

**cricket**<sup>®</sup>  
wireless

Nokia C2 Tava  
Nokia C2 Tennen

User Guide



**NOKIA**

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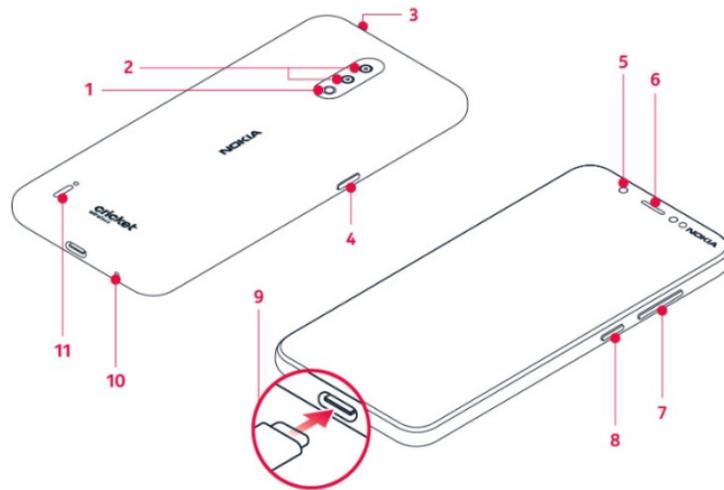
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## Get started

### Keep your phone up to date

Keep your phone up to date and accept available software updates to get new and enhanced features for your phone. Updating the software may also improve your phone's performance.

## Keys and parts



1. Flash
2. Camera
3. Headset connector
4. The Google Assistant key

5. Front camera
6. Earpiece
7. Volume keys
8. Power/Lock key
9. USB connector
10. Microphone
11. Loudspeaker

Important: The device screen is made of glass. This glass can break if the device is dropped on a hard surface or receives a substantial impact. If the glass breaks, do not touch the glass parts of the device or attempt to remove the broken glass from the device. Stop using the device until the glass is replaced by authorized service personnel.

Do not connect to products that create an output signal, as this may damage the device. Do not connect any voltage source to the audio connector. If you connect an external device or headset, other than those approved for use with this device, to the audio connector, pay special attention to volume levels.

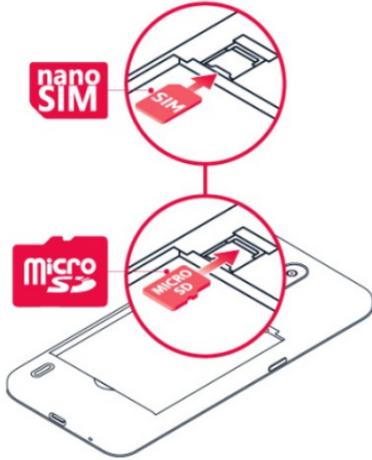
Parts of the device are magnetic. Metallic materials may be attracted to the device. Do not place credit cards or other magnetic stripe cards near the device for extended periods of time, since the cards may be damaged.

## Insert SIM and memory card



1. Place your fingernail in the seam between the back cover and the display, bend the back cover open, and remove it.
2. Lift and remove the battery.

3. Hold the SIM card with metal contacts facing downward and the cut corner at the upper left. Slide the card into the SIM card slot.



4. If applicable, hold the microSD card (sold separately) with metal contacts facing downward and the cut corner at the upper right. Slide the card into the microSD card slot.

5. Insert the battery, making sure the gold contacts line up.
6. Replace the cover on the back of the phone; making sure it is lined up before pressing it into place around all of the edges.

#### Warning!

To avoid damage to the phone, only use the SIM included in the box or provided to you by Cricket.

Use only compatible memory cards approved for use with this device. Incompatible cards may damage the card and the device and corrupt data stored on the card.

Do not remove the memory card when an app is using it. Doing so may damage the memory card and the device and corrupt data stored on the card.

