Consumer Cellular ZMAX 10

USER GUIDE

Consumer Cellular®

Thank you for choosing Consumer Cellular!

We know you're excited to use your new Consumer Cellular ZMax 10, and this user guide will help you get familiar with it, so you can start using it as soon as possible. Each section includes instructions and pictures to make it easy to start using your device. If you would like to learn more, turn to the back of this guide, where you'll find the **SUPPORT** section.

We're always happy to help you!

Need More Information?

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

Call us at **(800) 686-4460**

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GETTING STARTED

INSTALLING A microSDXC™ CARD

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

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

NOTE: Some applications may require a microSDXC card to store certain data on it and to work properly. Therefore, it is recommended that you keep a microSDXC card installed and not remove or replace it unnecessarily.

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

CHARGING THE BATTERY

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

If the battery is low, there will be a pop-up message on the screen. As you charge your phone, the screen will show the exact battery level on the status bar.

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

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

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

EXTENDING THE BATTERY LIFE

Active applications, screen brightness levels, *Bluetooth* and Wi-Fi usage, and location functionality can drain your battery. You can follow the helpful tips below to conserve your battery power:

- Reduce the screen backlight time.
- Lower the screen brightness.
- Turn auto sync and *Bluetooth* off when not in use.
- Disable the location feature when it is not needed. Most applications using this function will periodically query the GPS satellites or the networks for your current location; each query drains your battery.
- Use the battery saver feature.

POWERING YOUR PHONE ON/OFF

- Press and hold the **Power/Lock Key** to turn on your phone.
- To turn it off, press and hold the **Power/Lock Key** to open the options menu. Tap ⏻ > ⏻.

SETTING UP YOUR PHONE FOR THE FIRST TIME

When you first power on your phone after you purchase it or reset it to factory settings (see *Settings – System – Reset Options*), you will need to set it up before using it.

1. Tap the language field to select the language you want, and tap **START**.
2. Follow the prompts to set up your Wi-Fi connection, Google services, fingerprint & screen lock, navigation style, and other options.

NOTE: Users with low vision can tap **Vision settings** on the initial setup screen to customize accessibility features.

LOCKING/UNLOCKING THE PHONE

Your phone allows you to quickly lock the it (put the phone into Sleep mode) when not in use and also to unlock it when you need to use it.

To lock the phone:

To quickly turn the screen off and lock the phone, press the **Power/Lock Key**.

NOTE: To save battery power, the phone automatically turns off the screen after a certain period of time when you leave it idle. You will still be able to receive messages and calls while the phone screen is off.

To unlock the phone:

1. Press the **Power/Lock Key** to turn the screen on.
2. Swipe up on the screen. You can also swipe from 📷 at the bottom right to open the Camera app. Or, double-tap a notification to open the related app.

NOTE: If you have set an unlock pattern, a PIN, or a password as the screen lock (see *Personalizing – Protecting Your Phone With a Screen Lock*), or registered your fingerprint (see *Personalizing – Using Your Fingerprint*), you'll need to draw the pattern, enter the PIN/password, or touch the fingerprint sensor to unlock the phone.

USING THE TOUCH SCREEN

Your phone's touch screen lets you control actions through a variety of touch gestures.

- **Tap** – When you want to type using the on-screen keyboard, select on-screen items (such as application and settings icons), or press on-screen buttons, simply tap them with your finger.
- **Press and Hold** – To open the available options for an item (for example, a link in a web page), press and hold the item.
- **Swipe or Slide** – To swipe or slide means to quickly drag your finger vertically or horizontally across the screen.
- **Drag** – To drag, press and hold your finger with some pressure before you start to move your finger. While dragging, do not release your finger until you have reached the target position.
- **Pinch** – In some apps (such as Maps and Photos), you can zoom in and out by placing two fingers on the screen at once and pinching them together (to zoom out) or spreading them apart (to zoom in).
- **Rotate the Screen** – For most screens, you can automatically change the screen orientation from portrait to landscape by turning the phone sideways.

NOTES:

- The Auto-rotate feature needs to be enabled for the screen orientation to automatically change. Swipe up on the home screen and tap **Settings** > **Display** and turn on **Auto-rotate screen**.
- You can also access the screen rotation control by sliding down the status bar twice to open the Quick Settings and turn on **Auto-rotate**.

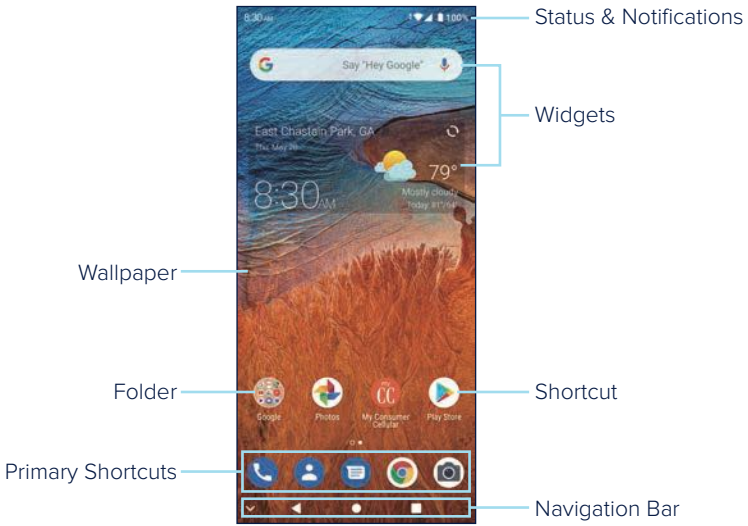
GETTING TO KNOW YOUR PHONE

KEY FUNCTIONS

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

GETTING TO KNOW THE HOME SCREEN

The home screen is the starting point for your phone's applications, functions, and menus. You can customize your home screen by adding application icons, shortcuts, folders, widgets, and more.



*You can customize the system navigation style. Swipe on the home screen and tap **Settings** > **Features** > **System navigation** and select one option.

Extended Home Screen Panels

Your home screen is extendable, providing more space for shortcuts, widgets, and more. Add a few extended home screen panels and you can swipe left or right on the home screen to switch between them. You can also remove some panels.

NOTE: Swipe right on the left-most panel to use the Google app.

To add a new home screen panel:

Press and hold a shortcut, a folder, or a widget and drag it to the right edge of the home screen. A new panel is created automatically and you can release the item on the new panel.

To delete a home screen panel:

Remove all shortcuts, folders, and widgets from a panel (see *Knowing the Basics – Managing Shortcuts and Widgets – Removing Shortcuts or Widgets*) and the panel is deleted automatically.

PERSONALIZING

CHANGING THE SYSTEM LANGUAGE

1. Swipe up on the home screen and tap **Settings** > **System** > **Languages & input** > **Languages**. The first language in the list is the default system language.
2. Tap **Add a language** to add another language to the list.
3. To change the system language, press and hold the language you want and drag it to the top of the list.

NOTE: To remove languages from the list, tap ⋮ > **Remove**. Select the languages you want to delete and tap 🗑 > **OK**.

SETTING THE DATE AND TIME

1. Swipe up on the home screen and tap **Settings** > **System** > **Date & time**.
2. Set the date, time, time zone, and time format.
   - To adjust the date and time automatically, tap to turn on **Use network-provided time**.
   - To adjust the date and time manually, tap to turn off **Use network-provided time** and tap **Date/Time** to change the date and time.
   - To adjust the time zone automatically, tap to turn on **Use network-provided time zone**.
   - To adjust the time zone manually, tap to turn off **Use network-provided time zone** and tap **Time zone** to set the correct time zone.

   - To adjust the time format, tap to turn on **Use locale default** or turn off this option and switch on/off **Use 24-hour format**.

CHANGING THE RINGTONE, NOTIFICATION SOUND, OR ALARM SOUND

You can quickly customize the default ringtone for incoming calls, the default notification sound, and the default alarm sound.

1. Swipe up on the home screen and tap **Settings** > **Sound** > **Advanced** > **Ringtones**.
2. Tap **Phone ringtone**, **Default notification sound**, or **Default alarm sound**.
3. Scroll through the list and select the ringtone you'd like to use.
4. Tap **OK**.

NOTES:

- Many applications have their own notification sound settings.
- See *Contacts – Editing Contacts – Editing Contact Details* for how to assign a special ringtone to an individual contact.
- When selecting ringtones or sounds, tap **Add ringtone** / **Add notification** / **Add alarm** to select your own audio file on the phone.

TURNING SYSTEM SOUNDS ON/OFF

1. Swipe up on the home screen and tap **Settings** > **Sound** > **Advanced**.
2. In the **Other sounds and vibrations** section, tap the switch beside each option to turn it on or off.

ADJUSTING VOLUMES

1. Swipe up on the home screen and tap **Settings** > **Sound**.
2. Drag the sliders below **Media volume**, **Ring volume**, **Alarm volume**, **Notification volume**, and **Call volume** to adjust the volume for each type of audio.

NOTE: You can adjust the media volume by pressing the **Volume Key**. During a call, press the key to adjust call volume.

SWITCHING TO SILENT OR VIBRATION MODE

You can set the phone to silent or vibration mode by using one of the following methods.

NOTE: Silent and vibration modes will not silence your alarms.

- Press the **Volume Key** and tap or to switch the phone to vibration or silent mode.
- Swipe down from the top of the screen to open the notification panel and drag the panel downwards to open Quick Settings. Tap **Ring** or **Vibrate** to switch the phone to vibration or silent mode.
- Swipe up on the home screen and tap **Settings** > **Sound** > **Notification mode** and select **Vibrate** or **Mute** to switch to vibration or silent mode.

NOTE: To restore normal sound settings, press the **Volume Key** and tap , tap **Silent** on the Quick Settings panel, or open the **Settings** app and tap **Sound** > **Notification mode** > **Ring**.

USING DO NOT DISTURB MODE

You can limit interruptions with Do Not Disturb mode. This mode silences your phone so that it doesn't play sounds, vibrate, or show notifications when you don't want it to.

To turn on Do Not Disturb mode:

1. Swipe down from the top of the screen with two fingers to access the Quick Settings panel.
2. Swipe left and right to find the **Do Not Disturb** icon and tap it.

To set Do Not Disturb mode options:

You can set exceptions, notification restrctions, duration, and schedules for Do Not Disturb mode.

1. Swipe up on the home screen and tap **Settings** > **Sound** > **Do Not Disturb**.
2. Tap the following options as you need.
   - **Calls:** Set allowed disturbance from calls when Do Not Disturb mode is on. The phone may not ring, vibrate, or show any notification when other calls come in.
   - **SMS, MMS, and messaging apps:** Set allowed disturbances from messages. The phone may not ring, vibrate, or show any notification when other messages come in.
   - **See all exceptions:** Set allowed disturbance from alarms, media sounds, touch sounds, reminders, and events.
   - **Restrict notifications:** Set limits for notifications. You can forbid sound or visuals or customize more restrictions.

- **Default duration:** You can set a default duration for turning off Do Not Disturb mode.
- **Schedules:** Use schedules to turn on/off Do Not Disturb mode automatically. Tap an existing schedule to use it, or next to it edit or delete it. You can also tap **Add more** to create new schedules.

APPLYING NEW WALLPAPERS

You can set the wallpaper for the home screen or lock screen.

1. Swipe up on the home screen and tap **Settings** > **Display** > **Wallpaper**.

   – or –

   Press and hold an empty area on the home screen and tap **Wallpaper**.
2. Tap a wallpaper thumbnail or SELECT FROM GALLERY and choose an image. For gallery images, you can pan and zoom to select the area of the image you want to use.
3. Tap **SET AS** and choose where the wallpaper should be used by tapping **Set Home screen**, **Set lock screen**, or **Set both**.

SETTING THE HOME SCREEN OPTIONS

1. Press and hold an empty area on the home screen.
2. Tap Effect to choose a transition effect between home screen panels. To set other options, touch **Settings** to customize options including adding new app icon, app badges, icon layout, home screen mode, screen looping, layout lock, and Google app display.

USING NIGHT LIGHT

You can enable Night Light to tint the screen amber for eye protection.

1. Swipe up on the home screen and tap **Settings** > **Display** > **Night Light**.
2. Tap **TURN ON NOW** and adjust the intensity bar to a comfortable level.

NOTE: If you want the phone to turn on/off Night Light automatically, tap **Schedule** to set the start and end time.

PROTECTING YOUR PHONE WITH A SCREEN LOCK

You can protect your phone by creating a screen lock. When it is enabled, you can swipe up on the screen, and then draw a pattern or enter a numeric PIN or password to unlock the phone's screen and keys.

1. Swipe up on the home screen and tap **Settings** > **Security** > **Screen lock**.
2. Tap **None**, **Swipe**, **Pattern**, **PIN**, or **Password**.
   - Tap **None** to disable screen lock protection.
   - Tap **Swipe** to enable screen lock and allow unlocking with a "swipe up" gesture. You can unlock the screen by swiping up on the lock screen.
   - Tap **Pattern** to create a pattern that you must draw to unlock the screen.
   - Tap **PIN** or **Password** to set a numeric PIN or a password that you must enter to unlock the screen.
3. For Pattern, PIN, or Password lock, select how you would like notifications and their contents to show when the phone is locked, and then tap **Done**.

NOTES:

- Screen lock options are listed in the approximate order of the strength of their security, starting with **None** and **Swipe**, which provide no security. A pattern provides minimal security, although it can be more convenient than the stronger options.
- Remember the pattern, PIN or password you set. Otherwise, you may have to contact customer service to upgrade the phone software (see *Upgrading the Phone Software*).

PROTECTING YOUR PHONE WITH SCREEN PINNING

You can use the screen pinning feature to keep an app in view, so people cannot switch to other apps or access your personal information.

Turning On Screen Pinning

1. Swipe up on the home screen and tap **Settings** > **Security** > **Advanced** > **Screen pinning**.
2. Tap the **On/Off** switch.
3. If you haven't set up a screen lock (a pattern, PIN, or password), you can tap **Lock device when unpinning** and follow the on-screen instructions to set one for added security. If a screen lock is set up, you can tap **Ask for unlock pattern/PIN/password before unpinning**. You will need to draw the pattern or enter the PIN/password to unpin the screen.

