



ENTERPRISE MOBILITY

PM80

point mobile

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User Manual Guide

Please note your phone is battery embedded design with removable back cover and battery. Unauthorized personnel are strictly prohibited from disassembling the phone.

If your phone isn't working normally, try to restart it by pressing and holding the Power key for at least 7 seconds until the startup screen appears.

If your phone develops a serious error and can't be restored by restarting it, you may need to restore factory settings by pressing and holding the Power key and Volume up key until the startup screen appears. Then select "reboot system now" and press the Power key to confirm.

Note: Please take care when performing such operations because they will erase personalized settings and data saved in your phone, such as SMS, Contacts, Music, etc.

Make sure you are using a Power adapter DC 5V 2A output. We recommend use of Pointmobile power adaptor.

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- **Body-worn Operation**

This device was tested for typical body-worn operations with the Front & back of the phone kept 0.59 inches (1.5 cm) between the user's body and the Front & back of the phone.

To comply with FCC RF exposure requirements, a minimum separation distance of 0.59 inches (1.5 cm) must be maintained between the user's body and the front & back of the phone.

Any beltclips, holsters, and similar accessories containing metallic components may not be used.

Body-worn accessories that cannot maintain 0.59 inches (1.5 cm) separation distance between the user's body and the front & back of the phone, and have not been tested for typical body-worn operations may not comply with FCC RF exposure limits and should be avoided.

- **Body-worn Operation**

This device was tested for typical body-worn operations with the Front & back of the phone kept 0.2 inches (0.5 cm) between the user's body and the Front & back of the phone.

A minimum separation distance of 0.2 inches (0.5 cm) must be maintained between the user's body and the front & back of the phone.

Any beltclips, holsters, and similar accessories containing metallic components may not be used.

Body-worn accessories that cannot maintain 0.2 inches (0.5 cm) separation distance between the user's body and the front & back of the phone, and have not been tested for typical body-worn operations should be avoided.

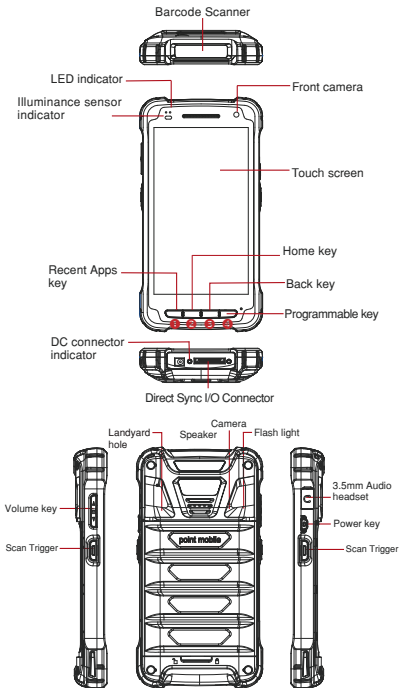


PROTECT YOUR HEARING

To prevent possible hearing damage, do not listen at high volume levels for long periods. Exercise caution when holding your device near your ear while the loudspeaker is in use.

1. Your mobile

1.1 Keys and connectors



1. Your mobile

1

Recent Apps key

- Touch to view recent used applications.

2

Home key

- From any application or screen, touch to return to the Home screen.
- Touch and hold to open the recent APP list.

3

Back key

- Touch to go back to the previous screen, or to close a dialog box, options menu, the notification panel, etc.

4

Programmable key

- Touch to select the function you want to set as the shortcut of program buttons.



Power key

- Press: Lock the screen/Light up the screen.
- Press and hold: Show the pop-up menu to select from Power off/Reboot/Airplane mode/Hot Swap.
- Press the **Power** key and **Volume down** key for more than 12s to reset.
- Press the **Power** key and **Volume down** key to capture a screenshot.



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.
- In camera preview mode, press **Volume up** or **down** key to enter burst shoot.



Scanner Triggers

- In **Scan Wedge** mode, press the **Scanner** keys on both sides of the device at the same time to scan the barcode.

1. Your mobile

1.2 Getting started

1.2.1 Set-up

Removing or installing the back cover

1. Slide the battery cover locker to left(1) and pull up the cover by pulling each side of cover bottom(2).



2. Insert from top(1) to bottom(2) of battery.



3. Pull up black ribbon to lift out the battery.



4. Put in the upper part of battery cover first(1) and put in the bottom part as second(2). Push by using both hand in order of number(3),(4),(5). Push on more(6) in order to make sure the battery cover is surely attached.



1. Your mobile

Inserting or removing the SIM card

You must insert your SIM card to make phone calls. Please power off your device before inserting or removing the SIM card.

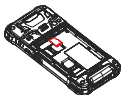


To install, place the SIM card with the chip facing downwards into the housing and slide it into its slot. Make sure that it is correctly inserted. To remove the card, press and slide it out.



Your device only supports SIM cards. Do not attempt to insert other SIM types like mini and nano cards; otherwise this may cause damage to your device.

Installing or removing the microSD card



Insert the microSD card with the golden contacts facing downwards into the slot. To remove the microSD card, gently press and slide it out.



To avoid data loss and SD card damage, before removing the SD card, please ensure that the SD card is unmounted (Settings\Storage\Unmount SD card).

Charging the battery



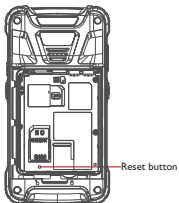
1. Your mobile

PM80 has two batteries.

Standard/ Extend Battery	3.7V, 3,000mAh/4,000mAh
Backup battery	75mAh at 3.7V
Charging rate time	< 4 hours/ 6hrs (from Low-Battery Shutdown level)

Connect the battery charger to your device and wall socket respectively, the LED indicator will light red while charging.

If the device is suddenly out of power when using, please replace the other battery, then remove the back cover and press the reset button. The device is just in sleep mode when out of power, the screen will be waken up after you pressed the reset button to activate the Backup battery function.



To reduce power consumption and energy waste, when the battery is fully charged, disconnect your charger; switch off WLAN, GPS, Bluetooth or background-running applications when not in use; reduce the backlight time, etc.

1.2.2 Power on your device

Hold down the Power key until the device powers on. It will take a few seconds before the screen lights up.

Set up your device for the first time

The first time you power on the device, you should set the following options: Input method, Google™ account, Location, etc.

Even if no SIM card is installed, your device will still power on and you will be able to connect to a WLAN network, sign into your Google™ account and use some of the phone's features.

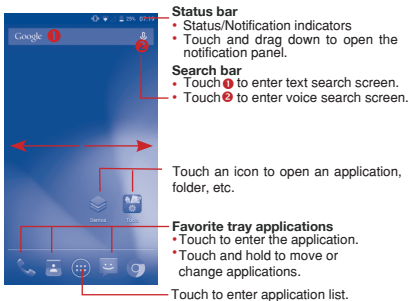
1. Your mobile

1.2.3 Power off your device

Hold down the Power key from the Home screen until the device options appear, select Power off.

1.3 Home screen

You can move all of items (applications, shortcuts, folders and widgets) you use most frequently to your Home screen for quick access. Touch the **Home** key to switch to the Home screen.