Switch the device off and disconnect the charger and any other device before removing any covers. Avoid touching electronic components while changing any covers. Always store and use the device with any covers attached.

## Charge your phone

1. Plug a compatible charger into a wall outlet.
2. Connect the cable to your phone.

Your phone supports the USB-C cable. You can also charge your phone from a computer with a USB cable, but it may take a longer time.

If the battery is completely discharged, it may take several minutes before the charging indicator is displayed.

## Switch on and set up your phone

When you switch your phone on for the first time, your phone guides you to set up your network connections and phone settings.

1. To switch on your phone, press and hold the power key until the phone vibrates.
2. When the phone is switched on, choose your language and region.
3. Follow the instructions shown on your phone.

## TRANSFER DATA FROM YOUR PREVIOUS PHONE

You can transfer data from an old phone to your new phone using your Google account.

To back up data on your old phone to your Google account, refer to your old phone's user guide.

1. Tap **Settings > Accounts > Add account > Google**.
2. Select which data you want to restore on your new phone. The sync starts automatically once your phone is connected to the internet.

## RESTORE APP SETTINGS FROM YOUR PREVIOUS ANDROID™ PHONE

If your previous phone was an Android, and back up to Google account is enabled on it, you can restore your app settings and Wi-Fi passwords.

1. Tap **Settings > System > Backup**.
2. Switch **Backup to Google Drive** on.

## Lock your phone

If you want to avoid accidentally making a call when your phone is in your pocket or bag, you can lock your keys and screen.

To lock your keys and screen, press the power key.

### UNLOCK THE KEYS AND SCREEN

Press the power key, and swipe up across the screen. If asked, provide additional credentials.

### Protect your phone with a screen lock

You can set your phone to require authentication when unlocking the screen.

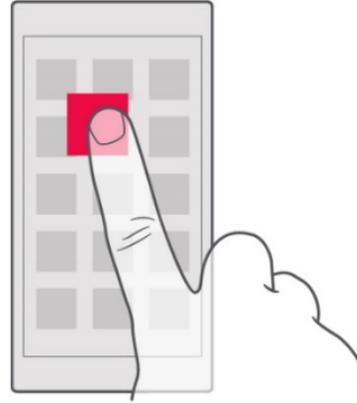
### SET A SCREEN LOCK

1. Tap **Settings** > **Security** > **Screen lock**.
2. Choose the type of lock and follow the instructions on your phone.

### Use the touch screen

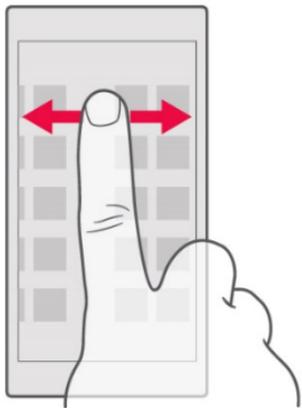
Important: Avoid scratching the touch screen. Never use an actual pen, pencil, or other sharp object on the touch screen.

### TAP AND HOLD TO DRAG AN ITEM



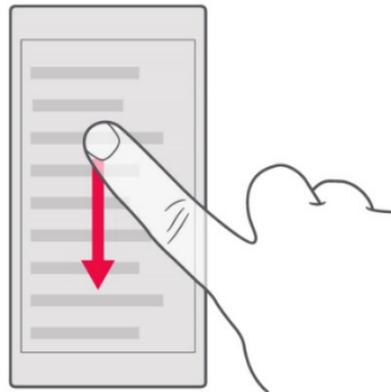
Place your finger on the item for a couple of seconds, and slide your finger across the screen.

## SWIPE



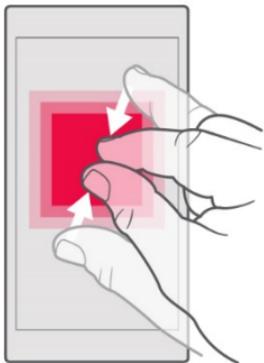
Place your finger on the screen, and slide your finger in the direction you want.

