

T-Mobile

# Welcome

## Start Guide



OnePlus 7<sup>Pro</sup>

BC



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# Introduction

## Support

This guide provides you with the information you need to get started. For more information and additional support, please visit **www.T-Mobile.com/support** where you can:

- Review your phone's User Manual and troubleshooting FAQs.
- View the latest troubleshooting solutions in the Support Forums or ask a question of your own.

## Account information

Be sure to access your account at **My.T-Mobile.com** to check your minutes, pay your bill, upgrade your phone, change your rate plan and contact customer service.

You can also access account and device information from your phone in the T-Mobile app.

From your home screen, tap  **T-Mobile**.

**Note:** Some content and illustrations may differ from your device depending on the region, service provider, software version, or OS version, and are subject to change without prior notice.

**Note:** This device is not suitable for people who have a visual impairment due to the touchscreen keyboard.

## Service

If you are a new T-Mobile<sup>®</sup> customer and your service has not yet been activated, call Customer Care at 1-800-937-8997 and a T-Mobile Activations representative will assist you.

**You will need the following information when activating service:**

- Service Agreement and agent code on your Agreement.
- Your name, home address, home phone number, and billing address.
- Your Social Security number, current driver's license number, and date of birth for credit check purposes.
- Your choice of T-Mobile plan and services (see <http://www.t-mobile.com/> for the latest plan information).
- Nano SIM serial number and IMEI number (located on the box barcode label).

Service or use is your agreement to T-Mobile's Terms and Conditions. **T-Mobile requires Arbitration of Disputes unless,**

**for new customers, you opt-out within 30-days, or for existing customers, you previously opted out.** Failure to activate service within 30-days from purchase will also be considered acceptance. For details, see T-Mobile's Terms and Conditions at [www.T-Mobile.com/terms-conditions](http://www.T-Mobile.com/terms-conditions).

## Wi-Fi Calling

Wi-Fi Calling can improve your coverage by allowing you to make phone calls over a Wi-Fi network (when a Wi-Fi network is available).

To use Wi-Fi Calling, please use the SIM card shipped with your device. A different SIM card may not work with the Wi-Fi Calling feature.

### Important!

You must also have a 9-1-1 emergency address registered with your account. Log into your account at <http://www.t-mobile.com/>. Go to your profile, click Line Settings and select to edit your E911 Address. Check periodically to ensure your address is always up to date.

**Note:** Corporate accounts may require administrator assistance for 9-1-1 Address registration.

## To enable/disable Wi-Fi Calling

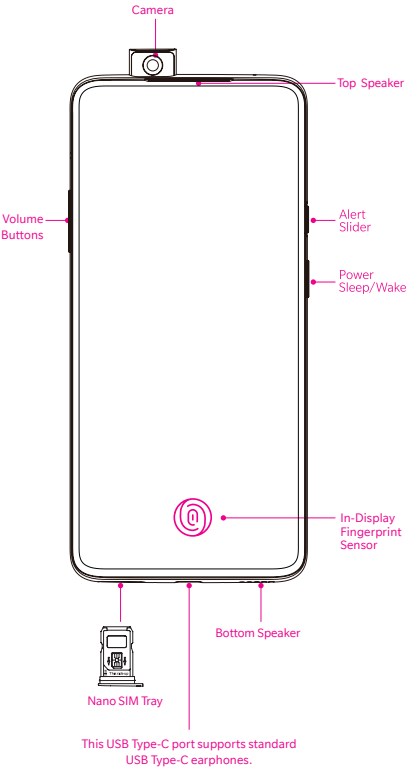
Swipe up > Settings (  ) > Wi-Fi & internet , then tap the switch to turn it on.

