipe left or right to choose an app, and swipe up to end it.

11.1.2 Install the App

CAUTION

- To protect the device from malware or viruses, download the trusted applications only.
- To avoid personal information leakage or misuse, read the instruction carefully and operate with caution when installing an application.

If the pre-installed apps cannot meet your needs, you can download more third-party apps through the browser, computer, Micro SD card or BT. Open the installation package and follow the on-screen instructions to finish installation. After successful installation, the app icon appears on the home screen.

11.1.3 Uninstall the App

It is recommended to uninstall unused non-system apps to release the storage space and improve the system running speed.

- Method 1
 - a. Tap .
 - b. Go to **Download > Installed**.
 - c. Select the app.
 - d. Tap **Uninstall**.
 - e. Tap **OK**.
- Method 2
 - a. Tap .
 - b. Go to **Apps > See all apps**.
 - c. Tap the app.

- d. Tap **UNINSTALL**.
- e. Tap **OK**.
- Method 3
 - a. Touch and hold the app icon, and then tap **App info**.
 - b. Tap **UNINSTALL**.
 - c. Tap **OK**.

11.1.4 Force Stop or Reuse the App

- Method 1
 - a. Tap .
 - b. Go to **Apps > See all apps**.
 - c. Tap the app.
 - d. Tap **FORCE STOP** to force stop the app or **OPEN** to reuse the app.
 - e. Tap **OK**.
- Method 2
 - a. Touch and hold the app icon, and then tap **App info**.
 - b. Tap **FORCE STOP** to force stop the app or **OPEN** to reuse the app.
 - c. Tap **OK**.

11.1.5 Manage the App Permission

When you open an app, the app may request access to a specific function or information. You can tap **ALLOW** or **DENY** to accept or deny the request.

To view or change the permission settings of the third-party apps, do as follows:

Through the Privacy Interface

1. Tap .
2. Go to **Privacy > Permission manager**.
3. Tap the permission type, and then select the app.
4. Select from **Allow** or **Don't allow**.

Through the Apps Interface

1. Tap .
2. Go to **Apps > See all apps**.
3. Tap the app.
4. Tap **Permissions**.
5. Do either of the following:
 - To deny a permission type, select the permission type under **Allowed**, and then select **Don't Allow**.
 - To allow a permission type, select the permission type under **Not allowed**, and then select **Allow**.



NOTE

To set the special app access, in the **Apps** interface, tap **Special app access**.

11.1.6 Set the App Lock

The app lock service allows you to set a password to lock apps, therefore preventing unauthorized access.

To add a lock for an app, do as follows:

1. Tap .
2. Go to **Security > AppLock**.
3. Enter the password, and then tap Continue.
4. Enter the password again, and then tap Sure.
5. Search the app you want to lock.
6. Tap  following the app.

In the AppLock interface, you can also do the following:

- To remove the lock from the app, tap  following the app.
- To change the app lock password, tap **Change the password**, and then enter the new password twice.

11.1.7 Pin the App

The App Pinning feature allows you to fix the current app interface so that you can focus on the current interface.

1. Enable the App Pining feature.
 - a. Tap .

- b. Go to **Security > App pinning**.
 - c. Tap  following **Use app pinning**.
 - d. Tap **OK**.
2. Pin the app.
 - a. Open an app.
 - b. At the bottom, tap .
 - c. Tap the upper icon.
 - d. Tap **Pin**.
3. (Optional) To unpin the app, at the bottom, tap  and  simultaneously.

11.2 Use the Google App



NOTE

Google, Google Maps, Google Duo and other marks are trademarks of Google LLC.

A Google Account is required before you use the Google apps. Otherwise, the Google services may be totally or partially restricted.

To create your Google Account, do as follows:

1. Tap .
2. Go to **Passwords & accounts > Add account > Google**.
3. Follow the on-screen instructions.

11.2.1 Google Chrome

Fast, easy and secure browsing with Google Chrome.



CAUTION

To protect your device from malware or viruses, visit trusted website only.