Pinning a Screen

1. Ensure that screen pinning is turned on.
2. Open the app you want to keep in view.
3. Tap the **Recent Apps Key**.
4. Tap > **Pin** above the app thumbnail.

Unpinning the Screen

1. To unpin the screen and return to normal use, press and hold both the **Back Key** and the **Recent Apps Key**.
2. If you have enabled the lock device option, swipe up on the lock screen and unlock the phone with the pattern, PIN, or password you set.

USING YOUR FINGERPRINT

Registering a Fingerprint

1. Swipe up on the home screen and tap **Settings** > **Security** > **Fingerprint** > **Fingerprint management**.
2. If you have not set a screen lock, choose one backup screen lock method to set the screen lock pattern, PIN, or password. If you have already set a screen lock, draw the pattern or enter the PIN/password.
3. Tap **REGISTER** or **Add fingerprint**.
4. Follow the prompts to record the center and the edges of a finger.
5. Tap **OK** when your fingerprint has been registered.

NOTE: Registered fingerprints are listed in the Fingerprint management menu. You can register up to 5 fingerprints. Tap an existing fingerprint record to change its name or delete it.

Setting Fingerprint Actions

1. Swipe up on the home screen and tap **Settings** > **Security** > **Fingerprint** > **Fingerprint management**.
2. Enter the screen lock pattern, PIN, or password you set.
3. Set the following fingerprint actions.
   - **Wake up and unlock your phone:** Allow the phone to wake up and unlock when you tap the fingerprint sensor.
   - **Simple touch:** Bind a registered fingerprint with an app, so you can tap the fingerprint sensor to open the app when the screen is off or locked.

NOTE: You can also tap the fingerprint sensor with any finger, registered or not, to take photos or answer calls. Open **Settings** > **Security** > **Fingerprint** > **Take photo** / **Answer call** to turn on or off these features.

KNOWING THE BASICS

PHONE STATUS ICONS

The status bar at the top of the home screen provides phone and service status icons on the right side. Below are some of the icons you may see.

Indicator	What it means
	UMTS & HSPA connected
	4G LTE connected
	Do Not Disturb mode on
	Vibration mode
	Ringer off
	Battery low
	Battery full
	Battery charging
	Wired headset connected

Indicator	What it means
	No signal
	Signal strength
	Airplane mode
	Connected to a Wi-Fi network
	Wi-Fi in use
	Speaker on
	Phone microphone off
	GPS on
	Alarm set

NOTIFICATION ICONS

The status bar at the top of the home screen provides notification icons on the left side. Below are some of the icons you may see.

Indicator	What it means
	New SMS/MMS
	New Gmail™ message(s)
	Missed call
	Call in progress
	Call on hold
	Song playing

Indicator	What it means
	New Wi-Fi network detected
	Downloading/receiving data
	Sending data
	USB tethering on
	Upcoming event
	Play Store updates available

OPENING/CLOSING THE NOTIFICATION PANEL

Notifications report the arrival of new messages, calendar events, and alarms, as well as ongoing events. You can open the notification panel to view the details of notifications.

- To open the notification panel, swipe your finger down from the top of the screen.
- To close the notification panel, swipe your finger up from the bottom of the screen or tap the **Back Key**.

RESPONDING TO OR REMOVING A NOTIFICATION

In the notification panel, you can respond to a notification or remove the notifications. The notification panel also supports expandable notifications that let you perform additional actions right from the notification itself.

- To respond to a notification, tap it.
- Slide down with one finger to expand certain notifications. You can also tap ⌄ / ⌃ to expand or collapse them.
- To remove a notification, swipe it left or right.
- To remove all nonpersistent notifications, tap **CLEAR ALL** below all the notifications.
- To manage notifications you have received, press and hold a notification, or slide it left or right a little and tap ⚙, and then choose to silence or turn off the application. Or, tap ⚙ again to customize more notification settings for the app. See *Settings – Apps & Notifications*.

NOTE: If you block notifications for an app, you may miss its important alerts and updates. The notifications of some apps cannot be blocked.

USING QUICK SETTINGS

The Quick Settings make it convenient to view or change the most common settings for your phone.

Open the notification panel and you can find a few Quick Settings on the top. To open the Quick Settings panel and find all setting tiles, drag the notification panel downwards, or swipe down from the top of the screen with two fingers.

NOTE: You can swipe left or right on the Quick Settings Panel to find all setting tiles.

To turn settings on or off quickly:

1. Swipe down from the top of the screen with two fingers to open the Quick Settings panel.
2. To turn a setting on or off, tap its tile. Press and hold certain tiles to access more setting options. For example, press and hold the Wi-Fi tile to open Wi-Fi settings.

To customize the Quick Settings panel:

You can add, remove or rearrange the tiles on the Quick Settings panel.

1. Open the Quick Settings panel.
2. Tap ✎ at the bottom to do one of the following options:
   - Press and hold a tile and drag it to the position you want.
   - Press and hold a tile and drag it to the section below **DRAG HERE TO REMOVE** to hide it.
   - In the **HOLD AND DRAG TO ADD TILES** section, drag a tile up to show it in the Quick Settings panel.

NOTE: On the Quick Settings panel, tap ⚙ at the bottom to access the Settings menu.

MANAGING SHORTCUTS AND WIDGETS

Adding Shortcuts and Widgets

1. Swipe up on the home screen to view apps.

   Or, to add widgets, press and hold an empty area of the home screen and tap **Add a widget**.
2. Slide to browse the available applications or widgets.
3. Press and hold a widget or an application icon and drag it to a home screen panel.

NOTE: While holding the item, you can drag it to the right edge of the screen to create a new home screen panel and put the item on it.

Moving Shortcuts or Widgets

1. Press and hold a shortcut or widget on the home screen.
2. Drag it to the place you need.

Removing Shortcuts or Widgets

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

ORGANIZING WITH FOLDERS

You can create folders on the home screen and add several shortcuts to a folder. You can move or remove folders the same way as moving or removing shortcuts.

1. On the home screen, press and hold the shortcut you want to add into a new folder.
2. Drag the shortcut over another and release. A new folder will be created and both shortcuts are added into the folder.
3. To add more shortcuts into the folder, press and hold each shortcut and drag it over the folder before releasing it.

NOTE: Tap the folder and then tap the name field to rename the folder.

REARRANGING THE PRIMARY SHORTCUTS

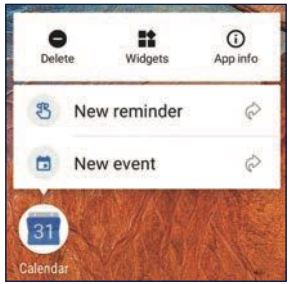
The home screen includes a customizable primary shortcuts area at the bottom of all home screens. You can keep up to five items in the primary shortcuts area. Drag shortcuts or folders in or out of the area to rearrange them.

USING APP SHORTCUTS

The app shortcuts feature allows you to quickly access typical app functions from the home screen and the app list screen.

NOTE: Not all apps support the app shortcuts feature.

1. Press and hold an app icon on the home screen or the app list screen.
2. From the displayed menu, tap the function you want to use offered by the app.



NOTE: You can also press and hold next to an option from the shortcut menu and drag it to a home screen panel to create a shortcut.

NOTIFICATION DOTS (APP BADGES)

Some apps can display a dot or a number to indicate that they have new or unhandled notifications. The indications appear on the app icons on both the home screen and the app list screen.

Press and hold an app icon with a notification dot to preview its new notifications without going to the notification panel.

To turn on/off notification dots for all apps:

Press and hold on a blank area of the home screen and tap **Settings** > **Home screen badge app icon** > **On/Off**.

To turn on/off notification dots for specific apps:

1. Swipe up on the home screen and tap **Settings** > **Apps & notifications** > **Notifications** > **Advanced**.
2. Switch on **Allow notification dots**.
3. Tap the **Back Key** and tap **SEE ALL [number] APPS**.
4. Tap the app you want to customize and tap **Notifications** > **Advanced** > **Allow notification dot**.

ENTERING TEXT

You can enter text using the on-screen keyboard. Some apps open it automatically. In others, you open it by tapping where you want to type. You can tap the **Back Key** to hide the on-screen keyboard. You can also enter text by speaking with the voice typing feature.

Enabling or Disabling Input Methods

1. Swipe up on the home screen and tap **Settings** > **System** > **Languages & input** > **Virtual keyboard** > **Manage keyboards**.
2. Tap a keyboard in the list to enable/disable it as an option for entering text.

NOTE: Some default input methods may not be disabled.

Gboard

The Gboard provides a layout similar to a computer keyboard. When screen auto-rotation is enabled, turn the phone sideways and the keyboard will change from portrait to landscape. The landscape keyboard is not supported in all applications.

- Tap the alphabetic keys to enter letters. Press and hold some specific keys to enter associated accented letters or numbers. For example, to enter É, press and hold E³ and the available accented letters and number 3 appear. Then slide your finger to choose **É**.
- When you start to type a word, possible options will appear above the keyboard. Tap to select the correct one.
- Tap ⇧ or ⬆ to switch between uppercase and lowercase. Double-tap ⇧ or ⬆ to lock uppercase. This key also changes to indicate the current case you are using.
- Tap ⌫ to delete the text before the cursor.
- Tap ?123 to select numbers and symbols. You can then tap =\< to find more.
- Tap ☺ to choose emoji, emoticon, stickers, or GIFs.
- Tap 🎤 to use Google voice typing.
- Press and hold , to set up the Google Keyboard.
- Press and hold , and then slide to ⧉ to change to a smaller keyboard for easier one-handed typing. Tap > / < to switch to the right-hand or left-hand keyboard respectively. Tap ⧉ or ⛶ to resize the keyboard or switch back to the full-sized keyboard.
- Tap > / < above the keys to show or hide more options such as stickers, GIFs, clipboard, theme, translation, search, and more.

Gesture Typing

The Gboard supports the gesture typing feature. You can use this feature to input a word by sliding your finger from letter to letter on the keyboard.

To enable and use gesture typing:

1. On the Gboard, press and hold , > **Glide typing** > **Enable glide typing** if this feature is turned off.
2. Move your finger from letter to letter on the keyboard to trace a word without lifting the finger until you reach the end of the word.

NOTES:

- Tap when you want to. If you want to enter a single letter, simply tap the key once.
- Lift your finger at the end of the word. A space is added automatically when you begin to input the next word.

Google Voice Typing

Google voice typing uses the Google voice recognition service to convert speech to text.

1. Tap to access the voice typing feature when you are using Gboard.

   If you have installed and enabled other input methods in addition to the pre-installed ones, you can also tap at the bottom right of the screen when entering text and tap **Google voice typing**.
2. When you see the microphone image, speak what you want to type.
3. You can continue entering text or tap an underlined transcription to change or delete it.

NOTE: Say "comma," "period," "question mark," "exclamation mark," or "exclamation point" to enter punctuation.

Input Method Settings

Choose the input method settings by swiping up on the home screen and tapping **Settings** > **System** > **Languages & input** > **Virtual keyboard**. You can tap an input method to change its settings or tap **Manage keyboards** to turn on or off an input method.

EDITING TEXT

- **Move the insertion point:** Tap where you want to type. The cursor blinks in the new position, and a tab appears below it. Drag the tab to move the cursor.
- **Select text:** Press and hold or double-tap within the text. The nearest word will be highlighted with a tab at each end of the selection. Drag the tabs to change the selection. Tap **Select all** or > **Select all** to select all the text.

- **Cut or copy:** Select the text you want to manipulate. Then tap **Cut** or **Copy** to cut or copy the text to the clipboard.
- **Replace text with the clipboard text:** Select the text you want to replace. Then tap **Paste**.
- **Insert clipboard text to the text field:** Tap the tab below the cursor. Then tap **Paste**.

OPENING AND SWITCHING APPS

Opening an App

1. Swipe up on the home screen.
2. Slide up or down on the screen and tap an app to open it.

NOTE: Drag the slider on the right side of the screen to the initial letter of the app you need, or tap the search box at the top to search for apps.

Switching Between Recently Opened Apps

1. Tap the **Recent Apps Key**. A list of the apps you've recently used will appear. If you've been using more apps than can fit on the screen, you can swipe left and right to view them all.
2. Tap a thumbnail to open that app.

NOTES:

- You can swipe a thumbnail up to remove it from the list. Tap to remove all thumbnails.
- Tap the **Recent Apps Key** twice to quickly switch between the two most recent apps.

UNINSTALLING AN APP

1. Swipe up on the home screen to open the application list screen.
2. Press and hold an application icon to display available options.
3. Tap **Uninstall**.
4. Tap **OK** to uninstall the app.

NOTE: Not all apps can be uninstalled.

CONNECTING TO NETWORKS AND DEVICES

CONNECTING TO MOBILE NETWORKS

Managing Mobile Data Use

To enable or disable data access:

1. Swipe up on the home screen and tap **Settings** > **Network & internet** > **Mobile network**.
2. Tap **Mobile data** to enable or disable mobile data use.

To get data services when roaming:

1. Swipe up on the home screen and tap **Settings** > **Network & internet** > **Mobile network**.
2. Tap **Roaming** to enable or disable international data roaming.

NOTE: Data roaming may incur significant roaming charges.

Selecting Preferred Network Type

1. Swipe up on the home screen and tap **Settings** > **Network & internet** > **Mobile network** > **Advanced** > **Preferred network type**.
2. Tap the type of network you prefer to connect to.

Adding Access Point Names

You can use the default Access Point Names (APNs) to connect to the Internet.

1. Swipe up on the home screen and tap **Settings** > **Network & internet** > **Mobile network** > **Advanced** > **Access Point Names**.
2. Tap +.

3. Tap each field to enter the required information.
4. Tap ⋮ > **Save**.

NOTE: To restore the APNs to default settings, tap ⋮ > **Reset to default**.

CONNECTING TO WI-FI®

Wi-Fi is a wireless networking technology that can provide Internet access at distances of up to 300 feet (100 meters), depending on the Wi-Fi router and your surroundings.

