

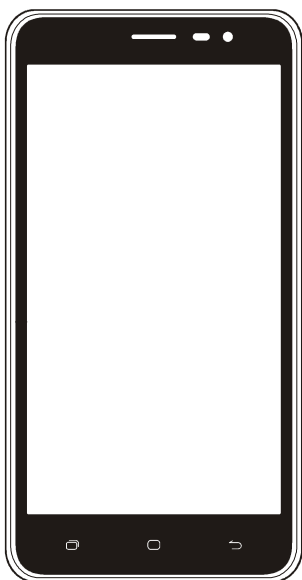
Hisense F20 User Manual

Manufactured by Hisense Communications Co., Ltd.

4G LTE Ready

* Please check with your network operator if 4G LTE is available on your SIM.

- Screen displays and illustrations may differ from those you see on actual phone. Some of the contents of this guide may not apply to your phone, depending on the software and your service provider. All information in this document is subject to change without notice.



Content

Safety Precautions	2
Medical device	3
Road safety	3
Power supply & Charging	4
Specific Absorption Rate (SAR).....	5
Hearing protection	5
Protecting the environment.....	5
Cleaning and maintenance	6
Emergency call	6
Copyright	6
Getting to know your phone	8
Phone overview	8
Installing the Card and Battery	10
Charging the battery	12
Basic operations	13
Turning your device on/off	13
Configuring your phone on start up	13
Home screen	15
Notifications panel	15
Opening the notifications panel	16
Customizing your screen	17
Main Function	18
Making and receiving a call	18
Adding contacts	18
Sending message	19
Music	20
Camera	20
Chrome	21
Getting connected (connection to Wi-Fi)	21
Important information	22
Disclaimer	22
Troubleshooting	23

Safety Precautions

Please read the safety precautions carefully to ensure the correct use of your mobile phone.

1. Do not crush, throw, or puncture your mobile phone. Avoid dropping, squeezing and bending of your mobile phone.
2. Do not use your mobile phone in a wet environment, such as the bathroom. Prevent your mobile phone from being soaked or washed in liquid.
3. Do not switch on your mobile phone when it is prohibited to use or when the phone may cause interference or danger.
4. Some parts of your mobile device are made of glass. This glass could break if your mobile device is dropped on a hard surface or receives a substantial impact. If the glass breaks, do not touch or attempt to remove it. Stop using your mobile device until the glass is replaced by an authorized service provider.
5. Switch off your mobile phone in aircraft. The phone may cause interference to control equipment of the aircraft.
6. Switch off your mobile phone near high-precision electronic devices. The phone may affect the performance of these devices.
7. Do not attempt to disassemble your mobile phone or its accessories. Only qualified personnel are allowed to service or repair the phone.
8. The socket-outlet shall be installed near the equipment and shall be easily accessible.
9. Do not place your mobile phone or its accessories in containers with a strong electromagnetic field.
10. Do not place magnetic storage media near your mobile phone. Radiation from the phone may erase the information stored on them.
11. Keep the product away from direct sunlight. Do not put your mobile phone in a high-temperature place or use it in a place with flammable gas such as a gas station.
12. Use only approved batteries and chargers to avoid the risk of explosion.
13. Observe any laws or regulations on the use of wireless devices. Respect others' privacy and legal rights when using your wireless device.

14. Strictly follow the relevant instructions of this manual while using the USB cable. Otherwise your mobile phone or PC may be damaged.
15. Use a dry soft cloth to clean the product; do not use water, alcohol, detergent or any chemicals.
16. Please backup any important data. Repair may result in data loss.
17. Do not disconnect the product during memory formatting or file transfer operations. Otherwise, it may cause program failure or damage to files
18. Keep the phone and charger out of the reach of children. Do not let children use the phone, battery or charger without supervision.
19. Keep children away from small phone accessories to prevent suffocation or blocking of the oesophagus as a result of swallowing.
20. Do not allow children to use your mobile phone without supervision.
21. Do not modify or remanufacture the product, immerse or expose the product to water or other liquids, or expose the product to fire, explosion or other hazards.
22. The product shall only be connected to a USB interface of version USB 2.0.
23. The operating temperature shall be between -20°C and +40°C.