## To change the calling preference for Wi-Fi Calling

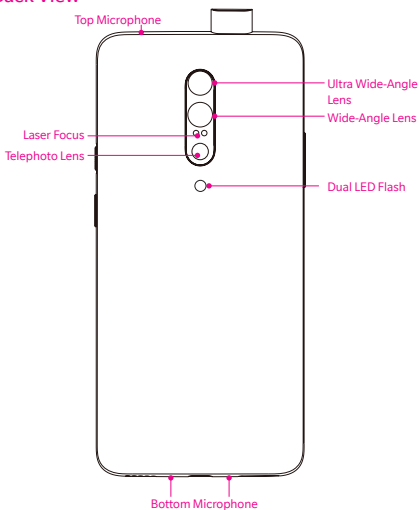
1. Swipe up > Settings (  ) > Wi-Fi & internet .
2. Tap **Calling preference** and choose the preferred mode.

# Device Layout

## Front View



## Back View



## Alert Slider

The Alert Slider is a toggle switch located on the upper edge of your phone. Effortlessly toggle between 3 notification profiles without taking your phone out of your pocket.

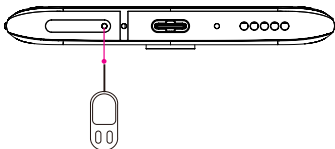




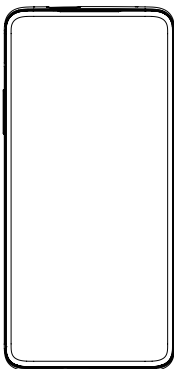
## Installing the SIM Card

Insert the SIM (Subscriber Identity Module) card provided to start using the device.

1. Insert the ejection pin into the hole on the card tray.



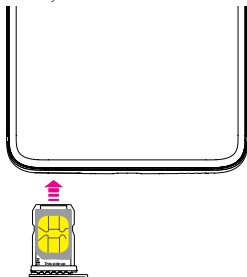
2. Pull out the card tray.



3. Put the Nano SIM card on the card tray with the gold-colored contacts facing up.



4. Insert the card tray back into the slot.



The OnePlus 7 Pro supports 39 network bands in the U.S. Please use the SIM Tray Ejector (found in the box) to remove the SIM tray from the device and insert **Nano SIM** cards in the tray.



- This device supports only Nano SIM cards.



Micro S

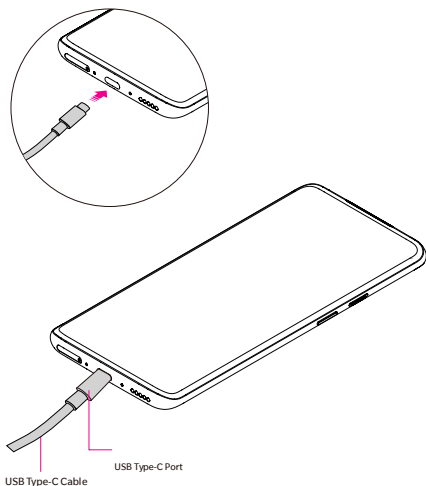


Standard



- For problem-free performance, it is recommended to use the device with the correct type of SIM card. Always use a factory-made SIM card supplied by the service provider.
- Do not lose your SIM card. T-Mobile is not responsible for damage and other issues caused by loss or transfer of a SIM card.
- Be careful not to damage the SIM card when you insert or remove it.

## Charging The Battery



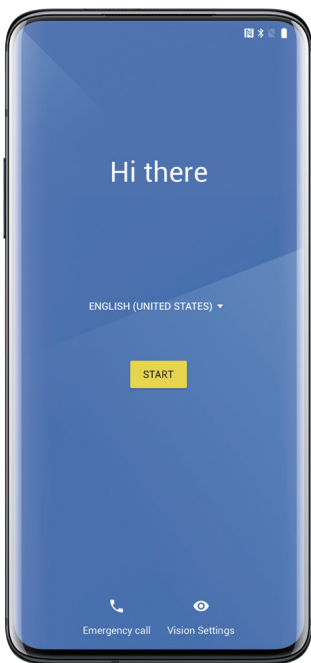
Connect the USB Type-C cable to the USB port on your device, which is located on the lower center of your phone.

