



SmartJ2

Operator's Manual

Table of Contents

Safety Information	4
How to handle and preserve your device.....	5
Safety Recommendations while using your device.....	5
Safety recommendations for accessories	6
Usage conditions and restrictions.....	6
Overview of the phone.....	8
Quick Setup Guide	9
Installing the SIM Card	9
Installing the Battery.....	10
Charging the Phone	11
Turning the phone on and off	11
Turning the Phone on for the first time.....	11
Phone Status Icons	13
Phonebook/Calls	14
Adding new contacts	14
Phonebook Speed dial/Call history.....	16
Search contacts	18
How to make a phone call	18
How to answer or reject a call.....	18
Phone Book Settings	20
Messages.....	21
Write text messages.....	21
Message Settings.....	23
Chrome Web Browser	23
Google Apps.....	24
YouTube	24
Gmail/Email.....	24
Assistant	24
Maps Go	25
Gallery Go.....	25
Duo	25
Google Go.....	25
Apps or applications: downloading/deleting/moving.....	26
Camera	28
Other Applications	29
Clock/Alarm.....	29
Sound Recorder	29

YT Music.....	29
Calendar	29
Contacts.....	29
Calculator.....	29
FM Radio	30
Files	30
Settings	31
Network and Internet.....	31
Connected devices.....	32
Apps and notifications	33
Battery.....	33
Display	33
Sounds.....	33
Storage	34
Privacy	34
Location	34
Security.....	34
Accounts	34
Accessibility.....	34
Digital Wellbeing and Parental controls	34
Google	34
DuraSpeed.....	35
System.....	35
About phone.....	35
Shortcut Menu	35
Wi-Fi.....	35
Data Saver	35
Bluetooth.....	35
Aeroplane mode.....	36
Do not disturb.....	36
Auto-rotate	36
ScreenRecord	36
Location	36
Battery Saver	36
Hotspot.....	36
Troubleshooting and support.....	37

Google™, Android, Google Play and other marks are trademarks of Google LLC

Safety Information

Read this entire manual carefully before you start using the device. 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 0.712 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 1.25 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 phone 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 phone has been tested and meets the RF exposure guidelines when used with the (manufacturer name) 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.

Avoid hitting or shaking your phone.

The warranty of this phone may be annulled if you use unauthorised accessories. To prevent this from happening and to keep your phone working properly use only the battery charger and Micro USB 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 phone 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.

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

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

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 enjoying any of the multimedia features of the phone.

You are fully responsible for keeping your information backed up and we don't 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 phone. To avoid this from happening, keep your phone 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 while using your device

AIRCRAFT

Switch off your wireless device whenever you are instructed to do so by airport or airline staff. If your device offers a 'flight mode' or similar feature consult airline staff as to its use in flight.

DRIVING

Full attention should always be given to driving and local laws and regulations restricting the use of wireless devices while driving must be observed.

HOSPITALS

Mobile phones should be switched off wherever 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.

PETROL STATIONS

Obey all posted signs with respect to the use of wireless devices or other radio equipment in locations with flammable material and chemicals. Switch off your wireless device whenever you are instructed to do so by authorized staff.

INTERFERENCE

Care must be taken when using the phone near personal medical devices, such as pacemakers and hearing aids.

For Pacemakers

Pacemaker manufacturers recommend that a minimum separation of 15cm 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.

For Hearing Aids

Some digital wireless phones may interfere with some hearing aids. In the event of such interference, you may want to consult your hearing aid manufacturer to discuss alternatives.

For other Medical Devices: Please consult your physician/doctor and the device manufacturer to determine if operation of your phone may interfere with the operation of your medical device.

Safety recommendations for accessories

Use only Opel Mobile accessories or chargers that came with this phone

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 phone has been switched on.

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

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

The memory card should be protected from strong shocks and static electricity. Handle with care.

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.

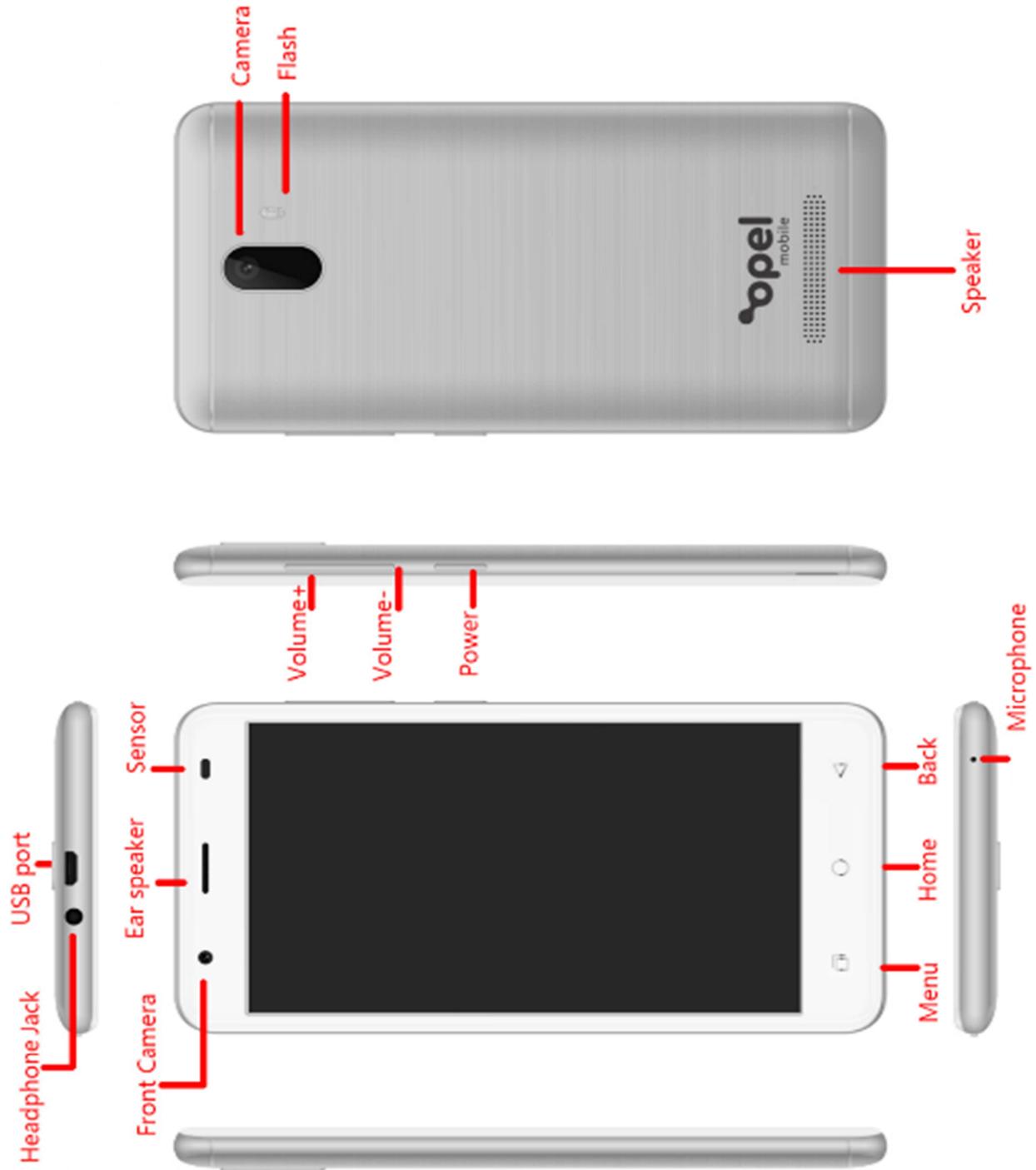
This device is not a toy and not designed for children and strict adult supervision must always be adhered to. Keep the phone and accessories beyond children's reach.