Medical device

1. Follow any rules or regulations in hospitals and health care facilities.
2. Implanted medical devices such as pacemakers may be affected by the product.
3. Avoid potential interference emitted from the product to the implanted medical device, keeping the product at least 20 cm away from the medical device.
4. Do not carry the product in the breast pocket.
5. Turn off the product immediately if you suspect any interference.

Road safety

Check the laws and regulations on the use of mobile phones in the area when you drive.

1. Do not use a hand-held phone while driving.

2. For driving safety, only a passenger should operate the device when the car is in motion and not the driver. Laws governing the use of electronic devices by the driver may be applicable in your country and/or jurisdiction.
3. Give full attention to driving.
4. Pull off the road and park before making or answering a call if driving conditions so require.
5. RF energy may affect some electronic systems in your vehicle such as car stereos and safety equipment.
6. When your vehicle is equipped with an air bag, do not obstruct with installed or portable wireless equipment. It can cause the air bag to fail or cause serious injury due to improper performance.
7. If you are listening to music, please ensure that the volume is at a reasonable level so that you are aware of your surroundings. This is of particular importance when near roads.

Power supply & Charging

1. Adapter shall be installed near the equipment and shall be easily accessible.
2. The plug considered as disconnect device of adapter.
3. Only use the accessories supplied with the phone. The use of incompatible accessories may have serious consequences and permanently damage your phone.
4. Only use the adapter supplied with the product.
5. This adapter is intended for indoor use only.
6. The mains cable is used as a connecting device. The wall outlet should remain readily accessible and access to the outlet should not be blocked during use.
7. To fully disconnect the phone from the mains, unplug the AC/DC cable from the wall outlet.
8. The ventilation should not be impeded by covering the ventilation openings with items, such as newspapers, tablecloths, curtains, etc. to avoid overheating and malfunction.
9. Maintain a clearance of at least 10cm around the phone.
10. The phone should be used in a moderate climate.
11. The phone is built with an internal rechargeable battery: do not expose the product to excessive heat such as sunshine, fire or the like.
12. The battery must be removed from the phone before it is scrapped.
13. The battery is to be disposed of safely.

14. Battery contains materials which are hazardous and harmful for the environment.
15. Do not plug or unplug USB port with wet hands – risk of electric shock.

Specific Absorption Rate (SAR)

The device complies with RF specifications when the device used at 10 mm from your body.

This product is tested to comply with applicable requirements and regulations of European Union of human exposure to radio wave.

Specific Absorption Rate (SAR) is used to measure radio waves absorbed by a body. This mobile device allows to be used within 20cm of the user body. The SAR limit is 2.0 W/kg averaged over 10 gram of tissue in European Union.

The actual SAR level will be much lower than above value since the product has been designed to use the minimum energy for necessary communication with the base station.

Hearing protection

1. This phone respects the current regulations for limiting the maximum output volume. Prolonged headset listening at high volume could lead to hearing damage!
2. Stop using the product or lower the volume if you feel your ears ringing.
3. Do not turn up the volume too high, doctors warn against prolonged exposure to high volume.
4. Excessive sound pressure from headsets and headphones can cause hearing loss.
5. To prevent possible hearing damage, do not listen at high volume levels for long periods.
6. Please only use specified headphones with your phone.



Protecting the environment

Please observe the local regulations on phone packaging, battery and used phone disposal and bring them to the collection point for proper recycling. Do not dispose of used phones or batteries in a household rubbish bin.

Please take your used, unwanted lithium



batteries to a designated place. Do not dispose of them in a rubbish bin.

jurisdiction.

CAUTION : RISK OF EXPLOSION IF BATTERY IS REPLACED BY AN INCORRECT TYPE. DISPOSE OF USED BATTERIES ACCORDING TO THE INSTRUCTIONS.

Cleaning and maintenance

1. Switch off the phone before cleaning and maintenance. The charger should be unplugged from the power socket and the phone and charger disconnected to prevent any electric shock or short circuiting of the battery or charger.
2. Do not wipe the phone or charger using chemical substance (alcohol benzene), chemical agents or abrasive cleaning agents to avoid damaging its parts or causing a malfunction. You may clean with a slightly damp anti-static soft cloth.
3. Do not scrape or alter the phone case as paint substances may cause an allergic reaction. If such a reaction occurs, cease using the phone immediately and seek medical help.
4. Wipe dust off the power plug and keep it dry to avoid risk of fire.
5. If the phone or accessories do not work properly, contact your local vendor.
6. Do not dismantle the phone or its accessories yourself.