Turning Wi-Fi On and Connecting to a Wi-Fi Network

1. Swipe up on the home screen and tap **Settings** > **Network & internet** > **Wi-Fi**.
2. Slide the **Use Wi-Fi** switch to the **On** position to turn on Wi-Fi. Your phone will search for available networks.
3. Tap a network name to connect to it.
4. If the network is secured, enter the password and tap **CONNECT**.

NOTES:

- Your phone automatically connects to previously used Wi-Fi networks when they are in range.
- If you have a QR code for the Wi-Fi network, tap next to the Password field and scan the QR code to connect.

Getting Notified of Open Networks

1. Swipe up on the home screen and tap **Settings** > **Network & internet** > **Wi-Fi** > **Wi-Fi preferences**.
2. Touch **Open network notification** if it is turned off.

When Wi-Fi is on, you receive notifications in the status bar when your phone detects a high-quality open Wi-Fi network. Switch off this option to turn off notifications.

Adding a Wi-Fi Network

You can add a Wi-Fi network if the network does not broadcast its name (SSID) or when you are out of range.

To connect to a secured network, get the security details from the network's administrator first.

1. Swipe up on the home screen and tap **Settings** > **Network & internet** > **Wi-Fi** .
2. Slide the **Use Wi-Fi** switch to the **On** position to turn on Wi-Fi.
3. At the bottom of the available Wi-Fi networks, tap **Add network**.
4. Enter the network SSID (name). If necessary, enter security or other network configuration details.
5. Tap **SAVE**.

Forgetting a Wi-Fi Network

You can make your phone forget the details of a Wi-Fi network that you added—for example, if you don't want the phone to connect to it automatically or if it is a network that you no longer use.

1. Swipe up on the home screen and tap **Settings** > **Network & internet** > **Wi-Fi**.
2. Tap **Saved networks**.
3. Tap the Wi-Fi network name and then tap **FORGET**.

Adjusting Advanced Wi-Fi Settings

1. Swipe up on the home screen and tap **Settings** > **Network & internet** > **Wi-Fi**.
2. Tap **Wi-Fi preferences** to adjust the following settings.
   - **Turn on Wi-Fi automatically:** Allow the phone to turn Wi-Fi on near high-quality saved networks, like your home network.
   - **Open network notification:** Get notifications in the status bar when Wi-Fi is on and a high-quality open network is available.
   - **Install certificates:** Install certificates needed for connecting to certain Wi-Fi networks.
   - **Network rating provider:** Select the rating provider for Wi-Fi network quality.
   - **MAC address:** Check the MAC address.
   - **IP address:** Check the phone's IP address.

CONNECTING TO *BLUETOOTH®* DEVICES

Bluetooth is a short-range wireless communication technology. Phones or other devices with *Bluetooth* capabilities can exchange information wirelessly within a distance of about 30 feet (10 meters). The *Bluetooth* devices must be paired before the communication is performed.

Turning *Bluetooth* On/Off

1. Swipe up on the home screen and tap **Settings** > **Connected devices** > **Connection preferences** > **Bluetooth**.
2. Slide the switch to the **On** or **Off** position.

NOTE: You can also open the Quick Settings panel and tap the **Bluetooth** tile to turn *Bluetooth* on or off.

Changing the Device Name

1. Swipe up on the home screen and tap **Settings** > **About phone** > **My phone name**.

   – or –

   When *Bluetooth* is on, swipe up on the home screen and tap **Settings** > **Connected devices** > **Connection preferences** > **Bluetooth** > **Device name**.
2. Edit the name and tap **OK**.

Pairing with Another *Bluetooth* Device

1. Swipe up on the home screen and tap **Settings** > **Connected devices** > **Pair new device**. Your phone automatically scans for and displays the IDs of all available *Bluetooth* devices in range.
2. Tap the device you want to pair with.
3. If necessary, confirm that the *Bluetooth* passkeys are the same between the two devices and tap **PAIR**. Alternatively, enter a *Bluetooth* passkey and tap **PAIR**.

   Pairing is successfully completed when the other device accepts the connection or the same passkey is entered.

   NOTE: The *Bluetooth* passkey may be fixed for certain devices, such as headsets and hands-free car kits. You can try entering 0000 or 1234 (the most common passkeys), or refer to the manual for that device.

Forgetting a *Bluetooth* Device

You can make your phone forget its pairing connection with another *Bluetooth* device. To connect to the device again, you need to search for it and enter or confirm a passkey again.

1. Turn *Bluetooth* on.
2. Swipe up on the home screen and tap **Settings** > **Connected devices**.
3. In the list of paired devices, tap ⚙ beside the *Bluetooth* device you want to forget.
4. Tap **FORGET** > **FORGET DEVICE**.

CONNECTING TO YOUR COMPUTER VIA USB

You can connect your phone to a computer with a USB cable and transfer music, pictures, and other files between the devices. Your phone stores these files in internal storage or on a removable microSDXC card.

Connecting Your Phone to a Computer via USB

1. Connect your phone to the PC with a USB cable. The **Use USB for** options window will automatically pop up.
2. Choose one of the following options:
   - **File Transfer:** Transfer files on Windows® PC or Mac®.
   - **PTP:** Transfer photos using camera software or other files if **File Transfer** is not supported.
   - **Charge this device:** Charge your phone via USB.
   - **Install driver:** Install the driver needed for some USB connection modes (such as File Transfer). You only need to install the driver on the same PC once.

Disconnecting Your Phone From the Computer

To disconnect the phone from the computer, simply unplug the USB cable when you're finished.

USING THE microSDXC CARD AS PORTABLE OR DEVICE STORAGE

You can use your microSDXC card as portable storage for various files (such as music, photos, etc.) so that you don't lose them.

You can also set up a new microSDXC card or reformat an existing one to use it as extra phone storage.

CAUTION: As extra phone storage, the microSDXC card cannot work with other devices until it is reformatted and it may contain data necessary for some apps to function normally. Therefore, do not remove or replace the card randomly.

Setting Up the microSDXC Card as Portable Storage

When you install a new microSDXC card, the phone will mount the card as portable storage by default.

To remove the microSDXC card from your phone:

If you need to remove the microSDXC card as portable storage while the phone is on, you must unmount it first.

1. Swipe up on the home screen and tap **Settings** > **Storage**.
2. Tap ⏏ next to the card name in the Portable storage section.
3. When the screen shows that the card is safely ejected, you can remove it from the phone.

To erase and format the microSDXC card:

1. Swipe up on the home screen and tap **Settings** > **Storage**.
2. Tap the card name in the Portable storage section.

3. Tap **Format** > **FORMAT SD CARD**.

CAUTION: The formatting procedure erases all the data on the microSDXC card, after which the files CANNOT be retrieved.

Setting Up the microSDXC Card as Device Storage

If you need your microSDXC card to store large applications, games, and their data, you can format it and use it as extra phone storage.

CAUTION: With this option, you cannot swap the microSDXC card freely with other devices. If you move the card to another device, you must format the card before using it.

1. Swipe up on the home screen and tap **Settings** > **Storage**.
2. Tap the card name in the Portable storage section.
3. Tap **Format as internal** > **FORMAT SD CARD**.

   CAUTION: The formatting procedure erases all the data on the microSDXC card, after which the files CANNOT be retrieved.
4. The phone will prompt you to move your photos, files and other data from the phone to the microSDXC card. Select **Move content** or **Move content later**. Follow the on-screen instructions to continue.
5. Tap **Done**.

To move data between the phone and the microSDXC card:

With the microSDXC card as part of the device storage, you can move your photos, files and other data between the phone and the card any time.

1. Swipe up on the home screen and tap **Settings** > **Storage**.
2. Tap **Internal shared storage** or the microSDXC card name.

3. Tap ⋮ > **Migrate data** > **Move content**.
4. After data is moved, tap **Done**.

NOTE: Whenever you move data between the phone and the microSDXC card, the destination is used to save new apps and personal data (such as photos and videos) and only the destination is accessible from a computer.

To remove the microSDXC card from your phone:

If you need to remove the microSDXC card as device storage while the phone is on, you must unmount it first.

1. Swipe up on the home screen and tap **Settings** > **Storage**.
2. Tap the card name below **Device storage**.
3. Tap ⋮ > **Eject**.

   NOTE: Before ejecting the card, ensure that you have moved data and apps to the phone.
4. Tap **EJECT**.
5. When the screen shows that the card is safely ejected, you can remove it from the phone.

To reformat the microSDXC card as portable storage:

If you no longer want to use your microSDXC card as extra device storage, you can reformat the card as portable storage.

NOTE: Before formatting, ensure that you have moved data and apps to the phone.

1. Swipe up on the home screen and tap **Settings** > **Storage**.
2. Tap the card name below **Device storage**.

3. Tap ⋮ >**Format as portable** > **FORMAT**.

CAUTION: The formatting procedure erases all the data on the microSDXC card, after which the files CANNOT be retrieved.

SHARING YOUR MOBILE DATA CONNECTION

You can share your phone's data capabilities through tethering or by activating the Wi-Fi hotspot feature to create a mobile hotspot.

NOTE: The functions below may incur additional network charges. Extra fees may also be charged in roaming areas. If this feature is locked, contact a customer support representative at (800) 686-4460 to unlock.

Sharing Mobile Data Through Tethering

You can use tethering to share your phone's Internet connection with a computer that connects to your phone via USB cable or by *Bluetooth*.

1. Swipe up on the home screen and tap **Settings** > **Network & internet** > **Hotspot & tethering**.
2. Switch on **USB tethering** or **Bluetooth tethering**.
   - For USB tethering, connect your phone to the computer with the supplied USB cable before tapping **USB tethering**.
   - For Bluetooth tethering, pair your phone with the computer via *Bluetooth* and set the computer to obtain its network connection via *Bluetooth*.

NOTE: To stop sharing your data connection, switch off **USB tethering** or **Bluetooth tethering**.

CONNECTING TO VIRTUAL PRIVATE NETWORKS

Virtual private networks (VPNs) allow you to connect to the resources inside a secured local network. VPNs are commonly deployed by corporations, schools, and other institutions to let people access local network resources when not on the premises or when connected to a wireless network.

Depending on the type of VPN you are using, you may be required to enter your login credentials or install security certificates before you can connect to your VPN. You can get this information from your network administrator.

NOTE: You need to set a lock screen pattern, PIN, or password before you can use credential storage (VPN).

Adding a VPN

1. Swipe up on the home screen and tap **Settings** > **Network & internet** > **Advanced** > **VPN**.
2. Tap + and enter the VPN name.
3. Enter the server address and other information provided by your network administrator. Swipe up and check **Show advanced options** to fill out additional details.
4. Tap **SAVE**.

The VPN is added to the list on the VPN screen.

Connecting to a VPN

1. Swipe up on the home screen and tap **Settings** > **Network & internet** > **Advanced** > **VPN**.

2. Tap the VPN that you want to connect to.
3. When prompted, enter any requested credentials and then tap **CONNECT**.

Modifying a VPN

1. Swipe up on the home screen and tap **Settings** > **Network & internet** > **Advanced** > **VPN**.
2. Tap ⚙ beside the VPN that you want to modify.
3. Edit the VPN settings and then tap **SAVE**.

PHONE CALLS

You can place calls from the Phone app, the Contacts app, or other apps or widgets that display contact information. If you see a phone number, you can usually tap it to dial.

PLACING AND ENDING VOICE CALLS

Placing a Voice Call by Dialing

1. From the home screen, tap > .
2. Enter the phone number or the contact name with the on-screen keypad. Tap to delete incorrect digits.

   NOTE: As you enter the number or the contact name, your phone searches for contacts that match. If you see the number and contact you want to dial, tap it to place the call immediately.
3. Tap below the keypad to dial.

You can also tap the search box at the top of the Phone app screen and enter the phone number or contact name you want to call. Tap the matching contact or **Call [number]** to place the call.

NOTES:

- To make an international call, press and hold the **0 Key** to enter the plus (+) symbol. Next, enter the country code followed by the city/area code and then the phone number.
- To redial the last call you made, tap when the phone number field of the dialpad is empty to re-enter the number. Then tap again.

Ending a Call

During a call, tap on the screen.

ANSWERING OR REJECTING VOICE CALLS

When you receive a voice call, the Incoming call screen opens, displaying the Caller ID or the information about the caller that you've entered in the Contacts app. You can answer or reject the call, or reject it with a text message.

Answering a Voice Call

When you receive a phone call, swipe up to answer the call.

– or –

If the screen is unlocked, tap **ANSWER**.

NOTE: To silence the ringer before answering the call, press the **Volume Key** or the **Power/Lock Key**.

Rejecting a Voice Call

When you receive a phone call, you can:

Swipe down to reject the call.

– or –

Swipe from at the bottom left to reject the call and select a preset text message or edit one to send to the caller.

– or –

If the screen is unlocked, tap **DECLINE** to reject the call, or tap **MESSAGE** to reject the call and select a preset text message or edit one to send to the caller.

NOTE: To edit the preset text response from within the Phone app, tap > **Settings** > **Quick responses**.

USING REAL-TIME TEXT (RTT)

Your phone supports Real-Time Text. If you or person on the other end of the line has a hearing or speech impairment, you can use RTT on top of a voice call for a real-time conversation.

NOTE: You can use RTT only when the phone is connected to the 4G LTE network or a Wi-Fi network.

Setting Up RTT Work Mode

1. From the home screen, tap > > **Settings** > **Accessibility** > **Real-time text (RTT) call**.
2. Tap **RTT operation mode** and choose one of the following to set when RTT options should be available:
   - **Visible during calls:** In this mode, calls will be placed and answered as voice-only calls by default unless you receive an incoming RTT call. You can still switch from voice-only to RTT during the calls. See *Phone Calls – Using Real-Time Text (RTT) – Switching From Voice-Only Calls to RTT Calls*.
   - **Always visible:** In this mode, you may select the mode for outgoing calls.
3. When RTT operation mode is set as **Always visible**, tap **RTT on Outgoing Call** to set the default mode for outgoing calls. You can choose to place all outgoing calls automatically (as long as the network is available) or choose manually each time before placing the call.

Placing a RTT Call

When the RTT operation mode is set as **Always visible**, you can place a RTT call directly.