## SCROLL THROUGH A LONG LIST OR MENU



Slide your finger quickly in a flicking motion up or down the screen, and lift your finger. To stop the scrolling, tap the screen.

## ZOOM IN OR OUT



Place 2 fingers on an item, such as a map, photo, or web page, and slide your fingers apart or together.

## LOCK THE SCREEN ORIENTATION

The screen rotates automatically when you turn the phone 90 degrees.

To lock the screen in portrait mode, swipe down from the top of the screen, and tap **Auto-rotate**.

## USE THE NAVIGATION KEYS

- To see all your apps, swipe up from the home key ●.
  - To go to the home screen, tap the home key. The app you were in stays open in the background.
  - To see which apps you have open, tap ■.
    - To switch to another open app, swipe right.
    - To close an app, swipe it up.
    - To close all the open apps, swipe right through all the apps, and tap **CLEAR ALL**.
  - To go back to the previous screen you were in, tap the back key ◀.
- Your phone remembers all the apps and websites you've visited since the last time your screen was locked.

## Basics

### Personalize your phone

Learn how to personalize the home screen and how to change ringtones.

## CHANGE YOUR WALLPAPER

Tap **Settings** > **Display** > **Wallpaper**.

## CHANGE YOUR PHONE RINGTONE

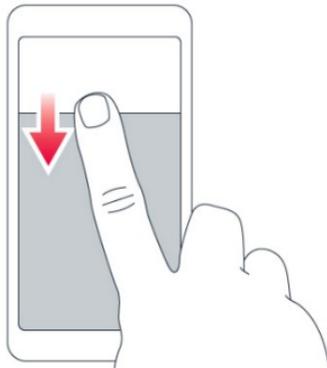
1. Tap **Settings** > **Sound**.
2. Tap **Phone ringtone** to select the ringtone.

## CHANGE YOUR MESSAGE NOTIFICATION SOUND

Tap **Settings** > **Sound** > **Default notification sound**.

## Notifications

When you receive new notifications, such as messages or missed calls, indicator icons appear on the status bar at the top of the screen. To see more information about the notifications, drag the status bar down. To close the view, swipe up on the screen.



To change the notification settings of an app, tap **Settings** > **Apps & notifications** > **Notifications**, and tap the app name to open the app settings. You can turn off or on the notifications for each app individually.

Tip: To see notification dots, tap **Settings** > **Apps & notifications** > **Notifications** > **Advanced**, and switch **Allow notification dots** on. A small dot will appear on the app icon, if you've got a notification, but haven't attended to it yet. Tap and hold the icon to see available options. You can tap the notification to open it, or swipe to dismiss.

## USE THE QUICK SETTING ICONS

To activate features, tap the quick settings icons on the notification panel. To see more icons, drag the menu down.

To rearrange the icons, tap , tap and hold an icon, and then drag it to another location.

## Control volume

If you have trouble hearing your phone ringing in noisy environments, or calls are too loud, you can change the volume to your liking by using the volume keys on the side of your phone.

Do not connect to products that create an output signal, as this may damage the device. Do not connect any voltage source to the audio connector. If you connect an external device or headset, other than those approved for use with this device, to the audio connector, pay special attention to volume levels.

## CHANGE THE VOLUME SETTINGS

Press a volume key on the side of your phone to see the volume status bar, tap , and drag the sliders on the volume bars left or right.

## SET THE PHONE TO SILENT

To set the phone to silent, press the volume down key, tap  to set your phone to vibrate only and tap  to set it to silent.

## Screenshots

To take a screenshot, press and hold the power key and tap **Screenshot**. You can also take a screenshot by pressing and holding the down volume and power key for 2 seconds.

You can view the captured images in Photos.

It is not possible to capture a screenshot while using some apps and features.