Emergency call

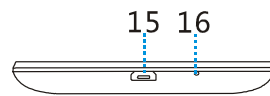
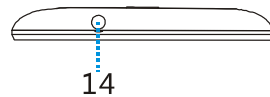
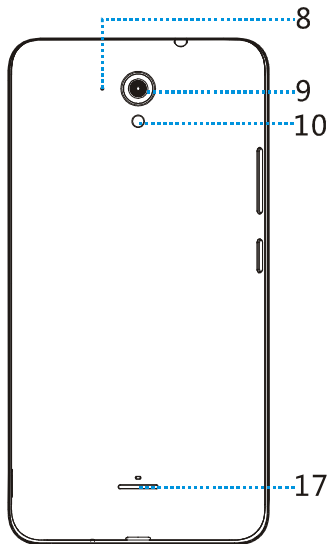
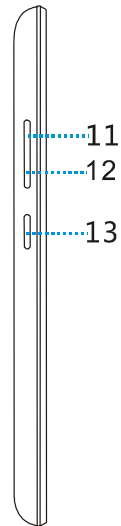
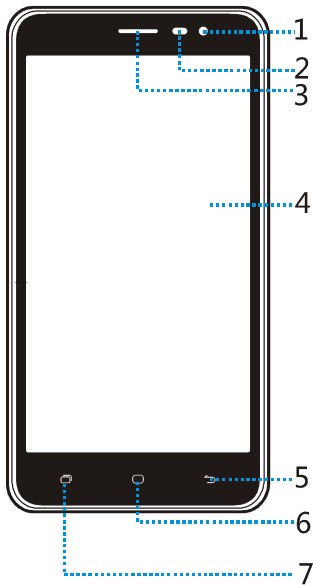
In an emergency situation, if the phone is on and you are within the network range, it can be used to make an emergency call. However, emergency call numbers may not be reachable on all networks; you should never rely on your mobile phone for emergency calls.

Copyright

This product is for private use only. Copying CDs or downloading music, video or picture files for sale or other business purposes may be a violation of copyright law. Copyrighted materials, works of art and/or presentations may require authorization to be fully or partially copied or recorded. Please be aware of all such applicable laws concerning the recording and use of such contents for your country and

Getting to know your phone

Phone overview



1. Front camera	10. Flashlight
2. Proximity sensor	11. Up volume key
3. Receiver	12. Down volume key
4. Touch screen	13. Power key
5. Back key	14. Headset connector
6. Home key	15. Micro-USB connector
7. Recent key	16. Microphone
8. De-noising mike	17. Speaker
9. Camera	

Key's function

- **Power key:** Press to light up or close the screen, press and hold to show the pop-up menu to select from Power off/Reboot/Airplane mode. Press the Power key for more than 10s to restart. Press the Power key and Down volume key to capture a screenshot.
- **Home key:** From any application or screen, touch to return to the Home screen.
- **Recent key:** Touch to open a list of thumbnail images of applications you've worked with recently.
- **Back key:** Touch to go back to the previous screen, or to close a dialog box, options menu, the notification panel, etc.
- **Volume Keys:** In call mode, adjusts the earpiece or headset volume; In Music/Video/Streaming mode, adjusts the media volume; In general mode, adjusts the ringtone volume; Mutes the ringtone of an incoming call.

NOTE: Proximity sensor

When receiving and making calls, the proximity sensor automatically turns the backlight off by sensing when the phone is near your ear. This extends battery life and prevents you from unintentionally activating the touch

screen during calls.

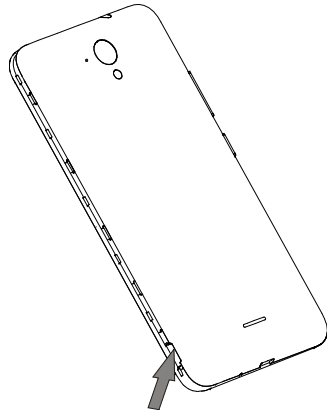
WARNING:

Placing a heavy object on the phone or sitting on it can damage the LCD and touch screen functions. Do not cover the LCD proximity sensor with protective film. This could cause the sensor to malfunction.

