



Smart 55Q

# Operator's Manual

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# Safety Information

Welcome to Opel Mobile and thanks for purchasing our products. For the best performance, we recommend you read this manual carefully, especially the "safety instructions". This will take you a few minutes, but it will save you time later and will allow you to enjoy all the features on your device.

## **THIS MODEL MEETS INTERNATIONAL GUIDELINES FOR EXPOSURE TO RADIO WAVES**

Your mobile device is a radio transmitter and receiver. It is designed not to exceed the limits for exposure to radio waves recommended by international guidelines. These guidelines were developed by the independent scientific organization ICNIRP and include safety margins designed to assure the protection of all persons, regardless of age and health.

The guidelines use a unit of measurement known as the Specific Absorption Rate, or SAR. The SAR limit for mobile devices is 2 W/kg and the highest SAR value for this device when tested at the ear was 0.327 W/kg\*. As mobile devices offer a range of functions, they can be used in other positions, such as on the body as described in this user guide\*\*. In this case, the highest tested SAR value is 1.114 W/kg\*.

As SAR is measured utilizing the devices highest transmitting power the actual SAR of this device while operating is typically below that indicated above. This is due to automatic changes to the power level of the device to ensure it only uses the minimum level required to reach the network.

The World Health Organization has stated that present scientific information does not indicate the need for any special precautions for the use of mobile devices. They note that if you want to reduce your exposure then you can do so by limiting the length of calls or using a 'hands-free' device to keep the mobile device away from the head and body.

Additional Information can be found on the website of the World Health Organization

*\*The tests are carried out in accordance with international guidelines for testing.*

*\*\*For body worn operation, this device has been tested and meets the RF exposure guidelines when used with the Opel Mobile accessories supplied or designated for this product. Use of other accessories may not ensure compliance with RF exposure guidelines*

## **How to handle and preserve your device?**

Trying to modify, disassemble or repair the device or the charger yourself will make the warranty invalid. Only certified repairers may install or repair device equipment.

Avoid hitting or shaking your device.

The warranty of this device may be annulled if you use unauthorised accessories. To prevent this from happening and to keep your device working properly use only the battery charger and microUSB cable that originally comes with the device.

Make sure the device does not get wet. To avoid possible, short-circuit, electric shock or corrosion keep your device away from rain, water splash, sweat or moisture. You must not use your device with your hands wet or immerse it in water. In case it gets wet keep the phone off and do not try to use a microwave to dry it.

Do not use your device when entering areas that are near flammable liquids.

Observe all local laws and regulations on the use of mobile devices. Turn off the device before entering petrol stations, oil refineries or chemical plants.

This product should not be used in extremely hot, cold, dusty or humid spaces. It also should not be exposed to long periods of sunshine or strong magnetic fields.

If you have a pacemaker keep the device at least a 20cm distance from the place it is located. This device may cause interference to some hearing aids and other electronic devices.

Avoid all heat sources, ovens or other appliances (including amplifiers) that produce heat or have hot surfaces.

Switch off the device when entering an aircraft.

Do not use a hand-held device when operating any motor vehicles, heavy equipment or moving objects.

Excessive high-volume levels or noise may affect your hearing. To prevent this from happening use an adequate volume in your earphones when you are listening to music or employing any of the multimedia features on the device.



High sound pressure is possible and presents a hearing damage risk. Do not listen at high volume levels for long periods.

You are fully responsible for keeping your information backed up and we do not take any legal responsibility for data that is damaged or lost. It is possible to erase or interfere with the information stored in your phone by a magnetic device when using your device. To avoid this issue, keep your device clear from magnetic devices.

Pointing the torch into your own or another person's eyes will cause damage and may result in blindness.

## **Safety recommendations for accessories**

Use only Opel Mobile accessories or chargers that came with this device.

Be careful when handling the battery. The lithium-ion battery can be put into use immediately after being unpacked. Use only the Opel Mobile battery that came with the device. We

recommend charging the battery as soon as possible once the device has been switched on.

**Caution: risk of explosion if battery is replaced by an incorrect type. Ensure you always only use the Opel Mobile battery that is specified for this device. Dispose of used batteries according to the instructions.**

Immediately stop using the battery charger if you smell an odour or overheats or a crack or swelling appears in the casing.

In case you notice the cable, or the plug have suffered any damage, discontinue using it and contact Opel Mobile support line as soon as possible for advice.