11.2.2 Google Drive

Google Drive is a smart online storage and backup that puts all your files within reach from any smartphone, tablet, or computer. Every file in Drive — like your photos, PDFs and documents — is backed up safely so you can't lose it. You can even invite others to view, download, and collaborate on all the files you want.

11.2.3 Google Duo

Simple, high-quality video chat.

11.2.4 Gmail

Gmail is an easy to use email app that saves you time and keeps your messages safe. Get your messages instantly via push notifications, read and respond online & offline, find any message quickly and lots more.

11.2.5 The Google app

The Google app keeps you in the know about the things you care about. Find quick answers, explore your interests, and get personalized updates in your Google feed. The more you use the Google app, the better it gets.

11.2.6 Google Maps

Explore and navigate your world with Google Maps. Find places you will love, connect with businesses you are interested in, and get around with real-time traffic information.

11.2.7 Google Photos

Google Photos is the home for all your photos and videos that help you find, relive and share your memories. Automatically organized and searchable by the people, places, and things in them, your photos and memories are always easy to find and share.

11.2.8 Google Play

Whether you are into photography, picking stocks or just keeping up with your friends, there is an app for you. Choose from over a million apps on the Google Play Store.

11.2.9 YouTube

See what the world is watching in music, gaming, entertainment, news and more. Subscribe to channels, share videos with friends, edit and upload videos, and watch on any device.

11.2.10 YT Music

The music streaming app. Made by YouTube.

Discover all the music on YouTube that you cannot find anywhere else, organized in one app and web player.

11.2.11 Google Calendar

Quickly switch between month, week, and day view. Flight, hotel, concert, restaurant reservations, and more are added

to your calendar automatically. Create, manage, and view your tasks alongside your events in Calendar.

11.2.12 Google Keep

Save your thoughts, wherever you are, with Google Keep. Capture what is on your mind with ease by adding notes, lists, photos, and audio. Access these thoughts wherever you go, and even collaborate on your Keep notes with family and friends in real time. And with location and time-based reminders, Keep makes sure you never miss a thing.

11.2.13 Google TV

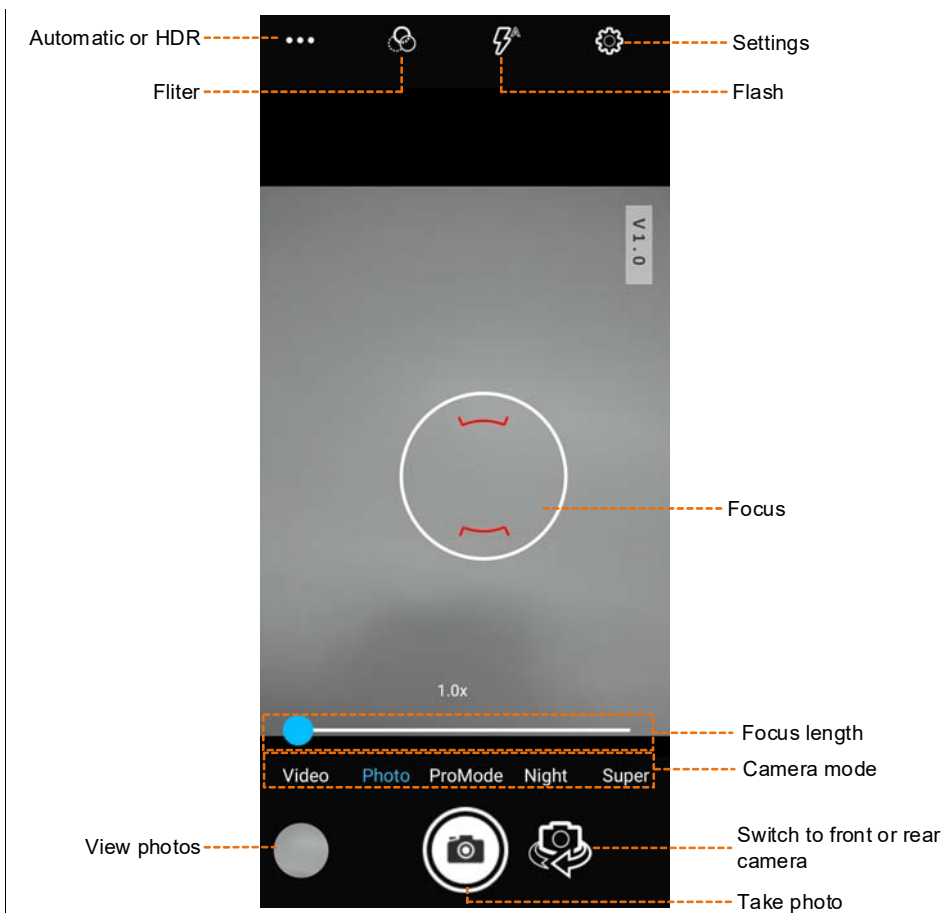
Make it easy to find and enjoy the entertainment you love in one place. With Google TV, you will be able to find what to watch next, see the latest releases, and use your phone as your remote. One list for all your discoveries.