1. Enter the phone number with the dialpad as usual.
2. Tap .
3. If RTT on Outgoing Call is set as **Manual**, tap **RTT Voice call**.

When the call is connected, the RTT message screen and keyboard appear automatically.

Answering a RTT Call

Regardless of your RTT operation mode settings, an incoming RTT call is answered as a RTT call, with the RTT message screen and keyboard appearing automatically.

If the RTT operation mode is set as **Always visible**, you can choose to answer incoming voice-only calls as RTT calls by tapping **RTT ANSWER** (when the screen is unlocked) or swiping from (when the screen is locked) at the bottom right.

NOTE: Some features may not work under or access different networks.

Switching From Voice-Only Calls to RTT Calls

During a voice-only call, tap > **RTT** to start a RTT conversation. The voice conversation will not be affected. The other party can also make the switch, and your phone will show the message screen and keyboard automatically.

WORKING WITH THE CALL HISTORY

The call history is a list of all the calls you've placed, received, or missed. It provides a convenient way to redial a number, return a call, or add a number to your Contacts.

To open the call history, open the Phone app and tap > **Call history**.

Placing a Call From the Call History

1. Open the call history.
2. Tap a number for more information about the call, or tap / beside it to call back.

NOTE: You can tap **MISSED**, **INCOMING**, or **OUTGOING** to filter the records by call type.

Adding a Call History Number as a Contact

1. Open the call history.
2. Tap the number.
3. From the menu that opens, tap **Create new contact** to add a new contact.

   – or –

   Tap **Add to a contact** and then a contact to add the number to that existing contact.
4. Edit the contact information and tap **SAVE**.

Retrieving RTT Call Transcript

1. Open the call history.
2. Tap a number that you had a RTT call with.
3. Tap **Call details**.
4. In the list of call history with this number, tap to check the transcript during that RTT call.

Taking Other Actions on a Call History Entry

1. Open the call history.
2. Tap a listing and then tap an option. You can:
   - Tap **Send a message** to write a message to the number.
   - Tap **Block number** > **BLOCK** and you will no longer receive calls or messages from the number.

     NOTE: To find all blocked numbers, tap the **Home Key** > > > **Settings** > **Blocked numbers**.
   - Tap **Call details** to see more options, including:
     - **Copy number:** Copy the number to the clipboard.
     - **Edit number before call:** Edit the number in the dialer before calling it.
     - **Delete:** Delete the call history with this number.
   - Tap the contact icon in front of the listing to open the contact information tab from the bottom of the screen. You can send a message, call back, edit the contact, add the contact to favorites, or add the number to your contacts.

NOTE: Tap > **Clear call history** in the Call history screen to delete all records.

CALLING YOUR CONTACTS

1. Tap the **Home Key** > .
2. Tap or to find your favorite contacts or all your contacts.
3. Tap the contact or next to it to place the call.

CHECKING VOICEMAIL

You have the option of setting up voicemail so that callers can leave a message when they are unable to reach you. Here's how to check your messages:

1. Tap the **Home Key** > > .
2. Press and hold the **1 Key** in the dialer. If prompted, enter your voicemail password.
3. Follow the voice prompts to listen to and manage your voicemail messages.

NOTE: See *Phone Calls – Adjusting Your Call Settings – Setting Up Voicemail* for how to set your voicemail service. For detailed information, please contact customer service.

USING OPTIONS DURING A CALL

During a call, you will see a number of on-screen options. Tap an option to select it.

- Tap **Hold** to put the call on hold.
- Tap **Add** to make another call separately from the first call, which is put on hold.
- Tap **Contacts** to go to contacts.
- Tap **Keypad** to switch to the keypad when you need to enter a code (for example, the PIN for your voicemail) during the call.
- Tap **Mute** to mute or unmute the microphone.
- Tap **Speaker** to turn the speakerphone on or off.

  WARNING! Because of higher volume levels, do not place the phone near your ear during speakerphone use.
- Tap **Merge** to merge the separate calls into a single conference call.
- Tap **Swap** during voice calls or > **Swap** during RTT calls to put the caller you are speaking to on hold, and switch to the other call that has been put on hold.
- Tap > **RTT** to switch from voice-only calls to RTT calls.
- Tap to end the current call.
- During a RTT call, tap > **Hide RTT keyboard** to close the RTT conversation and keyboard. You can then tap > **RTT** to restore them.
- During a RTT call, tap > **DTMF keypad** to use DTMF tones to interact with automated systems. You can tap **Hide** to return to your RTT messages.

MANAGING MULTI-PARTY CALLS

When the call waiting and the conference call features are available, you can switch between two calls or set up a conference call.

NOTE: Options and interface will vary. The call waiting and conference call features need network support and may result in additional charges. Please contact customer service for more information.

Switching Between Current Calls

When you're on a call, you can place/answer a second call without ending the first one.

To place a second call:

After the first call is connected, tap **Add** and dial the second number.

To respond to an incoming call while you're on a call:

- Swipe up to put the first call on hold and answer the second call.
- Swipe from to answer the second call and end the first one.
- Swipe down to reject the second call.
- Swipe from to reject the second call and select a preset text message or edit one to send to the caller.

To switch between two calls:

- During voice calls, tap **Swap**.
- During RTT calls, tap > **Swap**.

Setting Up a Conference Call

With this feature, you can talk to two people at the same time.

1. Place the first call.
2. Once you have established the connection, tap **Add** and dial the second number or answer the second call and put the first on hold.
3. When you're connected to both parties, tap **Merge**.

If one of the people you called hangs up during the call, you and the remaining caller stay connected. If you initiated the call and are the first to hang up, all callers are disconnected.

To end the conference call, tap .

ADJUSTING YOUR CALL SETTINGS

You can configure a number of settings for the Phone app.

NOTE: Available options depend on the network. Some features need network support and may result in additional charges. Please contact customer service for more information.

Setting Contact Display Options

You can set the order of the contacts displayed in the tab of the Phone app.

1. Tap the **Home Key** > > > **Settings** > **Display options**.
2. Tap **Sort by** or **Name format** to set the order of the contacts and the format of the contact names.

Setting Sound and Vibration

Set the sound and vibration for incoming calls as well as dialpad sounds.

1. Tap the **Home Key** > > > **Settings** > **Sounds and vibration**.
2. Tap the option you want to configure.
   - Tap **Phone ringtone** to select the ringtone for incoming call notification.
   - Switch on **Also vibrate for calls** to enable vibration for incoming call notification.
   - Switch on **Keypad tones** to play sounds when you tap the dialpad keys.

Setting Options for Answering and Ending Calls

1. Tap the **Home Key** > > > **Settings** > **Answer and end calls**.
2. Tap the option you want to configure.
   - **Power button ends call:** End calls by pressing the **Power/Lock Key**.
   - **Vibrate when call is answered:** Vibrate the phone when a call is answered.

Setting Speed Dials

You can press and hold the **1 - 9 Keys** from the dialpad to call the corresponding speed dial number.

The **1 Key** is reserved to speed dial your voicemail.

To assign a speed dial key:

1. Tap the **Home Key** > > > **Settings** > **Speed dial**.
2. Tap a speed dial entry.
3. Tap a contact from the contact list.

Editing Quick Response to Rejected Callers

1. Tap the **Home Key** > > > **Settings** > **Quick responses**.
2. Tap a text message to edit it.
3. Tap **OK** to save the message.

Using Fixed Dialing Numbers

Fixed Dialing Numbers (FDN) allows you to restrict outgoing calls to a limited set of phone numbers.

1. Tap the **Home Key** > > > **Settings** > **Call settings**.
2. Tap **Fixed Dialing Numbers** for the following options:
   - **Enable FDN:** Input the PIN2 code to enable the FDN feature.
   - **Change PIN2:** Change the PIN2 code for FDN access.
   - **FDN list:** Manage the FDN list.

NOTE: The PIN2 code is provided by Consumer Cellular. Entering an incorrect PIN2 code more times than allowed can get your nano-SIM card locked. Contact customer service for assistance.

Setting Up Wi-Fi Calling

When this feature is turned on and you are connected to a Wi-Fi network with Internet access, you can make and receive phone calls via Wi-Fi or mobile network, depending on your connection preferences and which signal is stronger.

Before turning on this feature, please check with Consumer Cellular to make sure this service is available.

1. Tap the **Home Key** > > > **Settings** > **Call settings** > **Wi-Fi calling**.
2. Tap an option to configure it.
   - **On/Off:** Tap to turn on or off the Wi-Fi calling feature.
   - **Calling preferences:** Select Wi-Fi or cellular networks as the preferred network for calls.
   - **Update E911 address:** Sign in to your Consumer Cellular account and update your E911 address. You cannot make or receive Wi-Fi calls until the address is provided.
   - **Help:** See tutorial and Q&A for using Wi-Fi calling.

Forwarding Incoming Calls

The call forwarding feature allows you to forward your incoming calls to another phone number.

1. Tap the **Home Key** > > > **Settings** > **Call settings** > **Call forwarding**.
2. Tap an available option to enable or disable it.

Setting Call Waiting

This option allows you to get notified of incoming calls during a call.

1. Tap the **Home Key** > > > **Settings** > **Call settings** > **Call waiting**.
2. Switch on **Call waiting** to enable this feature.

Setting Caller ID

Choose whether your number is displayed when someone receives your outgoing call.

1. Tap the **Home Key** > > > **Settings** > **Call settings** > **Additional settings**.
2. Tap **Caller ID** and select an option.

Setting Call Blocking

You can add numbers to a blacklist to filter out calls and messages from these numbers.

1. Tap the **Home Key** > > > **Settings** > **Blocked numbers**.
2. Switch on **Unknown** to block calls from all unidentified callers.

   – or –

   To block calls and messages from specific numbers, tap **ADD A NUMBER** and enter a number or tap and select a contact. Then tap **BLOCK**.

NOTE: To unblock a number, tap on its right and tap **UNBLOCK**.

Setting Up Voicemail

1. Tap the **Home Key** > > > **Settings** > **Voicemail**.
2. Tap **Advanced Settings** to select voicemail service provider or view the voicemail number.

Setting Real-Time Text (RTT) Options

When you are connected to the 4G LTE network or a Wi-Fi network (with Wi-Fi calling enabled), tap the **Home Key** > > > **Settings** > **Accessibility** > **Real-time text (RTT) call** to set RTT options. For details, see *Phone Calls – Using Real-Time Text (RTT) – Setting Up RTT Work Mode*.

Setting Hearing Aids

Your phone supports HAC (Hearing Aid Compatibility) function. When you turn on the hearing aid compatibility and use a hearing aid with a telecoil to answer the phone, it will help you hear more clearly during the phone call.

1. Tap the **Home Key** > > > **Settings** > **Accessibility**.
2. Switch on **Hearing aids** to turn on hearing aid compatibility.

CAUTION: Do not turn on the Hearing aids option unless you use a hearing aid with a telecoil. Using this setting without a hearing aid or with a hearing aid without a telecoil may be harmful to your hearing.

CONTACTS

You can add contacts on your phone and synchronize them with the contacts in your Google account or other accounts that support contact syncing.

To see your contacts, tap the **Home Key** > .

ADDING A NEW CONTACT

1. Tap the **Home Key** > > .
2. If you have added a web account that support contact syncing, tap **Saving to** and select an account for the contact. Contacts can be synced automatically with your online account.
3. Enter the contact name, phone numbers or email addresses. Tap **More fields** to enter other information.
4. Tap **SAVE** to save the contact.

SETTING UP YOUR OWN PROFILE

You can create your own name card in your phone.

1. Tap the **Home Key** > > > **Settings** > **My info**. If a profile has already been set up, tap .
2. Edit your profile information. Tap **More fields** to add more information if you want.
3. Tap **SAVE**.

IMPORTING, EXPORTING, AND SHARING CONTACTS

You can import/export contacts from/to your nano-SIM card, the phone storage, or an installed microSDXC card. This is especially useful when you need to transfer contacts between different devices. You can also quickly share contacts using Messages, Gmail, *Bluetooth*, and Google Drive.

Importing Contacts From the nano-SIM Card

1. Tap the **Home Key** > > > **Settings** > **Import** > **Import SIM card**.
2. Check the contacts you want to import and then tap .
3. If you have added contact accounts other than the phone, select an account to which the contacts will be saved.

Importing Contacts From the Phone Storage or microSDXC Card

1. Tap the **Home Key** > > > **Settings** > **Import** > **.vcf file**.
2. If you have added contact accounts other than the phone, select an account to which the contacts will be saved.
3. Tap and find the vCard file on the phone storage or microSDXC card. Tap it to import contacts.

NOTE: Tap > **Show internal storage** if needed to find your vCard file(s).

Exporting Contacts to the nano-SIM Card

1. Tap the **Home Key** > > > **Settings** > **Export** > **Export to SIM card**.
2. Tap the contacts you need and then tap .

NOTE: If the nano-SIM card is full, you cannot export contacts to the card.

Exporting Contacts to the Phone Storage or microSDXC Card

1. Tap the **Home Key** > > > **Settings** > **Export** > **Export to .vcf file**.
2. Tap and select directory in which the vCard file will be saved. Tap > **Show internal storage** if necessary.
3. Edit the file name and tap **SAVE** to create the file.

Sharing Contacts

1. Tap the **Home Key** > .
2. Press and hold a contact you want to share.
3. Check more contacts if you want to share them and then tap .
4. Choose how to share the contacts. The options available depend on the applications and services installed.

WORKING WITH FAVORITE CONTACTS

Mark the contacts you use frequently as favorites to display them at the top of the contact list.

Adding a Contact to Favorites

1. Tap the **Home Key** > .
2. Tap a contact and then tap at the top of the screen.

Removing a Contact From Favorites

1. Tap the **Home Key** > .
2. Tap a favorite contact and then tap .

LABELING YOUR CONTACTS

Viewing Your Contact Labels

1. Tap the **Home Key** > > . Existing contact labels are displayed in the Labels section.
2. Tap a label to view contacts with that label.

NOTE: To send a message or an email to all contacts with the same label, tap the label and then > **Send message** / **Send email** and select the recipients.