## **Usage conditions and restrictions**

All packaging materials, especially plastic ones, must be disposed of properly. The lack of this procedure may cause a suffocation danger to children. Any packaging must be kept out of children's reach.

This device is not a toy and strict adult supervision must be adhered to at all times. Keep the device and the accessories beyond children under 6-year old's reach.

This device can be recycled. To dispose of this device properly remember to follow local regulations. Local authorities may guide you on finding appropriate facilities to this end. The battery must never be disposed of in a fire.

If this device is lost or has been stolen, please notify your network service provider as soon as possible and ask for the SIM card to be deactivated.

For all features on this device to work it requires a network signal. We do not take any responsibility if the device is unable to obtain a network signal due to poor network signals or network outages.

When travelling overseas we recommend you purchase an overseas data pack to avoid any extra SIM card charges from your provider.

















You are fully responsible for any damage caused by not following these instructions or for improper use of the device. We do not accept any liability for any improper use or mishandling on this device.

# Overview of the Phone



# Status Bar Icons

Along the top of your phone's screen is the status bar. Icons will appear, notifying you of new messages, missed calls, upcoming calendar event, or something else you should notice.

	Network signal		Sign-in/sync error
	Call forward		Song is playing
	Missed call		WLAN service connected
	SMS/MMS		Call in progress
	Alarm is set		Wireless services are off (Aeroplane mode)
	Ringer is off		Phone on mute
	Bluetooth® is on		Battery is low
			Battery is charging
			Earphones Connected

# Navigation Bar

There are three navigation buttons at the bottom of the screen: **Back**, **Home** and **App Switcher**



Go back one step

- tap **Back** 

Go to home screen

- tap **Home** 

Switch to previous apps

- tap **App Switcher** 

# Specifications

<b>Model number:</b>	OMS55Q23B
<b>Dimensions:</b>	151.5 x 73 x 11.2 mm
<b>Weight:</b>	159g
<b>Platform:</b>	Android™ 12 (Go edition)
<b>Display:</b>	5.5 inch / 480x960 / IPS
<b>Processor:</b>	1.4GHz Quad Core Cortex-A53
<b>Chipset</b>	Unisoc SC9832E
<b>Memory:</b>	2GB
<b>Internal Storage:</b>	16GB on board
<b>External Storage:</b>	MicroSD card up to 128GB
<b>Battery:</b>	Li-Ion 2500mAh
<b>Rear Camera:</b>	5.0MP
<b>Front Camera:</b>	5.0MP
<b>Wi-Fi:</b>	802.11b/g/n
<b>Bluetooth:</b>	4.2
<b>Input/Output:</b>	microUSB charging port / 3.5mm headphone jack
<b>Audio Format:</b>	MP3 / M4A / etc.
<b>Video Format:</b>	3GPP / MP4 / AVI / etc.
<b>Video Playback:</b>	1080p
<b>Maps:</b>	Google Maps
<b>E-mail:</b>	Gmail / POP3 / IMAP / Exchange

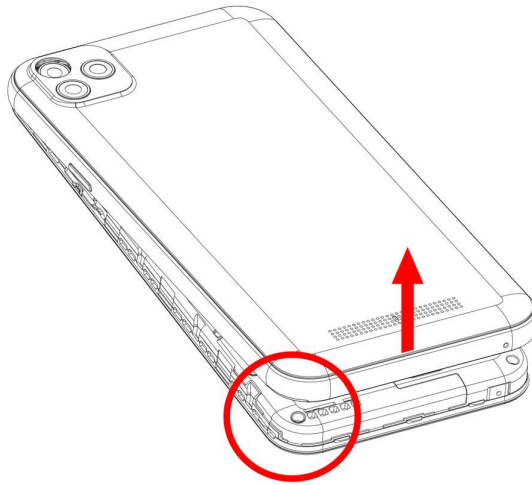


# Quick setup guide

## Installing the SIM Cards

This phone requires a Nano size SIM card. If you don't have a nano SIM card, contact your network provider.

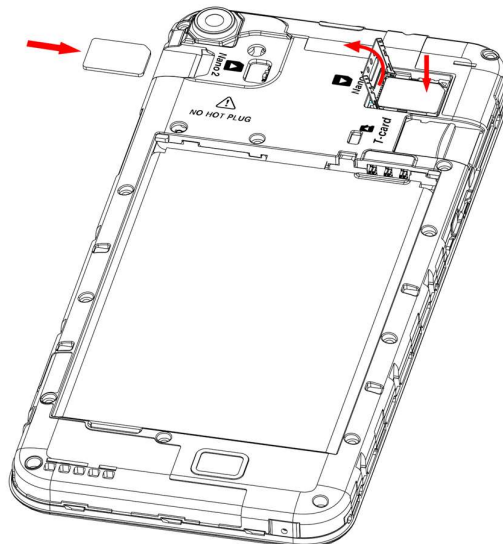
1. Remove the back cover by lifting from the bottom corner where you see a small gap then pull off the cover.