11.3 Use the Multimedia App

11.3.1 Camera

The Camera app allows you to take a photo or record a video.

11.3.1.2 Take the Photo

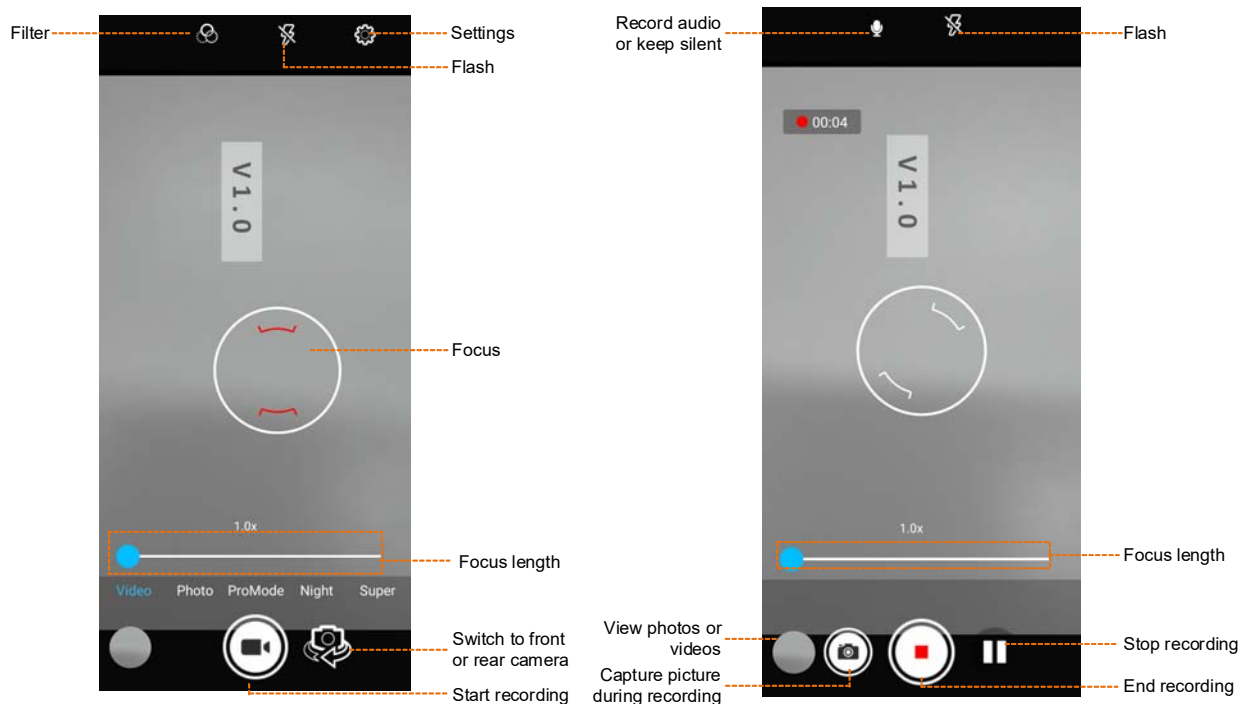


1. Tap .
2. Tap **Photo**.
3. (Optional) To switch between the front and rear cameras, tap .
4. Point the camera to the object you want to shot.
5. Tap .

