

# LITE

## CandyBar

# OPERATOR'S MANUAL

### How to contact us

Email us at [help@3feetsolutions.com.au](mailto:help@3feetsolutions.com.au) or call

- 📞 **1300 971 584** in Australia (Open 8am to 6pm AEST, Monday to Friday - not including NSW public holidays)
- 📞 **0800 452 244** in New Zealand (Open 10am to 6pm NZST, Monday to Friday - not including N.Z. nor Australian public holidays)

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# Safety Information

Welcome to LITE 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 0.3 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 1.535 W/kg\*.

As SAR is measured utilizing the device's 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 LITE 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 incorrectly may make the warranty invalid. Only certified repairers should install or repair device equipment.
- 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 and 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 device dry. 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 phones. 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 phone at least a 20cm distance from the place it is located. This phone 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 phone. To avoid this issue, 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 for accessories**

- Use only LITE accessories that come 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 LITE battery that came with the device. We recommend charging the battery as soon as possible once the phone has been switched on.

- **CAUTION: RISK OF EXPLOSION IF BATTERY IS REPLACED BY AN INCORRECT TYPE. ENSURE YOU ALWAYS ONLY USE THE LITE 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 overheating 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 LITE 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 not designed for children and strict adult supervision must be adhered to at all times. Keep the

phone and the 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.

# WEEE (Waste Electrical & Electronic Equipment)

(Applicable in countries with separate collection systems)

## Disposal of this product and its batteries

The symbol indicates that this product shall not be mixed with unsorted municipal waste when disposed of. There is a separate collection system for WEEE. For further information please contact your local government office or the retailer from which you purchased the product. Correct disposal ensures that WEEE is recycled and reused appropriately. It helps avoid potential damage to the



environment and human health and to preserve natural resources.

If batteries are not properly disposed of, their chemical substances can cause harm to human health or the environment. To protect the environment and to promote material reuse, please separate batteries from other types of waste and recycle them through your local, free battery return system.

## **Battery care**

Rechargeable batteries are consumable components that become less effective as they age. Maintaining a healthy battery is crucial for the longevity and performance of your device.

## **Impacts on battery lifetime**

The primary enemies of a battery are elevated temperatures and suboptimal charging patterns.

- **Heat Exposure:** Exposure to high temperatures, like leaving the device in a hot car or direct sunlight, accelerates chemical degradation within the battery, permanently reducing its capacity.
- **Charging Patterns:** Keeping the battery charge consistently at 100% or letting it repeatedly drain to 0% can stress the battery. For optimal long-term battery health, it is suggested to keep the charge level between 20% and 80%.

## **Power consumption and settings**

Switching off unused radio connections like Bluetooth, Wi-Fi and cellular data when not needed can lead to noticeable power savings. Even when not actively transferring data, these radios consume power by constantly scanning for available networks or devices.

The screen brightness is typically the single largest consumer of power. Reducing the brightness or enabling auto-brightness can extend the battery's runtime. Similarly, features like an always-on display continuously light up a portion of the screen and contribute to power drain over time, so disabling it can help.

## **Extending battery lifetime**

To maximize your battery's lifespan and runtime, adopt a few best practices. For longevity, primarily focus on thermal management by avoiding extreme heat or cold, and maintaining the charge level between the 20% and 80% range to reduce the chemical stress on the battery. For daily runtime, actively manage power-hungry features:

- Reduce screen brightness
- Switch off unused radio connections
- Turn on battery protection setting (if any)
- Activate power saver mode (if any)
- Keep software updated

## **Maintaining water and dust protection**

This device is not water-resistant nor dust-resistant. The device may be damaged if water or dust enters it. Ensure the battery cover is closed securely before using.

- Do not expose to any liquid.
- The USB cable and charging cradle are not water-resistant. Do not touch them with wet hands.

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# What's in the Box

1. **Lite CandyBar** mobile phone
2. Rechargeable battery
3. USB cable
4. Instruction manual