**Note:** Fast charging can only be achieved by using OnePlus® original product USB cable and travel adaptor.

## Power on & off/Reboot

- Press and hold the **Power Key** to power on your phone.
- Press and hold the **Power Key** and then follow the prompts to **Power off or Reboot** your phone.

## Setup Your Phone



If you power on your phone for the first time, by following OnePlus Setup Wizard, you can personalize your OnePlus 7 Pro, including setup your Google account & sync, setup Fingerprint Unlock/Face Unlock and more.

## Screen View

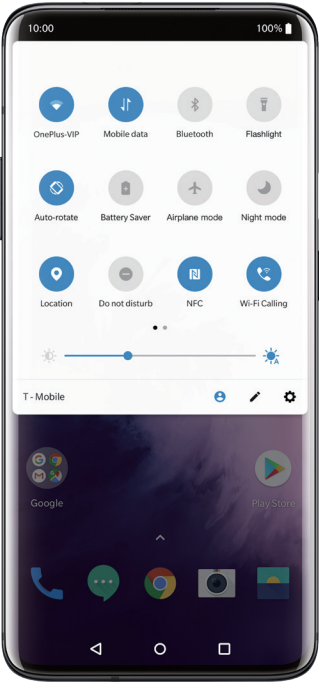
The OnePlus 7 Pro uses Full Optic AMOLED Display with a 19.5:9 aspect ratio, providing an immersive viewing experience. This is a 6.67-inch curved screen with a fine and smooth effect. The resolution of the screen is 3120 x 1440 and the refresh rate is 90Hz.

## Home Screen



- Swipe up to open the apps panel.
- Swipe down from the top of the screen to open the status & notification bar.
- Swipe right to enter the Google® feed.
- Long touch the blank space on the screen to customize your screen.
- Long press the app icon to open the shortcut menu.

# Notifications & Status Bar



Notifications alert you to the arrival of new messages, calendar events, and alarms. The Two-Step-Status-Bar can easily get to frequently used settings.

## OnePlus Switch

OnePlus Switch can quickly migrate all your data including contacts, messages and photos, as well as some application data stored on your old Android® device to your new OnePlus device.

- To use OnePlus Switch, tap the OnePlus Switch app in Launcher and follow the prompts.

## Lock and Unlock Settings

To lock your device and ensure security, set a PIN code firstly. For unlocking, fingerprint and face recognition are available.

- To set the pin code, enter **Settings** (⚙️) > **Security & lock screen** (🔒) > **Screen lock**.

### Fingerprint

The in-screen fingerprint sensor unlocks your OnePlus 7 Pro. As the sensor learns and improves, your scans get even more precise overtime

1. To register your fingerprint, enter **Settings** (⚙️) > **Security & lock screen** (🔒) > **Fingerprint**.
2. Then tap **NEXT** and follow the on-screen instructions.
3. Once your fingerprint is registered, you can touch and hold the fingerprint icon on the screen to unlock it.

### Face Unlock


Face Unlock will recognize you whether you're wearing a hat, Myopia glasses or your bedhead – as long as you're awake.

1. To set up Face Unlock, go to enter **Settings** (⚙️) > **Security & lock screen** (🔒) > **Face Unlock**.
2. Follow the instructions on your screen to complete set up.
3. Press the power button or double tap to light up the phone screen, then swipe up to trigger Face Unlock.




**Note:** Face Unlock is less secure than fingerprint or password.

## Wireless Settings

### Connecting to a Wi-Fi network


1. Enter the **Settings** () , choose **Wi-Fi & internet >> Wi-Fi** to turn Wi-Fi on/off.
2. Tap the name of a desired network to connect, entering the password if necessary.

### Connecting to Bluetooth device

1. Enter the **Settings** () , choose **Bluetooth & device connection** () > **Connection preferences > Bluetooth** () **to turn Bluetooth on/off.**
2. Tap the **Pair new device** (+) and choose the name of a device to connect, entering the pairing code if necessary.