Setting Up a New Label

1. Tap the **Home Key** > > > **Create label**.
2. If you have added contact accounts other than the phone, select an account for the new label.
3. Enter the label name and tap **OK**.
4. Tap **ADD CONTACTS** or and select the contacts you wish to have the label. To select multiple contacts, press and hold one contact to select it. Then tap other contacts you want and tap **ADD**.

Deleting a Label

1. Tap the **Home Key** > > .
2. Tap a label and then tap > **Delete label**.
3. If prompted, tap **OK**. While the label is deleted, the contacts are not.

Editing a Group

1. Tap the **Home Key** > > .
2. Tap a label and then tap > **Remove contacts** or **Rename label**.
3. Tap to remove the corresponding contact from the label, or edit the label name and tap **OK**.

SEARCHING FOR A CONTACT

1. Tap the **Home Key** > .
2. Tap to search.
3. Input the contact name or any information the contact has to search for it. The contacts matched will be listed.

MANAGING EMERGENCY CONTACTS

You can set a few contacts as emergency contacts. Medical personnel or first responders can read and call the contacts even when the phone is locked.

To add an emergency contact:

1. Swipe up on the home screen and tap **Settings** > **About phone** > **Emergency information**. Your existing emergency contacts are displayed below "Emergency contacts."
2. Tap **Add contact**.
3. Tap the contact you need.

NOTE: Tap next to an emergency contact to remove it.

EDITING CONTACTS

Editing Contact Details

1. Tap the **Home Key** > .
2. Tap a contact, and then tap .
3. Edit the contact. If necessary, tap **More fields** to see all available fields.

   NOTE: Tap **Default ringtone** to assign to the contact a different incoming call ringtone, which helps you identify the caller. You can also tap **Add ringtone** to select an audio file on your phone or microSDXC card.
4. Tap **SAVE**.

Merging Duplicate Contacts

As your phone synchronizes with multiple online accounts, you may see duplicate entries for the same contact. You can merge all the separate information of the same person into one entry in the Contacts list.

1. Tap the **Home Key** > .
2. Press and hold a contact to select it.
3. Tap the duplicate contacts to select them.
4. Tap > **Link** > **LINK**.

Separating Contact Information

If contact information from different sources was merged in error, you can separate the information back into individual contact entries.

1. Tap the **Home Key** > .
2. Tap a joint contact you want to separate.
3. Tap > **View linked contacts** > **UNLINK** > **UNLINK**.

WEB ACCOUNTS

ADDING OR REMOVING ACCOUNTS

You can add multiple Google accounts and Microsoft Exchange ActiveSync® accounts. You may also add other kinds of accounts, depending on the apps installed on your phone.

Adding an Account

1. Swipe up on the home screen and tap **Settings** > **Accounts** > **Add account**.
2. Tap the type of account you want to add.
3. Follow the on-screen steps to enter the information about the account. Most accounts require a username and password, but the details may vary. You may also need to obtain some information from IT support or your system administrator.

When the account is successfully added, it is displayed in the Accounts menu in Settings.

Removing an Account

Removing an account will delete it and all information associated with it from your phone, such as emails and contacts.

1. Swipe up on the home screen and tap **Settings** > **Accounts**.
2. Tap the account you'd like to remove.
3. Tap **REMOVE ACCOUNT** > **REMOVE ACCOUNT**.

CONFIGURING ACCOUNT SYNC

Configuring Auto Sync Setting

1. Swipe up on the home screen and tap **Settings** > **Accounts**.
2. Switch **Automatically sync data** on or off.
3. Tap **OK**.
   - When automatic sync is turned on, changes you make to information on your phone or on the web are automatically synced with each other.
   - When automatic sync is turned off, you need to sync manually to collect emails, updates, or other recent information.

Syncing Manually

1. Swipe up on the home screen and tap **Settings** > **Accounts**.
2. Tap the account you want to sync.
3. Tap **Account sync** > ⋮ > **Sync now**. Or tap the type of information you want to sync.

Changing an Account's Sync Settings

1. Swipe up on the home screen and tap **Settings** > **Accounts**.
2. Tap the account and then **Account sync**. The Account sync screen appears, showing a list of information the account can sync.
3. When auto-sync is on, tap the switches to enable or disable items as you need. Items enabled on the phone will be kept in sync with the web. When auto-sync is off, tap a listing to sync that type of information between the phone and the web.

GMAIL

Swipe up on the home screen and tap **Gmail**. Use it to read and send emails from Microsoft Exchange ActiveSync, Gmail, Hotmail, Yahoo!®, and more.

SETTING UP AN EMAIL ACCOUNT

1. Swipe up on the home screen and tap **Gmail**.
2. Tap **Add an email address** and select an email server.
3. Enter the email address and password. Tap **Next** or **NEXT** as prompted.

   The phone will try to retrieve the server parameters automatically. You can also enter these details manually by tapping **MANUAL SETUP** or **Set up manually** if automatic setup fails.
4. Follow the on-screen instructions to finish the setup.

When the account is successfully added, it is displayed in the email account list. You can tap **Add another email address** below the list to add more email accounts.

CHECKING YOUR EMAILS

Swipe up on the home screen and tap **Gmail** > **TAKE ME TO GMAIL** to view your emails. If you have added different accounts, tap the account icon on the right side of the search box at the top to switch accounts.

Your phone can automatically check for new emails at the interval you set when setting up the account. You can also check new emails manually by swiping down on the message list.

NOTE: You can adjust the frequency your phone checks for new emails. Tap ☰ > **Settings** > the account name > **Sync frequency** and select an option.

WRITING AND SENDING AN EMAIL

1. Open your email Inbox and tap ⊕.

   NOTE: If you have more than one email account added on the phone, tap the "From" field to select the account you want to use for sending the message.
2. Enter a contact name or email address in the **To** field. Separate each recipient with a comma, a space, or a semicolon.

   NOTE: To send a carbon copy or blind carbon copy to other recipients, tap ⌄ beside the **To** field to open the Cc/Bcc field and enter the contact names or email addresses.
3. Enter the email subject and compose the email text.
4. Tap 📎 to add files as attachments.
5. Tap ➤ at the top right of the screen to send the message.

RESPONDING TO AN EMAIL

You can reply to or forward a message that you receive. You can also delete messages and manage them in other ways.

Replying to or Forwarding an Email

1. Open the email you want to reply to or forward from the Inbox.
2. Choose one of the following:
   - To reply to the sender, tap .
   - To reply to the sender and all recipients of the original email, tap > **Reply all**.
   - To forward the email, tap > **Forward**.
3. Edit your message and tap .

Marking an Email as Unread

You can return a read email to the unread state—for example, to remind yourself to read it again later. You can also mark a batch of emails as unread.

- While reading a message, tap .
- While in a message list (for instance, the inbox), tap the sender icons beside the message(s), and then tap .

Deleting an Email

You can delete an email from its folder. You can also delete a batch of emails.

- While reading a message, tap .
- While in a message list (for instance, the inbox), slide a message left or right to delete it, or tap the sender icons beside the message(s) and then tap .

NOTE: If you accidentally delete an email, tap **Undo** to retrieve it.

EDITING OR REMOVING AN EMAIL ACCOUNT

Editing an Email Account

You can change a number of settings for an account, including how often the phone checks for email, how you're notified of new mails, your email signature, and details about the servers the account uses to send and receive mails.

1. Open the Gmail app.
2. Tap > **Settings** and tap the account whose settings you want to change.
3. Make the changes you want, and tap or tap the **Back Key** when you're finished.

Removing an Email Account

Email accounts you have added are displayed in the Accounts menu in the Settings app. Remove them the same way as removing any web accounts (see *Web Accounts – Adding or Removing Accounts – Removing an Account*.)

CHANGING GENERAL EMAIL SETTINGS

General settings apply to all email accounts you add.

1. Open the Email app.
2. Tap > **Settings** > **General settings**.
3. Make the changes you want, and tap or tap the **Back Key** when you're finished.

MESSAGES

You can use Messages to exchange text messages (SMS), multimedia messages (MMS), and chat messages.

OPENING THE MESSAGES SCREEN

Tap the **Home Key** > .

The Messages screen will open. You can create a new message, search for messages, or open an ongoing message thread.

- Tap **Start chat** to write a new message.
- Tap to search for a message using keywords.
- Tap an existing message thread to open the conversation.

SENDING A MESSAGE

1. On the Messages screen, tap **Start chat**.
2. Add recipients in one of the following ways:
   - Tap the To field and enter the phone number or contact name manually. Tap **Send to [number]** or a match from your contacts displayed below the To field to add the number or contact as the recipient.
   - Tap a contact below the To field.
   - If you want to send a group message to multiple recipients, tap and select the recipients or enter the numbers, emails, or contact names. Then tap .
3. Tap the **Text message** field and enter the message text. You can tap to add emoji to the text.
4. If you want to send a multimedia message, tap to add GIFs, stickers, location, audio, contacts, or other files to the message. Tap to select pictures or videos from Gallery or shoot new photos/videos.

   NOTE: To capture a new photo, tap to switch between the front and the back cameras and tap to take the picture. To record a video, tap > **Video** and then press and hold to record the video. Tap **Attach** to add the video to the message.
5. Press and hold to add a message subject to your MMS or mark it as urgent.
6. Tap .

NOTES:

- If you add two or more recipients, the message may be sent as a group MMS where everyone can reply and see each other's messages. For group message setting, tap > **Settings** > **Advanced** > **Group messaging** from the Messages screen.
- You can also include email addresses as recipients for multimedia messages.
- Do not add a subject or any attachment if you want to send a text message. Otherwise you may be charged for a multimedia message.

REPLYING TO A MESSAGE

Messages you receive are appended to existing threads of the same number. If the new message comes from a new number, a new thread is created.

1. On the Messages screen, tap the thread that has the message you want to reply to.
2. Type your reply in the text field at the bottom. You can tap ⊕ or 🔒 if you want to reply with an MMS.
3. Tap ➤.

FORWARDING A MESSAGE

1. On the Messages screen, tap the thread that has the message you want to forward.
2. Press and hold the message you would like to forward.
3. Tap ⋮ > **Forward** at the top.
4. Tap an existing thread to forward the message to the corresponding number. Or tap **New message** if you want to send the message to someone else and enter the recipient in the To field.
5. Edit the content if needed.
6. Tap ➤.

MORE MESSAGE OPTIONS

On the Messages screen, press and hold a thread and the following options are available.

- Tap 📥 to hide the thread to your archives. You can tap ⋮ > **Archived** from the Messages screen to find all archived messages.
- Tap 🗑 > **Delete** to delete the thread.
- Tap 👤+ to add the number of the thread to your contacts.
- Tap ⊘ > **OK** to block the contact or number of the thread and the thread will be archived. You won't receive calls or texts from blocked numbers (see *Phone Calls – Adjusting Your Call Settings – Setting Call Blocking*.)

WEB BROWSER

Use Chrome to view web pages and search for information.

OPENING THE BROWSER

Tap the **Home Key** > to launch the web browser. The browser also opens when you tap a web link—for example, in an email or a text message.

1. Tap the address box at the top of the web page.
2. Enter the address (URL) of a web page or terms you want to search for.
3. Tap a URL or search suggestion, or tap the enter key on the keyboard to open the web page or search results.

NOTE: Tap the **Back Key** or > to go to the previous or the next web page.

USING MULTIPLE BROWSER TABS

You can open several web pages at the same time (one page in each tab) and switch between them freely.

Opening a New Browser Tab

Tap > **New tab**. A new browser tab opens.

Switching Between Browser Tabs

1. Tap 2 at the top of the screen. The number in the icon indicates the number of currently opened tabs.
2. Swipe vertically to scroll through the list of opened web pages.
3. Tap the tab you want to open.

NOTE: Swipe a tab horizontally or tap to close the browser tab.

DOWNLOADING FILES

1. Press and hold an image or a link.
2. In the menu that opens, tap **Download image** or **Download link**.

The downloaded files are saved to your phone. You can tap > **Downloads** to view or open them.

CHANGING BROWSER SETTINGS

You can configure a number of settings to customize the way you browse the web, including several options that you can use to control your privacy.

To open the Chrome settings screen, tap > **Settings** in the browser screen.

CAMERA

You can take photos and record videos with the Camera app. Photos and videos are stored to the phone's microSDXC card or to the phone's internal storage. You can copy them to your computer or access them in the Photos app.

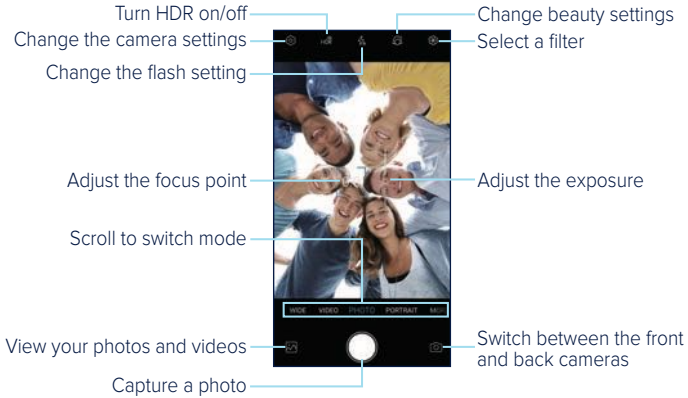
CAPTURING A PHOTO

1. Tap the **Home Key** > .
2. Aim the camera at the subject and make any necessary adjustments. PHOTO (auto camera) mode is used by default.
3. Tap the area where you want the camera to focus, or let the camera autofocus on the center of the image.
4. Lightly tap .

WARNING! Keep a safe distance when using the flash. Do not point the flash towards the eyes of people or animals.

NOTES:

- You can pinch or spread your fingers on the screen to zoom in or out before taking a picture.
- In PHOTO (auto camera) mode, when you tap the screen to focus, the exposure bar appears beside the focus point. You can drag up or down to adjust the exposure.



USING MANUAL CAMERA MODE

You can use the MANUAL camera mode to adjust more camera options for your photo, such as ISO, white balance, and exposure.