NOTE

For advanced settings, tap  in the upper right corner.

11.3.1.3 Record the Video



1. Tap .
2. Tap **Video**.
3. (Optional) To switch between the front and rear cameras, tap .
4. Point the camera to the object you want to shot.
5. Tap .
6. (Optional) During recording, do any of the following:
 - To make the recorded video audible or silent tap  or .
 - To stop recording or continue to record, tap  or .
 - To capture a picture during recording, tap .
7. To end recording, tap .

NOTE

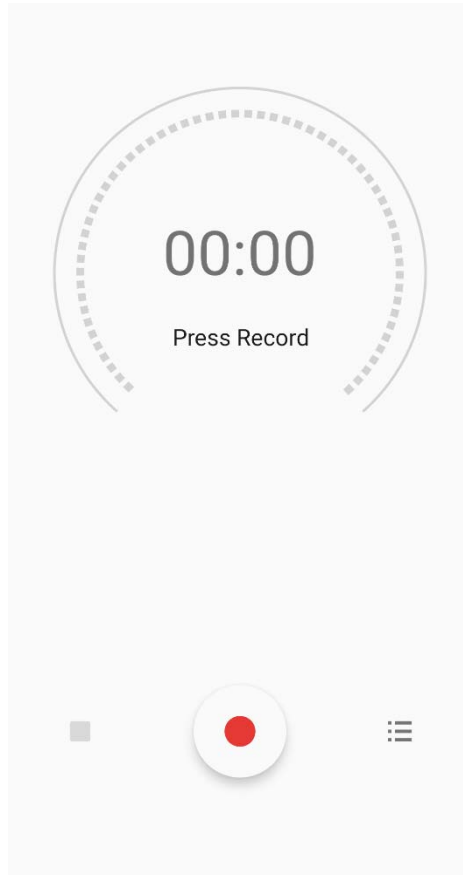
For advanced settings, tap  in the upper right corner.

11.3.2 Sound Recorder

The Sound Recorder app  allows you to record voice at any time in your daily life and work.

11.3.2.2 Record an Audio File

1. Tap .



2. Tap  to start recording.
During recording, you can tap  to pause or tap  again to continue recording.
3. Tap  to stop recording.
The **Save recording?** dialog box appears.
4. Enter the file name, and then tap **SAVE**.

11.3.2.3 View and Play a Recording

1. Tap .

2. Tap .

The **Recording list** interface appears.

3. Tap the recording file to replay it.

11.3.2.4 Rename, Share, or Delete a Recording File

1. Tap .
2. Tap .
- The **Recording list** interface appears.
3. Touch and hold a recording file, and then select one or more recordings.
4. Do one of the following:
 - To rename the file(s), tap  to enter the name, and then tap **SAVE**.
 - To share the file(s), tap , and then select a sharing way.
 - To delete the file(s), tap , and then tap **DELETE**.

11.4 Use the Utility App

11.4.1 Files

The Files app is used to store and manage all files of the device, including images, videos, audios, and downloaded apps.

1. Tap .
2. Tap , and then view files by type, or tap  to search for files.
3. Touch and hold the file until it is selected, or tap to select more files.
4. Do any of the following:
 - To share the file, tap .
 - To delete the file, tap .
 - To copy, move, or rename the file, tap .

11.4.2 Documents

The Documents app  allows you to view, download, and manage notifications from the Smart mobile device management (MDM) server.

The main interface of the app is divided into the following tabs:

- **Messages:** displays notifications from the MDM server.
- **Files:** categorizes all notifications from the MDM server.
- **Download:** allows you to manage notifications which are downloading or have been downloaded.

The device automatically stops or resumes downloading depending on the power supply and network connection.

11.4.2.2 View a Notice

1. Tap .
2. Tap **Messages**.
3. Tap the unread or read notice to view details.

When the device receives a notice, you can directly tap the notice to view details.