1.3.1 Using the touchscreen

Touch 

To access an application, touch it with your finger.

Touch and Hold 

Touch and hold the item to enter the available options.

Drag 

Place your finger on the screen to drag an object to another location.

1. Your mobile

Slide/Swipe



Slide the screen up and down to scroll through the applications, images, web pages, etc.

The device also supports one finger zoom (Messaging, Browser, Email, Camera and Gallery) by double tapping the screen then sliding with one finger to zoom in/out).

Flick



Similar to swiping, but flicking makes it move quicker.

Pinch/Spread



Place your fingers of one hand on the screen surface and draw them apart or together to scale an element on the screen.

Rotate



























Automatically change the screen orientation from portrait to landscape by turning the device sideways to have a better view.

1.3.2 Status bar

From the status bar, you can view both device status (to the right side) and notification information (to the left side).





















1. Your mobile

Status icons

	3G connected		Speakerphone is on
	3G in use		Roaming
	4G connected		Headset connected
	4G in use		No SIM card installed
	No signal		Vibrate mode/ Mute
	Signal strength		Phone microphone is mute
	Battery is charging		Battery is partially drained
	Battery is very low		Battery is full
	Battery is low		
	WLAN is on		
	Connected to a WLAN network		
	Airplane mode		
	GPS is on		
	Alarm is set		
	Bluetooth is on		
	Connected to a Bluetooth device		

1. Your mobile

Notification icons

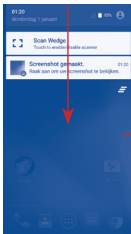
	New Gmail™ message		Missed call
	New Email message		Call forwarding is on
	New text or multimedia message		Song is playing/pause
	Problem with SMS or MMS delivery		Connected to VPN
	New Google Hangouts™ message		More notifications are hidden
	New voicemail		Audio share
	Upcoming event		Uploading data
	Screenshot error		Download finished
	Screenshot captured		Select input method
	MicroSD card is full		An open WLAN network is available
	No SD card		Phone is connected via USB cable
	Preparing SD card		System update available
	USB tethering is on		Carrier data use threshold approaching or exceeded

Touch and drag down the Status bar to open the Quick setting panel or Notification panel. Touch and drag up to close it. When there are notifications, you can touch them to access notifications directly.

1. Your mobile

Notification panel

When there are notifications, touch and drag down the Status bar to open the Notification panel to read more detailed information.



Touch to clear all event-based notifications (other ongoing notifications will remain).

Quick setting panel

Touch and drag down the Notification panel to open the Quick setting panel. You can enable or disable functions or change modes by touching the icons.



Touch to access **Settings**, where you can set more items.

1.3.3 Search bar

The device provides a Search function which can be used to locate information within applications, the device, or the web.

1. Your mobile

1.3.4 Lock/Unlock your screen

To protect your device and privacy, you can lock the device screen by creating a variety of patterns, PIN or password etc.

1.3.5 Personalize your Home screen

Add

You can touch and hold a folder, an application, or a widget to activate the Move mode and drag the item to any Home screen as you prefer.

Reposition

Touch and hold the item to be repositioned to activate the Move mode, drag the item to the desired position and then release. You can move items both on the Home screen and the Favourite tray. Hold the icon on the left or right edge of the screen to drag the item to another Home screen.

Remove

Touch and hold the item to be removed to activate the Move mode, drag the item up to the top of the  icon, and release after the item turns red.

Create folders

To improve the organization of items (shortcuts or applications) on the Home screen, you can add them to a folder by stacking one item on top of another. To rename a folder, open it and touch the folder's title bar to input the new name.

Wallpaper customization

Touch Settings on the applications screen then touch Display\Wallpaper to customize wallpaper.

1.3.6 Volume adjustment

You can set the ringer, media and device ringtone volumes to your preference by pressing the **Volume up/down key**, or touching **Settings\Sound & notification\Media volume** to set the volume.

2. Text input

2.1 Using Onscreen Keyboard

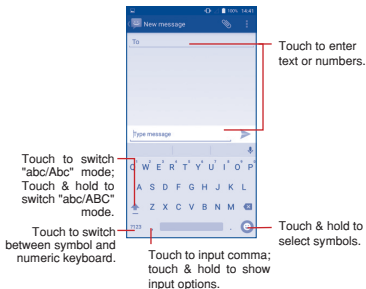
Onscreen Keyboard settings

Touch Settings\Language & input, touch the keyboard you want to setup and a series of settings will become available for your selection.

Adjust the Onscreen Keyboard orientation






Turn the device sideways or upright to adjust the Onscreen Keyboard orientation. You can also adjust it by changing the settings (Touch Settings\Display\When device is rotated).

2.1.1 Android™ keyboard



2.2 Text editing

You can edit the text you have entered.

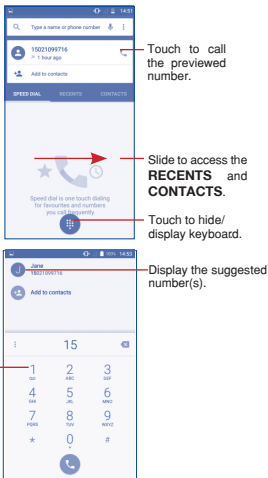
- Touch and hold or double-tap within the text you would like to edit.
- Drag the tabs to change the highlighted selection.
- The following options will show: **Select all** , **Cut** , **Copy**  and **Paste** .
- Touch the  icon to go back without any action.


3. Phone call




3.1 Placing a call


You can easily place a call using **Phone**. Touch the Application tab from the Home screen and select **Phone**.




Enter the desired number from the keyboard directly and touch  to place the call or select a contact from **CONTACTS** or **RECENTS** by sliding or touching tabs, then choose your target SIM card to make the call.

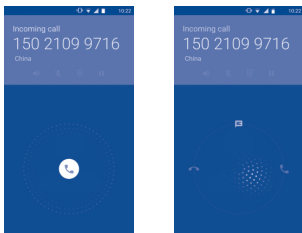
The number you entered can be saved to **People** by touching  and then touching **Create new contact**.

3. Phone call




If you make a mistake, you can delete the incorrect digits by touching .

To hang up a call, touch .

3.2 Answering or rejecting a call



When you receive a call:

- Slide the  icon to the right to answer;
- Slide the  icon to the left to reject;
- Slide the  icon upwards to reject the call by sending a preset message.

To mute the ringtone volume of an incoming call, press the **Volume up/down** key or turn the device over.

3.3 Consulting your call memory



You can access your call memory by touching **RECENT** tab from the **Phone** screen to view Missed calls, Outgoing calls and Incoming calls.

4. Contacts


You can view and create contacts on your device and synchronize these with your Gmail contacts or other applications on the web or on your device.




4.1 Adding a contact

Touch  on the Home screen, select **Contacts**, then touch the  icon in the contacts list to create a new contact.

4.2 Importing, exporting and sharing contacts

From the **Contacts** screen, touch the  icon to open the options menu, touch **Import/export**, then select **Manage SIM card contacts**, **Export to SIM card**, **Import from storage**, **Export to storage** or **Share visible contacts**.

You can share a single contact or contacts with others by sending the contact's vCard to them via Bluetooth, Gmail, etc.