Installing the Card and Battery

Before you can start exploring your new phone, you'll need to set it up.

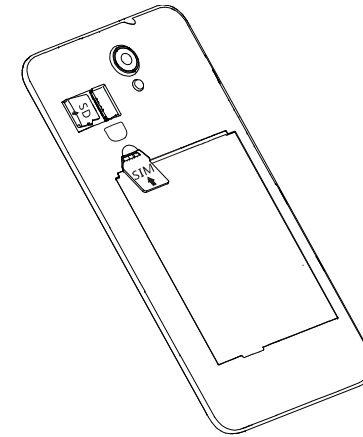
To remove the back cover, hold the phone firmly in one hand. With the other hand, lift off the back cover upwards.



1. Insert the Micro-SIM card/ SD card

Insert the Micro-SIM card: Push the Micro-SIM card into the corresponding slot. The contacts should be facing downwards.

Insert the Micro-SD card: Push the Micro-SD card into the corresponding slot. The contacts should be facing downwards.

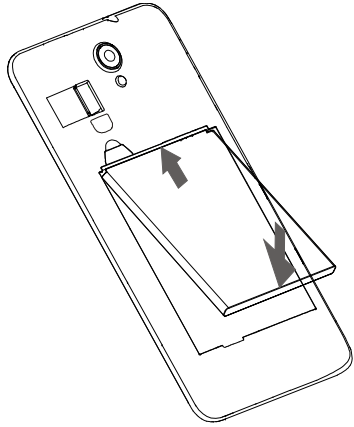


Notes:

1. Your phone only supports Micro-SIM card. Do not attempt to insert other SIM type, otherwise this may cause phone damage.
2. Please do not remove the Micro-SIM/SD card while the card is in use; otherwise, data loss or damage may occur. Hisense shall not be liable to any loss, including data loss, due to misuse of a Micro-SIM/SD card.
3. Please turn off your mobile phone before replacing or removing its Micro-SIM/SD card.
4. Micro-SD card is not included, you need to buy it separately.

2. Insert the battery

Insert the battery into the battery compartment. The contact plates on the battery must touch the corresponding contact plates on the telephone.



Charging the battery

Charging Battery

1. Insert the large end of the USB cable into the mobile phone charger and insert the small end into the mobile phone USB slot, while paying attention to the orientation of the USB plug.
2. Insert the charger into a 100~240V 50/60Hz outlet to start charging.
3. After charging is complete, remove the USB from your mobile phone and then unplug the charger from the power outlet.

Charging time

1. If the AC power supply is of a lower voltage, then a longer charging time may be needed;
2. The charging time will depend upon the current status of the battery capacity;
3. If non-standard chargers such as computers are used for charging, then a longer charge time may be needed;
4. Using the mobile phone while it's charging will extend its charging time.

Note:

1. Please fully charge the battery before first use and disconnect the charger immediately after the first charge is completed.
2. Please remove the charger from the AC power socket when not charging the phone.
3. The phone may not boot immediately if charging with low battery. After a period of charging, the phone will

boot normally.

4. The mobile phone can be safely charged within the ambient temperature of 0°C to 40°C. Charging at temperatures below 0°C or higher than 40°C, will harm the battery performance and shorten its life. Long-term charging in extreme temperatures will mean the battery is permanently undercharged or damaged.
5. The charger is important for safety, so please use the original charger for this product and pay attention to safety instructions during operation.

Basic operations

Turning your device on/off

Turn on the phone: Press the Power key located on the left side of the phone and wait for a few seconds until the screen lights up.