1. Tap the **Home Key** > > **MORE** > **MANUAL**.
2. Aim the camera at the subject. You can make the following adjustments:
   - Drag to any area on the screen where you want the camera to meter exposure to adjust the photo brightness. Press and hold the circle to lock exposure.
   - Drag to any area on the screen that you want to focus on. Press and hold it to lock the focus.

- Tap the camera option icons and use the slider to adjust them, including ISO, exposure, white balance, and interval for time-lapse pictures.

3. Tap to take the photo.

USING PANORAMA MODE

You can use the PANORAMA camera mode to capture horizontally or vertically elongated photos.

1. Tap the **Home Key** > > **MORE** > **PANORAMA**.
2. Tap or to change the direction the photo should stretch out.
3. Tap and move the phone in the direction of the arrows on the screen. Take care to keep the arrows on the center line as you move.
4. Tap when you reach the end.

RECORDING A VIDEO

1. Tap the **Home Key** > > **VIDEO**.
2. Aim the camera at the subject and make any necessary adjustments. You can tap any area on the screen that you want the camera to focus on before and during recording.

   NOTE: You can pinch or spread your fingers on the screen to zoom in or out before and during recording.
3. Tap to start recording. You can tap or to pause or resume recording.

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

4. Tap to stop recording.

NOTES:

- You can tap the screen to change the focus point during recording. Press and hold the focus point to lock the focus.
- Whenever you tap the screen, you can drag up or down beside the focus point to adjust the exposure.

CUSTOMIZING CAMERA SETTINGS

Before capturing a photo or a video, you can tap to open the following options:

NOTE: Some camera and video options will change in different camera modes.

Options for photo and wide-angle modes (back camera):

- **Resolution:** Set the image size for your photo.
- **Timer:** Set a time delay before the camera takes a picture and after you tap the shutter icon.
- **Composition:** Show or hide grid or golden spiral for balanced photo composition.
- **Gradienter:** Enable or disable the level guide.
- **Volume key:** Assign the function of the **Volume Key** for the Camera app: **Take photo**, **Zoom**, or **Volume**.

Options for selfie mode (front camera):

- **Resolution:** Set the image size for your photo.
- **Timer:** Set a time delay before the camera takes a picture and after you tap the shutter icon.
- **Point-and-shoot:** When this feature is enabled, you can tap the viewfinder screen to take a photo.
- **Mirror image:** When this feature is enabled, the captured photo will be saved as it is shown in the preview.
- **Volume key:** Assign the function of the **Volume Key** for the Camera app: **Take photo**, **Zoom**, or **Volume**.

Option for video mode (front and back cameras) and timelapse mode (back camera):

- **Video quality:** Set the quality for your video.

Options for manual mode (back camera):

- **Resolution:** Set the image size for your photo.
- **Timer:** Set a time delay before the camera takes a picture and after you tap the shutter icon.
- **Metering:** Adjust the light metering setting.
- **Composition:** Show or hide grid or golden spiral for balanced photo composition.
- **Gradienter:** Enable or disable the level guide.
- **Volume key:** Assign the function of the **Volume Key** for the Camera app: **Take photo**, **Zoom**, or **Volume**.

Option for panorama mode (back camera):

- **Volume key:** Assign the function of the **Volume Key** for the Camera app: **Take photo**, **Zoom**, or **Volume**.

Options for portrait and bokeh modes (back camera):

- **Timer:** Set a time delay before the camera takes a picture and after you tap the shutter icon.
- **Volume key:** Assign the function of the **Volume Key** for the Camera app: **Take photo**, **Zoom**, or **Volume**.

General options:

- **Shutter tone:** Turn the shutter tone on or off.
- **Geo-tagging:** Select whether to store the location information in your captured photos and videos.
- **Anti-banding:** Set the anti-banding value to avoid stripes on the screen when you take pictures or record videos of TV or computer screens.
- **Save location:** Change the storage location for captured photos and videos when a microSDXC card is installed.
- **Help:** Enable the Help icon on the viewfinder screen, or tap **More** to view help details.
- **Restore defaults:** Restore default camera settings.

YT MUSIC

Swipe up on the home screen and tap **YT Music** to play audio files stored on your phone. You can tap **SIGN IN** to log in to your YouTube Music account and stream music from the account. You can also tap **DEVICE FILES ONLY** to browse and play music files stored on your phone.

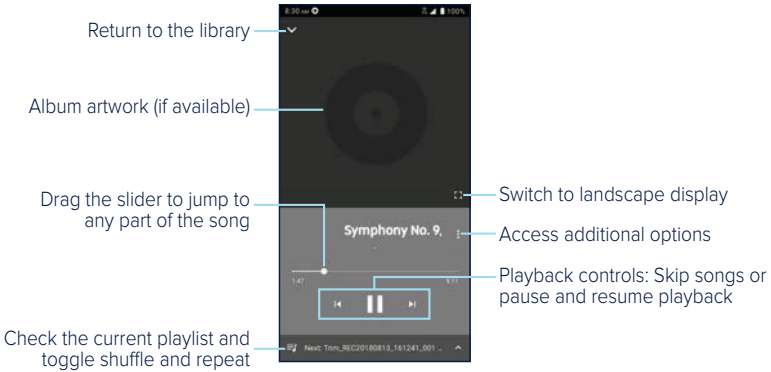
VIEWING YOUR MUSIC LIBRARY

Open **YT Music**, and your music library is displayed. You can tap **Songs** to view all your audio files or tap **Albums** or **Artists** to browse collections of specific artists or albums. You can also tap **Playlists** to view all your playlists.

NOTE: If an audio file is being played, its name and player controls are displayed at the bottom of the screen. Tap the area to open the playback screen.

PLAYING MUSIC

Tap a song in the music library to listen to it. The following playback screen will appear.



MANAGING PLAYLISTS

Create playlists to organize your music files into sets of songs, so that you can play the songs you like in the order you prefer.

- From any music library category, tap ⋮ > **Add to playlist** next to a song to add it to a playlist or create a new playlist.
- In the Playlist section of the music library, tap ⋮ next to the playlist name to play the list, add the songs to other playlists, edit the playlist, or delete it.
- Tap a playlist to view its content. You can then tap ⋮ next to a song and select **Remove from playlist** to take the song off the playlist.

VIDEO

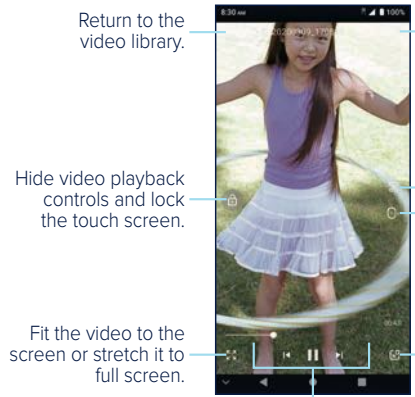
Use the Video app to manage your video library and to watch videos.

OPENING THE VIDEO LIBRARY

Swipe up on the home screen and tap **Video** to view your video library. Swipe up or down to find the video you want. You can tap / to change the display mode. You can also tap to search for video files, view all videos or by folder, sort the video files, or change video player settings.

PLAYING AND CONTROLLING VIDEOS

Tap a video in the video library to play it. Tap the screen to show the playback controls. You can control the video and audio or carry out other operations.



NOTES:

- Slide horizontally on the video to rewind or fast forward.
- Slide vertically on the right or left part of the screen to adjust volume or brightness, respectively.
- Spread or pinch two fingers on the screen to zoom the video in or out.

MANAGING VIDEO FILES

Deleting Videos

1. In the video library, press and hold a video.
2. Tap the videos you want to delete.
3. Tap > **DELETE**.

Sharing Videos

1. In the video library, press and hold a video.
2. Tap the videos you want to share.
3. Tap and select how you want to share them.

Trimming a Video

1. Tap a video to start playing it.
2. Tap > **Trim**.
3. At the bottom of the screen, drag and on the progress bar to select the portion you want to keep. You can tap on the video to preview the selected portion.
4. If necessary, tap to change the video resolution.
5. Tap . The trimmed video is saved as a new video file to the same directory as the original video.

Renaming a Video

1. In the video library, press and hold a video.
2. Tap > **Rename**.
3. Type the new video name and tap **OK**.

FM RADIO

With the FM radio, you can search for radio channels, listen to them, and save them on your phone. Note that the quality of the radio reception depends on the coverage of the radio stations in your area. A wired headset works as an antenna, so always connect a headset when using the FM radio.

SCANNING AND SAVING CHANNELS

1. Swipe up on the home screen and tap **FM Radio** while a wired headset is plugged in.
2. Tap > **Scan**. Your phone scans for all available channels and saves them to the All channels list.

NOTE: When you open the FM Radio app for the first time, it will automatically scan for channels and show the All channels list. You can also tap > **All channels** to view the list.

LISTENING TO FM RADIO

1. Open **FM Radio** while the headset is connected.
2. Tap > **All channels** and select a channel.

You can also drag the frequency panel or tap or to switch to other channels. Tap or to adjust the channel frequency.

NOTES:

- Tap ☆ to add the channel to Favorites, which are displayed at the bottom of the FM Radio screen.
- Tap to listen to the radio through the phone speaker.

OTHER OPTIONS AND SETTINGS

To set the FM frequency range:

FM radio frequency ranges differ in different regions. Tap > **FM frequency range** and select a frequency range.

To turn off FM radio automatically:

Tap > **Auto off** and set the time you want to turn off the FM radio.

A count-down clock appears above the frequency and the radio is turned off when the clock counts down to 0:00.

To turn off FM radio immediately:

Tap > **Exit**.

VOICE RECORDER

Voice Recorder enables you to record and listen to voice memos.

RECORDING A VOICE MEMO

1. Swipe up on the home screen and tap **Voice Recorder**.
2. Tap to select the audio format of the recording.
3. Tap to start recording. During recording, you can:
   - Tap to pause and to continue recording.
   - Tap or to add a photo tag or empty tag to the recording.

   NOTE: If ringtone and notification sounds are enabled before the recording, they will be temporarily turned off during it to avoid interference. Your phone will still vibrate for calls and notifications.
4. Tap **DONE** to stop recording.
5. Edit the file name and tap **SAVE** to save the voice memo. If you don't want to save it, tap **DELETE** > **DELETE**.

PLAYING A VOICE MEMO

1. Tap at the top right of the screen to see all recordings.
2. Tap the title of a memo to play it. During the playback, you can tap to change the play speed, or tap or to add tags.

NOTE: Tap **View tag** to check all time tags. You can then tap "+" to add text or photo to an empty tag, tap an image or text to edit or delete it, or press and hold a tag to delete it.

TRIMMING A VOICE MEMO

1. While playing a voice memo, tap to open the editing screen.
2. Drag and on the progress bar to select the portion you want to keep. You can tap to play the trimmed part.
3. Tap **TRIM**.
4. Edit the name of the trimmed recording and tap **SAVE**.

MORE APPS

CALCULATOR

Swipe up on the home screen and tap **Calculator** to use the phone's built-in calculator. You can calculate both basic and advanced mathematical equations.

NOTE: To see more calculator options, swipe left while holding the phone in portrait view or turn the phone to landscape view.

CLOCK

Swipe up on the home screen and tap **Clock**. The Clock app allows you to check local time in places around the world, set alarms, and use timers.

Setting a New Alarm

1. Open the Clock app and tap .
2. Tap a default alarm to configure it, or tap at the bottom of the screen to create a new alarm.
3. Set up the alarm options, such as time, repeat, snooze, alarm sound, vibration, and label.
4. Tap **SAVE** to save and exit.

NOTES:

- To enable or disable existing alarms directly, tap the switches on the right side.
- Tap to set more alarm options in the Alarm section.

- To change the default alarm ringtone, swipe up on the home screen and tap **Settings** > **Sound** > **Advanced** > **Ringtones** > **Default alarm sound**.

Checking World Time

1. Open the Clock app and tap .
2. World time lets you check local times for cities around the world. Tap to add a new city.

NOTE: In addition to checking the current time from various places, you can find out what the time will be in comparison to any time of your location. Tap your local time displayed above all other places and swipe up and down. As your local time changes, the time of other places in the list changes accordingly.

Using Stopwatch and Countdown

1. Open the Clock app and tap or .
2. Use the stopwatch to record lap times (up to 100 laps), or use the countdown feature to set a time and count down to zero.

FILE MANAGER

Quickly access all of your images, videos, audio clips, and other types of files on your phone and on the microSDXC card.

Swipe up on the home screen and tap **File Manager**. Then tap a file type to find the file you need by category, or tap **Phone** or **SD card** to browse folders and files on the phone storage or the microSDXC card.

- Tap folders and files to open them.
- Press and hold a folder or file and then tap to access options such as Copy, Move, Rename, and Compress.
- To copy or move an item, navigate to a new location within File Manager and tap **PASTE**.
- Tap to search for a file or folder by name.
- Tap to create a new folder in the current directory.
- Tap > **Sort by** to sort the contents in the current directory by file name, size, type, or modification time.
- Tap > **Multi-Select** to select multiple items for sharing, deletion, copying, moving, or compression.

GOOGLE APPS

Open the Google apps to use the following Google services.

NOTE: Some contents or Google services may not be available in your region.

- **Calendar:** Keep track of life's important events with Google Calendar synced across your devices.
- **Chrome:** Browse the Internet and get your bookmarks, browsing history, and more synced with your Google account.
- **Drive:** Store files on Google servers for free after you sign in to your Google account. You can access them on your computers, your phones and other devices. You can also share files or collaborate with others.
- **Duo:** Video chat one-on-one using Wi-Fi or mobile data.

- **Find Device:** Locate, lock, or wipe your lost device remotely.
- **Gmail:** Send and receive emails via your Gmail account or other personal email accounts.
- **Google:** Use Google search or get information when you need it with the Google Assistant.
- **Keep Notes:** Capture notes, share them with others, and access them from your computer, phone, or tablet.
- **Maps:** Find points of interest such as restaurants and local businesses. You can also get directions for various modes of transportation.
- **News:** Get comprehensive up-to-date news coverage, aggregated from sources all over the world by Google News.
- **Photos:** Manage photos on the phone and Google account.
- **Play Store:** Purchase and download apps, games, and more from the Google Play Store.
- **YouTube:** Watch video clips from YouTube.com, or upload your own and share with the world.
- **YT Music:** Play and browse songs and playlists on your phone or from your YouTube Music account.