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 phone 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

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

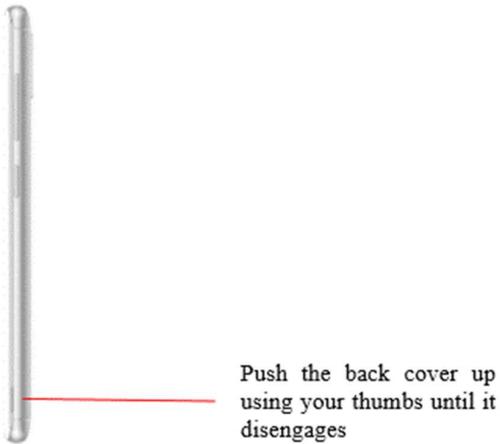


Quick Setup Guide

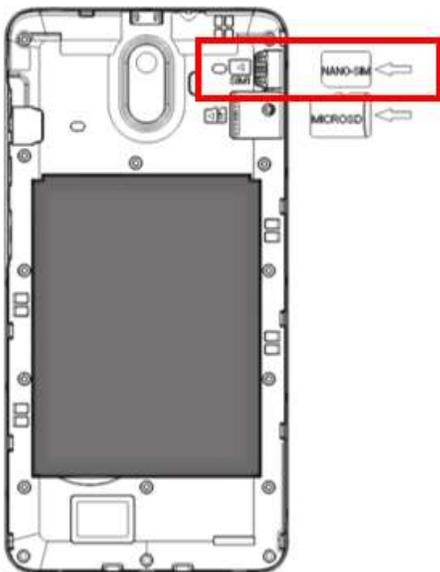
Installing the SIM Card

This phone requires a Nano size SIM card, it is the smallest of the 3 SIM card sizes available. If you don't have a nano size SIM card contact your SIM card provider, they will be able to supply one for you.

1. Make sure your device is turned off.
Firmly hold the device with both hands with the front screen facing down.
Push the back cover up using your thumbs until it disengages from the device and then slide up your thumb to remove.



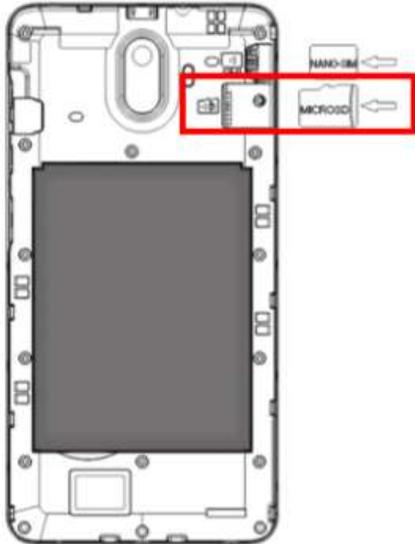
2. Insert the Nano sized SIM card in the SIM1 slot located in the top right-hand corner. Ensure the cornered edge of the SIM card is located in the bottom left hand corner. Insert slowly and carefully until the SIM card does not go in any further.



Installing (optional) Micro SD Card

The Micro SD Card can be used as an additional storage for your device. You can store photos, videos, apps, music and more.

1. If you wish to use an optional Micro SD Card for extra memory (up to a maximum of 32GB), insert it into the Micro SD card slot located in the top right-hand corner (below the SIM card slot). Insert slowly and carefully until it does not go in any further.

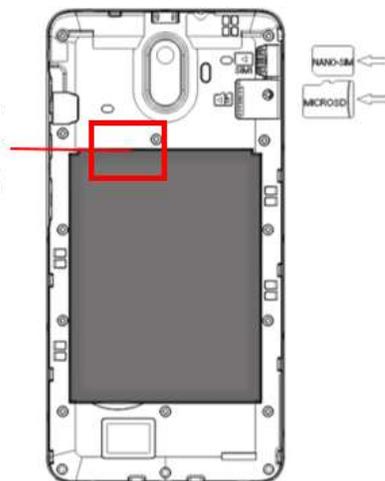


Installing the Battery

1. Insert the lithium battery provided, ensure you insert with the gold plates facing towards the gold pins on your phone. Slide in then press down.

Please note: Ensure you remove the battery sticker that is covering the gold plates on the battery.

Insert the battery so the gold plates align. Then push the battery down, until it is pushed into place



Remove the battery sticker that is covering the gold plates



2. Replace the back cover by pushing and clicking it back in place.

Charging the Phone

1. Connect the charger to the phone by inserting the Micro USB cable into the phones charging port and connecting the power adaptor to a wall socket and turning on.

Please note: Ensure you charge the phone for at least 4 hours prior to use, to ensure long battery life.

Turning the phone on and off

1. To power the device on simply hold down the power key for 3 seconds.
2. To turn the phone 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, Restart device or Screenshot.