# Specifications

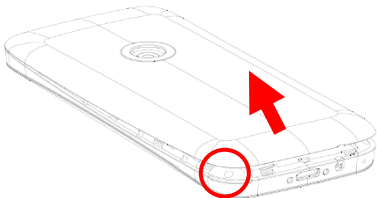
<b>Model number</b>	LCB26
<b>Dimension</b>	141 x 63 x 12.35 mm
<b>Weight</b>	103 g (including battery)
<b>Platform</b>	RTOS
<b>Display</b>	2.8" 240x320
<b>LCD panel</b>	TFT
<b>Chipset</b>	Unisoc T107
<b>Internal storage</b>	128 MB
<b>External storage</b>	microSD card up to 512 GB
<b>Camera</b>	0.08 MP
<b>Battery</b>	1400 mAh Li-Ion
<b>Power input</b>	5V0.55A USB-C in
<b>Input/Output</b>	USB-C charging port / 3.5mm headphone jack
<b>Network bands</b>	3G: 850/900/2100 4G: B1/3/5/7/8/20/28AB/40/41
<b>SIM card slot</b>	2 x Nano SIM
<b>VoLTE call</b>	Yes
<b>Wi-Fi</b>	No
<b>Bluetooth</b>	4.2
<b>GPS</b>	No
<b>HAC</b>	No

# Quick Setup Guide

## Installing the SIM Cards

This phone requires a nano size SIM card. If you don't have a nano SIM, 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.



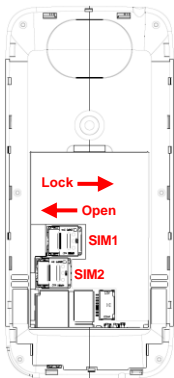
*Lift from this corner first, using your thumb or fingernail to remove the cover*

2. Remove the battery from the phone by lifting from the top and pulling out. **(Skip this step if the battery is not inserted into the phone)**



To insert the SIM, gently slide the metal hinged compartment cover in the Open direction until you feel or hear a small click, and the cover can swing open. Place the SIM card into the open compartment or slot. Ensure the gold-plates contacts are facing downwards and the cornered edge is on the

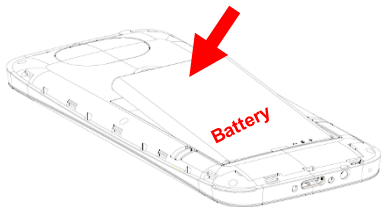
top right corner. Gently slide the cover in the Lock direction.



3. If you wish to use an optional MicroSD card for extra phone storage, insert it into the MicroSD/TF card slot, ensure the gold plates are facing downwards when inserting it into the phone. **(PLEASE**

**NOTE: supports up to 512GB  
MicroSD card only)**

4. Re-insert the battery back into the phone. Ensuring the gold plates on the battery and the phone are aligned.



5. Replace the back cover by pushing your fingers across the edges of the back cover to ensure it has completely clicked back into place.

## Charging the phone

Connect the charger to the phone by inserting the USB-C cable into the USB-C 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 turn the phone on, press and hold the power button for 5 seconds. If your SIM card is inserted and active, the time and date will be automatically set based on your location.

2. To turn the phone off, press and hold the power button for 5 seconds.

## **Wake up and unlock the screen**

If you have turned on “Auto keypad lock” under Settings – Security, the keypad will be locked and the screen will be off after the timeout value.

To prevent the phone from locking the keypad automatically, turn off “Auto keypad lock” under Settings – Security.

## **How to wake up and unlock keypad**

1. Press left soft key (labelled as “Unlock”), then press \* key.

## How to lock keypad

1. Press left soft key from the main home screen, then quickly press \* key.
2. Or press the red end-call key at the home screen, if you have turned on “Lock screen by end-call key” under Settings – Security.
3. Or wait for the timeout value set for “Auto keypad lock” setting

# Overview of the Phone













1	Menu / Left soft key
2	Answer / Call key
3	Up, Down, Left, Right navigation key
4	+ symbol for international calls
5	Earpiece
6	OK key








7	Contacts / Right soft key
8	End call / Power on/off key
9	Silent / Meeting mode (press and hold)
10	Torch (press and hold)
11	LED
12	3.5mm headphone jack
13	USB charging port
14	Camera

## Phone Status Icons

Note: Icons are only for demonstration; they may differ on the actual device.

Icons	Descriptions
	Battery gauge

	<p>Network signal strength</p>
	<p>VoLTE (4G Voice) service is activated</p>
	<p>Connected to roaming network</p>
	<p>No SIM card is inserted</p>
	<p>Unread SMS or MMS</p>
	<p>SMS/MMS storage is full</p>
	<p>Missed calls</p>
	<p>Call forwarding is activated</p>
	<p>HD Voice is on for the current call</p>

	Earphone is connected
	Silent mode is on
	Vibrate mode is on
	Bluetooth® is on
	LED Torch is on
	Alarm is set
	Flight mode is on

# Quick User Guide

## Answer a call

1. To answer an incoming call, simply press the green “Answer” key.

## Reject and silence a call

1. To reject an incoming call, press the red Hang up/Power key once.
2. To silence an incoming call, press the “OK” key or the right soft key for “Silent”.