## Battery life

Get the most out of your phone while getting the battery life you need.

There are steps you can take to save power on your phone.

- Always charge the battery fully.
- Mute unnecessary sounds, such as touch sounds. Tap **Settings** > **Sound** > **Advanced**, and under **Other sounds and vibrations**, select which sounds to keep.
- Use wired headphones, rather than the loudspeaker.
- Set the phone screen to switch off after a short time. Tap **Settings** > **Display** > **Advanced** > **Screen timeout** and select the time.
- Tap **Settings** > **Display** > **Brightness level**. To adjust the brightness, drag the brightness level slider. Make sure that **Adaptive brightness** is disabled.
- Switch on the power saver: tap **Settings** > **Battery** > **Battery Saver**, and switch on.
- Use location services selectively: switch location services off when you don't need them. Tap **Settings** > **Location**, and disable **Use location**.

- Use network connections selectively: switch Bluetooth on only when needed. Use a Wi-Fi connection to connect to the internet, rather than a mobile data connection. Stop your phone scanning for available wireless networks. Tap **Settings** > **Network & internet** > **Wi-Fi**, and switch **Use Wi-Fi** off. If you're listening to music or otherwise using your phone, but don't want to make or receive calls, switch the airplane mode on. Tap **Settings** > **Network & internet** > **Advanced** > **Airplane mode**. Airplane mode closes connections to the mobile network and switches your device's wireless features off.

## Automatic text correction

### USE KEYBOARD WORD SUGGESTIONS

Your phone suggests words as you write, to help you write quickly and more accurately. Word suggestions may not be available in all languages.

When you start writing a word, your phone suggests possible words. When the word you want is shown in the suggestion bar, select the word. To see more suggestions, tap and hold the suggestion.

Tip: If the suggested word is marked in bold, your phone automatically uses it to replace the word you wrote. If the word is wrong, tap and hold it to see a few other suggestions. If you do not want the keyboard to suggest words while typing, turn off the text corrections. Tap **Settings > System > Languages & input > Virtual keyboard**. Select the keyboard you normally use. Tap **Text correction** and switch off the text correction methods you do not want to use.

### CORRECT A WORD

If you notice that you have misspelled a word, tap it to see suggestions for correcting the word.

### SWITCH SPELL CHECKER OFF

Tap **Settings > System > Languages & input > Advanced > Spell checker**, and switch **Use spell checker** off.

## Google Assistant

Google Assistant can help you search information online, translate words and sentences, make notes and calendar appointments, for example. You

can use Google Assistant even when your phone is locked. However, Google Assistant asks you to unlock your phone before accessing your private data.

### USE THE GOOGLE ASSISTANT KEY

To access the Google Assistant services, use the Google Assistant key on the side of your phone:

- Press the key once to start Google Assistant. When you press the key for the first time, you are asked to sign in with your Google account or create a new account.
- Press and hold the key to speak with Google Assistant. Ask your question and release the key. You see Google Assistant's answer on your phone's display.

## Accessibility

### ADJUST THE FONT SIZE

Do you want to have larger fonts on your phone?

1. Tap **Settings > Accessibility**.

2. Tap **Font size**. To increase or decrease the font size, drag the font size level slider.

## ADJUST THE DISPLAY SIZE

Do you want to make the items on your screen smaller or larger?

1. Tap **Settings > Accessibility**.
2. Tap **Display size** and to adjust the display size, drag the display size level slider.

## USE TALKBACK

With TalkBack, the phone speaks out loud the items you touch on the screen. This way, you can use the phone without looking at the screen.

Tap **Settings > Accessibility > TalkBack**, and switch **Use service** on.

Note that when TalkBack is on, the phone screen behaves differently:

- To activate an item, first tap it to select it, and then double-tap it.
- To scroll on the screen, use two fingers.

- To access all your apps, tap  on the home screen and then double tap it.