Turning the Phone on for the first time

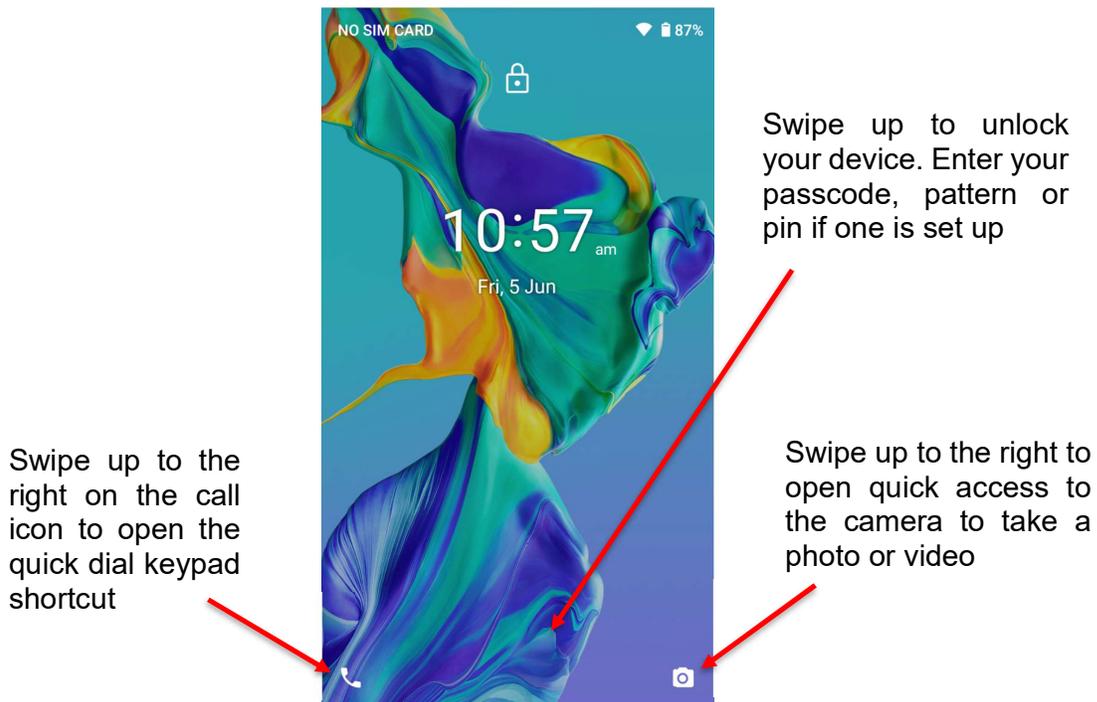
After charging, turn the phone on by holding down the power button on the right side of the phone for 3 seconds

The phone will then ask for you to input the initial setup features.

1. Select language and country
2. Click Start
3. Connect to a Wi-Fi network (If no Wi-Fi available skip this step)
4. Select copy data from previous phone or set up as a new device
5. Sign in using your Google™ account or create a new account or skip this step
6. Adjust date and time if needed
7. Read and accept google services
8. Create a phone password, using a pattern, PIN, password, or not now if you don't want to create a phone password
9. To unlock your device when in standby mode. Simply click the power button once, then slide your finger up to unlock your device on the screen. If you have selected a password, then the phone will prompt you to enter the password to access the device

Standby mode shortcuts/Unlocking your device:

Screen unlock, Phonebook Shortcut and Camera Shortcut



Phone Status Icons

Along the top of your phone screen is the status bar. On the left side, icons will appear, notifying you of a new message, upcoming calendar event, etc. On the right side of the status bar, you'll see connection status icons.

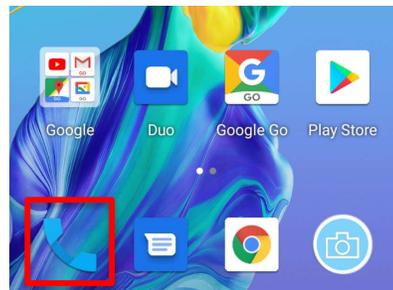
	Network signal		Sign-in/sync error
	Call forward		Song is playing
	Missed call		WLAN service connected
	SMS/MMS		Call in progress
	Alarm is set		Wireless services are off (Aeroplane mode)
	Ringer is off		Phone on mute
	Bluetooth® is on		Battery is low
	Earphones Connected		Battery is charging

The Bluetooth® word mark and logos are registered trademarks owned by Bluetooth SIG, Inc. and any use of such marks by 3 Feet Solutions Pty Ltd is under license. Other trademarks and trade names are those of their respective owners

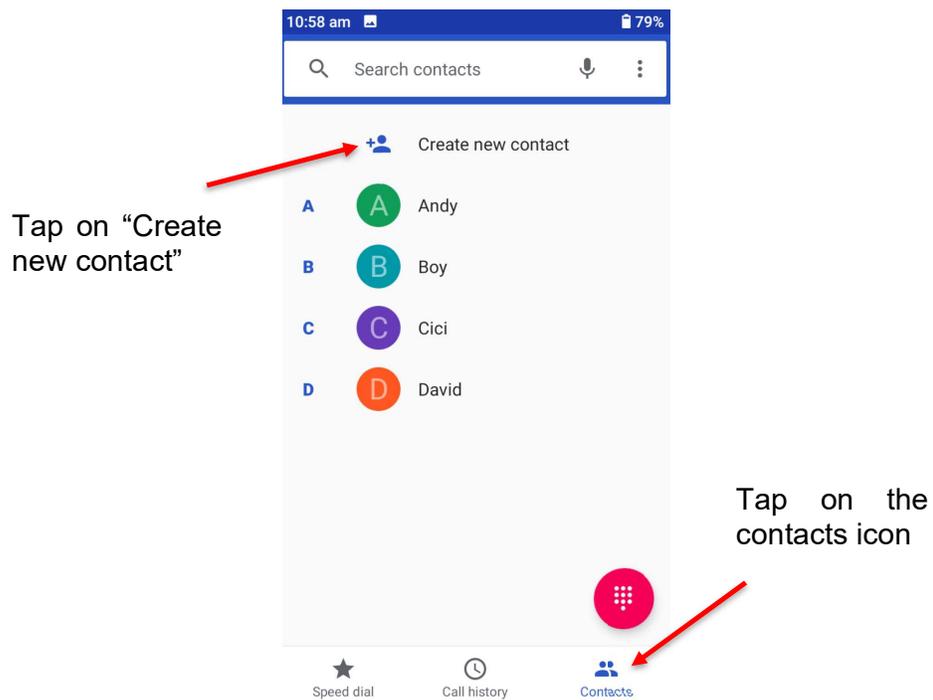
Phonebook/Calls

Adding new contacts

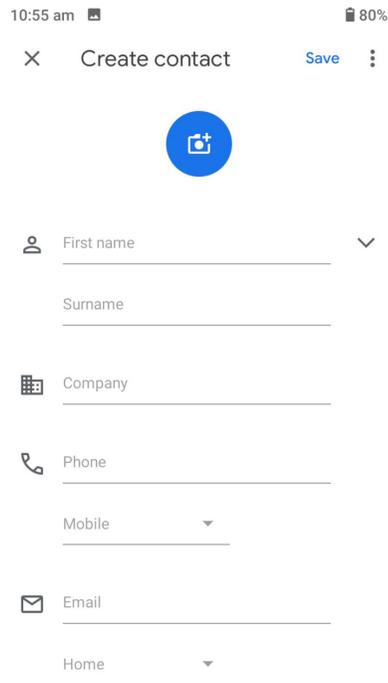
1. Tap on the Phonebook Icon



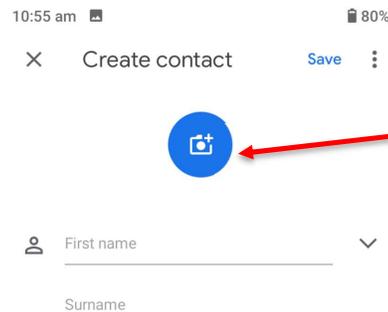
2. Tap on the contacts icon, then tap on "Create new contact"



3. Fill in all the contacts details. Name, Phone Number, Email, address and any other information you would like to save.