GOOGLE PLAY™ STORE

From the home screen, tap **Play Store**. You can buy or rent music, books, movies, apps, and download them to your phone.

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

BROWSING AND SEARCHING FOR APPS

You can browse apps by category. Tap a top-level category, such as Apps, and tap an app from any subcategory.

You can also search for apps using an app's name, description, or the developer's name. Simply tap the search box at the top and enter the search terms.

DOWNLOADING AND INSTALLING APPS

When you find the app you are interested in, tap it to open its details screen, where more information about the app is displayed.

1. Tap **Install** (free apps) or the price (paid apps).

   NOTE: To purchase apps, a payment method such as Google Pay is required.
2. For paid apps, follow additional on-screen instructions for payment.
3. Wait for the app to be downloaded and installed automatically.
4. Once installed, swipe up on the home screen to find and use the new app.

CAUTION: After installation, some apps may access many functions of the device, and/or a significant amount of your personal data. Scroll down the app details and tap **About this app** > **App permissions** to see what the app may access. You can also manage your permissions from the **Settings** app (see *Settings – Apps & Notifications – App Info*.)

CREATING A PAYMENT METHOD

You must have a payment method, such as Google Pay, associated with your Google account to purchase items from the Play Store.

Do one of the following:

- On your computer, go to **pay.google.com** to create a Google Pay account.
- The first time you use your phone to buy an item from the Play Store, you will be prompted to enter your billing information to set up a payment method.

WARNING! When you've used a payment method once to purchase items from the Play Store app, the phone remembers your password, so you don't need to enter it the next time. For this reason, you should secure your phone to prevent others from using it without your permission.

MANAGING YOUR DOWNLOADED APPS

After you've downloaded and installed an app, you can rate it, view it in a list with your other downloaded apps, configure it to update itself automatically, and more.

Viewing Your Downloaded Apps

1. In the Play Store screen, tap ☰ > **My apps & games** > **Installed**.
2. Your list of installed apps will open. Tap an app to rate it, uninstall it, request a refund, and more.

Uninstalling an App

1. In the Play Store screen, tap ☰ > **My apps & games** > **Installed**.
2. Tap an app to open its details screen.
3. Tap **Uninstall** > **OK**.

SETTINGS

Swipe up on the home screen and tap **Settings**. The Settings menu contains most of the tools for customizing and configuring your phone. In some sub-menus, you may need to tap **Advanced** to get all the options.

At the top of the Settings screen, you can see setting suggestions. Tap to check or customize the recommended settings.

NETWORK & INTERNET

Wi-Fi

Open **Settings** and tap **Network & internet** > **Wi-Fi** to turn Wi-Fi on or off and configure your Wi-Fi connections. (see *Connecting to Networks and Devices – Connecting to Wi-Fi*).

Wi-Fi Calling

Open **Settings** and tap **Network & internet** > **Wi-Fi calling** to manage the Wi-Fi calling feature. (see *Phone Calls – Adjusting Your Call Settings – Setting Up Wi-Fi Calling*).

Mobile Network

Open **Settings** and tap **Network & internet** > **Mobile network** to control mobile data use, data roaming, preferred network type and operator, and access point names. (see *Connecting to Networks and Devices – Connecting to Mobile Networks*).

Data Usage

Open **Settings** and tap **Network & internet** > **Data usage** to check and manage mobile data use. You can view Wi-Fi usage as well.

- **Data Saver:** Enable or disable Data Saver, which prevents apps from using mobile data in the background. Apps you're currently using can access data, but may do so less frequently when Data saver is enabled. You can tap **Unrestricted data** to allow some apps to always have data connection access, even when Data Saver is enabled.
- **Mobile data:** Enable or disable mobile data.
- **App data usage:** Check how much data has been used by each app during the time cycle you set. You can then tap an app to restrict its use of background data or grant it unrestricted data use when Data Saver is on.
- **Data warning & limit:** Set the billing cycle, mobile data warning, and mobile data limit.
- **Wi-Fi data usage:** View the Wi-Fi usage of apps during the last month.

NOTE: The data usage monitored by your device may not match your carrier's usage data.

Hotspot & Tethering

Open **Settings** and tap **Network & internet** > **Hotspot & tethering** to share your phone's mobile data with other devices via a USB cable or wirelessly (see *Connecting to Networks and Devices – Sharing Your Mobile Data Connection.*)

Airplane Mode

Open **Settings** and tap **Network & internet** > **Airplane mode** to turn airplane mode on or off. All the phone's radios (such as cellular, Wi-Fi, and *Bluetooth*) that transmit voice or data are turned off when airplane mode is on.

Call Settings

Open **Settings** and tap **Network & internet** > **Call settings** to configure calling options (see *Phone Calls – Adjusting Your Call Settings*.)

VPN

Open **Settings** and tap **Network & internet** > **VPN** to set up and connect to virtual private networks (see *Connecting to Networks and Devices – Connecting to Virtual Private Networks*).

Private DNS

Open **Settings** and tap **Network & internet** > **Private DNS** to turn Private DNS on or off or change the DNS provider hostname. Using private DNS is a way to secure your Internet communication.

CONNECTED DEVICES

Open **Settings** and tap **Connected devices** to manage your phone's connection via *Bluetooth* and USB and to wireless printers and Chromebooks. You can tap **Pair new device** to pair new *Bluetooth* devices or tap **Connection preferences** configure *Bluetooth* settings, printer services, and Chromebook connections (see *Connecting to Networks and Devices – Connecting to Bluetooth Devices*.)

When your phone is connected to a computer via USB, you can also tap **Connected devices** > **USB** to manage the USB connection mode (see *Connecting to Networks and Devices – Connecting to Your Computer via USB*.)

APPS & NOTIFICATIONS

App Info

Open **Settings** and tap **Apps & notifications** to see recently opened apps. Tap **SEE ALL [number] APPS** to see all apps installed on your phone and manage them.

Tap an app to see its information and configure the available options.

Notifications

Open **Settings** and tap **Apps & notifications** > **Notifications** to manage app notifications.

Screen Time

Open **Settings** and tap **Apps & notifications** > **Screen time** to find out how much time you spend on the phone and set daily time limits for most apps. When you reach the time limits, apps are closed and their icons dim for the rest of the day so that you can disconnect.

Default Apps

Open **Settings** and tap **Apps & notifications** > **Default apps** to select the default apps for voice assistance and input, web browsing, messaging, phone call and the home launcher. Tap **Opening links** to set instant apps options, or tap an installed app to check its supported links, set whether to open the links in the app, and clear the app's defaults.

Permission Manager

Open **Settings** and tap **Apps & notifications** > **Permission manager** to check and change the apps' permissions to access certain data on the phone.

WARNING! Changing app permissions may stop some app from working correctly or as originally intended.

Emergency Alerts

Open **Settings** and tap **Apps & notifications** > **Emergency alerts** to turn on/off alerts, check alert history, or configure alert notification preferences and text-to-speech function.

Special App Access

Open **Settings** and tap **Apps & notifications** > **Special app access** to set special access and authorizations of apps.

BATTERY

Open **Settings** and tap **Battery** to view the battery level, check what has been using the battery, and optimize battery use.

FEATURES

Open **Settings** and tap **Features**. The following features are available.

- **System navigation:** Change the navigation bar style.

  NOTE: Check how to use each navigation style in this menu's HELP section.

- **Scheduled power On/Off:** Set the day and time when the phone automatically powers on or off. Tap the switches on the right to turn the features on or off.

DISPLAY

Open **Settings** and tap **Display** to configure the following options.

- **Brightness level:** Set the brightness of the display.
- **Adaptive brightness:** Automatically adjust screen brightness and learn your preferences.
- **Dark theme:** Switch the display to a dark background (supported by most apps) to protect your eyes in dark environments.
- **Night Light:** Enable Night Light to tint the screen amber for eye protection, or set a schedule when Night Light will be turned on (see *Personalizing – Using Night Light*.)
- **Wallpaper:** Select a background image for the home screen and lock screen (see *Personalizing – Applying New Wallpapers*.)
- **Screen timeout**: Set the length of time of inactivity before the screen turns off automatically.
- **Auto-rotate screen:** Choose whether the screen contents should rotate when the phone is rotated.
- **Font size:** Set the font size of the text on the screen.
- **Display size:** Adjust the display size of screen elements including fonts, icons and images.

- **Easy mode:** Turn on or off Easy mode, which provides a simple-than-standard home screen layout and larger icons, controls, and font size.
- **Indicator light:** Flash the indicator light to notify you of charging, low battery, incoming calls and messages, or other notifications.
- **Screen saver:** Manage the screen saver function, which can display changing colors and photos as a screen saver when the phone is docked or charging.
- **Lock screen display:** Choose what to show on the lock screen. You can hide notifications or sensitive notification content, display a personalized lock screen message, or display a lockdown option when you press and hold the **Power/Lock Key** to turn off smart lock, fingerprint unlocking, and notifications until the phone is unlocked.

SOUND

Open **Settings** and tap **Sound**. Adjust different types of volume (see *Personalizing – Adjusting Volumes*), toggle notification mode (see *Personalizing – Switching to Silent or Vibration Mode*), set Do Not Disturb options (see *Personalizing – Using Do Not Disturb Mode*), set up sound for calls, notifications, and alarm (see *Personalizing – Changing the Ringtone, Notification Sound, or Alarm Sound*), or select system sounds (see *Personalizing – Turning System Sounds On/Off*).

STORAGE

Open **Settings** and tap **Storage** to view the memory information of the internal phone storage and the microSDXC card (if one is installed.)

- **Saving location:** Tap **Phone** or **SD card** to select the default location for new data, such as recorded voice memos.
- **Device storage:** Tap **Internal shared storage** to get a detailed breakdown of space usage by type. Tap **FREE UP SPACE** to remove files and apps you do not need.
- **Portable storage:** Safely mount, unmount (remove), and format your microSDXC card. For more information about using the phone storage and the microSDXC card, see *Connecting to Networks and Devices – Using the microSDXC Card as Portable or Device Storage*.

PRIVACY

Open **Settings** and tap **Privacy** to manage app permissions (see Settings – *Apps & Notifications – Permission Manager*), lock screen notifications, password display, and information shared with Google (such as autofill data, location history, ad ID, and acitivities.)

LOCATION

Open **Settings** and tap **Location** to manage location services to help your phone and apps determine your location. To use location-related applications, such as finding your location on Google Maps, you must have location services turned on.

You can also check the apps that recently requested your location data, manage location permission for each app, turn on/off Wi-Fi and Bluetooth scanning, and control other location-related services.

SECURITY

Open **Settings** and tap **Security** to configure options that help keep your phone and data safe.

- **Google Play Protect:** Allow Google to regularly check your apps and phone for harmful behavior and warn you about any detected potential harm. Tap ⚙ and switch on **Scan apps with Play Protect** to enable this feature. To send unknown apps to Google for better detection, tap ⚙ and switch on **Improve harmful app detection**.
- **Find My Device:** Locate, lock, or wipe your lost device remotely. The lost device must be signed in to a Google account.
- **Security update:** Check for, download, and install system updates.
- **Screen lock:** Secure your phone and personal information with a screen lock (see *Personalizing – Protecting Your Phone With a Screen Lock*).

  Tap ⚙ beside **Screen lock** to set the following options.

  - **Make pattern visible:** Show the pattern as you draw it. This option is available when a Pattern lock is set.
  - **Automatically lock:** Set the time needed for the lock protection to be activated after the screen turns off. This option is available when a Pattern, PIN, or Password lock is set.
  - **Power button instantly locks:** Lock protection is activated immediately when you press the **Power/Lock Key**. This option is available when a Pattern, PIN, or Password lock is set.

- **Fingerprint:** Enable the touch-control functions of the fingerprint sensor. Register up to 5 fingerprints for unlocking the phone or opening bound apps (see *Personalizing – Using Your Fingerprint*).
- **Smart Lock:** Keeps the phone unlocked when it is connected to trusted devices, in trusted places, when recognizing a trusted face or voice, or while being held or carried.

  NOTE: You need to sign in to your Google account on the phone to use all the Smart Lock features.
- **Device admin apps:** View or deactivate apps you have authorized to be device administrators.
- **SIM card lock:** Lock the nano-SIM card and change the nano-SIM PIN.
  - **Lock SIM card:** Activate or deactivate the PIN lock to require PIN before accessing the nano-SIM card.
  - **Change SIM PIN:** Change the PIN used to access the nano-SIM card.

  NOTE: Put all your confidential passwords in a safe place for future use. If you enter the wrong SIM PIN more times than allowed, your nano-SIM card will be locked and you cannot access the mobile phone network. Contact Consumer Cellular for a PIN Unlock Key (PUK) to restore the nano-SIM card.
- **Encryption & credentials:**
  - **Encrypt phone:** Your phone is already encrypted.
  - **Storage type:** Check the credential storage type.
  - **Trusted credentials:** Display trusted CA certificates.
  - **User credentials:** View and modify stored credentials.

  - **Install from SD card:** Install certificates from the internal storage or the microSDXC card.
  - **Clear credentials:** Delete all certificates.
- **Trust agents:** View or deactivate trust agents.
- **Screen pinning:** Keep a screen of your choice in view so that others cannot switch apps and access personal information (see *Personalizing – Protecting Your Phone With Screen Pinning*).

ACCOUNTS

Open **Settings** and tap **Accounts** to manage your accounts and synchronization (see *Web Accounts*.)

ACCESSIBILITY

Open **Settings** and tap **Accessibility** to configure accessibility plug-ins and services on your phone, such as using Color inversion or Font size for users with sight problems.

DIGITAL WELLBEING & PARENTAL CONTROLS

Open **Settings** and tap **Digital Wellbeing & parental controls** to improve your digital wellbeing and balance your child's screen time.

