**Schok Classic**

**STEP ONE - GET TO KNOW YOUR SCHOK CLASSIC**

- **Earpiece**
- **Camera**
- **Charging port**
- **LED Indicator**
- **Flash**
- **Main Display**
- **Secondary Display**
- **OK/Execute Key**
- **Multi-Function Key**
- **Volume Key**
- **Dial/Send Key**
- **Navigation Key**
- **Headphone**
- **3.5mm jack**
- **Keypad (lock)**
- **Microphone**

**TIP:** Although your phone arrives pre-charged, a good practice dictates that prior to the first time of use, let the battery charge for at least two full hours.

**WARNING:** Use only approved chargers. Incompatible chargers could damage your phone and void the warranty. Never leave the phone charging for more than 12 hours.

**Warranty:** All Schok products are manufactured with the best quality standards to offer years of trouble-free operation. In the event that this unit is not working correctly or if it is defective in workmanship or materials we will repair or replace it (at our option) free of charge for 12 months from the date of purchase. For details contact the customer service representative who will explain in detail the steps to follow. If the product is still in warranty Schok will be happy to repair or replace your unit free of charge. If the owner wants to return the defective product to the store this needs to be done within 15 days of the date of purchase. The original receipt and the product in its original box with all its accessories must be presented. After receiving the product Schok will be happy to return the money to the customer. Note: in the event that the product is damaged by an accident or failure to follow this instruction manual, acts of God, has been tampered, misuse of any unauthorized person, this warranty policy will be void. Any implied warranties, obligations, or liabilities, including but not limited to the implied warranty of merchantability and fitness for a particular purpose, shall be voided in the event of a breach of any warranty given in this instruction manual. Some states do not allow limitations on how long an implied warranty lasts, so the above limitations may not apply to you. In no event shall Schok be liable for any special, incidental, consequential damages for breach of this or any other express or implied warranty. Some states do not allow the exclusion or limitation of special, incidental, or consequential damages, so the above limitation may not apply to you. This warranty gives you specific legal rights, and you may also have other rights, which vary from state to state. For more information please visit our website www.schokclassic.com. ©2019 Schok LLC. All rights reserved.

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**Schok Classic Home Screen**

The Status Bar shows the phone vitals such as, battery level, signal strength, time and notifications such as alarms, calendar events and other events.

To open notifications, from the home screen simply press down the Navigation key.

**ADDITIONAL PHONE FEATURES**

- **Sound off:** Silence the phone when needed. From the Home screen do the following:
  1. Press and hold the Volume down key for vibration mode only.
  2. Press the Volume down key one more time for Alarms only.
  3. Press the Volume down key one more time for All sounds off.
  4. To return to normal please press and hold Volume up until desired volume is reached.

- **Switching between current phone calls:** If you are on a phone call and receive another phone call, Schok Classic will beep that you have another person calling you. The caller will wait while the current call is held and let you know who is calling.
  1. If you want to put the current call on hold and answer the new phone call, simply press the Call/Send key.
  2. If you want to return to the first phone call, press the Call/Send key again.

- **Three way calls:** To do a three-way phone call, while on the first call, press the Right Soft Key (Options), select New Call and dial the number of the second party.
  1. When the second party answers the phone, press the Right Soft Key (Options), then press the 2 Key to merge the call.

- **Block Internet and Data access:** Completely block the internet and data access. Go to settings: Scroll down, select Internet and Data control, Lock: Click OK.
  1. The default password is 0000. It will open a sub-menu with three options:
  2. **WIFI:** With the option off or on. (If on, means WiFi is ON)
  3. **Data:** With the option off or on. (By default is ON, means Data is ON)
  4. Change password: (It changes the 0000 password to any other number)

**NOTE:** If the new password is lost, the phone has to be reset and all information will be lost.

**Glue here Schok Back Cover with model number**
HOW TO CAPTURE SCREENSHOTS

At the same time, press and hold the Volume down key and the Power ON/OFF Key for two seconds to capture the current screen.

From the Home Screen, click OK/Execute to open the installed applications and click OK/Execute on Media Center.