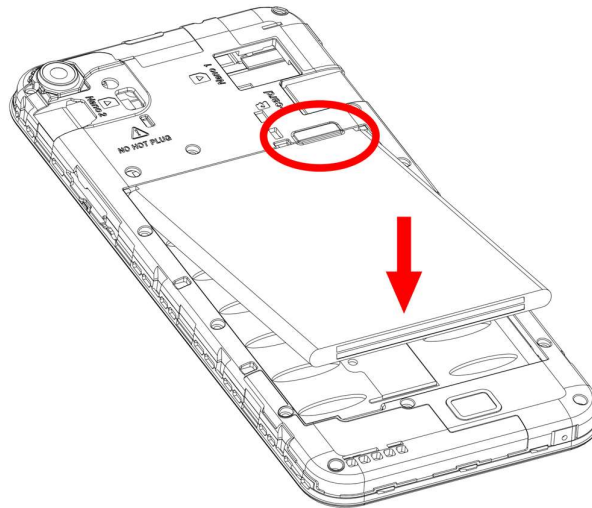
2. Insert your SIM card into either of the SIM card slots with the gold plates facing downwards and the cornered edge is in the upper right corner.

For SIM1 on the left hand side, slide a nano SIM card in to the right until it doesn't go in any further.

For SIM2 on the right hand side, first slide the SIM tray door to the left and put a nano SIM card in, and then slide the SIM tray door to the right.



3. Insert the battery, ensure the sticker is removed from gold plates on the battery, align the gold plates on the battery to the device, insert and push down until it is in place.

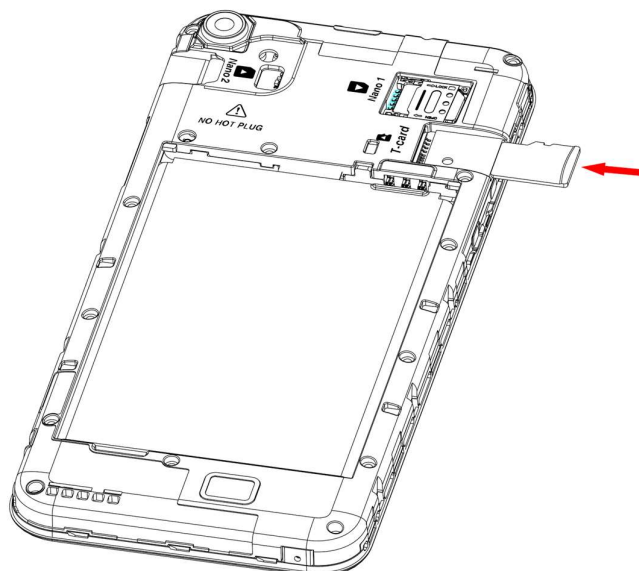


4. Put the back cover back on by pressing down on the covers edges until the entire cover is clicked into place.

## Installing a memory card (optional)

A microSD memory card up to 128GB can be used as additional device storage.

1. Make sure the device is turned off.
2. Insert the memory card with the gold contacts facing down until feeling it does not go in any further.
3. To remove the memory card, gently pull and take it out.



## Charging the phone

Connect the charger to the phone by inserting the microUSB cable into the microUSB port in the phone and connecting the power adaptor to a wall socket.

**Please note: Charge the phone to 100% before use, to prolong the battery life.**

## Turning the phone on and off

1. To power the device on simply hold down the power key for 5 seconds. There will be a short delay of a few minutes the first time it starts.
2. To turn the device off, simply hold the power button down for 3 seconds, it will then bring up the pop-up menu for you to select, Power off or Restart the device.

## Using the phone for the first time

After charging, turn the phone on by holding down the power button for 5 seconds. There will be a short delay of a few minutes the first time the phone starts.

The phone will then guide you through to set it up initially by asking you some questions.