Touch a contact you want to share, touch the  icon and **Share** from the contact details screen, and then select the application to perform this action.

4.3 Importing, exporting and sharing contacts

Contacts, data or other information can be synchronized from multiple accounts, depending on the applications installed on your device


5. Messaging




You can create, edit and receive SMS and MMS with this device. To access this feature, touch the **Application** tab from the Home screen, then select **Messaging**.

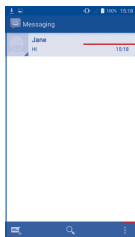
5. Messaging



To check messages stored in your SIM card, touch the  icon from the Messaging screen, then touch Settings\Manage SIM messages.

5.1 Write message

On the message list screen, touch the new message icon  to write text/multimedia messages.



- Touch to view the whole message thread.
- Touch & hold to activate delete mode.

Touch to create a new message.

Sending a text message

Enter the mobile phone number of the recipient in the To bar then touch the Type message bar to enter the text of the message.



An SMS of more than 160 characters will be charged as several SMS. Specific letters (accent) will also increase the size of the SMS. This may cause multiple SMS to be sent to your recipient.

Sending a multimedia message

MMS enables you to send video clips, images, photos, animations, slides, and sounds to other compatible phones and e-mail addresses. An SMS will be converted to MMS automatically when media files (image, video, audio, slides, etc.) are attached or Subject or email addresses added.

Touch  to add attachment, pictures, videos, audio and slide show.



6. Email

Besides your Gmail account, you can also set-up external POP3 or IMAP email accounts in your device.







To access this feature, touch the **Application** tab from the Home screen, then select **Email**.

An email setup wizard will guide you through the steps to set-up an email account.

- Enter the email address and password of the account you want to set-up.
- Touch . If the account you entered is not provided by your service provider in the device, you will be prompted to go to the email account settings screen to enter settings manually. Alternatively, you can touch **Manual setup** to directly enter the incoming and outgoing settings for the email account you are setting up.
- Enter the account name and display name in outgoing emails.
- To add another email account, you can touch the  icon and **Settings**. Touch **Add account** to create.

To create and send emails

- Touch the  icon from the Inbox screen.
- Enter recipient(s) email address (es) in the **To** field.
- If necessary, touch the  icon beside **To** field to add **Cc/Bcc** to add a copy or a blind carbon copy to the message.
- Enter the subject and the content of the message.
- Touch  to add an attachment.
- Finally, touch  to send.
- If you do not want to send the mail right away, you can touch the icon and **Save draft** keys or touch the **Back** key to save a copy.

7. Getting connected

To connect to the Internet with this device, you can use 3G/LTE networks or WLAN, whichever is most convenient. GPRS/EDGE are only used in device for Europe.

7.1 Connecting to the Internet

7.1.1 3G/LTE


The first time you turn on your device with your SIM card inserted, it will automatically configure your network service: 3G, LTE.

To check the network connection you are using, touch **Settings**\ **More...**\ **Cellular networks**, and touch **Access Point Names** or **Network operators**.

7.1.2 WLAN

Using WLAN, you can connect to the Internet when your device is within range of a wireless network. WLAN can be used on your device even without a SIM card inserted.

To turn WLAN on and connect to a wireless network

- Touch **Settings**\ **WLAN**.
- Touch the switch  to turn on/off WLAN.
- The detailed information of detected WLAN networks is displayed in the WLAN networks section.
- Touch a WLAN network to connect. If the network you selected is secured, you are required to enter a password or other credentials (you can contact the network operator for details). When finished, touch **CONNECT**.

7. Getting connected

7.2 Browser



Using the **Browser**, you can enjoy surfing the Web.

To access this feature, touch the **Application** tab from the Home screen, then select **Browser**.

To go to a web page

On the Browser screen, touch the URL box at the top, enter the address of the web page, and then confirm.

7.3 Connecting to a computer ⁽¹⁾

With the USB cable, you can transfer media files and other files between your microSD card/internal storage and the computer.

To connect/disconnect your device to the computer:

To connect:


- Use the USB cable that came with your device to connect the device to a USB port on your computer. You will receive a notification that the USB is connected.
- Open the Notification panel and touch **Connected as a media device**, then make a selection in the dialog that opens to confirm that you want to transfer files.

To disconnect (for mass storage):

- Open the Notification panel and touch **Connected as a media device**,
- Touch to cancel **Media device (MTP)** in the dialog that opens.



Before using MTP, make sure that the driver (Windows Media Player 11 or higher version) has been installed.

⁽¹⁾ You can change your default connection mode via **Settings\Storage**\ touch the  **USB computer connection**. Some operations which are available under mass storage are not usable under MTP and PTP.

7. Getting connected

7.4 Sharing your device's mobile data connection

You can share your device's mobile data connection with a single computer via USB cable (USB tethering)

To turn on USB tethering

Touch **Settings\More...\Tethering**.

- Touch the switch  of **USB tethering** or **Bluetooth tethering**
- to activate this function.

These functions may incur additional network charges from your network operator. Extra fees may also be charged in roaming areas.



8 Find my location using GPS satellites



To activate your device's global positioning system (GPS) satellite receiver:

Touch **Settings\Location**.

- Touch the switch  to turn on Google's location service.

You can then open Maps to find your location:



7. Getting connected

Use your device's GPS satellite receiver to pinpoint your location within an accuracy as close as several meters ("street level"). The process of accessing the GPS satellite and setting your device's precise location for the first time will require up to 5 minutes. You will need to stand in a place with a clear view of the sky and avoid moving. After this, GPS will only need 20-40 seconds to identify your precise location.

9 Data backup

This device enables you to back up your device's settings and other application data to Google Servers, with your Google Account.

If you replace your device, the settings and data you've backed up are restored onto the new device the first time you sign in with your Google Account.

To activate this function:

- Touch **Settings\Backup and reset**
- Touch the switch  of **Back up my data**.

When this function is activated, a wide variety of settings and data is backed up, including your WLAN passwords, bookmarks, a list of the applications you've installed, the words you've added to the dictionary used by the onscreen keyboard, and most of the settings that you configure with the Settings application. If you deactivate this option, you stop backing up your settings, and any existing backups are deleted from Google Servers.

10. Factory data reset

To activate factory data reset:

- Touch **Settings\Backup and reset\Factory data reset**.
- Touch the **RESET PHONE**.

Resetting the device will erase all of your personal data from internal device storage, including information about your Google Account, any other accounts, your system and application settings, and any downloaded applications. If you reset the device in this way, you're prompted to re-enter the same kind of information as when you first started Android.

When you are unable to power on your cellphone, you can perform a factory data reset by pressing the **Power** key and the **Volume up** key at the same time until the screen lights up.

11. Applications & Internal storage

11.1 Applications

With this device, some built-in Google applications and other third party applications are available for your convenience.

With the built-in applications, you can

- Communicate with friends.
- Exchange messages or emails with friends.
- Track your location, view traffic situations, search for locations and get navigation information to your destination.
- Download more applications from the Google Play™ Store and more.

Google, the Google logo, Android, the Android logo, Google Play, Gmail, Google Mail, Google Maps, Google Music, Google Talk, Picasa, YouTube and other marks are trademarks of Google Inc.