Scroll down and click File Manager and click OK/Execute. Click OK/Execute on Phone or SD Card and scroll down to Pictures.

Click OK/Execute on the folder named Screenshots.

ADDRESS BOOK (CONTACTS)

The Schok Classic has the ability to save contact information in its memory. To do this, follow the next steps:

1. From the Home Screen, press the Left Soft Key to open the Contacts app.

2. Press the Right Soft Key (Options)  
3. Press the OK Key or the number 1 to add a New contact.
4. Using the Keypad, add the name of the contact.
5. Using the Navigation key, press down to the phone number field and enter the phone number.
6. Using the Navigation key, press down to enter information to other address book fields.
7. Press the OK Key to save the entry.

Emergency contacts:

You can add up to three (3) emergency entries that are already in your address book. To add them, follow these steps.

1. Navigate to contacts (From the Home Screen, press Contacts)  
2. Navigate to ICE (In case your emergency) and press the OK key.
3. Choose the ICE entry that you want to use. Then press the OK key.
4. Navigate to the desired contact and press the OK key.

MESSAGES

The Schok Classic has a built-in message app which allows to send messages. Depending of the type of message you can attach either pictures, sounds, business cards, voice recordings and even videos.

1. Navigate to the Home Screen Pressing the OK Key. Then, press the Right Soft Key to open Message.

2. Navigate to Options by pressing the Right Soft Key (Options)  
3. Using the Navigation key select: New message
4. Click the OK Key on New message
5. Select To: by pressing the OK Key.
6. Using the Navigation key scroll down or up to choose the contact that you want to send the message to, press the OK key to select it.
7. Click the Left Soft Key (Done)
8. Using the Navigation key scroll down to "Input Text"
9. Using the Keypad, write your message. Click the OK Key to send when done.

To view conversation threads, simply use the Navigation key to select a conversation, click the OK Key to view it.

BROWSE THE INTERNET

The Schok Classic has a built-in internet browser that can do the majority of things that you can expect from a smartphone browser. To use it to its extremely simple:

1. From the Home Screen, press the OK Key and using the Navigation key scroll to the application "Browser"
2. Click the OK/Execute key on the Browser app. (Wait 5 seconds)  
3. Using the Navigation key move the black arrow to whatever you want to select, click the OK Key to execute the command.

If you wish to jump to a specific web address, navigate the black arrow to the "Search or type URL" at the top of the browser.

Immediately after, using the keypad, write the desired webpage to visit.

Tips for correct use of keyboard and special characters:

The @ symbol and * can be located by long pressing the # symbol on the keypad. 
To insert a space press the “. “ key. 
To enter and upper case character, press the “**” (Star) key. 
To erase any text or number simply press the Back key.

After writing the full web address, for example: www.schokgear.com press the OK Key to execute the command.

Tabs: Press the Left Soft Key (Tabs) to view your open "Tabs."

History: The phone has the ability to reload the previously visited web pages. Press the Right Soft Key (Options) and scroll to "Bookmarks." Scroll to the desired webpage and click the OK Key to execute.

Top: This is a very important feature. If you are browsing a web page and you want to get to the top of the site, press the Right Soft Key (Options) and scroll down to "Top", press the OK Key to execute.

Fast Scrolling: Press and hold the OK Key to quickly move the black arrow up and down on the web page.

Tip: By pressing and holding the OK Key on a web page, you can use the scroll page function to scroll the webpage.

CAMERA

1. From the Home Screen, click the Schok multi-function key. It will open the Camera app.

Multi-Function Key

2. If your Multi-Function key is configured by other App. Please go to MENU and scroll to the Camera App. Click the OK Key.

Taking a Picture: To take a photo, point the lens towards the object and click the OK Key. Your picture will be saved automatically to the Gallery App. Click the Left Soft Key to open the Gallery App.

Zoom In & Out: When pointing the lens towards the object, click the Left or Right Navigation key to Zoom in and zoom out.