11.4.2.3 Browse or Download a Notice

1. Tap .
2. Tap **Files**, and then browse notices in either of the following ways:
 - Tap **CAT** to browse the notices by category.
 - Tap , and then enter the keywords to search for a notice.

The device displays the search results below the search box.

3. Tap the notice to be downloaded.
4. Tap **Download all**.

After viewing the notice, you can also download the notice directly from the notice details interface.

11.4.2.4 Manage the Downloading

1. Tap .
2. Tap **Download**, and then do the following:
 - To manage a downloading notice, tap **Downloading**, and then pause downloading, continue downloading, re-download, or delete the notice.
 - To manage a downloaded notice, tap **Downloaded**, and then tap the notice to view or delete it.

11.4.3 Clock

The Clock app allows you to set the alarm, view the world clock, and use the timer or stopwatch.

11.4.3.2 Alarm

1. Tap .
2. Tap .
3. Tap .

4. Set the time.
5. Tap **OK**.
6. (Optional) Set the repeat days, ringtone, label, and so on.

11.4.3.3 Clock

1. Tap .
2. Tap .
3. In the search box, enter the city name.
4. Tap the displayed city to add it.

11.4.3.4 Timer

1. Tap .
2. Set the time.
3. Do any of the following:
 - Tap  to start the countdown.
 - Tap  to stop the countdown.
 - Tap **Delete** to delete the current countdown.

11.4.3.5 Stopwatch

1. Tap .
2. Do any of the following:
 - Tap  to measure the time.
 - Tap  to stop measuring the time.
 - Tap **Reset** to clear the records.

11.4.3.6 Bedtime

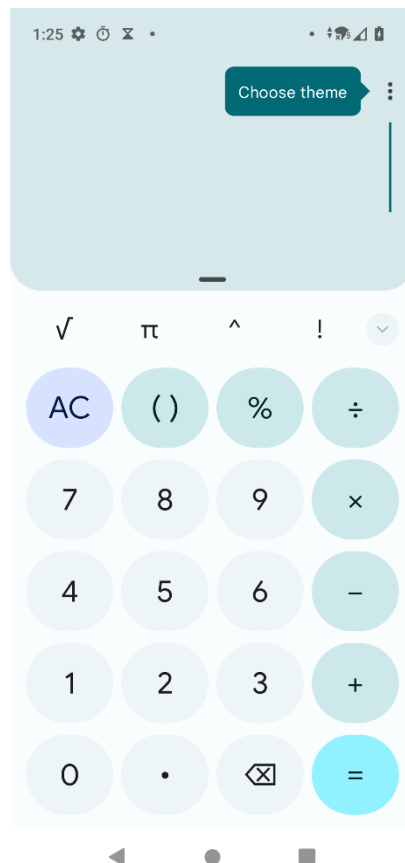
1. Tap .
2. Tap **Get started**.
3. Set a regular wakeup alarm.
4. Tap **Next**.

5. Set the bedtime, reminder notification, and bedtime mode.
6. Tap **Done**.

11.4.4 Calculator

The Calculator app facilitates basic and advanced arithmetic calculations.

To open the calculator, tap .



11.4.5 SuperNote

The SuperNote app  records and stores text information.

1. Tap .
2. Tap  to create a new note.
3. Enter the content.
4. Tap **Submit**.

11.4.6 HEncryptor

The HEncryptor app  allows you to encrypt the files for security.

1. Tap .
2. Enter the password.
3. Tap .
4. Tap .
5. Touch and hold the file.
6. (Optional) To add multiple files, tap other files.
7. Tap **SELECT**.

11.4.7 APPCenter

The APPCenter app  allows you to view, download, and manage apps from the Smart MDM server.

- The **Messages** interface displays notifications.
- The **APPCenter** interface classifies all apps for you to view or search.
- The **Download** interface allows you to manage the apps downloaded or being downloaded. The device automatically stops or resumes downloading according to the power supply and network connection.

11.4.7.2 View the App Notification

1. Tap .
2. Tap **Messages**.
3. Tap the unread or read notification to view details.

When receiving a notification, you can directly tap the notification to view details.