11.2 Internal storage

Touch **Settings\Storage** to display the amount of internal device storage used by the operating system, its components, applications (including those you downloaded), permanent and temporary data.



If a warning message comes up saying that device memory is limited, you are required to free up space by deleting some unwanted applications, downloaded files, etc.

12. Making the most of your device

12.1 Smart Suite

Smart Suite includes:

- **Contacts**

Allows you to back up contact entries so that you don't have to worry about losing, breaking, switching devices or changing service providers.

- **Messages**

Frees you from painstakingly inputting text on the keypads. All of your messages are easily accessible and well-organized.

- **Calendar**

Allows you to sync events freely between your device and Outlook and create and edit new events from a PC.

- **Photos**

Allows you to easily import photos from your PC or the handset and organize them in different albums for better management.

- **Videos**

Allows you to insert video files from your PC for playback and then upload them to a handset folder.

- **Music**

Quickly search for your favorite songs on your PC, manage the ultimate Library, and enjoy the easiest digital jukebox in your own way.

- **Application**

Allows you to import downloaded mobile applications and have them installed into your handset upon synchronization.

- **Backup**

Allows you to back up your contacts, messages, calendar, photos and applications, then import the backup files to your device.

Supported Operating Systems

Windows XP/Vista/Windows 7/Windows 8.

12. Making the most of your device

12.2 Upgrade

You can use the Mobile Upgrade tool or FOTA Upgrade tool to update your device's software.

12.2.1 Mobile Upgrade

Launch the tool and update your device by following the step by step instructions (refer to the User Guide provided together with the tool). Your device's software will now have the latest software.



All personal information will be permanently lost following the update process. We recommend you backup your personal data using Smart Suite before upgrading.

12.2.2 FOTA Upgrade

Using the FOTA Upgrade tool you can update your device's software. To access **System updates**, touch **Settings\About phone\System updates**. Touch **Check for updates**, and the device will search for the latest software. If you want to update the system, please touch the button **Download**, after it is done please touch **Install** to complete the upgrade. Now your device's software will be the latest version.

You should turn on data connection before searching for updates. Settings for auto-check intervals is also available once you restart the device.

If you have chosen auto-check, when the system discovers the new version, dialog will pop up to choose download or ignore, the notification also will show in status bar.

13 MSR


Magnetic Swipe Card Reader/Writer, which is designed to offer a card reading/writing solution for ISO formats. It is a programming software for various read/write performance, like swiping Passbook and some magnetic cards.

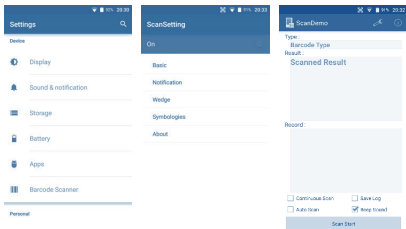
- **Coercive force** Read/write 300-4000 oe Mag.card
- **Swipe** Manual, single direction

14. 2D Barcode scanner

2D Scanner is designed at the front end of device, which can interpret two-dimensional barcodes, which store data in two dimensions, rather than in just a series of black and white bars. Two-dimensional code scanning is used to obtain the content and information in QR Code image via the application of Smartphone Client.

We can enable 2D barcode scanner in [Settings > Barcode Scanner]. If we turn the scanner on, we can see the scanner icon on the notification bar.

After you enabled the scanner, touch the **Demos** on the Home Screen, then touch the , press the **Scan Key** on both sides of the device at same time, scan the barcode. You will see the scanned result.



15 SAM Card

SamCard is a fantastic visiting card reader with high recognition accuracy and speed.

Other features:

Anti-shake photo shooting.

Auto-rotate card images.

Shoot both vertically and horizontally.

Safety and use

We recommend that you read this chapter carefully before using your device. The manufacturer disclaims any liability for damage, which may result as a consequence of improper use or use contrary to the instructions contained herein.

• **TRAFFIC SAFETY:**

Given that studies show that using a mobile phone while driving a vehicle constitutes a real risk, even when the hands-free kit is used (car kit, headset...), drivers are requested to refrain from using their mobile when the vehicle is not parked.

When driving, do not use your device and headphone to listen to music or the radio. Using a headphone can be dangerous and forbidden in some areas.

When switched on, your device emits electromagnetic waves that can interfere with the vehicle's electronic systems such as ABS anti-lock brakes or airbags. To ensure that there is no problem:

- do not place your device on top of the dashboard or within an airbag deployment area,
- check with your car dealer or the car manufacturer to make sure that the dashboard is adequately shielded from mobile phone RF energy.

• **CONDITIONS OF USE:**

You are advised to switch off the telephone from time to time to optimise its performance.

Switch the device off before boarding an aircraft.

Switch the device off when you are in health care facilities, except in designated areas. As with many other types of equipment now in regular use, mobile telephones can interfere with other electrical or electronic devices, or equipment using radio frequency.

Switch the device off when you are near gas or flammable liquids. Strictly obey all signs and instructions posted in a fuel depot, petrol station, or chemical plant, or in any potentially explosive atmosphere. When the device is switched on, it should be kept at least 15 cm from any medical device such as a pacemaker, a hearing aid or insulin pump, etc. In particular when using the device, you should hold it against the ear on the opposite side to the device, if any.

To avoid hearing impairment, pick up the call before holding your device to your ear. Also move the handset away from your ear while using the "hands-free" mode because the amplified volume might cause hearing damage.

Safety and use

Do not let children use the device and/or play with the telephone and accessories without supervision.

When replacing the cover please note that your device may contain substances that could create an allergic reaction.

Always handle your device with care and keep it in a clean and dust-free place.

Do not allow your device to be exposed to adverse weather or environmental conditions (moisture, humidity, rain, infiltration of liquids, dust, sea air, etc.). The manufacturer's recommended operating temperature range is -20~60.

At over 50°C the legibility of the device's display may be impaired, though this is temporary and not serious.

Emergency call numbers may not be reachable on all cellular networks. You should never rely only on your device for emergency calls.

Do not open, dismantle or attempt to repair your mobile phone yourself.

Do not drop, throw or bend your mobile phone.

Do not use the device if the glass made screen, is damaged, cracked or broken to avoid any injury.

Do not paint it.

Use only batteries, battery chargers, and accessories which are recommended by Point Mobile and its affiliates and are compatible with your device model. Point Mobile and its affiliates disclaim any liability for damage caused by the use of other chargers or batteries. Remember to make back-up copies or keep a written record of all important information stored in your device.

Some people may suffer epileptic seizures or blackouts when exposed to flashing lights, or when playing video games. These seizures or blackouts may occur even if a person never had a previous seizure or blackout. If you have experienced seizures or blackouts, or if you have a family history of such occurrences, please consult your doctor before playing video games on your device or enabling a flashing-lights feature on your device.

Parents should monitor their children's use of video games or other features that incorporate flashing lights on the devices. All persons should discontinue use and consult a doctor if any of the following symptoms occur: convulsion, eye or muscle twitching, loss of awareness, involuntary movements, or disorientation. To limit the likelihood of such symptoms, please take the following safety precautions:

- Do not play or use a flashing-lights feature if you are tired or need sleep.