## Internet

Access the internet with web browser.

Tap the () to open the browser. Enter the URL of the website you want to open.




## Phone

Tap () .

- To make a call, tap () > () , enter a number, then tap () , or tap any contact card from the Speed Dial list to quickly dial that contact.
- To answer a call, swipe () up.
- To reject a call, swipe () down.

## Message

Tap () .

- To send an SMS, tap () , enter a name or phone number, then type a message and tap () .
- To send an MMS, tap (+) to add the media, type your message and tap () .

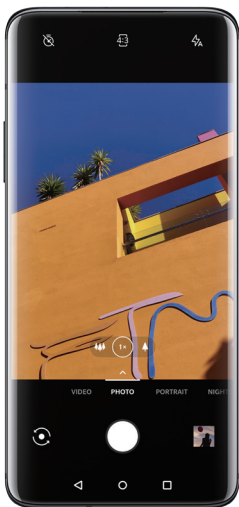
## Contacts

Tap () .




- To create a new contact, tap () , enter the information and tap (✓) to save.
- To search a contact, tap (Q), and enter the keywords.



## Camera



Tap (  ).

- To take a picture, tap (  ).
- To switch camera, tap (  ).
- To zoom in/out, tap the left dot to switch to WIDE mode, and tap the right dot to switch to **3x** optical zoom. Long press the button and manually adjust the zoom slider to zoom in up to **10x**.
- You can use the top settings bar to set the photo timer, aspect ratio and flash.
- You can swipe up for additional modes, and tap (  ) to personalize the camera.
- Swipe left to switch to portrait mode and take a picture with depth effect.
- Swipe right to record a video, with options ranging from 1080 P and 1080P 60 FPS to 4K, 4K 60 FPS.

## Gallery

Tap (🖼️).

- To view photos, tap a photo and swipe to switch.
- You can tap (✎) to edit your photo, tap (🔗) to share it, or tap (🗑️) to delete it.

## Ambient Display

Time, date, battery, display message and notifications are displayed when you lift up your phone without lighting up the screen.

- Tap **Settings** (⚙️) > **Display** (🖥️) > **Ambient display** to enable display for **new notifications** and set the **clock style** and **display message**.

## Gestures

You can personalize OnePlus 7 Pro's gestures control settings. Navigation bar can be configured to hide or replace by navigation gestures. Off-screen gestures can be assigned to different apps and features for quick and easy access.

- Enter **Settings** (⚙️) > **Buttons & gestures** > **Navigation bar & gestures** to personalize the navigation bar.
- Enter the **Settings** (⚙️) > **Buttons & gestures** > **Quick gestures** to discover all of OxygenOS' customization options of Screen off gestures.

## Gaming mode

When Gaming mode is on, notifications could be blocked or minimized. Gaming mode also offered you other features to ensure you won't be bothered while gaming.

Tap **Settings** (⚙️) > **Utilities** (🔧) > **Gaming mode** (🎮), to customize Gaming mode, or add apps for Gaming mode.

## Reading mode



By filtering out blue light, gray-scale mapping, and using ambient information to adjust the sharpness and brightness of the display, Reading mode simulates the reading experience of a real book.

- Tap **Settings** (⚙️) > **Display** (🖥️) > **Reading mode** (📖), to turn on Reading mode manually or add apps for Reading mode.


## File Manager

File Manager has been enhanced with new features such as FileDash, LockBox and so on, you can hide private documents, photos and files in LockBox. You can also categorize and label files so they are easier to find.

Tap (  )

- Tap (  ) to rapidly share files via FileDash.
- Long press the file, tap (  ) > Move to Lockbox. You may assign a password or fingerprint to files in Lockbox.

## Apps

- Find new apps to download and install on your device from the Google Play Store (  ), visit [play.google.com/store/apps](https://play.google.com/store/apps) to learn more.