11.4.7.3 View and Download the App

1. Tap .
2. Tap **APPCenter**, and then view apps in either of the following ways:
 - Tap **CAT** to view the apps by category.
 - Tap , and then enter the keywords of the app. The device displays the results below the search box.
3. Select and download the app.

After receiving and viewing a notification, you can download the app directly from the notification details interface.

11.4.7.4 Manage the App Download

Downloading

1. Tap .
2. Tap **Download**.
3. Tap **Downloading**.

You can see the downloading app, stop downloading, continue to download, re-download, and delete the downloading.

Installed

1. Tap .
2. Tap **Download**.
3. Tap **Installed**.
4. Do any of the following:
 - To uninstall the app, tap .
 - To update the app, tap . After update, you can tap  to open the app.

12. System

12.1 Set the Language and Input

Tap , and then go to **System > Language & input**. You can set the display language, keyboard and input method.

- To select the language, tap **Languages**.
- To select the keyboard and input method, tap **On-screen keyboard**.

12.2 Set the Date and Time

The device can automatically synchronize with the local date, time, and time zone over a mobile network. You can also manually set them.

1. Tap .
2. Go to **System > Date & time**.

If You Want to...		Then...
Automatically	Set time to synchronize with the network	Tap  following Set time automatically .
	Set time zone to synchronize with the network	Tap  following Set time zone automatically .
Manually	Set date	Tap Date , select a date, and then tap OK .
	Set time	Tap Time , select a time, and then tap OK .
	Set time zone	Tap Time zone , select a time zone, and then tap OK .
	Set time format	Tap  following Use 24-hour format .

12.3 Use the Dual Domains

The Dual Domains feature helps you separate the business data and personal data.

- Add the life domain
 - a. Tap .
 - b. Go to **System > Dual Domain**.
 - c. Tap  following **Use dual domain**.
 - d. Tap **Add Life domain**.

- e. Tap **Life domain**.
- Delete the life domain
 - a. Tap .
 - b. Go to **System > Dual Domain**.
 - c. Tap **Del Life domain**.
 - d. Tap **DELETE**.
- Automatically switch to the life domain
 - a. Tap **Life domain timing**.
 - b. Tap  following **life domain timing**.
 - c. Tap **Start time**, set the start time, and then tap **OK**.
 - d. Tap **End time**, set the end time, and then tap **OK**.

12.4 Reset the Device

CAUTION

Before resetting the device, back up the data in advance to avoid data loss.

When the device runs slowly or the apps quit unexpectedly, you can reset the network, apps, or system to fix the problem.

1. Tap .
2. Go to **System > Reset options**.
3. Do any of the following:
 - To reset all network settings, tap **Reset WLAN, mobile & BT > RESET SETTINGS**, and then tap **RESET SETTINGS**.
 - To reset all app data, tap **Reset app preferences**, and then tap **RESET APPS**.
 - To clear the downloaded SIMs, tap **Erase downloaded SIMs**, and then tap **ERASE**.
 - To free up space on the device, tap **Erase all data (factory reset) > Reset all data**.

12.5 Update the System

CAUTION

- Use the official software only to upgrade the system, to prevent equipment failure, data loss, or damage to

the system security.

- Be sure to back up your data before upgrade.
 - Ensure that the battery power is more than 30% before upgrading.
-

When an update is available, you can upgrade the system in one of the following ways:

- Manual upgrade

- Tap , go to **System > System upgrade**, and tap **Check for update**, and then follow the on-screen instructions to upgrade the device.
- When the **System upgrade** dialog box appears on the screen, tap **OK** to download the upgrade package.

After the download is completed, the device starts to upgrade.

- Automatic upgrade

- The device automatically downloads the upgrade package, and then starts to upgrade.
- After you receive a system upgrade notification, the device automatically downloads the upgrade package, and then starts to upgrade.