- Tap **Show your data** to get information on how you spend time on your phone and apps.
  - **Dashboard:** Check the screen time, number of notifications, and opened times of each app. You can set daily timers for the most-used apps to

prevent overindulgence (see *Settings – Apps & Notifications – Screen Time*.)
  - **Wind Down:** Schedule Grayscale and Do Not Disturb mode to help you get ready for sleep.
  - **REDUCE INTERRUPTIONS:** Manage app notifications and Do Not Disturb settings to reduce interruptions from your important tasks.
  - **Show icon in the app list:** Display or hide the Digital Wellbeing app in the app list.
- In the Parental controls section, tap **Set up parental controls** to add content restrictions and set other limits for your child with the Family Link app.

GOOGLE

Open **Settings** and tap **Google** to manage settings for your Google account and Google services.

SYSTEM

Languages & Input

Open **Settings** and tap **System** > **Languages & input** to configure options related to system language, input methods, speech input and output as well as mouse/trackpad input.

- **Languages:** Select a language for your system (see *Personalizing – Changing the System Language*).

- **Virtual keyboard:** Configure on-screen keyboard input methods and Google voice typing.
- **Physical keyboard:** Configure assistive options for physical keyboards connected to your phone.
- **Spell checker:** Use Google Spell Checker to check for spelling errors when entering text and change its settings.
- **Autofill service:** Enable or disable autofill service and choose the service provider. To use Google Autofill, you need to sign in to your Google account.
- **Personal dictionary:** Add new words to the phone's dictionary or remove words from the dictionary. The words you add are used for spell check and word suggestion.
- **Pointer speed:** Select how fast the pointer/mouse should scroll when you connect the phone to a trackpad or mouse accessory.
- **Text-to-speech output:** Select the speech synthesis engine or change its settings, select the output language, set speech rate and pinch, and play a brief sample of the speech synthesizer.

Date & Time

Open **Settings** and tap **System** > **Date & time** to set date, time, time zone, and time format (see *Personalizing – Setting the Date and Time*).

Downloads

Open **Settings** and tap **System** > **Downloads** to check files you have downloaded using apps such as Gmail.

Tap a file to open it; press and hold for multi-selection for sharing and deletion.

Backup

Open **Settings** and tap **System** > **Backup** to back up your phone data to your Google Drive, so you can easily restore or switch phones at any time. Backup includes apps and app data, call history, contacts, device settings, and messages.

Reset Options

Open **Settings** and tap **System** > **Reset options** to reset the network settings, app preferences or the phone to factory status.

System Update

Open **Settings** and tap **System** > **System update** to check for, download, and install system updates.

ABOUT PHONE

Open **Settings** and tap **About phone** to view important phone information and legal information. You can tap **Emergency information** to edit your medical information and emergency contacts for first responders to read from your lock screen (see *Contacts – Managing Emergency Contacts*.)

UPGRADING THE PHONE SOFTWARE

There are several ways to upgrade your phone software:

- Use the online upgrade tool.
- Use the one-press upgrade package offered by Consumer Cellular.
- Use your PC to download an upgrade package to your microSDXC card and install it to your phone from the card.

NOTE: Visit the ZTE official handset service support website (**https://www.zteusa.com/support_page**) to learn more about the above upgrade methods, as well as which phones and methods are supported.

TROUBLESHOOTING

If you encounter problems while using the phone, or if it performs abnormally, you can refer to the chart below. If your particular problem cannot be resolved using the information in the chart, contact customer support at (800) 686-4460.

Problem	Possible causes	Possible solution
Poor reception	The network signal is too weak at your current location (for example, in a basement or near a tall building) because wireless transmissions cannot effectively reach it.	Move to a location where the network signal can be properly received.
	The network is busy at the current time (for example, during peak times, there may be too much network traffic to handle additional calls).	Avoid using the phone at such times, or try again after waiting a short time.
	You are too far away from a base station for your service provider.	You can request a service area map from Consumer Cellular.

Problem	Possible causes	Possible solution
Echo or noise	Poor network link quality.	End the call and dial again. You may be switched to a better-quality network link or phone line.
	Poor local telephone line quality.	End the call and dial again. You may be switched to a better-quality network link or phone line.
Unable to select certain features	Consumer Cellular does not support these features, or you have not applied for services that provide these features.	Call customer support at (800) 686-4460.
Cannot charge the battery	The battery or battery charger is damaged.	Call customer support at (800) 686-4460.
	The phone's temperature is below 32°F (0°C) or higher than 95°F (35°C).	Adjust the battery charging environment to avoid extreme temperatures.
	Poor contact between the battery and charger.	Check all connectors to ensure that all connections have been properly made.

Problem	Possible causes	Possible solution
Shortened standby time	The standby time is related to Consumer Cellular system configuration. The same phone used with different service providers' systems will not provide exactly the same length of standby time.	If you are located in an area where signaling is weak, temporarily power off the phone.
	The battery is depleted. In high-temperature environments, battery life will be shortened.	Use a new battery.
	If you are not able to connect to the network, the phone will continue to send out signals as it attempts to locate a base station. Doing so consumes battery power and will consequently shorten standby time.	Change your location to one where the network is accessible, or temporarily turn off your phone.

Problem	Possible causes	Possible solution
Cannot turn your phone on	Battery power has been depleted.	Recharge the phone's battery.
nano-SIM card error	The nano-SIM card has malfunctioned or is damaged.	Call customer support at (800) 686-4460.
	The nano-SIM card is inserted improperly.	Insert the nano-SIM card properly.
	Debris is on the nano-SIM card contacts.	Use a soft, dry cloth to clean the nano-SIM card contacts.
Cannot answer incoming calls	You have activated the Call blocking feature.	Disable this feature. See *Phone Calls – Adjusting Your Call Settings – Setting Call Blocking*.
Cannot make outgoing calls	You have activated the Fixed Dialing Numbers feature.	Disable this feature. See *Phone Calls – Adjusting Your Call Settings – Using Fixed Dialing Numbers*.

Problem	Possible causes	Possible solution
Unable to connect to the network	The nano-SIM card is invalid.	Call customer support at (800) 686-4460.
	You are not within the network's service area.	Check the service area with Consumer Cellular.
	Poor signal.	Move to an open space, or if you are inside a building, move closer to a window.
PIN Code blocked	You have entered an incorrect PIN code three consecutive times.	Call customer support at (800) 686-4460.
Phone crashes, reboots, freezes, or cannot be powered on	Some third-party software is not compatible with your phone.	Uninstall the software that may be causing the problem.
		Upgrade the phone software.
		Reset the phone to factory status.

FOR YOUR SAFETY

GENERAL SAFETY

	Don't make or receive handheld calls while driving. Never text while driving.
	Keep your phone at least 10 mm away from your ear or body while making calls.
	Small parts may cause choking.
	Your phone can produce a loud sound.
	Avoid contact with anything magnetic.
	Keep away from pacemakers and other electronic medical devices.
	Power off when asked to in hospitals and medical facilities.
	Power off when told to in aircrafts and airports.

	Power off when near explosive materials or liquids.
	Don't use at gas stations.
	Your phone may produce a bright or flashing light.
	Don't dispose of your phone in fire.
	To prevent possible hearing damage, do not listen at high volume levels for long periods.
	Avoid extreme temperatures.
	Avoid contact with liquids. Keep your phone dry.
	Don't take your phone apart.
	Only use approved accessories.
	Don't rely on your phone for emergency communications.

FCC RF EXPOSURE INFORMATION (SAR)

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

During SAR testing, this device was set to transmit at its highest certified power level in all tested frequency bands, and placed in positions that simulate RF exposure in usage against the head with no separation, and near the body with the separation of 0.4 inches (10 mm). Although the SAR is determined at the highest certified power level, the actual SAR level of the device while operating can be well below the maximum value. This is because the phone is designed to operate at multiple power levels so as to use only the power required to reach the network. In general, the closer you are to a wireless base station antenna, the lower the power output.

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

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

The FCC has granted an Equipment Authorization for this model phone with all reported SAR levels evaluated as in compliance with the FCC RF exposure guidelines. SAR information on this model phone is on file with the FCC and can be found under the Display Grant section of **www.fcc.gov/oet/ea/fccid** after searching on **FCC ID: SRQ-Z6250CC**.

For this device, the highest reported SAR value for usage against the head is **0.861 W/kg**, for usage near the body is **0.749 W/kg**.

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

SAR compliance for body-worn operation is based on a separation distance of 0.4 inches (10 mm) between the unit and the human body. Carry this device at least 0.4 inches (10 mm) away from your body to ensure RF exposure level compliant or lower to the reported level. To support body-worn operation, choose belt clips or holsters, which do not contain metallic components, to maintain a separation of 0.4 inches (10 mm) between this device and your body.

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

FCC REGULATIONS

This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with

the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Contact Customer Service at (800) 686-4460.

CAUTION: Changes or modifications not expressly approved by the manufacturer could void the user's authority to operate the equipment.

The antenna(s) used for this transmitter must not be co-located or operating in conjunction with any other antenna or transmitter.

HEARING AID COMPATIBILITY (HAC) REGULATIONS FOR MOBILE PHONES

In 2003, the FCC adopted rules to make digital wireless telephones compatible with hearing aids and cochlear implants. Although analog wireless phones do not usually cause interference with hearing aids or cochlear implants, digital wireless phones sometimes do because of electromagnetic energy emitted by the phone's antenna, backlight, or other components. Your phone is compliant with FCC HAC regulations (ANSI C63.19- 2011).

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

This phone has been tested and rated for use with hearing aids for some of the wireless technologies that it uses. However, there may be some newer wireless technologies used in this phone that have not been tested yet for use with hearing aids. It is important to try the different features of this phone thoroughly and in different locations, using your hearing aid or cochlear implant, to determine if you hear any interfering noise. Consult your service provider or the manufacturer of this phone for information on hearing aid compatibility. If you have questions about return or exchange policies, consult your service provider or phone retailer.

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

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

Your phone has been tested for hearing aid device compatibility and has an **M3/T3** rating.

Hearing devices may also be rated. Your hearing device manufacturer or hearing health professional may help you find this rating.

For more information about FCC Hearing Aid Compatibility, please go to **https://www.fcc.gov/general/disability-rights-office**.

DISTRACTIONS

Driving

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

Operating Machinery

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

PRODUCT HANDLING

General Statement on Handling and Use

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

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

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

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

Battery Safety

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

battery may overheat and cause explosion or fire.

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

Small Children

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

Demagnetization

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

Electrostatic Discharge (ESD)

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

Antenna

Do not touch the antenna unnecessarily.

Normal Use Position

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

Air Bags

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

Seizures/Blackouts

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

Repetitive Strain Injuries

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

- Do not grip the phone too tightly.
- Press the buttons lightly.

- Use the special features which are designed to minimize the frequency needed to press buttons, such as Message Templates and Predictive Text.
- Take frequent breaks to stretch and relax.

Emergency Calls

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

Loud Noise

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

Phone Heating

Your phone may become warm during charging and normal use.

ELECTRICAL SAFETY

Accessories

Use only approved accessories. Do not connect with incompatible products or accessories. Take care to not touch the device to metallic objects, such as coins or key rings, or allow them to contact or short-circuit the charging port and battery terminals. Never puncture the surface of the phone with sharp objects.

Connection to Vehicles

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

Faulty and Damaged Products

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

CTIA REQUIREMENTS

- Do not disassemble or open, crush, bend or deform, puncture or shred the battery.
- Do not modify or remanufacture, attempt to insert foreign objects into the battery, immerse or expose to water or other liquids, expose to fire, explosion or other hazards.
- Only use the battery for the device for which it is specified.
- Only use the battery with a charging system that has been qualified with the system per CTIA Certification Requirements for Battery System Compliance to IEEE 1725. Use of an unqualified battery or charger may present a risk of fire, explosion, leakage, or other hazards.
- Do not short circuit a battery or allow metallic conductive objects to contact the battery terminals.
- Replace the battery only with another battery that has been qualified with the system per this standard, IEEE-Std-1725. Use of an unqualified battery may present a risk of fire, explosion, leakage or other hazards. Only authorized service providers shall replace the battery. (If the battery is non-user replaceable).

- Promptly dispose of used batteries in accordance with local regulations.
- Battery usage by children should be supervised.
- Avoid dropping the phone or battery. If the phone or battery is dropped, especially on a hard surface, and the user suspects damage, take it to a service center for inspection.
- Improper battery use may result in a fire, explosion or other hazards.
- The phone shall only be connected to CTIA certified adapters, products that bear the USB-IF logo or products that have completed the USB-IF compliance program.

RADIO FREQUENCY INTERFERENCE

General Statement on Interference

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

Pacemakers

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

Hearing Aids

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

Medical Equipment

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

Aircraft

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

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

Interference in Vehicles

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

EXPLOSIVE ENVIRONMENTS

Gas Stations and Explosive Atmospheres

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

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

Blasting Caps and Areas

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

SPECIFICATIONS

Handset specifications are shown in the following table.

Operating system	Android™ 10
Network capability	4G LTE/GSM/UMTS
Dimensions	6.47" x 3.02" x 0.354"
Weight	6.9 oz
Display	6.49” 720 x 1560
Camera	16 MP + 8 MP + 2 MP AF rear-facing triple lens; 8 MP FF front-facing
Internal memory	32 GB ROM + 3 GB RAM
Removable memory card	Supports microSDXC card up to 2 TB
Battery	5,000 mAh
Continuous idle time	Up to 430 hours
Continuous talk time	Up to 40 hours
Bluetooth	BT 4.2
HAC	M3/T3

NOTE: The phone’s talk time and idle time are based on ideal working environments. The use of extended backlighting, browser, and network conditions can reduce battery life and talk/idle time.

SUPPORT

For assistance, please contact:

Chat: **ConsumerCellular.com/Contact** and click "Chat Now"

Website: **ConsumerCellular.com/Help**

Telephone: **(800) 686-4460**

Need to test your cellphone?

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

Check your minutes or change your plan.

With Consumer Cellular you are in control and can change your plan at any time. To check your usage and change your plan just go to My Account at ConsumerCellular.com or call (800) 686-4460 any time. The call is free.

WARRANTY

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

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

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

Consumer Cellular®

For assistance, pleas contact:

Chat: **ConsumerCellular.com/Contact** and click "Chat Now"

Website: **ConsumerCellular.com/Help**

Telephone: **(800) 686-4460**

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