Safety and use

- Take a minimum of a 15-minute break hourly.
- Play in a room in which all lights are on.
- Play at the farthest distance possible from the screen.
- If your hands, wrists, or arms become tired or sore while playing, stop and rest for several hours before playing again.
- If you continue to have sore hands, wrists, or arms during or after playing, stop the game and see a doctor.

When you play games on your device, you may experience occasional discomfort in your hands, arms, shoulders, neck, or other parts of your body. Follow the instructions to avoid problems such as tendinitis, carpal tunnel syndrome, or other musculoskeletal disorders.



PROTECT YOUR HEARING

To prevent possible hearing damage, do not listen at high volume levels for long periods. Exercise caution when holding your device near your ear while the loudspeaker is in use.

• PRIVACY:

Please note that you must respect the laws and regulations in force in your jurisdiction or other jurisdiction(s) where you will use your mobile phone regarding taking photographs and recording sounds with your mobile telephone. Pursuant to such laws and regulations, it may be strictly forbidden to take photographs and/or to record the voices of other people or any of their personal attributes, and duplicate or distribute them, as this may be considered to be an invasion of privacy. It is the user's sole responsibility to ensure that prior authorisation be obtained, if necessary, in order to record private or confidential conversations or take a photograph of another person; the manufacturer, the seller or vendor of your mobile phone (including the operator) disclaim any liability which may result from the improper use of the mobile phone.

• BATTERY:

Observe the following precautions:

- Do not attempt to eject, replace and open battery,
- Do not punctuate the back cover of your device,
- Do not burn or dispose of your device in household rubbish or store it at temperature above 60°C.

Batteries must be disposed of in accordance with locally applicable environmental regulations. Only use the battery for the purpose for which it was designed. Never use damaged batteries or those not recommended by Point Mobile and/or its affiliates.

Safety and use



This symbol on your telephone, the battery and the accessories means that these products must be taken to collection points at the end of their life:

- Municipal waste disposal centres with specific bins for these types of equipment
- Collection bins at points of sale.

They will then be recycled, preventing substances being disposed of in the environment, so that their components can be reused.

In European Union countries:

These collection points are accessible free of charge.

All products with this sign must be brought to these collection points.

In non European Union jurisdictions:

Items of equipment with this symbol are not to be thrown into ordinary bins if your jurisdiction or your region has suitable recycling and collection facilities; instead they are to be taken to collection points for them to be recycled.

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

• CHARGERS

Mains powered chargers will operate within the temperature range of: 0°C to 45°C.

The chargers designed for your mobile phone meet with the standard for safety of information technology equipment and office equipment use. They are also compliant to the ecodesign directive 2009/125/EC. Due to different applicable electrical specifications, a charger you purchased in one jurisdiction may not work in another jurisdiction. They should be used for this purpose only.

Safety and use

As mobile devices offer a range of functions, they can be used in positions other than against your ear. In such circumstances the device will be compliant with the guidelines when used with headset or USB data cable. If you are using another accessory ensure that whatever product is used is free of any metal and that it positions the device at least 1.5cm away from the body.

Please note by using the device some of your personal data may be shared with the main device. It is under your own responsibility to protect your own personal data, not to share with it with any unauthorized devices or third party devices connected to yours. For products with WLAN features, only connect to trusted WLAN networks. Your product can store personal information in various locations including a SIM card, memory card, and built-in memory. Be sure to remove or clear all personal information before you recycle, return, or give away your product. Choose your apps and updates carefully, and install from trusted sources only. Some apps can impact your product's performance and/or have access to private information including account details, call data, location details and network resources.

Note that any data shared with Point Mobile is stored in accordance with applicable data protection legislation. For these purposes Point Mobile implements and maintains appropriate technical and organizational measures to protect all personal data, for example against unauthorized or unlawful processing and accidental loss or destruction of or damage to such personal data whereby the measures shall provide a level of security that is appropriate having regard to

- (i) the technical possibilities available,
- (ii) the costs for implementing the measures,
- (iii) the risks involved with the processing of the personal data, and
- (iv) the sensitivity of the personal data processed.

You can access, review and edit your personal information at any time by logging into your user account, visiting your user profile or by contacting us directly. Should you require us to edit or delete your personal data, we may ask you to provide us with evidence of your identity before we can act on your request.

- **FCC:**

Changes or modifications not expressly approved by the manufacturer could void the user's authority to operate the equipment.

Safety and use

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.

- **IC:**

This device complies with Industry Canada license-exempt RSS standard(s).

Operation is subject to the following two conditions:

- (1) this device may not cause interference, and (2) this device must accept any interference, including interference that may cause undesired operation of the device.

This device is restricted to indoor use only within the 5.15 ~ 5.25GHz Band.

Le présent appareil est conforme aux CNR d'Industrie Canada applicables aux appareils radio exempts de licence.

L'exploitation est autorisée aux deux conditions suivantes :

- (1) l'appareil ne doit pas produire de brouillage, et (2) l'utilisateur de l'appareil doit accepter tout brouillage radioélectrique subi, même si le brouillage est susceptible d'en compromettre le fonctionnement.

Cet appareil est restreint à l'utilisation à l'intérieur seulement dans la bande 5.15 ~ 5.25GHz.

Safety and use

- This device is compliant with the RED article 10.2 requirement because this device is operated at least one Member State without infringing applicable requirements on the use of radio spectrum.



This device is restricted to indoor use only within 5.15 ~ 5.25GHz band.

• LICENCES



microSD Logo is a trademark.



The Bluetooth[®] word mark and logos are owned by the Bluetooth SIG, Inc. and any use of such marks by Point Mobile and its affiliates is under license. Other trademarks and trade names are those of their respective owners.

PM80 Bluetooth Declaration ID D025403



The Wi-Fi Logo is a certification mark of the Wi-Fi Alliance.

Google, the Google logo, Android, the Android logo, Google Search_{TM}, Google Maps_{TM}, Gmail_{TM}, YouTube, Google Play Store, Google Latitude_{TM} and Hangouts_{TM} are trademarks of Google Inc.

The Android robot is reproduced or modified from work created and shared by Google and used according to terms described in the Creative Commons 3.0 Attribution License (the text will show when you touch and hold **Google legal** in **Settings\About phone\Legal information**).

You have purchased a product which uses the open source (<http://opensource.org/>) programs mtd, msdosfs, netfilter/iptables and initrd in object code and other open source programs licensed under the GNU General Public License and Apache License.

We will provide you with a complete copy of the corresponding source codes upon request within a period of three years from the distribution of the product by Point Mobile.

You may download the source codes from <http://sourceforge.net/projects/alcatel/files/>. The provision of the source code is free of charge from internet.

(1) May not be available in all countries.