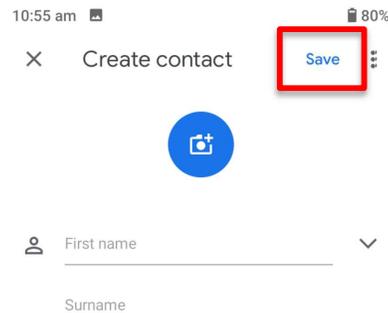


4. If you wish you can also take a photo or choose a photo to save to this contact, so when they call, or you are searching for contacts this photo will appear. Click the camera icon on the top and choose to take a photo or choose an existing photo



Tap on the camera icon and choose whether to take a photo or choose a saved photo

5. Click the save button when done.
Follow the same process to add all your other contacts

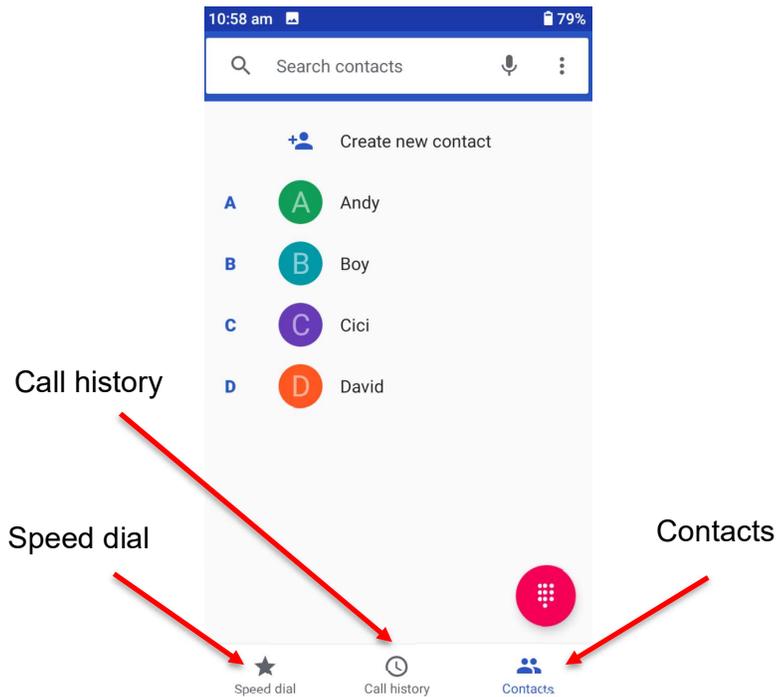


Phonebook Speed dial/Call history

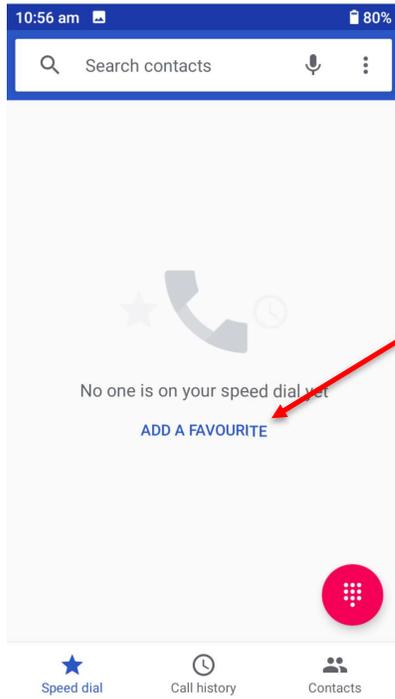
1. Click the phonebook icon



2. There are 3 tabs in the phonebook Speed dial, Call history and Contacts

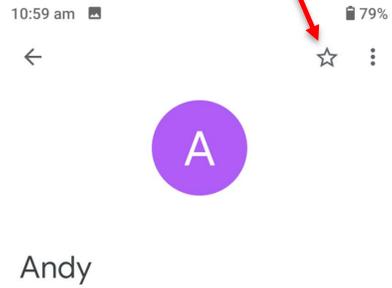


3. To add a favourite contact to speed dial simply click add a favourite and select which contact you wish to add as a favourite by selecting the star icon on that contact. Once you have setup favourites you can call these contacts from this menu simply by clicking on that contact.

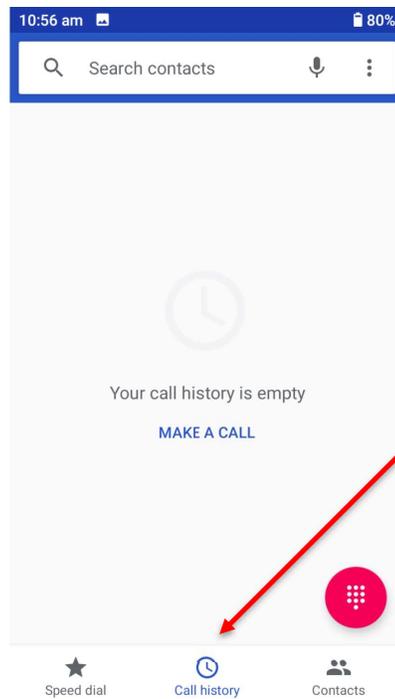


Click "Add a favourite" to choose add contacts to the speed dial list

Click the star icon to add this contact to your speed dial list



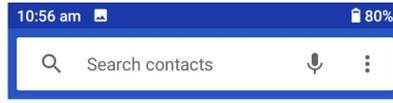
4. Call history will show all your recent calls you have made and received. You can click on any recent call to call, message or block the number.



Click on Call history to see your recent call list.