## Dialling and using keypad numbers (123 mode)

1. To dial a phone number, press the numbers on the keypad

then press the green “Answer” key to dial.

2. To type numbers while creating a contact or writing a message, press the “Hash” # key until “123” mode is highlighted then press the “OK” key.

## **Typing Letters (en/En/EN/Abc/abc/ABC modes)**

1. To type in letters, press the “Hash” # key to choose between En, en, EN, Abc, abc, ABC modes, once the mode you desire is highlighted then press the “OK” key.
2. En, en and EN are predictive text modes with capital first letter, small letters or all capitals, respectively.

3. Abc, abc and ABC are standard text modes. E.g. To type the letter “c”, press the “2 ABC” key 3 times until the letter “c” comes up.

## Predictive text

Predictive text (En/en/EN modes) is a smart way to type messages. This feature can make typing easier by suggesting words based on what you are typing.

1. To use predictive text, press the “Hash” # key and select “En, en or EN”, then use the keypad to type the word without pressing the same key multiple times. E.g. To type “hello”, simply press the “4, 3, 5, 5, 6” keys once and the word “hello” will show up for

selection. It also suggests other word options similar to what has been typed in.

2. To choose another candidate word, use left/right cursor keys to highlight it and then press “OK” key.

## **Symbols (except 123 mode)**

1. To add symbols like dot, comma, question mark, etc., press the “Star” \* key and scroll using the up/down cursor key and the left/right cursor keys to choose the symbol you wish to use.

2. Confirm your selection with the left soft key or “OK” key.

## **Main Interface**

### **Main Menu**

You can access to Messages, Contacts, Call logs, Sound profiles, Clock, Torch, Tools and Settings by pressing the left soft key from the main home screen.

You can press the red Hang up/Power key to go back to the home screen.

### **Notifications – Missed Calls and Unread Messages**

Notifications will be displayed on the screen. You can review the details of the missed call or messages via

the main menu and select the item for more information.

## **Quick Dial – Speed Dial and Photo Dial**

Quick Dial is a quick and easy way to call the people that you may contact on a regular basis. Two sets of quick dial can be configured:

### **Speed Dial (2-9 number keys)**

Up to 8 contact shortcuts can be added to Speed Dial.

1. To set up Speed Dial, press left soft key from main home screen to get into the phone menu and go to the Settings.
2. Select “Quick Dial”.

3. Select "Speed Dial".
4. Select the speed dial number you want to setup a speed dial contact, select options then edit. You can now type in a phone number manually or choose an existing contact from your contacts list.
5. To remove a phone number from speed dial, select the speed dial contact, select option and scroll down to Delete option and press OK to delete.
6. To call any of your Speed Dial contacts, press and hold down the respective keypad number associate to the contact from the main home screen for 3 seconds to automatically call the number.

## Photo Dial

Photo Dial is an intuitive and visualised way to call the people that you may contact on a regular basis. Up to 8 contact shortcuts can be added to Photo Dial.

1. To set up Speed Dial, press left soft key from main home screen to get into the phone menu and go to the Settings.
2. Select "Quick Dial".
3. Select "Photo Dial".
4. Assign a new phone number to an empty slot.
5. To remove a phone number from a Photo Dial slot, scroll to the slot you wish to clear and press left soft key for "Options" then select Clear to delete it.

6. To call any of your Photo Dial contacts, scroll to the slot you wish to clear while in the photo dial menu and press the green “Answer” key.

## **Phone Contacts**

To access phone contacts, press the left soft key from the main home screen and scroll down to Contacts or through the right soft key for “Contacts” from phone main menu.

### **Add a contact**

7. Press left soft key for “Options” and select “New contact” from the options.

8. Choose “Phone” or “SIM” memory to save this contact
9. Select the “Name” or “Mobile” or “Home number” and press OK key to enter the information of your contact.
10. Press left soft key to save the contact.

## **Edit a contact**

1. Select the contact you wish to edit and press OK key.
2. Press left soft key for “Options” and select “Edit” from the menu.
3. Select the contact’s name or phone number you wish to edit and press OK key to edit. Press OK key after editing.

4. Press left soft key to save the contact.

## **Delete contacts**

1. Select the contact you wish to delete and press left soft key for “Options” and select “Delete” from the menu.
2. Press “OK” key to confirm.