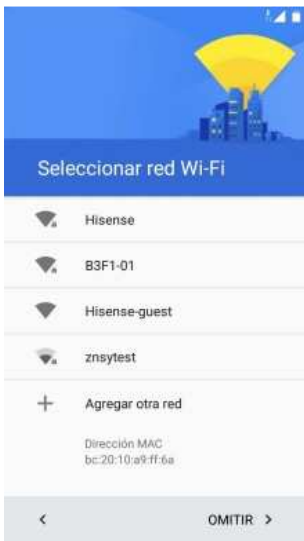
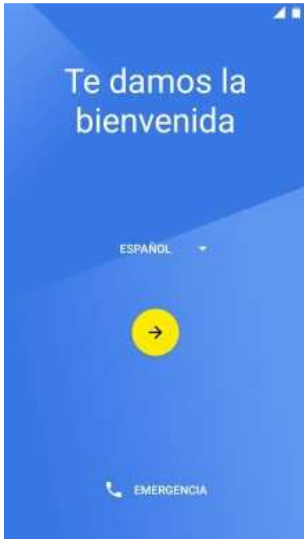
Note: If the battery is empty, make sure you charge it for at least 30 minutes.

Turn off the phone: Press and hold Power key to pop up option menu, select "Power off".

Configuring your phone on start up

The first time you turn on the phone, you'll see a Welcome screen.

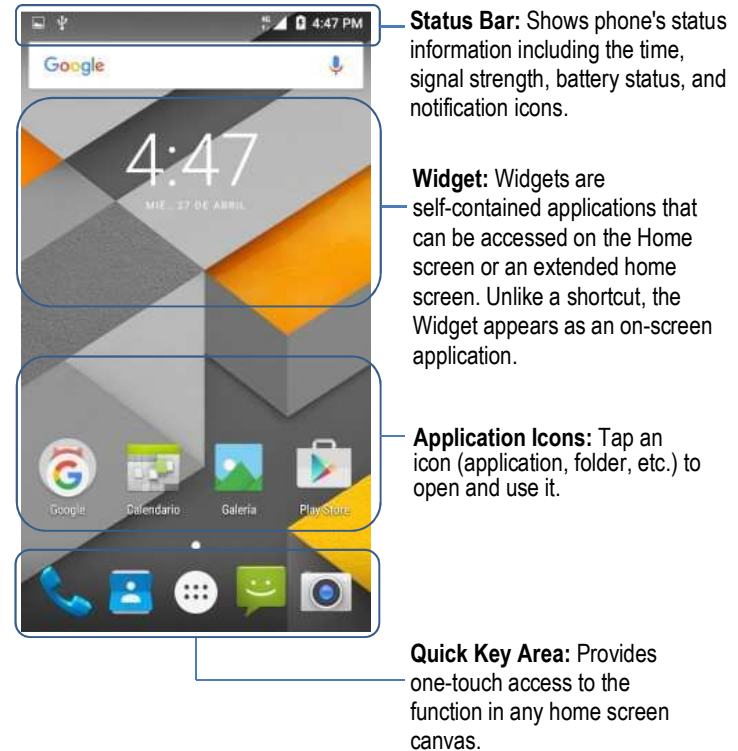
- To choose a different language, touch the menu.
- To set up your phone, and follow the instruction.
- You might need to connect to an active network or Wi-Fi to proceed.
- Choose one screenlock type as you like.



The configuration of a Google account is essential to use all the features and services of your Android phone, such as access to Google Play™, synchronization of contacts or your calendar. If you don't have Gmail or any other Google Account, go ahead and create one.

Home screen

Home screen is the starting point for many applications and functions. It allows you to add items like application icons to give you quick access to applications.



Notifications panel

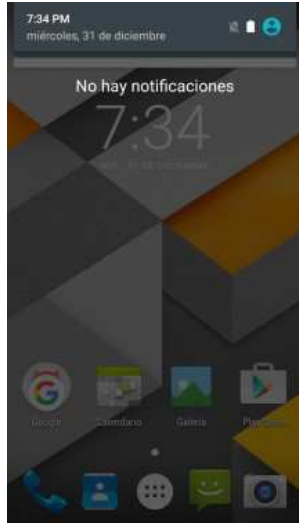
Notifications alert you the arrival of new messages, calendar events, and alarms, as well as ongoing events, such as when you are on a call.

When a notification arrives, its icon appears at the top of the screen. Icons for pending notifications appear on the left, and system icons such as Wi-Fi or battery strength shown on the right.