Search contacts

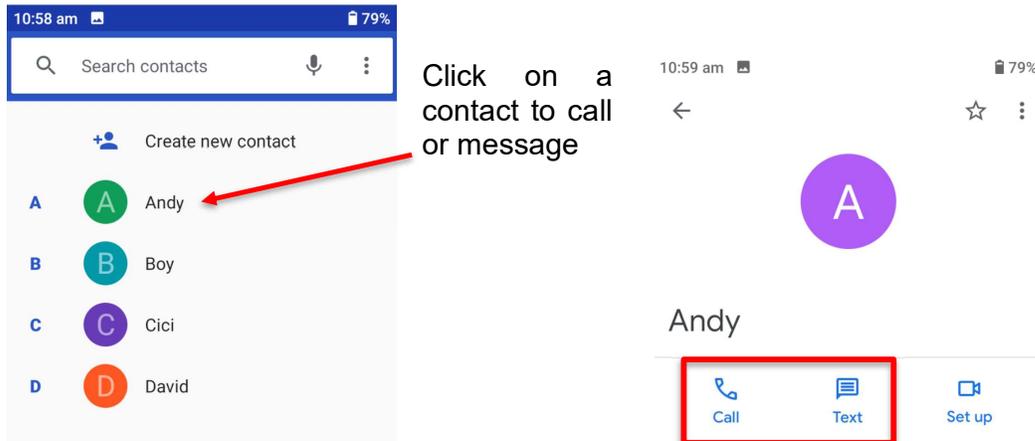
1. To search contacts simply tap on the Search contacts panel in the phonebook app.



2. Type in the contact name you are wanting to find using the keyboard.
3. Alternatively, you can also search contacts using the google voice search. Tap on the microphone icon, then say the contacts name to search using google voice.

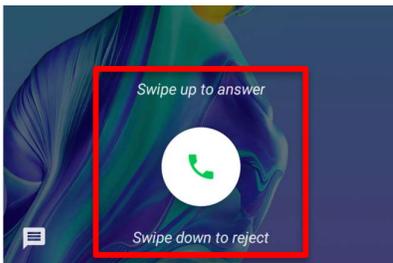
How to make a phone call

1. The contacts tab will show your entire contacts list. To make a call or message from this menu simply click on the person you wish to call or message and then click the call or message icon

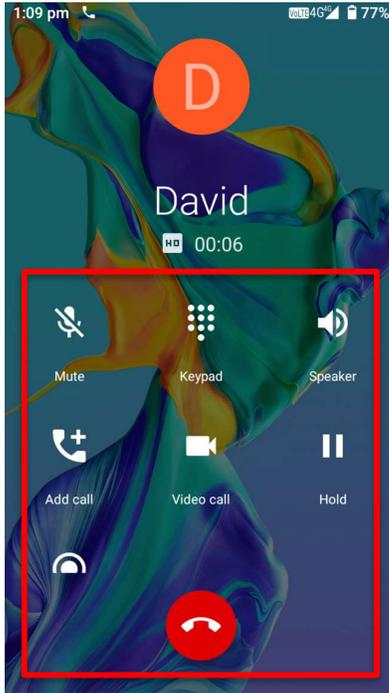


How to answer or reject a call

1. To answer an incoming call simply swipe up to answer or swipe down to reject the call

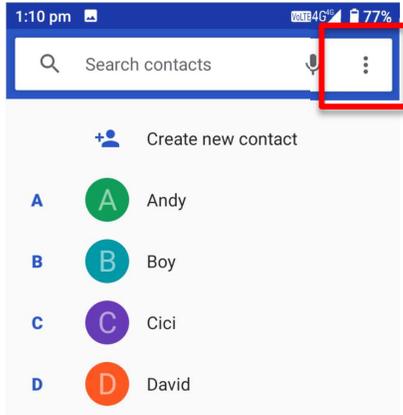


2. Once you have answered a call you have options to mute the call, put it on loudspeaker, add another caller, go to video call, put the caller on hold or record the call. Simply click any of these buttons to activate this feature. You can also bring up the keypad if you require to enter letters and/or numbers while on a call. To end the call simply click the red hang up button.



Phone Book Settings

1. To access Phonebook settings, tap on the settings icon while in the phonebook app, then tap settings.



2. Within settings you can adjust your phonebook settings:

Display Options – You can sort by first name or last name and change Name Format, First name first or surname first

Sounds and vibration – You can adjust the volume of Media, Calls, Rings and alarms. Turn Vibrate for calls on and off. Set and edit Do Not disturb options. Edit shortcut to prevent ringing options. Phones ringtone, Notification sound and alarm sounds. Turn on or off Dial pad tones, Screen-locking sounds, charging sounds and vibrations, touch sounds and touch vibration.

Quick responses – Here you can edit quick responses

Call settings – Here you can adjust, calling accounts, Wi-Fi calling, video calling, call forwarding, call barring, caller ID and call waiting options.

Blocked numbers – Add and remove blocked numbers and adjust unidentified callers blocking options.

Voicemail – Voicemail settings and setup

Accessibility – TTY Settings

About – Phones about information.

3. Call history

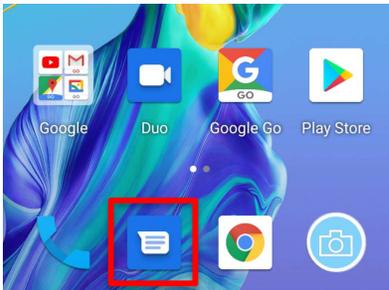
Tapping on the settings icon you can tap on call history.

It will show your recent call history.

Messages

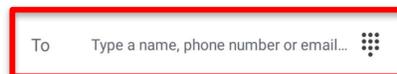
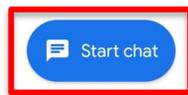
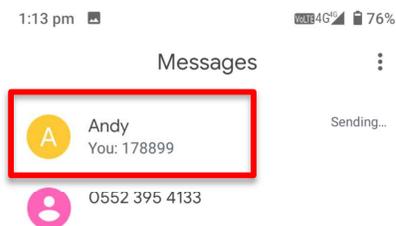
Write text messages

1. Click on the Messages icon



2. Click on Start chat or click on an existing chat.

If selecting start chat, next choose which contact you wish to create a chat with by typing their name and selecting them, or type in a phone number