To switch TalkBack off, tap **Settings** to select it and then double-tap it. Then tap **Accessibility** and double-tap it. Then tap **TalkBack** and double-tap it. Tap **Use service** and double-tap it. Tap **OK** and double-tap it.

Tip: You can also switch TalkBack off with the volume keys. Press and hold both volume keys at the same time for 3 seconds. Tap **Use shortcut** and double-tap it. Then press and hold the volume keys for 3 seconds again. From now on, you can switch TalkBack on and off just by pressing and holding the volume keys for 3 seconds.

## Connect with your friends and family

### Calls

#### MAKE A CALL

1. Tap .

2. Tap , type in a number, or tap  and select a contact you want to call.
3. Tap .

### ANSWER A CALL

When the phone rings, swipe up to answer.

### REJECT A CALL

To reject a call, swipe down.

## Contacts

### SAVE A CONTACT FROM CALL HISTORY

1. Tap , and tap  to see call history.
2. Tap the number you want to save.
3. Select if you want to **Create new contact** or **Add to a contact**.
4. Type in the contact information, and tap **SAVE**.

### ADD A CONTACT

1. Tap **Contacts** > .

2. Fill out the information.
3. Tap **SAVE**.

## Send and receive messages

Keep in touch with your friends and family members through text messages.

### SEND A MESSAGE

1. Tap **Messages** > .
2. To add a recipient, tap  and type their number in the To field. To add a contact, start typing their name and tap the contact.
3. After choosing all the recipients, tap .
4. Write your message in the text box.
5. Tap .

## Mail

You can use your phone to read and reply to mail when you're on the go.

## ADD A MAIL ACCOUNT

When you use the Gmail app for the first time, you are asked to set up your email account.

1. Tap **Gmail**.
2. You can select the address connected with your Google account or tap **Add an email address**.
3. After adding all the accounts, tap **TAKE ME TO GMAIL**.

## SEND MAIL

1. Tap **Gmail**.
2. Tap .
3. In the **To** box, type in an address, or tap  > **Add from Contacts**.
4. Type in the message subject and the mail.
5. Tap .

## Camera

### TAKE A PHOTO

1. Tap **Camera**.
2. Take aim and focus.
3. Tap .

### TAKE A SELFIE

Need that perfect selfie? Use the phone's front camera to take one.

1. Tap **Camera**.
2. Tap  to switch to the front camera.
3. Take aim and focus.
4. Tap .

### USE GOOGLE LENS

With Google Lens, you can use the viewfinder of your camera to identify things, copy text, scan codes, and search for similar products, for example.

1. Tap **Camera**.

2. Tap  > .
3. Point the camera to the thing you want to identify, and follow the instructions on the display.

## ADD EFFECTS TO YOUR PHOTO

1. Tap **Camera > Portrait**.
2. Tap .
3. Select the photo you just took, you can see it in the bottom right corner.
4. Tap  and select the effect you want.

## LEARN ABOUT YOUR CAMERA SETTINGS

In the Camera app, tap  to learn more about each setting.

## RECORD A VIDEO

1. Tap **Camera > Video**.
2. Tap  to start recording.
3. To stop recording, tap .

## Your photos and videos

### VIEW PHOTOS AND VIDEOS ON YOUR PHONE

Tap **Photos**.

### COPY YOUR PHOTOS AND VIDEOS TO YOUR COMPUTER

Do you want to view your photos or videos on a larger screen? Move them to your computer.

You can use your computer's file manager to copy or move your photos and videos to the computer.

Connect your phone to the computer with a compatible USB cable. To set the USB connection type, open the notification panel, and tap the USB notification.

### SHARE YOUR PHOTOS AND VIDEOS

You can share your photos and videos quickly and easily for your friends and family to see.

1. Tap **Photos**, tap the photo or video you want to share and tap .

2. Select how you want to share the photo or video.

## Internet and connections

### Activate Wi-Fi

Using a Wi-Fi connection is generally faster and less expensive than using a mobile data connection. If both Wi-Fi and mobile data connections are available, your phone uses the Wi-Fi connection.