TIP: By clicking the Right Soft Key (Options) you can access a menu to adjust your camera such as: Auto, Flash, Face Time, Timer or shuffle sound and Storage (storage option is only available if you have a memory card installed).

To take a SELFIE: Open Camera App, close phone lid, use secondary display as flash view, click Volume Down key to take the picture.

Gallery: Shows all the pictures taken and stored in your Schok Classic.

1. From the Home Screen, press the OK Key to open the Menu.
2. Using the Navigation key, scroll to Gallery and click the OK Key.
3. Using the Navigation key, choose the picture that you want to open and click the OK Key.
4. Pressing the Right Soft Key (Options) you can access a menu to Crop, Delete, Details, Send or Set as Wall or Contact photo.
5. Pressing the Left Soft Key (Dura) will open a pop-up window to access, Full Screen view, Rotate (left), Rotate (right) and Zoom in and out.

In order to work on a pop-up window please use the numbers that appear on that option.

SCHOK CLASSIC DETAILED SPECS

Model number: 
SC3218
Operating system: 
Android™ 8 (Go edition)
Display Size & Resolution: 
3.2” x 480 x 640 (WVGA)
2” x 160 x 320
Processor: 
Qualcomm® MSMT6165
CPU: 
1.1GHz Quad Core
Processor speed and Number of Cores: 
4.2 with BR/EDR + BLE
Graphics processing unit (GPU): 
Adreno 331 @ 454MHz
Memory (RAM): 
1 GB DDR 3
System and User Memory: 
64 MB
SD Card slot max capacity: 
32 GB
card slots and SIM size: 
1 Nano SIM card
Camera: 
1.3MP with Autofocus and Flash
Front Camera: 
5.0V 1.0A
Rear Camera video recording: 
5.0V 1.0A
Battery: 
2400mAh
capacity: 
28[4A&B] / 30/ 41 2/4/5/12/ 13/17/25 / 26
Battery standard: 
4G LTE/VOLTE/VILTE
Phone bands: 
2G: GSM (850/900/1800/1900) / 3G: UMTS Band 2/4/5/7/8, 12, 17, 25, 26
Phone weight: 
130g
Phone size: 
109.9 x 61.8 x 10.8 mm
SIM card: 
Supports 2 Nano SIM cards
Microphone: 
Hardware Transmits voice to the other party during a call.
Multi-Function Key: Short Click on the camera app. Can be changed to any other app installed in the device. Long pressing it turns on the virtual mouse.
Navigation Key: Can scroll through all the menus and apps of the device.
Numeric Keypad: Used to enter numbers, alphabetical, and shortcuts.
OK / Execute Key: Used to select options, select apps and execute actions.

Glossary:

Keypad Lock: Long pressing key will be locked or unlocked.
Multi-Display: Shows notifications, features, messages and active functions.
Microphone: Hardware Transmits voice to the other party during a call.
Multi-Function Key: Short Click on the camera app. Can be changed to any other app installed in the device.
Power ON/OFF Key: Turns device On/Off, ends calls, exits menus.
SIM Card: (Hardware) Slot for a Nano SIM card.
Soft Keys: Allows when available to select certain applications or commands.
Speaker: (Hardware) Allows to hear the emitted sounds from your device.
Volume Keys: Allows to adjust the volume up or down.

MULTI-FUNCTION KEY (SHORT PRESS)

Something completely unique about the Schok Classic is the ability to use one key for different things. We call this, the Schok Multi-Function Key.

By default, if you do a short press click to the multi-function key it will open up the Camera App.

Multi-Function Key

However, if you want the Multi-Function key to open a different app, you can easily change this by following these steps:

From the Home Screen press the OK Key and then using the Navigation key scroll to Tools & Settings.

Within Tools & Settings scroll down to Settings and click the OK Key.

In the Multi-Function key menu there is going to be a list of all the Apps that you can use with this button.

By default the Camera App will say "On" the rest of the Apps will say "Off".

For example, to change the Multi-function key from the Camera App to the Calculator App, simply scroll down the list of Apps and highlight the Calculator App, click the OK Key. This will turn "Off" the Calculator and "On" the Camera app from the Multi-Function Key.