EU DECLARATION OF COMFORMITY¹

Number²

PM-RED-DOC-PM80-01

Name and address of the Manufacturer³

POINTMOBILE CO., LTD

B-9F Kabul Great Valley, 32, Digital-ro 9-gil, Geumcheon-gu, Seoul, Korea, 08512

This declaration of conformity is issued under the sole responsibility of the manufacturer.⁴

Object of the declaration⁵

Product information⁶

Product Name: Mobile Computer

Model Name: PM80

Additional information⁷

SW: 81.00, HW: MP

Battery: 80-BTSC, 80-BTEC, USB Cable: 5100-USB,

Travel Adapter: KSAS0120500200D5

The object of the declaration described above is in conformity with the relevant union harmonization legislation.⁸

References to the relevant harmonized standards used or references to the technical specifications in relation to which conformity is declared.⁹

RED Directive 2014/53/EU

EN 60950-1:2006 + A11:2009 + A1:2010 + A12:2011 + A2:2013

EN 62311:2008

EN 301 489-1 V2.2.0, EN 301 489-3 V2.1.1

EN 301 489-17 V3.2.0, EN 300 328 V2.1.1

EN 300 328 V 1.9.1, EN 300 440 V2.1.1

EN 300 440-1 V1.6.1, EN 300 440-2 V1.4.1

Final Draft EN 301 893 V 2.1.0

EN 301 893 V 1.8.1

The notified body¹⁰

TIMCO

performed

a conformity assessment of the technical construction file

and issued the certificate

Signed for and on behalf of:¹¹

POINTMOBILE CO., LTD

Authorized Representative:

Name and Surname / Function:

B-9F Kabul Great Valley, 32, Digital-ro 9-gil,
Geumcheon-gu, Seoul, Korea, 08512

Edgar Cho / Certification Manager

Date of issue:

24, May, 2017

Safety and use

- O)** Obiectul declarației este scris și se este în conformitate cu legislația relevantă de armonizare a Uniunii/
(SK) Uvedenie predmetu výhlášení je vzhľadom spríslušnej harmonizačnej nímprávnym predpisom Únie/
(SL) Uredni predmet izjave skladu je smjerna odredba in zakonodavstvo Unije o skladu varju/
(F) L'objet de la déclaration est écrit et se conforme à la législation pertinente de l'Union/
(F) Edella kvaavutakuu on kirjoitettu ja on osittain sovellettävissä unionin yhdenmukaistamislainsäädännön vaatimusten mukainen/
(SV) Föremålet för försäkringen är skrivet och i vissa delar tillämpas även unionens bestämmelser om relevanta harmoniseringslagstiftningen/
(TR) Yürükanda açıklanan bildiri in nesneliği ilgililüplümüyle uyumlu mevzuatla uyumludur/**(NO)** Formålet med erklæringen beskriver ovenfor en samsvarende tekniske eller harmoniseringslovgivning i unionen/**(HR)** Adržentis predmet izjave je sastavljen u skladu s relevantnom zakonodavstvom za harmonizaciju u području općih odredbi i zakonika/**(IS)** Efnirfangendrið er í rýsingarsamræmi við liðunáðgæðingdóttir á bakgrunni EÚ-áttvöðubandsins
- 9 (EN)** Reference to the relevant harmonised standard used or reference to the technical specifications in relation to which conformity is declared **(BG)** Именото на някакъв конкретен технически стандарт или технически спецификации, спрямо които се декларира съответствието/
(ES) Referencia al estándar armonizado pertinente utilizado, o referencia a las especificaciones técnicas respecto a las cuales se declara la conformidad/
(CS) Připadně odkaz na příslušnou harmonizovanou normu, která byla použita, nebo na technické specifikace, na jejíž základě došlo k prohlášení/
(DA) Referencen til den relevante standard eller henvisningen til de tekniske specifikationer, som der erklæres overensstemmelse med/
(DE) Angabe der einschlägigen Harmonisierter Normen, die zugrunde gelegt wurden, oder Angabe der technischen Spezifikationen, für die die Konformitätserklärung erfolgt/**(ET)** Viited kasutatud asjakohastele tehniliste standardite või tehniliste spetsifikatsioonide, millega seoses vastavustikinnatakse/
(EL) Αναφορά στα σχετικά πρότυπα ή στις τεχνικές προδιαγραφές που εφαρμόζονται/
(FR) Référence des normes ou des spécifications techniques applicables ou des spécifications techniques par rapport auxquelles la conformité est déclarée/
(GA) Tagairtíod na ccaighdeáin chomhchuibhíthe ábhartha a úsáidtear nó tagairtíod na sonraíochtáibéicínáidáin áis ang comhréachtáthe ábhartha/**(IT)** Riferimento pertinente alla norma armonizzata utilizzata o riferimento alle specifiche tecniche in relazione alle quali è dichiarata la conformità/
(LV) Norādes uz attiecīgajiem standartiem un datiem, vainorādes, zīmēšanas specifikācijām, attiecībā uz kuriem deklarācija izdarīta atbilstībā/
(LT) Aikų tyrimų įvykdymo standartų ir nuorodų dar techninių specifikacijų, pagal kurias buvo deklaruota atitiktis, nuorodas/**(HU)** A dotesszertítés vonatkozásázkalkulációs ir előírásokhoz harmonizált szabványokra, illetőlegokra, amelyekre az igazolás történt/
(MT) Referenzji għall-istandards armonizzati u referenzi għall-ispeċifikazzjoni jettib l-relazzjonijiet tal-ompożizzjoni tal-arrata-konformità/
(NL) Vermelding van de toegepaste geharmoniseerde normen of van de technische specificaties waarop de conformiteitsverklaring betrekking heeft/**(PL)** Odwołania do odpowiednich norm zharmonizowanych, które zastosowano, lub do specyfikacji technicznych, w odniesieniu do których deklaruje się zgodność/
(PT) Referência às normas harmonizadas aplicáveis utilizadas ou às especificações técnicas a que se refere a declaração de conformidade/
(RO) Trimiteri la standardele armonizate relevante și la specificațiile tehnice în legătură cu care s-a declarat conformitatea/
(SK) Prípadně odkaz na príslušnú normu, ktorá bola použita, alebo odkaz na technické špecifikácie, na základe ktorých bola vyhlásená zhoda/**(SL)** Napotilaž uporabljenejsklajene standarda ali na posebnih tehničnih specifikacijah, ki so skladne s konformiteto, ki se navaja v enajzvi/
(F) Viittaus niinhänsiäankkuvuvin yhdenmukaistettuihin standardeihin, joi taustalla on käytetty, tai viittaus teknisiin erittelyihin, joiden perusteella vaatimusten mukaisuus vakuutuksen annettu/
(SV) Hänvisning till den relevanta harmoniserade standarderna som använts eller hänvisning till de tekniska specifikationerna i givna överensstämmelsen försäkras/
(TR) İlgili kuyulaştırılmış kullanılan standartlar veya uygunluk beyanında kullanılan teknik referanslar referanslar/
(NO) Henvisning til den relevante harmoniserte standarden eller den brukte eller henvisning til de spesifikasjonene der erklæres i samsvar med/**(HR)** Upućivanje na merodavne usklađene norme ili upućivanje na tehničke specifikacije na temelju kojih je izjavljeno skladnost/**(IS)** Tilvísingir við álgæðingdóttir á bakgrunni EÚ-áttvöðubandsins og tilvísingir í samræmi við liðunáðgæðingdóttir á bakgrunni EÚ-áttvöðubandsins
- 10 (EN)** The test body performed and issued the certificate **(BG)** нотифицирането орган и извършил изпитането и издал сертификата/
(ES) El organismo notificado, ha efectuado y expedido el certificado o/**(CS)** Označení subjektu, provedl ověřovací zkoušku/
(DA) Det bemyndigede organ, der har foretaget, og udstedte testen/**(DE)** Die notifizierte Stelle, hat die Prüfung der Beschneidung ausgestellt/
(ET) Teavitada asutus, teostas ja andis välja tõendi/**(EL)** Ο ορισμένος φορέας που έπραξε τον έλεγχο, εκδόσεως πιστοποιήσεων/
(FR) L'organisme notifié a effectué, et a établi l'attestation/**(GA)** Rinneann comhairleacht á dtuairim, agus d'aisigh léindeimhní/
(IT) L'organismo notificato, ha effettuato, ed ha rilasciato il certificato/**(LV)** Pārbaudītais tāds, ir veicis un izsniedzis sertifikātu/**(LT)** Nofikuotąjį steigimą, atliko ir išdavė sertifikata/**(HU)** A bejelentétszervezet, elvégezte, és akkórvetkezett az ismételt vizsgálatok/**(MT)** Il-korporazzjoni, wettat, uhażgic-certifikat/
(NL) De aangewezen instantie, heeft een uitspraak gedaan over de certificatenverstrekt/
(PL) Jednostka, która wykonywała, przeprowadziła, wydała certyfikat/**(PT)** O organismo notificado, efectuou, e emitiu o certificado/
(RO) Organismului notificat, a efectuat și a emis certificatul/**(SK)** Notifikovaný orgán, vykonal overovací zkoušku/**(FR)** Signé par le notifié/
(SV) Det anmälda organet, har utfört och utgett försäkringen/**(TR)** Kuruluşun bildirimci, yapılan versettileri kaveriler/
(NO) Det meldte organ, utført, som også inkluderer resultatet og utstedte sertifikat/
(HR) Obavješteno tijelo, provelo je i izdalo izvješće o ispitivanju i izdalo je certifikat/**(IS)** Hinn tilkynntið... framkvæmdu... þar með til þóttunarskýrslu um rögn og gagnvörðun
- 11 (EN)** Signed for and on behalf of **(BG)** Подписано и издадено от името на/
(ES) Firmado por y en nombre de/**(CS)** Podpisáno za a jménem/**(DA)** Underskrevet for og på vegne af/**(DE)** Unterzeichnet für und im Namen von/**(ET)** (Kellen) meilapoollalt kirjutatud/**(EL)** Υπογραφή για και ονομαζόμενος από/**(FR)** Signé par et au nom de/**(GA)** Síneáil le haghaidh agus ar ceann/**(IT)** Firmato in vece per e conto di/**(LV)** Parakšots/**(LT)** Užkirtiesi en vardu pasirašyta/**(HU)** Cégzszereláirás/**(MT)** Iffirmat għall-fisem/**(NL)** Ondertekend voorennamen/**(PL)** Podpisano w imieniu/**(PT)** Assinado por nome de/**(RO)** Semnat pentru și în numele/**(SK)** Podpísaný za a jménem/**(SL)** Podpisano za imenu/**(FI)** puolesta allekki joitannut/**(SV)** Undertecknat för/**(TR)** Veadnalmazalmıştı/**(NO)** Undertegnet for og på vegne af/**(HR)** Potpisano za ime/**(IS)** Undritað yfir og fyrir hönd