 Start group conversation

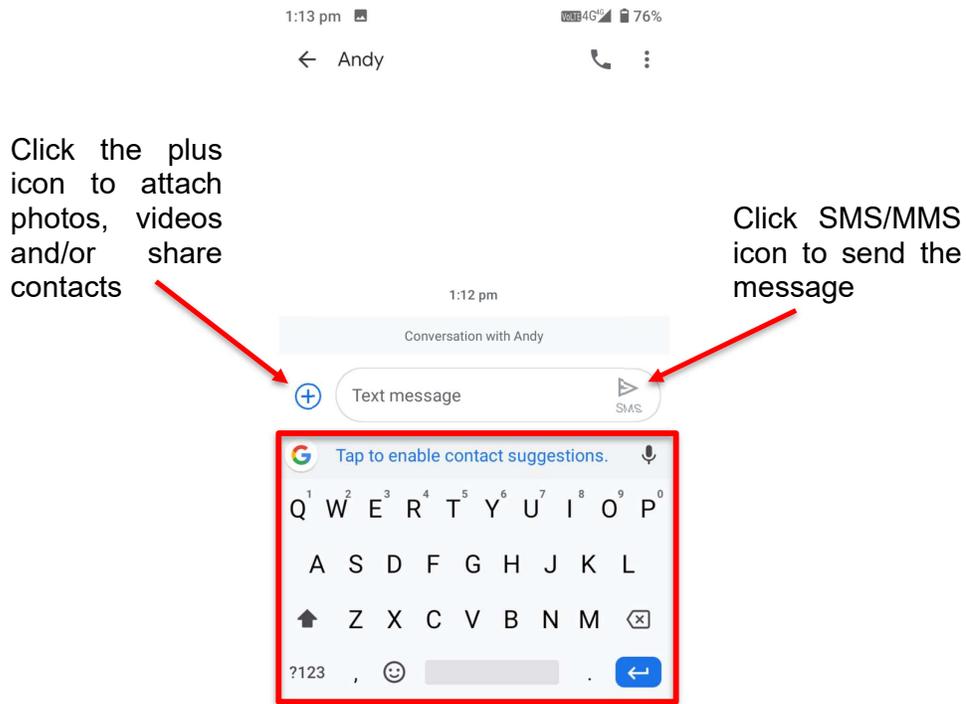
TOP CONTACTS



M



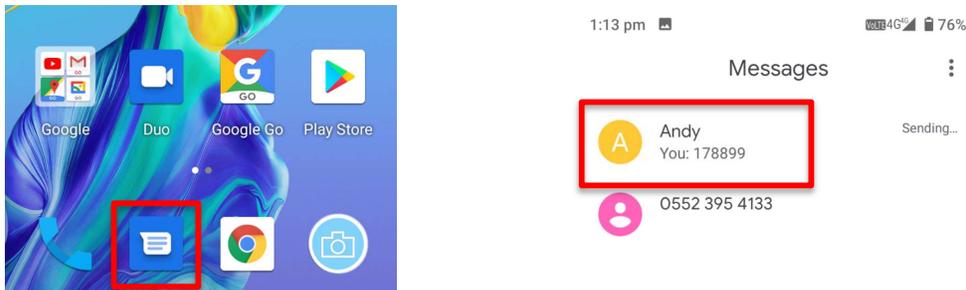
- Once you have selected the contact. Write the message you wish to send using the screen's keypad, you can also send images and attachments using the plus key, then click the SMS button to send the message



View messages

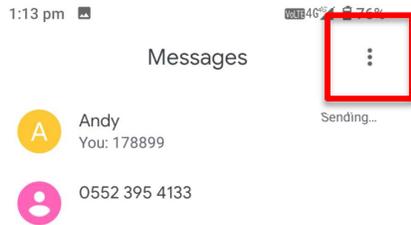
- To view a message you have received click on the Message icon.

Any message that is bold is unread messages you have received. Click on that message to view, you are also able to reply to that message from the view screen



Message Settings

To access your message settings, click on the settings icon, then tap on settings within the message app.



Within message settings you can adjust the following:

Mark all as read – Mark all messages as read

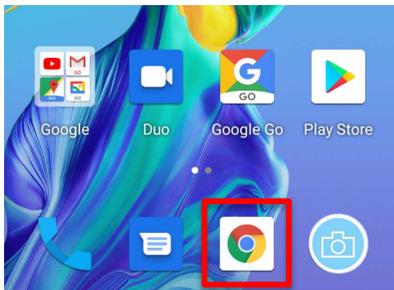
Blocked contacts – Add and remove blocked contacts

Archived – Show all your archived messages

Settings – Adjust notification settings, edit outgoing message sounds, Spam protection, group messaging options, auto-download MMS settings, Simple character options, SMS delivery reports, service messages, wireless emergency alerts and SIM card messages.

Chrome Web Browser

To access the Chrome web browser, tap on the Chrome web browser Icon

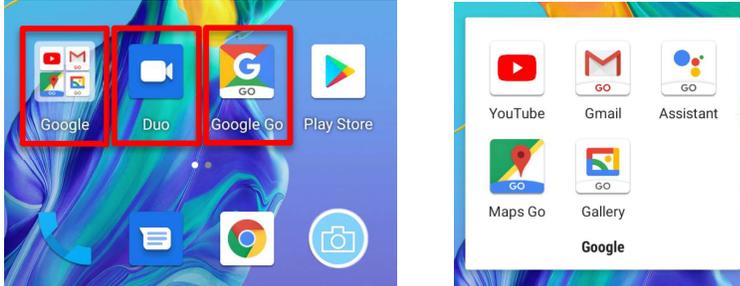


1. You can search webpages using the Google search engine, or if you know the webpage address, type it in the search panel bar.
2. Using the touch screen you can scroll through webpages, click on links and more

Google Apps

To access the google apps folder, tap on the google folder.

Inside this folder, there is Google Go, YouTube, Gmail Go, Google Assistants and Maps Go. To open one of these apps simply tap on the application to launch it.



YouTube

Search and view popular videos or videos you wish to watch. To search for a video, simply tap on the search icon and type in the name of the video you want to find and watch.

From this application you can also cast the video to other viewing devices. To do this your other devices needs to support this function, tap on the cast icon to connect to other devices to view.

Gmail/Email

This is where you can access your email account/s.

To setup an email account:

1. Simply press Add an email address
2. Choose which type of email account you have
3. Then follow the steps on that type of account to add the email to this application

Once setup you can access all your emails via this application. You will be able to view, edit, write and delete emails.

Assistant

Google Assistant is an app to help you to complete actions on your device using your voice or using the keyboard. You can simply ask assistant to complete an action for you. Like add an event in your calendar or ask what the weather is like today in a particular city or suburb.

Simply tap on the app and say what you wish to know or do.

Maps Go

This app will help you find an address or place and give you the direction on how to get there from your current location. You can select whether you are driving, walking, riding on a bike or using public transportation.

Simply type in the address or name of the location you wish to go and it will give you the fastest route to get there.

Gallery Go

This app will store all your photos for easy editing, storing, sharing and filing. Find photos faster with automatic organisation, look your best using the auto-enhance editing tool.