1. **Hello** – select Language and tap Start
2. **Connect to Wi-Fi** – select a wireless network for connecting to the Internet (tap Set up offline if no Wi-Fi is available, or select Use mobile network if a SIM card inserted)
3. **Copy apps and data** – you can choose to transfer apps and data from a previous device or cloud storage (tap Don't copy if you want to setup it as a new device)
4. **Google Sign in** – use your Google / Gmail Account to sign in or create a new account (tap Skip if you prefer not to use sign in now)
5. **Google services** – select whether you want to enable “Back up to Google Drive”, “Use location”, “Allow Wi-Fi/Bluetooth scanning”, and “Send diagnostic data” to Google
6. **Set a secured screen lock** – by using a PIN, Password or Pattern (tap Skip if you don't want to create a PIN/password)
7. **Meet you Google Assistant** – enable Google Assistant for Android (Go edition) so that you can get things done on the go, ask Google to call mom, play videos, navigate to your favourite shop, and more! Just touch and hold the home button to get started (tap No thanks if you don't want to use it)
8. **Anything else?** – you can add additional email accounts if needed, change font size, or change wallpaper here (tap No thanks to skip them now)

## **Sleep/standby mode**

1. To place the phone into sleep/standby mode press the power button once – this will turn off the screen and put the phone to sleep.
2. To wake up the phone, simply press the power button once, then swipe your finger up on the screen to unlock the device. If you have setup a PIN or password, type it in to access the device.

# Troubleshooting and support

If you are experiencing difficulties with your phone, please go through the following troubleshoots:

## **The phone will not power on**

1. Ensure the battery is inserted correctly.
2. Ensure you are pressing and holding the power button for at least 5 seconds.
3. Ensure you have charged the phone for at least 10 minutes.

## **The phone is asking for a PUK code**

1. This means you have input the incorrect SIM PIN code 3 times or more. Contact your network provider to retrieve your PUK code to unlock your phone as only your network provider can help unlock your SIM.

## **SIM card error or no SIM card**

1. Ensure you have inserted the SIM card correctly and are using the correct size SIM card. Follow instructions in the quick set up guide for installing the SIM Card.
2. Your SIM card may be damaged or dirty, ensure you replace your SIM with your network provider if this error occurs.

## **Failure to connect to the network**

1. Your network signal may be weak or out of range. Contact your network provider or try the phone in a different location to check your signal.
2. Your SIM card may be damaged, invalid or has no credit. Contact your network provider for support.

## **Failure to make an outgoing call**

1. Ensure you have entered the correct phone number.

2. Ensure you have enough credit on your provider's account. Contact your network provider for support.
3. Your signal strength may be weak. Check your signal strength and contact your network provider.

### **Cannot hear anyone on the call**

1. Ensure your call volume is adjusted to your requirements. Using the volume keys on the right side of the phone.
2. Ensure you have sufficient signal strength.

### **Cannot receive calls**

1. Ensure your mobile phone is switched on.
2. You have enough signal strength to receive calls.
3. Ensure you do not have the phone in flight mode.
4. Ensure your SIM card is installed correctly.

### **The other party cannot hear you on the call**

1. Ensure your hand or fingers are not covering the microphone located at the bottom left of the phone.
2. Ensure you are speaking directly into the microphone.
3. Ensure the other party has their volume turn up to their desired level.

### **Phone won't charge**

1. Ensure the power plug is inserted in the wall socket correctly and the wall switch is turned on.
2. Ensure the wall power socket is working by testing another device or another power socket.
3. Ensure you have inserted the microUSB cable into the phone correctly.
4. Ensure there is no dirt or dust accumulated in the devices power socket.
5. Ensure you have left the phone on charge for at least 10 minutes as the battery may have run out of charge completely.

**Phone won't connect via Bluetooth**

1. Ensure you have turned on and activated the Bluetooth settings. See Bluetooth guide in manual.
2. Ensure the other device has Bluetooth enabled.
3. Your Bluetooth device may be too far away from the other device to connect. Ensure you are within range of this device to connect.
4. Ensure you follow the Bluetooth instructions above.
5. When connecting the Bluetooth device for the first time, ensure it is in Pairing Mode.

**Phone won't connect to Wi-Fi**

1. Ensure you have turned on and activated Wi-Fi on your device.
2. Ensure the Wi-Fi you are connecting to is working.
3. Your device may be too far away from the Wi-Fi Router. Ensure it is within range to connect.



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## How to contact us

Email us at [help@opelmobile.com.au](mailto:help@opelmobile.com.au) or call ☎ **1300 971 584**  
(open 8am to 6pm AEST, Monday to Friday – not including NSW public holidays)