General information

- **Electronic labeling (Label) path:** Touch **Settings/Regulatory & Safety** or input ****#07#**, you can find more information about labeling.⁽¹⁾

On our website, you will find our FAQ (Frequently Asked Questions) section. You can also contact us by e-mail to ask any questions you may have.

Your telephone is a transceiver that operates on WCDMA in quad-band (850/900/1900/1700/2100MHz), LTE in nine-band (B1/B2/B3/B5/B7/B8/B17/B20/B40).

Disclaimer

There may be certain differences between the user manual description and the device's operation, depending on the software release of your telephone or specific operator services. Point Mobile shall not be held legally responsible for such differences, if any, nor for their potential consequences, which responsibility shall be borne by the operator exclusively. This handset may contain materials, including applications and software in executable or source code form, which is submitted by third parties for inclusion in this handset ("Third Party Materials"). All third party materials in this handset are provided "as is", without warranty of any kind, whether express or implied, including the implied warranties of merchantability, fitness for a particular purpose or use/third party application, interoperability with other materials or applications of the purchaser and non-infringement of copyright. The purchaser undertakes that Point Mobile has complied with all quality obligations incumbent upon it as a manufacturer of mobile devices and handsets in complying with Intellectual Property rights. Point Mobile will at no stage be responsible for the inability or failure of the Third Party Materials to operate on this handset or in interaction with any other devices of the purchaser. To the maximum extent permitted by law, Point Mobile disclaims all liability for any claims, demands, suits or actions, and more specifically – but not limited to – tort law actions, under any theory of liability, arising out of the use, by whatever means, or attempts to use, such Third Party Materials. Moreover, the present Third Party Materials, which are provided free of charge by Point Mobile, may be subject to paid updates and upgrades in the future; Point Mobile waives any responsibility regarding such additional costs, which shall be borne exclusively by the purchaser. The availability of the applications may vary depending on the countries

⁽¹⁾ It depends on countries.

General information

and the operators where the handset is used; in no event shall the list of possible applications and software provided with the handsets be considered as an undertaking from Point Mobile; it shall remain merely as information for the purchaser. Therefore, Point Mobile shall not be held responsible for the lack of availability of one or more applications wished for by the purchaser, as its availability depends on the country and the operator of the purchaser. Point Mobile reserves the right at any time to add or remove Third Party Materials from its handsets without prior notice; in no event shall Point Mobile be held responsible by the purchaser for any consequences that such removal may have on the purchaser regarding the use or attempt to use such applications and Third Party Materials.

Warranty.....

Your device is warranted against any defect or malfunctioning which may occur in conditions of normal use during the warranty period of twelve (12) months⁽¹⁾ from the date of purchase as shown on your original invoice.

Batteries⁽²⁾ and accessories sold with your device are also warranted against any defect which may occur during the first six (6) months⁽¹⁾ from the date of purchase as shown on your original invoice.

In case of any defect of your device which prevents you from normal use thereof, you must immediately inform your vendor and present your device with your proof of purchase.

If the defect is confirmed, your device or part thereof will be either replaced or repaired, as appropriate. Repaired device and accessories are entitled to a one (1) month warranty for the same defect. Repair or replacement may be carried out using reconditioned components offering equivalent functionality.

This warranty covers the cost of parts and labor but excludes any other costs.

This warranty shall not apply to defects to your device and/or accessory due to (without any limitation):

(1) The warranty period may vary depending on your country.

(2) The life of a rechargeable mobile phone battery in terms of conversation time standby time, and total service life, will depend on the conditions of use and network configuration. Batteries being considered expendable supplies, the specifications state that you should obtain optimal performance for your device during the first six months after purchase and for approximately 200 more recharges.