Duo

Google Duo is a high-quality video calling app. It is simple and reliable. Make group video calls, send videos and voice messages all in one application

Google Go

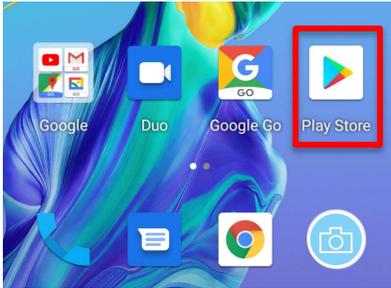
Google Go is a lighter, faster way to search the internet with search results optimised to save up to 40% data

Apps or applications: downloading/deleting/moving

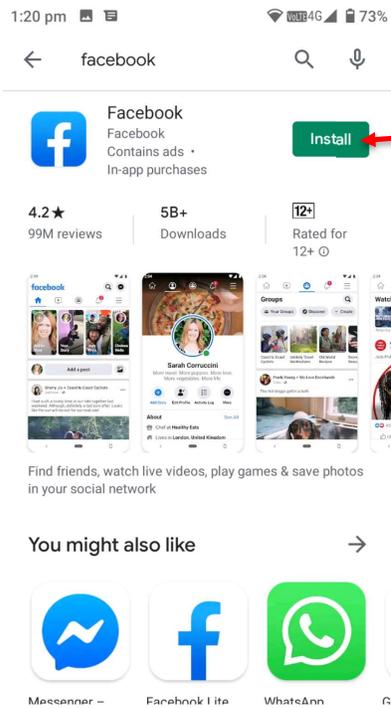
To download new applications to your phone like Facebook and WhatsApp, you must create a Google account.

When clicking on the Play Store, if you don't have a Google account you can create one here.

1. Click on the Google Play Store



2. Search and download the app you wish to download and click install. Once installed the app will show on your home screen, by tapping on that app it will open for you to use.



Tap on the install icon to download and install the app on your phone

3. To remove or move an app simply hold your finger on the app for 3 seconds, continue holding your finger on that app, you can then move it around to a new location or move it to the top of the phone to delete the app.

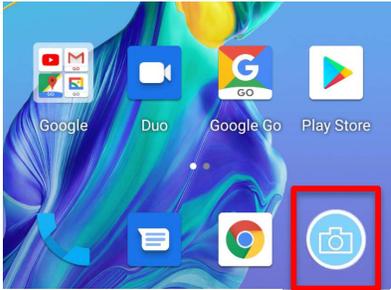


Tap and hold on the app you wish to move or delete. While holding your finger on the app, you can then move it to a different location on your phone or to delete/uninstall the app move it to the top of the phones screen until you see the wording uninstall app.

Camera

The camera has many features. You can use the camera to take still shots or to take videos. It has 2 cameras, one placed on the back of the phone and another placed on the front of the phone.

1. Click on the Camera icon to activate camera mode

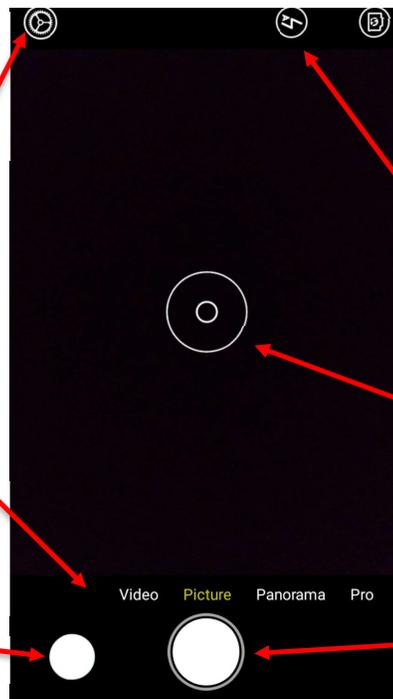


Camera functions

Camera settings – Here you can adjust all camera settings – Self timers, Picture size, White Balance, ISO, Anti-flicker, Location and Shutter Sound

Camera modes – Video, Pictures, Panorama, Pro, Mono and HDR

Recent Photos and Videos taken



Switch between front and back camera

Flash – Auto, On or Off

Auto Focus

Capture photo or video

Other Applications

Simply swipe across the screen to the left to view other applications

Clock/Alarm

Within this application you can set/view alarms, view world times, access timer and stopwatch. Simply press on one of those icons to access that application.

Sound Recorder

Within sound recorder, you can record sounds. Simply press the red record icon to record a sound or voice.

YT Music

Here you will be able YouTube Music. Create an account to access music on demand or play your own saved music.

Calendar

This will launch your google account/s calendar.

By scrolling up and down you can view all your events and meetings.

To add an event or meetings tap on the plus sign and follow the instructions to add in your event or meeting.

You can view your calendar by day, 3-day, week or month, to change this simply press on the Menu icon in the top left corner.

Contacts

This app will show all your contacts you have saved on your device and on your google account. Here you can select to ring and message any contact you have saved as well as add any new contacts.

Calculator

Just like a typical calculator you can calculate sums using this application. Simply tap on the screen to use the calculator and enter your numbers and symbols.

FM Radio

To use the FM Radio, you must have headphones plugged into your device, as these will act as your antenna signal to pick up the radio channels.

Simply use the fast forward/rewind buttons to scroll through FM stations.

To save a station as a favourite tap on the favourite star to save this station.

Tapping on the menu icon on the screen will bring up all available stations, tap on one of the stations to listen.

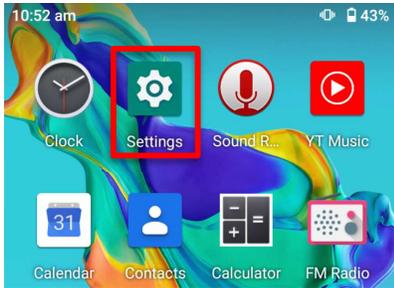
To stop the FM Radio, simply press the stop icon on the screen, to continue listening press the play icon.

Files

In this application you can view all your files that are on your device such as Downloads, Images, Videos, Audio, Documents and apps.

Settings

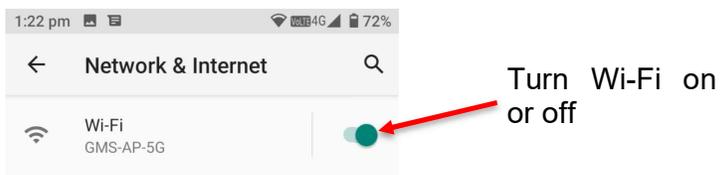
To access your phones settings, Swipe left on the touch screen whilst on the home screen. Then tap on the Settings app to open settings.