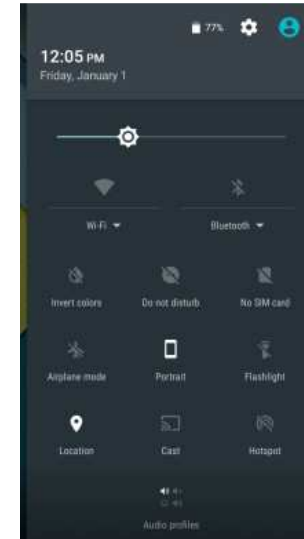


Opening the notifications panel

Hold the status bars with your finger, and drag it downwards to open the notifications panel.



Swipe down it once again to open the notifications panel. From the shortcut menu, you can quickly access to Bluetooth, Wi-Fi, etc.



Customizing your screen

To add items on your Home screen

Long press the blank space of the standby interface, then select "WALLPAPER" or "WIDGETS", you can changing wallpapers and adding widgets.



To remove an item from the Home screen

Touch and hold the icon you want to remove from the home screen, then drag it to remove icon.

To remove an app from the Quick key area





Touch and hold the desired quick key and drag it to Remove icon.






Returning to recently-used applications

1. Tap Recent key, a list of recently used applications will be displayed.
2. Select an icon to open the application or select back key to return to your previous screen.

Main Function


Making and receiving a call


Touch  to enter dialer interface on idle screen or main menu screen, input phone number and click  to make a call, click  to end the call. If you make a mistake, you can click  to delete the number or hold it to delete all numbers before the cursor. During a call, you can do the following:

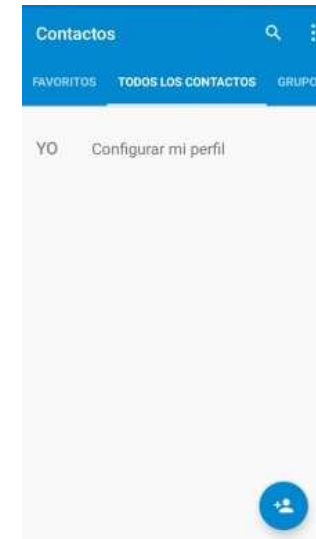
1. Touch  to open the dial pad.
2. Touch  to enable or disable the loudspeaker function.
3. Touch  to enable or disable your microphone.
4. Touch  select "Add call" to add other call.
5. Touch  select "Recordcall" to record the call.

Adding contacts


Select the contact icon .


Click  to add a new contact to the phone or card.


Click  at the top of the screen to search for a contact.

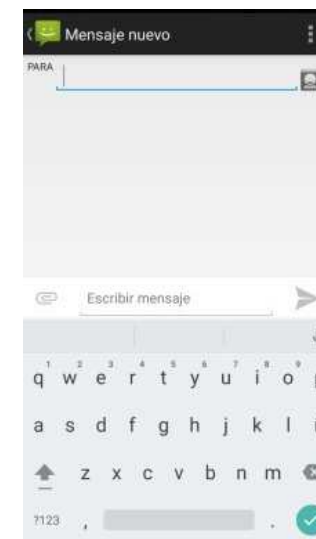


Sending message

Tap the message icon .

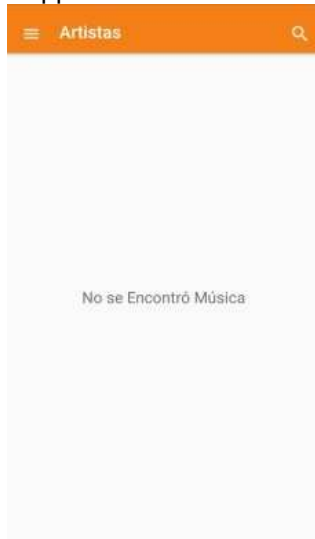
Click  to create a message. Input recipient's phone number or name to search in contacts. Click "Type message" to edit the message.

When you are ready to send the message, click .



Music

Touch the music application  to enter music player.





Camera




The camera app is a combination camera and camcorder that actually consists of two cameras, front camera and main camera behind the phone.



Take photos


1. Tap photo icon  on the home screen.
2. Frame your subject on the screen.
3. Tap  to take a photo. Your picture will be automatically saved to the Gallery.