Warranty

- 1) Non-compliance with the instructions for use or installation, or with technical and safety standards applicable in the geographical area where your device is used,
- 2) Connection to any equipment not supplied or not recommended by Point Mobile,
- 3) Modification or repair performed by individuals not authorised by Point Mobile or its affiliates or your vendor,
- 4) Modification, adjustment or alteration of software or hardware performed by individuals not authorized by Point Mobile.
- 5) Inclement weather, lightning, fire, humidity, infiltration of liquids or foods, chemical products, download of files, crash, high voltage, corrosion, oxidation...

Your device will not be repaired in case labels or serial numbers (IMEI) have been removed or altered.

There are no express warranties, whether written, oral or implied, other than this printed limited warranty or the mandatory warranty provided by your country or jurisdiction.

In no event shall Point Mobile or any of its affiliates be liable for indirect, incidental or consequential damages of any nature whatsoever, including but not limited commercial or financial loss or damage, loss of data or loss of image to the full extent those damages can be disclaimed by law.


Some countries/states do not allow the exclusion or limitation of indirect, incidental or consequential damages, or limitation of the duration of implied warranties, so the preceding limitations or exclusions may not apply to you.

List of Countries

Austria, Belgium, Bulgaria, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Ireland, Italy, Latvia, Lithuania, Luxembourg, Malta, Netherlands, Poland, Portugal, Romania, Slovakia, Slovenia, Spain, Sweden, United Kingdom, Albania, Montenegro, Serbia, Turkey, The Former Yugoslav Republic of Macedonia, Norway, Iceland, Liechtenstein, Switzerland

Troubleshooting

Before contacting the service centre, you are advised to follow the instructions below:

- You are advised to fully charge () the battery for optimal operation.
- Avoid storing large amounts of data in your device as this may affect its performance.

Troubleshooting

- Use **Factory data reset** and the upgrade tool to perform device formatting or software upgrading (to reset factory data, hold down the **Power** key and the **Volume up** key at the same time). ALL User device data: contacts, photos, messages, files, and downloaded applications will be permanently lost. It is strongly advised to fully backup the device data and profile via Smart Suite before doing formatting or upgrading.

and carry out the following checks:

My device cannot be switched on or is frozen

- When the device cannot be switched on, charge for at least 20 minutes to ensure the minimum battery power needed, then try to switch on again.
- When the device falls into a loop during power on-off animation and the user interface cannot be accessed, press and hold the Volume down key to enter Safe Mode. This eliminates any abnormal OS booting issues caused by 3rd party APKs.
- If neither method is effective, please reset the device using the Power key and the Volume up key, (holding both together).

My device has not responded for several minutes

- Restart your device by pressing and holding the **Power** key for more than 7s.

My device turns off by itself

- Check that your screen is locked when you are not using your device, and make sure the Power key is not mis-contacted due to unlocked screen.
- Check the battery charge level.

My device cannot charge properly

- Make sure you are using a universal charger which complies with these characteristics: micro-USB connector, 5V, min 1A output.
- Make sure that your battery is not completely discharged; if the battery power is empty for a long time, it may take around 20 minutes to display the battery charger indicator on the screen.
- Make sure charging is carried out under normal conditions (0°C to +40°C).
- When abroad, check that the voltage input is compatible.

Troubleshooting

My device cannot connect to a network or “No service” is displayed

- Try connecting in another location.
- Verify the network coverage with your operator.
- Check with your operator that your SIM card is valid.
- Try selecting the available network(s) manually.
- Try connecting at a later time if the network is overloaded.


My device cannot connect to the Internet

- Check that the IMEI number (press *#06#) is the same as the one printed on your warranty card or box.
- Make sure that the internet access service of your SIM card is available.
- Check your device's Internet connecting settings.
- Make sure you are in a place with network coverage.
- Try connecting at a later time or another location.

Invalid SIM card

- Make sure the SIM card has been correctly inserted (see **"Inserting or removing the SIM card"**).
- Make sure the chip on your SIM card is not damaged or scratched.
- Make sure the service of your SIM card is available.

Unable to make outgoing calls

- Make sure you have dialed a valid number and have touched .
- For international calls, check the country and area codes.
- Make sure your device is connected to a network, and the network is not overloaded or unavailable.
- Check your subscription status with your operator (credit, SIM card valid, etc.).
- Make sure you have not barred outgoing calls.
- Make sure that your device is not in flight mode.

Unable to receive incoming calls

- Make sure your device is switched on and connected to a network (check for overloaded or unavailable network).
- Check your subscription status with your operator (credit, SIM card valid, etc.).
- Make sure you have not forwarded incoming calls.
- Make sure that you have not barred certain calls.
- Make sure that your device is not in flight mode.

The caller's name/number does not appear when a call is received


- Check that you have subscribed to this service with your operator.
- Your caller has concealed his/her name or number.

Troubleshooting

I cannot find my contacts

- Make sure your SIM card is not broken.
- Make sure your SIM card is inserted properly.
- Import all contacts stored in SIM card to device.

The sound quality of the calls is poor

- You can adjust the volume during a call by pressing the **Volume Up/Down** key.
- Check the network strength .
- Make sure that the receiver, connector or speaker on your device is clean.

I am unable to use the features described in the manual

- Check with your operator to make sure that your subscription includes this service.

When I select a number from my contacts, the number cannot be dialed

- Make sure that you have correctly recorded the number in your file.
- Make sure that you have selected the country prefix when calling a foreign country.

I am unable to add a contact in my contacts

- Make sure that your SIM card contacts are not full; delete some files or save the files in the phone contacts (i.e. your professional or personal directories).

My callers are unable to leave messages on my voicemail

- Contact your network operator to check service availability.

I cannot access my voicemail

- Make sure your operator's voicemail number is correctly entered in "Voicemail number".
- Try later if the network is busy.

I am unable to send and receive MMS

- Check your device memory availability as it might be full.
- Contact your network operator to check service availability and check MMS parameters.
- Verify the server centre number or your MMS profile with your operator.
- The server centre may be busy, try again later.

SIM card PIN locked

- Contact your network operator to obtain the PUK code (Personal Unblocking Key).

Troubleshooting

I am unable to connect my device to my computer

- Install Smart Suite.
- Check that your USB driver is installed properly.
- Open the Notification panel to check if the Smart Suite Agent has activated.
- Check that your computer meets the requirements for Smart Suite Installation.
- Make sure that you're using the cable included in the box.

I am unable to download new files

- Make sure there is sufficient device memory for your download.
- Select the microSD card as the location to store downloaded files.
- Check your subscription status with your operator.

The device cannot be detected by others via Bluetooth

- Make sure that Bluetooth is turned on and your device is visible to other users .
- Make sure that the two devices are within Bluetooth's detection range.

How to make your battery last longer

- Make sure you follow the complete charge time (minimum 3 hours).
- After a partial charge, the battery level indicator may not be exact. Wait for at least 20 minutes after removing the charger to obtain an exact indication.
- Adjust the brightness of screen as appropriate.
- Extend the email auto-check interval for as long as possible.
- Update news and weather information on manual demand, or increase their auto-check interval.
- Exit background-running applications if they are not being used for a long time.
- Deactivate Bluetooth, WLAN, or GPS when not in use.

The device will become warm following prolonged calls, game playing, internet surfing or running other complex applications.

- This heating is a normal consequence of the CPU handling excessive data. Ending above actions will make your device return to normal temperatures.