## **Search contacts**

3. Press any number on the keypad to access the search menu.
4. Type in the name of the contact you wish to find and the list of contacts matching with the letters you typed in will appear.

## **Call a contact**

1. Select the contact you wish to call.
2. Press the “Call” key.

## **Send message to a contact**

3. Select the contact you wish to send a message to.
4. Press left soft key for “Options” and select “Write Message” from the option.
5. Press OK to type in your message.

Press left soft key for “Options” and select “Send” to send the message.

## **Blacklist contact**

1. Select the contact you wish to add to the blacklist.

2. Press left soft key for “Options” and select “Add to blacklist”,

## **Call Logs**

To access call logs including dialled calls, received calls, missed calls and rejected calls, press the left soft key from the main home screen and scroll down to Call Logs.

To view different types of call history, scroll down to select a call log and press the “OK” key to view that call log.

### **Call a call log entry**

1. Select the contact or number and press the “Call” key, or press left soft key for “Options” and select “Call” from the options.

## **Send message to a call log entry**

1. Select the contact or number and press left soft key for “Options” and select “Write Message” from the option.
2. Select to send an SMS or MMS.

## **Add call log number to contacts**

1. Select the call log number press left soft key for “Options” and select “Add to contacts”.
2. Choose to add as a new contact or to an existing contact.
3. Select to save the contact to the SIM card or Phone.

## **Add call log number to blacklist**

1. Select the call log number  
press left soft key for “Options”  
and select “Add to blacklist”.

## **Delete call log entries**

1. Select the call log number  
press left soft key for “Options”  
and select “Delete”.
2. You can also delete all call  
logs from the main Call Logs  
screen by selecting “Delete  
all”.

## **Messages**

To access text and multimedia messages, press the left soft key from the main home screen and scroll down to Messages.

## Create a new message

1. Select “Write message” and press “OK”. Alternatively, you can press the up cursor key from the main home screen.
2. In the “Type name or number” box, type in a phone number or press “OK” key to choose a contact from contact list you wish to send the message to.
3. Press the down key to “Type test message” box and type the message using the keypad.
4. Press left soft key for “Options” and select “Send” to send the message. You can also send the message by pressing the

“OK” key while in text message box.

5. To change the keypad text mode, press the “#” key and choose between En, en, EN, Abc, abc, ABC and 123 modes using the up/down cursor.

## **Attach a media file/quick response to a message**

When creating a SMS message, you can attach a quick response, contact info and smiley icon to this message.

1. Press left soft key for “Options” and select item you wish to attach.

When creating a MMS message, you can attach a quick response, image, video or audio file, contact and smiley icon to this message.

1. Press left soft key for “Options” and select “Add” from the options.
2. Select item you wish to attach

## **Read a message**

1. Select “Inbox” and select the message you want to read then press the “OK” key.
2. Use the up or down cursor keys to read through the message of a conversation.

## **Reply to a message**

1. Select the message you want to reply to.
2. Press “OK” key to reply

## **Delete or forward a message, or save the media file attachment**

1. Select the message you want to delete, forward or save.
2. Press left soft key for “Options” and select the actions from the options.

## **Add new, edit, or delete Quick Responses**

1. From Messages menu, scroll down and select Quick responses.
2. Select the existing quick response message to edit or delete.
3. Select <Empty> list to add new quick response message.

# Sound Profiles

To access Sound Profiles, press the left soft key from the main home screen and scroll down to Sound Profiles.

You can select the sound profiles based on your preferences.

## **Edit default profiles**

4. Select the profile you wish to edit.
5. Press left soft key for “Options” and select “Edit ringtones”.
6. You can now change Profile, Profile name, Ringtones, Sound volume, Ringtone mode and Other alert settings.

# Clock

To access the Alarm, Timer and Stopwatch, press the left soft key from the main home screen and scroll down to Clock.

## Alarm

1. Select Alarm to set alarms. Up to 3 alarms can be saved.
2. To turn on or off the alarm, select the alarm and press left soft key to on or off the alarm.
3. To edit the alarm, press the OK key. You can change the alarm name, time, tone and repeat mode.

## Stop watch

1. Select Stopwatch.
2. Press left soft key to begin the stopwatch. Press OK/Count key to add lap times.
3. You can pause the timer and start again by pressing the left soft key.
4. To reset the stop watch completely, stop the stop watch timer then press OK/Reset key to reset.