Now, by pressing the Multi-function key the system will open the Calculator App instead of the Camera App.

NOTE: The Camera App as well as all other Apps are always available in the Menu List. From the Home Screen, click the OK Key to enter the Menu List. Then Scroll to Camera and click the OK Key.

MULTI-FUNCTION KEY (LONG PRESS)

Inside any App, by pressing the Multi-function key for more than one second, it will bring a virtual Mouse that can be controlled by the Navigation, and its used to select objects that were created for touch panel devices.

This unique feature is very popular for certain Apps that cannot work with traditional phones.
General Precautions

Operating your phone properly will give you a safe, satisfactory service. Please avoid exposing your phone and accessories to rain or liquid spills. If your phone does get wet, immediately turn the power off and wait until it is completely dry. NEVER charge or plug your device to the wall charger if the device is wet.

NOTE: Your Schok Classic is not water resistant, and its one year limited warranty does not cover any forms of liquid damage, regardless of source of origin.

Do not expose your phone to direct sunlight for extended periods of time and avoid at all costs to leave the device on the dashboard of a vehicle. Your Schok mobile phone is a complex piece of equipment and can be broken. Avoid bending, dropping, hitting, or sitting on it. Any changes or modifications to your phone not expressly approved in this document could void your warranty.

Using Your Phone While Driving

Operating your phone while driving is prohibited in some jurisdictions. Laws vary as to specific restrictions. Remember that safety always comes first.

Following Safety Guidelines

To operate your phone safely and efficiently, always follow any special regulations in a given area. Turn your phone off in areas where use is forbidden or when it may cause interference or danger.

Using Your Phone Near Other Electronic Devices

Most modern electronic equipment is shielded from radio frequency (RF) signals. However, RF signals from wireless phones may affect inadequately shielded electronic equipment. RF signals may affect improperly installed or inadequately shielded electronic operating systems or entertainment systems in motor vehicles. Check with the manufacturer or their representative to determine if these systems are adequately shielded from external RF signals. Also check with the manufacturer regarding any equipment that has been added to your vehicle. Consult the manufacturer of any personal medical devices, such as pacemakers and hearing aids, to determine if they are adequately shielded from external RF signals.

Hearing Aid Compatibility (HAC) Regulations for Mobile Phones: In 2003, the FCC adopted rules to make digital wireless telephones compatible with hearing aids and cochlear implants. Although analog wireless phones do not usually cause interference with hearing aids or cochlear implants, digital wireless phones sometimes do because of electromagnetic energy emitted by the phone's antenna, backlit, or other components. Your phone is compliant with FCC HAC regulations (ANSI C63.19-2011). While some wireless phones are used near some hearing devices (hearing aids and cochlear implants), users may detect a buzzing, humming, or whining noise. Some hearing devices are more immune to this interference noise and phones also vary in the amount of interference they generate. The wireless telephone industry has developed a rating system for wireless phones to assist hearing device users in finding phones that may be compatible with their hearing devices. Not all phones have been rated. Phones that are rated have the rating on their box or a label located on the box. The ratings are not guarantees. Results will vary depending on the user's hearing device and hearing loss. If your hearing device happens to be vulnerable to interference, you may not be able to use a rated phone successfully. Trying out the phone with your hearing device is the best way to evaluate it for your personal needs. This phone has been tested and rated for use with hearing aids for some of the wireless technologies that it uses. However, there may be some newer wireless technologies used in this phone that have not been tested yet for use with hearing aids. It is important to try the different features of this phone thoroughly and in different locations, using your hearing aid or cochlear implant, to determine if you hear any interfering noise. Consult your service provider or the manufacturer of this phone for information on hearing aid compatibility. If you have questions about return or exchange policies, consult your service provider or phone retailer.

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

T-Ratings: Phones rated T3 or T4 meet FCC requirements and are likely to be more usable with a hearing device's teletone ('T Switch' or 'Tele phone Switch') than unrated phones. T4 is the better/higher of the two ratings. (Note that not all hearing devices have teletones in them.) Your phone meets the M4/T4 level rating.