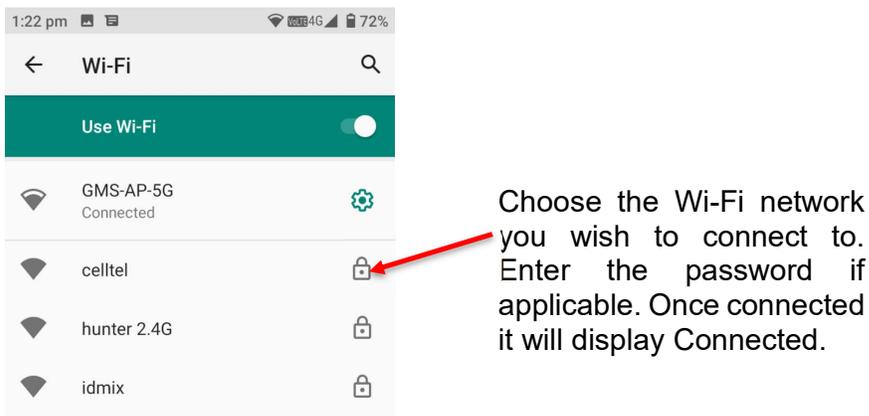
Network and Internet

Wi-Fi

1. To turn on and access a Wi-Fi network click on Wi-Fi to turn it on.



2. Then choose which Network you would like to connect to and enter the password if applicable.



Mobile Network

Under the Mobile Network settings, you can edit mobile data access, roaming settings, view data usage and network settings.

Data Usage

Data usage will show you how much data you have used, you can also turn Data saver on or off and turn mobile data settings on or off and set any data warning limits.

Hotspot and tethering

This setting will allow you to use your device as a Wi-Fi network and will use data on your SIM card account. You can connect another device to your phone via the Wi-Fi hotspot or connect using Bluetooth. Tap on the selection you wish to use to turn it on. Then on your other device search for this device to access the network.

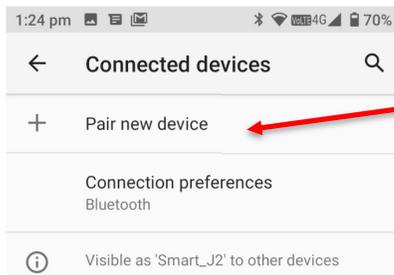
Aeroplane mode

By tapping on aeroplane mode this will de-activate your phones ability to connect to your network. This is best used when entering an aircraft. You will still be able to access Wi-Fi connections and Bluetooth connections.

Connected devices

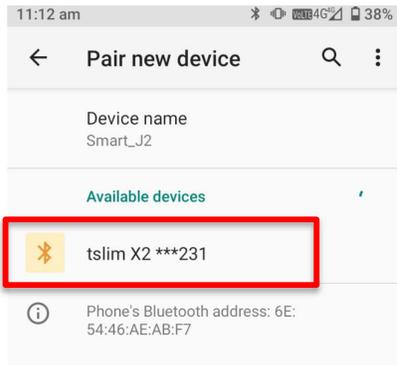
Within this menu you can view and access any devices that are connected via Bluetooth.

Click on Pair new device if you have not connected to this device before. It will then search for available Bluetooth devices. Ensure your Bluetooth device that you're trying to connect to is turned on



Click on pair a new device to connect via Bluetooth

Once a new device has been found click on that device to pair. It may ask for a password (most default passwords are 0000 or 1234), which you will need to enter to connect on each device



It will then say connected once they have paired. You can now transfer files, play music or take phone calls on the paired device.

Apps and notifications

This Menu will show you recently opened apps, all apps on your device. You can click on an app to manage the usability of that app, disable it, force stop and any other setting for that app.

You can also manage your notification settings, App permissions, app defaults, Do not disturb preferences and any special app access.

Battery

Within this menu you can manage your battery settings. You can view your battery usage and adjust your power management settings.

Display

Inside the Display menu you can adjust your Brightness level, Night Light settings, Adaptive brightness options, Wallpaper design, Dark theme options, Screen timeout settings, Screen rotation settings, Font size, Display size, ScreenRecord settings.

Sounds

Under sounds you can adjust the media, call, ring and alarm volumes. Adjust vibrate on call, Do not disturb options, shortcut to prevent ringing settings, Phone ringtones, Default notification sounds, alarm sounds and other sounds and vibration settings.

Storage

This menu will show you your current storage usage on your device

Privacy

Here you can control all your privacy settings on your device.

Location

Here you can turn your location settings on or off.

Security

Within security you can change your screen lock settings, Smart lock options, SIM card lock and other security settings.

Accounts

In this menu you can view and add user accounts and adjust sync data settings.

Accessibility

Accessibility is designed to help you use your device the way it is best for you. You can adjust volume key shortcuts, Text-to-speech output, font size, Display size, Dark theme, Magnification settings, Colour correction, Colour inversion, Mouse cursor settings, interaction control settings, audio and on-screen text settings.

Digital Wellbeing and Parental controls

In this menu you can use app timers and other tools to keep track of screen time and unplug more easily. Add parental controls on the device by adding content restrictions and set other limits to help your child balance their screen time.

Google

The google menu let you manage all your google services and preferences.

DuraSpeed

DuraSpeed helps manager background app usage to speed up your device. You can turn this function on or off.

System

Within System settings you can change Languages & input settings, Gestures, Date & time settings, Backup settings, Reset options and download System Update from server.

About phone

This menu will show you all your device's information. Here you can also manage your emergency information.

Shortcut Menu

To access the shortcut menu, swipe down on the screen while on home screen mode.

Within shortcuts you will be able to access and adjust the following menus.

Wi-Fi

By tapping on the Wi-Fi icon you can turn on your Wi-Fi settings and connect to an available network

Data Saver

By tapping on the Data icon, you can turn on and off your mobile data usage.

Bluetooth

Tapping on the Bluetooth icon you will be able to turn Bluetooth on or off and connect to available Bluetooth devices.

Aeroplane mode

Tap aeroplane mode to turn this function on or off

Do not disturb

By tapping on Do not disturb, you will be able to turn this function on or off and adjust any settings for this function

Auto-rotate

Tapping Auto-rotate will turn this function on or off

ScreenRecord

Tapping this function will allow you to record your screen.

Location

Tapping this function will allow you to quickly turn this function on or off.

Battery Saver

This will turn the battery saver mode on or off.

Hotspot

This will turn the hotspot function on or off.

Troubleshooting and support

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

The Mobile Phone will not power on

1. Ensure the battery is inserted correctly
2. Ensure you have removed the battery sticker.
3. Ensure you are pressing and holding the power button for 5 seconds.
4. 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 password 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 you wish to dial.
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 right of the phone
2. Ensure you are speaking directly into the microphone
3. Ensure the other party has their volume turned up to their desired level

Mobile 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 a separate power socket
3. Ensure you have inserted the micro USB cord into the phone correctly
4. Ensure there is no dirt or dust accumulated in the phone's 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

Mobile phone won't connect via Bluetooth

1. Ensure you have turned on and activated the Bluetooth setting. 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

Mobile phone won't connect to Wi-Fi

1. Ensure you have turned on and activated Wi-Fi on your phone. See Wi-Fi guide in the manual.
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 you are within range of this device to connect