## T-Mobile Applications

### Visual Voicemail

Visual Voicemail allows users to view, listen and save all voicemails in any order directly from the phone, without the need of calling the voicemail system.


From App Tray, tap  **Visual Voicemail**.

### Important!

If this is the first time accessing Visual Voicemail, you may be prompted to enter a new PIN code and tap **Next** to activate Visual Voicemail.

### T-Mobile Name ID

T-Mobile Name ID identifies callers, displaying Name, City and State even if the caller is not in your contacts list. It is an optional add-on feature that can be purchased directly from your phone for an additional monthly charge. A one-time 30 day trial is included with the phone.

From App Tray, tap  **Name ID**. Follow the on-screen prompts to get started.

## Trademarks and Copyrights

 and "ONEPLUS" are trademarks or registered trademarks of OnePlus Technology (Shenzhen) Co., Ltd.

T-Mobile and the magenta color are registered trademarks of Deutsche Telekom AG. The Visual Voicemail and Name ID icons are trademarks of T-Mobile USA, Inc.

Android™ is a trademark of Google Inc.

LTE is a trademark of ETSI.

The Bluetooth® word mark and logos are registered trademarks owned by Bluetooth SIG, Inc. and are used under license.

The N-Mark is a trademark or registered trademark of NFC Forum, Inc. in the United States and in other countries.

Wi-Fi®, the Wi-Fi CERTIFIED logo, and the Wi-Fi logo are trademarks of Wi-Fi Alliance. Other trademarks and trade names are those of their respective owners. Qualcomm Snapdragon is a product of Qualcomm Technologies, Inc. Manufactured under license from Dolby Laboratories. Dolby, Dolby Atmos, and the double-D symbol are trademarks of Dolby Laboratories.

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## Approved Firmware Versions

This device will only operate with firmware versions that have been approved for use by T-Mobile and the device manufacturer. If unauthorized firmware is placed on the device it will not function.

## Information About Safeguarding Handsets

T-Mobile encourages customers to take appropriate measures to secure their handsets and invites them to take advantage of the features available on this handset to help secure it from theft and/or other unauthorized access and use. This handset has a locking function (e.g., user-defined codes or patterns) that can serve as a first line of defense against unauthorized use or access to stored information. Preloaded security applications that allow customers to track or locate misplaced devices can be found on several T-Mobile devices. Lost or stolen devices should be immediately reported to T-Mobile so that proper measures can be taken to protect accounts. For additional information, visit: [www.t-mobile.com/devicesecurity](http://www.t-mobile.com/devicesecurity) and <http://www.t-mobile.com/Company/PrivacyResources.aspx>.28

## Emergency Dialing

Although all phones are equipped with 9-1-1 emergency calling, this phone may or may not permit its location to be approximated during a 9-1-1 call.\*

*\* Availability of this feature depends on upgrades to the (a) wireless network and (b) 9-1-1 calling system that are required to be installed by the local 9-1-1 response agency or public safety answering point (PSAP); these upgrades may not be available everywhere within our wireless coverage area or your roaming area. This approximation of the phone's location and the transmittal of location information are subject to emergency situations, transmission limits, network problems/limitations, interconnecting carrier problems, your phone, buildings/tunnels, signal strength and atmospheric/topographical conditions, and may be curtailed, interrupted, dropped or refused. The phone's approximate location is transmitted to the local 9-1-1 response agency or PSAP while the call is in progress; this approximation is intended solely to aid the PSAP in dispatching emergency assistance or to limit the search area for emergency services personnel. You should not rely solely on a phone for essential communications (such as a medical or other emergency). Please see T-Mobile's Terms and Conditions and Privacy Policy for additional service restrictions and details.*

## Additional Information

Use of some content or features may require qualifying service, or access to Wi-Fi connection.