Hearing devices may also be rated. Your hearing device manufacturer or hearing health professional may help you find this rating. For more information about FCC Hearing Aid Compatibility, please go to http://www.fcc.gov/cgb/dro.

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

All Schok products are manufactured with the best quality standards to offer years of trouble-free operation. In the event that this unit is not working correctly or it is defective in workmanship or materials we will repair or replace it (at our option) free of charge for 12 months from the date of purchase.

For easier and faster warranty service, please call our toll-free number 1-888-48-SCHOK and a customer service representative will explain in detail the steps to follow. If the product is still in warranty Schok will be happy to repair or replace your unit free of charge. If the owner wants to return the defective product to the store, this needs to be done within the first 15 days of the date of purchase, presenting the original receipt and the product in its original box and with all its accessories.

Before you call our help desk, please read in detail this warranty policy and fill the small questionnaire in the space “TO FILL” then, be prepared to write down the RMA number that our customer service representative is going to give you. If the product has been damaged by an accident or failure to follow this instruction manual, acts of God, has been tampered, misused or fixed by any unauthorized personnel, this warranty policy will be void.

Any implied warranties, obligations, or liabilities, including but not limited to the implied warranty of merchantability and fitness for a particular purpose, shall be limited in duration to the 12-Month duration of this written, limited warranty policy. (Some states do not allow limitations on how long an implied warranty lasts, so the above limitations may not apply to you.)

In no event Schok shall be liable for any special, incidental, or consequential damages for breach of this or any other warranty, express or implied, whatsoever. (Some states do not allow the exclusion or limitation of special, incidental, or consequential damages, so the above limitation may not apply to you.) This warranty gives you specific legal rights, and you may also have other rights, which vary from state to state.

Before sending your device to our service center, we strongly recommend that you make a full backup (Contact information, pictures, ringtonges or any other data. In addition, if your device has a micro SD-card, please remove it, and store for later use when your device is returned. Schok is not responsible for and does not guarantee restoration of any third-party software, personal information or memory data contained in, stored on, or integrated with any wireless device, whether under warranty or not, returned to Schok for repair or service.

For more information please visit our webpage www.schokgear.com ©2019 Schok LLC. All rights reserved.

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**STEP TWO**

To obtain a RMA
(Return Merchandise Authorization)

1.- Please call toll-free our customer service line at 1-888-48-SCHOK and give them all the information requested in the questionnaire “TO FILL” or send us an email with the complete information to support@schokgear.com

2.- Write the RMA number at the end of the “TO FILL” Questionnaire.

3.- Mail the product via United States Postal service to the following address:

Attn: Schok Service center
5850 Town & Country Blvd
Suite 203
Frisco, TX
75034
USA
1-888-487-2465

In order for the product to arrive in perfect shape we strongly suggest to follow the next steps:

- Use always the original Schok retail pack. In its defect, use the free small or medium box from the USPS named: “Priority Mail Small/Medium Flat rate box”, add ALL the accessories so we can properly test them.

- Please use “Bubble Wrap” to protect the Schok retail pack. If you don’t have the original retail pack please protect the device and the accessories using “Bubble Wrap”

- The device must be tight inside the box to protect it from shaking and moving during shipping.

- Close the box and ship it. Please DO NOT ask for "Signature required for delivery”

As soon as your device arrives to our service center we will send you an email confirming the receipt of the unit and an estimated time for repair. As soon as the unit is ready we will ship it back to you. Schok will pay for the shipping and insurance back to you.

If Schok decides to improve, modify or update this policy, the customer service representative will inform you the new procedure as soon as you dial and request an RMA number.

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**STEP THREE**

TO FILL

Before you call our customer service desk please fill this information.

Name:

Last Name:

Phone #:

Email:

Model #:

UPC code #:

Place of purchase:

Date of purchase:

Serial number:

Address:

Street:

Street line 2:

City: State:

Zip: Country:

Describe problem:

RMA #

Schok will give this number when you call.