## **Timer**

1. Select Timer.
2. Enter the time you wish to count down. For example, to set a 1 Minute timer, enter 0, 0, 0, 1.

3. Press “OK” key to start timer. An alarm will sound once the timer is up.
4. Press left soft key to stop the timer.

## **World Clock**

1. Scroll across to World Clock to add and view the city time.
2. To add a new city, press left soft key for “Options” and select “Add city” to add new city from the list.
3. To delete a city from your world clock list, press left soft key for “Options” and select “Delete city” and select the cities you wish to delete. Press left soft key to confirm deletion.

To setup Daylight Saving of a city on your world clock list, press left soft key for “Options” and select “Set Daylight Saving”, select the cities you wish to set. Press left soft key to confirm.

## Torch

To access Torch, press the left soft key from the main home screen and scroll down to Torch.

1. Press “OK” key to turn it On and Off.
2. You can also access the Torch function via the keypad by pressing and holding the “0” key for 3 seconds to turn it on or off.

# Tools

There are many other tools available such as camera, gallery viewer, video viewer, music player, FM radio, sound recorder, calendar, calculator and file manager.

To access the tools, press the left soft key from the main home screen and scroll down to Tools.

## Camera

The camera tool allows you to take photos or record videos. You can also access the camera by pressing the “OK” key from main home screen. There are camera options such as flashlight, resolution, night mode, auto timer, brightness, exposure, white balance and colour

filter that you can change to your preferences.

## **Gallery**

The gallery viewer tool allows you to view photos captured and saved.

## **Video**

The video viewer tool allows you to view video recorded. You can play, pause, forward and rewind the video.

## **Music**

The music player tool allows you to play and listen to music file or any recorded audio from your phone storage or from the SD Card storage.

## **Calendar**

The calendar tool allows you set events and reminders. You can view the event or reminder details or you can also view all events or reminders you have set. An alarm will sound once the scheduled time for the event or reminder is reached.

## **Calculator**

The calculator tool allows you to perform basic arithmetic such as addition, subtraction, multiplication, and division.

## **File Manager**

The file manager tool allows you to organize and manage files stored on your device or SD Card.

## **FM Radio**

The FM radio tool allows you to listen to live radio broadcasts using the built-in FM tuner. You need to tune to the radio channel to listen to the radio station.

## **Sound recorder**

The sound recorder tool allows you to record audio using the built-in microphone. You can select the file format of the audio to record and the storage location of the audio file.

## **World Clock**

The world clock tool allows you to view the current time and time zone of different cities. You need to add the cities of your preference to the available list.

# Settings

Settings menu allows you to adjust most of the phone settings such as Quick Dial Keys, Bluetooth, Phone settings (Time & date, Shortcuts, Language, Restore factory settings), Display settings (e.g. Wallpaper, Brightness), Sound profiles (Ringtones, Sound volume, Other tone settings), Security (SIM PIN, Phone password, Blacklist), Call settings and Networks.

## Quick Dial

Quick Dial is a quick and easy way to call the people that you may contact on a regular basis. Two sets of quick dials can be configured:

1. Speed Dial (2-9 number keys)
2. Photo Dial

## **Bluetooth**

Bluetooth settings allow you to turn on/off the Bluetooth and pair to a device. Please note: Some devices will require passwords to connect, ensure you read the instructions on the other device to connect via Bluetooth. **TIP:** some Bluetooth passwords are 1234 or 0000.

## **Phone settings**

Phone settings allow you to change Date & time, Language, Shortcuts, Auto power on/off and Restore factory settings. **Please note:** if you restore your device all information

saved on this phone will be permanently deleted.

## **Display settings**

Display settings allow you to change Wallpaper, Idle Screen Display, Brightness and Backlight settings.

## **Security**

Security settings allow you to change SIM PIN number, enable phone startup password, keypad lock setting, call and message blacklist settings. **Please note:** It is impossible to recover a lost phone startup password.

## **Call settings**

Security settings allow you to setup flip to answer, call forwarding, call barring, caller ID and call waiting settings.

## **Networks**

Networks settings allow you to change Access Point (APN), turn on or off data roaming, 4G voice (VoLTE), select mobile network and restrict network type.

# **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**

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.

## **Can't 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 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 USB-C 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.

# LITE

## CandyBar Operator's Manual

### How to contact us

Email us at [help@3feetsolutions.com.au](mailto:help@3feetsolutions.com.au) or call

- 📞 **1300 971 584** in Australia (Open 8am to 6pm AEST, Monday to Friday - not including NSW public holidays)
- 📞 **0800 452 244** in New Zealand (Open 10am to 6pm NZST, Monday to Friday - not including N.Z. nor Australian public holidays)