Record videos

1. Tap  to change to video mode.
2. Click  start recording the video.
3. Click  to stop recording.

Chrome

Connect the web page with the mobile network.

Click the icon  to open the web browser. Through the chrome address bar/search bar, you can access web pages. Bookmarks, multiple window switching and other functions are also supported. When accessing the network, you may incur additional costs. Consult your local operators for detailed charges.

Getting connected (connection to Wi-Fi)

1. Tap the Settings icon.
2. Tap "Wi-Fi" and select on.
3. Touch the desired network you wish to connect.
4. If the network is secured, enter the password.

Important information

For an optimal experience, the phone regularly connects to mail and internet servers.

This automatically and inevitably generates data exchanges that may be charged in addition to your existing package, or may be deducted from prepaid credit or a prepaid system.

To avoid billing problems related to services that use the Internet, it is strongly recommended to have a suitable option which includes unlimited Internet and emails and to avoid changing the settings preconfigured by default. If you wish, connect to Wi-Fi for a faster and more streamlined experience. It is particularly recommended to use Wi-Fi for streaming, or downloading games, videos or large films.

Disclaimer

- The usage of non-original accessories such as headsets, chargers etc. , will cause incompatibility between the mobile phone and the accessories that may cause a reduction in performance and malfunction. Hisense is not responsible for any damage that might occur from use of incompatible accessories.
- Specifications and functions of your mobile phone may differ to those contained in this user manual.
- Specifications and functions of your mobile phone have been confirmed to work properly post-manufacturing. If there is damage or defects due to the manufacturing and not by usage, it would follow terms and conditions in the warranty policy.
- If the functions of your mobile phone related to features and services by the carrier then those functions will follow the terms & conditions applicable by the carrier.
- Please note that your mobile phone still has its limitations referring to the specifications and functions. These limitations cannot be considered as damage or defect and cannot be regarded as manufacturer damage. Please use your mobile phone in accordance with the purposes and functions.

Troubleshooting

This chapter lists some problems you might encounter when using your phone. Some problems require you to call your service provider, but most are easy to fix yourself.

Message	Possible causes	Possible corrective measures
SIM card error	There is no SIM card in the phone or it is inserted incorrectly.	Make sure that the SIM card is correctly inserted.
No network connection/ Dropped network	Signal is weak or you are outside the carrier network.	Move toward a window or into an open area. Check the network operator coverage map.
	Operator applied new services.	Check whether the SIM card is too old. If so, change your SIM card at your network provider's nearest branch. Contact your service provider.
Codes do not match	To change a security code, you will need to confirm the new code by re-entering it.	If you forget the code, contact your service provider.
	The two codes you have entered do not match.	
Calls not available	Dialling error.	New network not authorized.
	New SIM card	Check for new

	inserted.	restrictions.
	Pre-paid charge limit reached.	Contact service provider.
Phone cannot be switched on	Power key pressed too briefly.	Press the Power key for at least two seconds.
	Battery is not charged.	Charge battery. Check the charging indicator on the display.
Charge error	Outside temperature is too hot or cold.	Charge battery.
	Outside temperature is too hot or cold.	Make sure phone is charging at a normal temperature.
	Contact problem	Check the charger and its connection to the phone.
	No voltage.	Plug the charger into a different socket.
	Charger defective.	Replace the charger.
	Wrong charger.	Use only original accessories.
Impossible to receive / send SMS & photos	Memory full.	Delete some messages from your phone.
Files do not open	Unsupported file format.	Check the supported file formats.
The screen does not turn on when I receive a call.	Proximity sensor problem.	If you use a protection tape or case, make sure it has not covered the area around the proximity sensor. Make

		sure that the area around the proximity sensor is clean.
No sound	Vibration mode or silent mode.	Check the settings status in the sound menu to make sure you are not in vibration or silent mode.
Hangs up or freezes	Intermittent software problem.	Try to perform a software update via the website.
Contacts display doubly	Contacts are saved in both phone and SIM card.	Check contacts saved.
App not installed	Not supported by service provider or registration required.	Contact your service provider.
	Your mobile phone has insufficient memory.	Delete some messages from your phone.
Unable to connect to computer	Data cable defective.	Change data cable.
	Defective computer port.	Change computer port.
Call logs are not saved	Time is wrongly set.	Check the time setting.