13. Troubleshooting

Phenomena	Analysis	Solution
The device cannot be turned on.	The battery may be installed improperly.	Remove and reattach the battery.
	The battery power may run out.	Recharge or replace the battery.
	The battery may suffer from poor contact caused by dirtied or damaged battery contacts.	Clean the battery contacts.
The touch screen fails to respond to any taps.	Too many apps are running.	Forcibly stop some apps or restart the device.
The keys, screens, or LED indicators do not work normally.	The keys, screens, or LED indicators may fail to function temporarily.	Restart the device.
	The keys, screens, or LED indicators may be damaged.	Contact your dealer or Hytera technicians for maintenance.
The touch screen fails to be unlocked.	The unlock pattern or password may be incorrect.	Contact your dealer or Hytera technicians for maintenance.
The device cannot access the mobile network.	The SIM card is abnormal or out of service because of unpaid charges.	● Make sure SIM card functions properly. ● Pay the charges, and then restart the device.
	The mobile data feature is not enabled for the SIM card.	Contact the carrier to enable the data connection feature.
	The signal may be weak.	Make sure the device is within the network coverage.
	Both the mobile and WLAN network are turned on, but the WLAN connection is unstable.	Turn the WLAN off.
	The signal may be weak.	Make sure call participants are within the communication range.

Phenomena	Analysis	Solution
You are unable to hear anyone because of too much noise and hiss.	The device may be at an unfavorable position. For example, the signal may be blocked by tall buildings or frustrated in the underground areas.	Move to an open and flat area, and try again.
	The device may suffer from external disturbance (such as electromagnetic interference).	Stay away from equipment that may cause interference.
The camera does not work.	The device may not detect the front or rear camera.	Restart the device.
	The storage space may be insufficient.	Free up the storage space.
The device fails to detect the SIM card or SD card.	The SIM card or SD card may be installed improperly.	Remove and reattach the SIM card or SD card.
	The SIM card or SD card may suffer from poor contact caused by dirtied or damaged metal contacts.	Clean the metal contacts of the SIM card or SD card.
The GPS cannot locate your position.	The device may be at an unfavorable position. For example, the signal may be blocked by tall buildings or frustrated in the underground areas.	Move to an open and flat area, and try again.
The battery fails to be charged.	The data cable may be connected improperly.	Remove and reinsert the data cable.
	The power adapter plug may be inserted into the socket improperly.	Remove and reinsert the plug.

If the above solutions cannot fix your problems, or you may have some other queries, please contact your local dealer for more technical support.

14. Care and Cleaning

To guarantee optimal performance as well as a long service life of the device, follow the tips below.

14.1 Product Care

- Do not pierce or scrape the device.
- Do not drop the device or collide with other objects.
- Keep the device far away from substances that can corrode the circuitry.
- Do not hold the device by the earpiece cable.

14.2 Product Cleaning



CAUTION

Turn the device off and remove the battery before cleaning.

- Clean up the dust and fine particles on the device surface and charging piece with a clean and dry lint-free cloth or a brush regularly.
- Use neutral cleanser and a non-woven fabric to clean the screen, keys, and front case after long-time use. Do not use chemical preparations such as stain removers, alcohol, sprays or oil preparations, so as to avoid surface case damage.
- Make sure the device is completely dry before use.

15. Optional Accessories

CAUTION

Use the accessories specified by the Company only. Otherwise, we will not be liable for any loss or damage arising out of use of unauthorized accessories.

Contact your local dealer for the optional accessories used with the device.