#### TURN ON WI-FI

1. Tap **Settings > Network & internet > Wi-Fi**.
2. Switch **Use Wi-Fi** on.
3. Select the connection you want to use.

Your Wi-Fi connection is active when  is shown on the status bar at the top of the screen.

**Important:** Use encryption to increase the security of your Wi-Fi connection. Using encryption reduces the risk of others accessing your data.

## Browse the web

### USE YOUR PHONE TO CONNECT YOUR COMPUTER TO THE WEB

It's simple to use the internet on your laptop on the go. Turn your phone into a Wi-Fi hotspot, and use your mobile data connection to access the internet with your laptop or other device.

1. Tap **Settings > Network & internet > Hotspot & tethering**.
2. Switch on the **Wi-Fi hotspot** to share your mobile data connection over Wi-Fi, **USB tethering** to use a USB connection, or **Bluetooth tethering** to use Bluetooth.

The other device uses data from your data plan, which may result in data traffic costs. For info on availability and costs, contact your network service provider.

#### START BROWSING

1. Tap **Chrome**.
2. Type a web address and tap  .

## SEARCH THE WEB

1. Tap **Chrome**.
2. Tap the search bar.
3. Write your search word in the search box.
4. Tap →.

You can also select a search word from the proposed matches.

## Bluetooth®

You can connect wirelessly to other compatible devices, such as phones, computers, headsets, and car kits. You can also send your photos to compatible phones or to your computer.

## CONNECT TO A BLUETOOTH DEVICE

You can connect your phone with many useful Bluetooth devices. For example, with a wireless headset (sold separately), you can speak on the phone hands-free – you can continue what you're doing, such as working at your computer, during a call. Connecting a phone to a Bluetooth device is called pairing.

1. Tap **Settings > Connected devices > Connection preferences > Bluetooth**.
2. Switch **Bluetooth** on.
3. Make sure the other device is switched on. You may need to start the pairing process from the other device. For details, see the user guide for the other device.
4. To pair your phone and the device, tap the device on the list of discovered Bluetooth devices.
5. You may need to type in a passcode. For details, see the user guide for the other device.

Since devices with Bluetooth wireless technology communicate using radio waves, they do not need to be in direct line-of-sight. Bluetooth devices must, however, be within 10 meters (33 feet) of each other, although the connection may be subject to interference from obstructions such as walls or from other electronic devices.

Paired devices can connect to your phone when Bluetooth is switched on. Other devices can detect your phone only if the Bluetooth settings view is open.

Do not pair with or accept connection requests from an unknown device. This helps to protect your phone from harmful content.

### REMOVE A PAIRING

If you no longer have the device with which you paired your phone, you can remove the pairing.

1. Tap **Settings > Connected devices > Previously connected devices**.
2. Tap  next to a device name.
3. Tap **FORGET**.

### SEND YOUR CONTENT USING BLUETOOTH

When you want to share your content or send photos you've taken to a friend, use Bluetooth to send them to compatible devices.

You can use more than one Bluetooth connection at a time. For example, while using a Bluetooth headset, you can still send things to another device.

1. Tap **Settings > Connected devices > Connection preferences > Bluetooth**.
2. Switch **Bluetooth** on.

3. Go to the content you want to send, and tap  > **Bluetooth**.
4. Tap the device to connect to. You can see the Bluetooth devices within range.
5. If the other device needs a passcode, type in the passcode. The passcode, which you can make up, must be typed in on both devices. The passcode in some devices is fixed. For details, see the user guide of the other device.

The passcode is only used when you connect to something for the first time.

### VPN

You may need a virtual private network (VPN) connection to access your company resources, such as intranet or corporate mail, or you may use a VPN service for personal purposes.

Contact your company IT administrator for details of your VPN configuration, or check your VPN service's website for additional info.