**Wi-Fi:** Device will not transition between Wi-Fi and the cellular network. Devices using wireless connections may be vulnerable to unauthorized attempts to access data and software stored on the device. Plan data allotment applies to use by connected devices sharing Wi-Fi. Use of connected devices subject to T-Mobile's Terms and Conditions.

**Wi-Fi Calling:** Wi-Fi connection required; may decrement plan minutes. Most devices will not transition between Wi-Fi and the cellular network. See your selected service for details.

**Hearing Aid Compatibility:** 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 T-Mobile or the manufacturer of this phone for information on hearing aid compatibility. If you have questions about return or exchange policies, consult T-Mobile or phone retailer.

Devices, and screen images are simulated. **Coverage** not available in some areas. See **Terms and Conditions (including arbitration provision)** at T-Mobile.com, for rate plan information, charges for features and services, and restrictions and details, **including important limitations on availability and reliability of 9-1-1 emergency service when using Wi-Fi calling.**

## Health/Safety/Warranty Guide

### 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 operations.

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 radiated 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 using 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 Note:

Caution: Changes or modifications not expressly approved by the

party responsible for compliance could void the user's authority to operate the equipment.

#### RF Exposure Information (SAR)

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 United States.

During SAR testing, this device was set to transmit at its highest certified power level in all tested frequency bands, and placed in positions that simulate RF exposure in usage against the head with no separation, and near the body with the distance of 15 mm. 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 exposure standard for wireless devices employing a unit of measurement is known as the Specific Absorption Rate, or SAR. The SAR limit set by the FCC is 1.6W/kg.

This device complies with SAR for general population / uncontrolled exposure limits in ANSI/IEEE C95.1-1992 and has been tested in accordance with the measurement methods and procedures specified in IEEE1528.

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](http://www.fcc.gov/oet/ea/fccid) after searching on FCC ID: 2ABZ2-GM1915.

For this device, the highest reported SAR value for usage against the head is 1.20 W/kg, for usage near the body is 1.19 W/kg.

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

SAR compliance for body-worn operation is based on a separation distance of 15 mm between the unit and the human body. Carry this device at least 15 mm away from your body to ensure RF exposure level compliant or lower to the reported level. To support

body-worn operations, choose a belt clip or case that does not contain metallic components, to maintain a separation of 15 mm between this device and your body.

RF exposure compliance with any body-worn accessory, which contains metal, was not tested and certified, and use such body-worn accessory should be avoided.

**Hearing Aid Compatibility (HAC) regulations for Mobile phones**  
Your phone is compliant with the FCC Hearing Aid Compatibility requirements.

The FCC has adopted HAC rules for digital wireless phones. These rules require certain phone to be tested and rated under the American National Standard Institute (ANSI) C63.19-2011 hearing aid compatibility standards. The ANSI standard for hearing aid compatibility contains two types of ratings:

**M-Ratings:** Rating for less radio frequency interference to enable acoustic coupling with hearing aids.

**T-Ratings:** Rating for inductive coupling with hearing aids in telecoil mode.

Not all phones have been rated. A phone is considered hearing aid compatible under FCC rules if it is rated M3 or M4 for acoustic coupling and T3 or T4 for inductive coupling. These ratings are given on a scale from one to four, where four is the most compatible. Your phone meets the M3/T3 level rating.

However, hearing aid compatibility ratings don't guarantee that interference to your hearing aids won't happen. Results will vary, depending on the level of immunity of your hearing device and the degree of your 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.

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>.



## Important Legal Information

Please read this information before using your mobile device. You can find such legal information on the mobile device. The full End User License Agreement (EULA) and Health & Safety Information are available on the device, in the (Legal information) section of Settings. The location depends on the device, and is usually in the (System) or (About phone) section, for example: (section).

1. Settings > (System) > (About phone) > (Legal information).
2. Or, use the (Search settings) function to search for (Legal information)

Due to software updates, your experience of the software interface (including but not limited to software features, user interfaces, and interaction experiences) may differ from the interface presented in this guide at the time of purchase.

The software interface is subject to change.



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