16. Specifications

Technology	Modulation	Frequency Range (Transmitter/Receiver)	Channel Bandwidth	Power
BT Classic	● GFSK ● $\pi/4$DQPSK ● 8DPSK	2402–2480 MHz	1 MHz	9.73 dBm
BT LE	GFSK	2402–2480 MHz	● 1 MHz ● 2 MHz	9.30 dBm
2.4G WLAN	● DSSS ● OFDM	2412–2472 MHz	● 20 MHz ● 40 MHz	16.83dBm
5G WLAN	OFDM	5180–5240 MHz	● 20 MHz ● 40 MHz ● 80 MHz	14.49 dBm
5.8G WLAN	OFDM	5745–5825 MHz	● 20 MHz ● 40 MHz ● 80 MHz	13.33 dBm
GPS(RX)	N/A	L1: 1559–1610 MHz	N/A	N/A
NFC	ASK	13.56 MHz	N/A	–20.47 dBuA/m @10m
GSM	● GMSK (GPRS/EGPRS) ● 8PSK (EGPRS)	● GSM900 TX: 880–915 MHz RX: 925–960 MHz ● DCS1800 TX: 1710–1785 MHz RX: 1805–1880 MHz	200 kHz	● GSM900: 34 dBm ● DCS1800: 30 dBm
WCDMA	QPSK	● B1 TX: 1920–1980 MHz	5 MHz	● B1: 22 dBm

Technology	Modulation	Frequency Range (Transmitter/Receiver)	Channel Bandwidth	Power
		RX: 2110–2170 MHz ● B8 TX: 880–915 MHz RX: 925–960 MHz		● B8: 23 dBm
LTE	● QPSK ● 16QAM	● B1 TX: 1920–1980 MHz RX: 2110–2170 MHz ● B3 TX: 1710–1785 MHz RX: 1805–1880 MHz ● B7 TX: 2500–2570 MHz RX: 2620–2690 MHz ● B8 TX: 880–915 MHz RX: 925–960 MHz ● B20 TX: 832–862 MHz RX: 791–821 MHz ● B28 TX: 703–736 MHz RX: 758–791 MHz ● B38 TX/RX: 2570–2620 MHz ● B40	● B1: 5/10/15/20 MHz ● B3: 1.4/3/5/10/15/20 MHz ● B7: 5/10/15/20 MHz ● B8: 1.4/3/5/10 MHz ● B20: 5/10/15/20 MHz ● B28: 3/5/10/15/20 MHz ● B38: 5/10/15/20 MHz ● B40: 5/10/15/20 MHz ● B42: 5/10/15/20 MHz ● B43: 5/10/15/20 MHz	● B1: 23 dBm ● B3: 23 dBm ● B7: 22 dBm ● B8: 23 dBm ● B20: 22 dBm ● B28: 24 dBm ● B38: 23 dBm ● B40: 23 dBm ● B42: 23 dBm ● B43: 23 dBm

Technology	Modulation	Frequency Range (Transmitter/Receiver)	Channel Bandwidth	Power
		TX/RX: 2300–2400 MHz • B42 TX/RX: 3400–3600 MHz • B43 TX/RX: 3600–3800 MHz		
NR	• DFT-s-OFDM: PI/2 BPSK QPSK 16QAM 64QAM 256QAM • CP-OFDM: QPSK 16QAM 64QAM 256QAM	• n1 TX: 1920–1980 MHz RX: 2110–2170 MHz • n3 TX: 1710–1785 MHz RX: 1805–1880 MHz • n20 TX: 832–862 MHz RX: 791–821 MHz • n28 TX: 703–736 MHz RX: 758–791 MHz • n41 TX/RX: 2500–2690 MHz • n78 TX/RX: 3400–3800 MHz	• n1: 5/10/15/20/30/40 MHz • n3: 5/10/15/20 MHz • n20: 5/10/15/20 MHz • n28: 5/10/15/20 MHz • n41: 20/30/40/50/60/80/90/100 MHz • n78: 20/30/40/50/60/70/80/90/100 MHz	• n1: 23.5dBm • n3: 23.5dBm • n20: 23.5dBm • n28: 23.5dBm • n41: 25dBm • n78: 25dBm

17. Abbreviations

Abbreviation	Full Name
GPS	Global Positioning System
LCD	Liquid-Crystal Display
LED	Light-Emitting Diode
PC	Personal Computer
PTT	Push-To-Talk
SIM	Subscriber Identity Module
USB	Universal Serial Bus
WLAN	Wireless Local Area Networks



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Address: Hytera Tower, Hi-Tech Industrial Park North, 9108# Beihuan Road, Nanshan District,
Shenzhen, People's Republic of China

Postcode: 518057

<https://www.hytera.com>