### USE A SECURE VPN CONNECTION

1. Tap **Settings > Network & internet > Advanced > VPN**.

2. To add a VPN profile, tap  .
3. Type in the profile info as instructed by your company IT administrator or VPN service.

### EDIT A VPN PROFILE

1. Tap  next to a profile name.
2. Change the info as required.

### DELETE A VPN PROFILE

1. Tap  next to a profile name.
2. Tap **FORGET**.

## Organize your day

### Date and time

#### UPDATE THE TIME AND DATE AUTOMATICALLY

You can set your phone to update the time, date, and time zone automatically. Automatic update is a network service and may not be available depending on your region or network service provider.

1. Tap **Settings > System > Date & time**.
2. Switch **Use network-provided time** on.
3. Switch **Automatic time zone** on.

### Alarm clock

#### SET AN ALARM

1. Tap **Clock > Alarm**.
2. To add an alarm, tap  .
3. To modify an alarm, tap it. To set the alarm to repeat on specific dates, tap **Repeat** and highlight the days of the week.

#### SWITCH AN ALARM OFF

When the alarm sounds, swipe the alarm right.

### Calendar

Tap **Calendar >** , and select what type of calendar you want to see.

Calendars are added automatically when you add an account to your phone. To add a new account with a calendar, go to the apps menu and tap **Settings** > **Accounts** > **Add account**.

## ADD AN EVENT

To remember an appointment or an event, add it to your calendar.

1. In Calendar, tap .
2. Type in the details you want, and set the time.
3. To make an event repeat on certain days, tap **More options** > **Does not repeat**, and select how often the event should repeat.
4. To edit the reminder time, tap **Add a notification**, and select the time you need.
5. Tap **Save**.

Tip: To edit an event, tap the event and , and edit the details.

## DELETE AN APPOINTMENT

1. Tap the event
2. Tap  > **Delete**.

# Maps

## FIND A SPOT

Google Maps helps you find specific locations and businesses.

1. Tap **Maps**.
2. Write search words, such as a street address or place name, in the search bar.
3. Select an item from the list of proposed matches as you write, or tap  to search.

The location is shown on the map. If no search results are found, make sure the spelling of your search words is correct.

## SEE YOUR CURRENT LOCATION

Tap Maps > .

## GET DIRECTIONS TO A PLACE

Get directions for walking, driving, or using public transport – use your current location or any other place as the start point.

1. Tap **Maps** and enter your destination in the search bar.
2. Tap **Directions**. The highlighted icon shows the mode of transportation, for example . To change the mode, select the new mode under the search bar.
3. If you don't want the starting point to be your current location, tap **Your location**, and search for a new starting point.
4. Tap **Start** to start the navigation.

The route is shown on the map, along with an estimate of how long it takes to get there. To see detailed directions, tap **Steps & more**.

## Use location services

Use Maps to find out where you are, attach your location to the photos you take. Location info can be attached to a photo or video, if your location can be determined using satellite or network technology. If you share a photo or video that contains location info, the location info may be shown to those who view the photo or video. Some apps can use your location info to offer you a wider variety of services.

## SWITCH ON LOCATION SERVICES

Your phone shows your location on the map using a satellite positioning system, Wi-Fi, or network (Cell ID) based positioning.

The availability, accuracy and completeness of the location info depend on, for example, your location, surroundings, and third-party sources, and may be limited. Location info may not be available, for example, inside buildings or underground. For privacy info related to positioning methods, see the HMD Global Privacy Policy, available at <http://www.nokia.com/phones/privacy>.

Some satellite positioning systems may require transferring small amounts of data over the mobile network. If you want to avoid data costs, for example when traveling, you can switch the mobile data connection off in your phone settings.

Wi-Fi positioning improves positioning accuracy when satellite signals are not available, especially when you are indoors or between tall buildings. If you're in a place where the use of Wi-Fi is restricted, you can switch Wi-Fi off in your phone settings.