Hisense Mexico S. de R. L. de C. V.
Boulevard Miguel de Cervantes Saavedra No. 301, Torre
Norte, Piso 2.
Col. Ampliación Granada. C.P. 11520, Deleg. Miguel
Hidalgo. Distrito Federal
Tel. 01 (55) 55-31-35-15

BRAND: HISENSE
MODEL: Hisense F20
FCC ID: 2ADOBF20
ELECTRIC CHARACTERISTICS:
ADAPTOR
BRAND: HISENSE
MODEL: A31-501000
INPUT: 100 - 240 V ~ 50/60 Hz 0.15 A
OUTPUT: 5.0 V 1 A
RECHARGEABLE BATTERY
BRAND: HISENSE
MODEL: LP38250C
3.8 V 2500 mAh

MADE IN CHINA

Medical devices

Implanted medical devices, such as pacemakers, may be affected by the use of this product.
Avoid potential interference radiated from the product in the implanted medical device, by keeping the product at least 20 cm away from the device.
Do not carry the product in the chest pocket.
Turn off the product immediately if you suspect any interference.

ONLY FOR MEXICO

“For use in Mexico, the operation of this product is subject to the following two conditions: (1) this equipment or device may not cause detrimental interference and (2) this equipment or device must accept any interference, including interference that may cause unwanted operation.”

FCC Compliance

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

This device has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses, and can radiate radio frequency energy, and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

FCC Caution:

- Any Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.
- The antenna(s) used for this transmitter must not be co-located or operating in conjunction with any other antenna or

transmitter.

- The country code selection is for non-US model only and is not available to all US model. Per FCC regulation, all WiFi product marketed in US must fixed to US operation channels only.

RF Exposure Information (SAR)

This device meets the government's requirements for exposure to radio waves.

This device is designed and manufactured not to exceed the emission limits for exposure to radio frequency (RF) energy set by the Federal Communications Commission of the U.S. Government.

The exposure standard for wireless device employs a unit of measurement known as the Specific Absorption Rate, or SAR. The SAR limit set by the FCC is 1.6W/kg. *Tests for SAR are conducted using standard operating positions accepted by the FCC with the device transmitting at its highest certified power level in all tested frequency bands. Although the SAR is determined at the highest certified power level, the actual SAR level of the device while operating can be well below the maximum value. This is because the device is designed to operate at multiple power levels so as to use only the power required to reach the network. In general, the closer you are to a wireless base station antenna, the lower the power output.

The highest SAR value for the model device as reported to the FCC when tested for use at the ear is 0.63 W/kg and when worn on the body, as described in this user guide, is 1.32 W/kg (Body-worn measurements differ among device models, depending upon available accessories and FCC requirements.)

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

The FCC has granted an Equipment Authorization for this model device with all reported SAR levels evaluated as in compliance with the FCC RF exposure guidelines.

SAR information on this model device is on file with the FCC and can be found under the Display Grant section of www.fcc.gov/oet/ea/fccid after searching on FCC ID: 2AD0BF20.

For body worn operation, this device has been tested and meets the FCC RF exposure guidelines for use with an accessory that contains no metal and be positioned a minimum of 1.0cm from the body. Use of other accessories may not ensure compliance with FCC RF exposure guidelines. If you do not use a body-worn accessory and are not holding the device at the ear, position the handset a minimum of 1.0cm from your body when the device is switched on.

Specification

MODEL	Hisense F20
Dimensions	153.6*77*9.65mm
OS	Android M
CPU	Qualcomm snapdragon 210
Internal memory	1GB RAM + 8GB EMMC
Camera	8Mpix + 5Mpix
Size	5.5 inches
Resolution	HD
Color	16.77 million colors
LTE	Band 1/2/4/5/7
3G	850/1900MHz/AWS
2G	850/900/1800/1900MHz
Velocity	HSDPA 150Mbps HSUPA 50Mbps
WLAN	WIFI 802.11 b/g/n

Bluetooth	BT4.0
GPS	Yes
FM	Yes
Interface	Micro USB2.0
Battery	3.8V 2500mAh