Tap **Settings** > **Location**, and switch **Use location** on.

## Apps, updates, and backups

### Get apps from Google Play

You need to have a Google account added to your phone to use Google Play services. Charges may apply to some of the content available in Google Play.

To add a payment method, tap **Play Store** >  > **Payment methods**. Always be sure to have a permission from the payment method owner when buying content from Google Play.

### ADD A GOOGLE ACCOUNT TO YOUR PHONE

1. Tap **Settings** > **Accounts** > **Add account** > **Google**. If asked, confirm your device lock method.
2. Type in your Google account credentials and tap **Next**, or, to create a new account, tap **Create account**.
3. Follow the instructions on your phone.

### DOWNLOAD APPS

1. Tap **Play Store**.

2. Tap the search bar to look for apps, or select apps from your recommendations.
3. In the app description, tap **Install** to download and install the app.

## Update your phone software

### INSTALL AVAILABLE UPDATES

Tap **Settings** > **Cricket Software updates** > **Check for updates** to check if updates are available.

When your phone notifies you that an update is available, just follow the instructions shown on your phone. If your phone is low on memory, you may need to move your photos and other stuff to the memory card.

Warning: If you install a software update, you cannot use the device, even to make emergency calls, until the installation is complete and the device is restarted.

Before starting the update, connect a charger or make sure the device battery has enough power, and connect to Wi-Fi, as the update packages may use up a lot of mobile data.

## Back up your data

To ensure your data is safe, use the backup feature in your phone. Your device data (such as Wi-Fi passwords and call history) and app data (such as settings and files stored by apps) will be backed up remotely.

### SWITCH ON AUTOMATIC BACKUP

Tap **Settings > System > Backup**, and switch **Back up to Google Drive** on.

## Restore original settings and remove private content from your phone

Accidents can happen – if your phone is not working properly, you can restore its settings. Or, if you buy a new phone, or otherwise want to dispose of or recycle your phone, here's how you can remove your personal info and content. Note that it is your responsibility to remove all private content.

### RESET YOUR PHONE

1. Tap **Settings > System > Advanced > Reset options > Erase all data (factory reset)**.
2. Follow the instructions shown on your phone.

## Access codes

Learn what the different codes on your phone are for.

### LOCK CODE

Also known as security code or password.

The lock code helps you protect your phone against unauthorized use. You can set your phone to ask for the lock code that you define. Keep the code secret and in a safe place, separate from your phone.

If you forget the code and your phone is locked, your phone will require service. Additional charges may apply, and all the personal data on your phone may be deleted.

For more info, contact the nearest care point for your phone, or your phone dealer.

### IMEI CODE

The IMEI code is used to identify phones in the network. You may also need to give the number to your care point services or phone dealer.

To view your IMEI number, dial \*#06#.

Your phone's IMEI code is also printed either on your phone or on the SIM tray depending on your phone model. If your phone has a removable back cover, you can find the IMEI code under the cover.

The IMEI is also visible on the original sales box.

### LOCATE OR LOCK YOUR PHONE

If you lose your phone, you may be able to find, lock, or erase it remotely if you have signed in to a Google Account. Find My Device is on by default for phones associated with a Google Account.

To use Find My Device, your lost phone must be:

- Turned on
- Signed in to a Google Account
- Connected to mobile data or Wi-Fi
- Visible on Google Play
- Location turned on
- Find My Device turned on

When Find My Device connects with your phone, you see the phone's location, and the phone gets a notification.

1. Open [android.com/find](https://android.com/find) on a computer, tablet or phone connected to the internet and sign in to your Google Account.
2. If you have more than one phone, click the lost phone at the top of the screen.
3. On the map, see about where the phone is. The location is approximate and may not be accurate.

If your device can't be found, Find My Device will show its last known location, if available. To lock or erase your phone, follow the instructions on the web site.

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