ZTE

ZTE BLADE A321
User Manual

About This Manual

Thank you for choosing this ZTE mobile device. In order to keep your device in its best condition, please read this manual and keep it for future reference.

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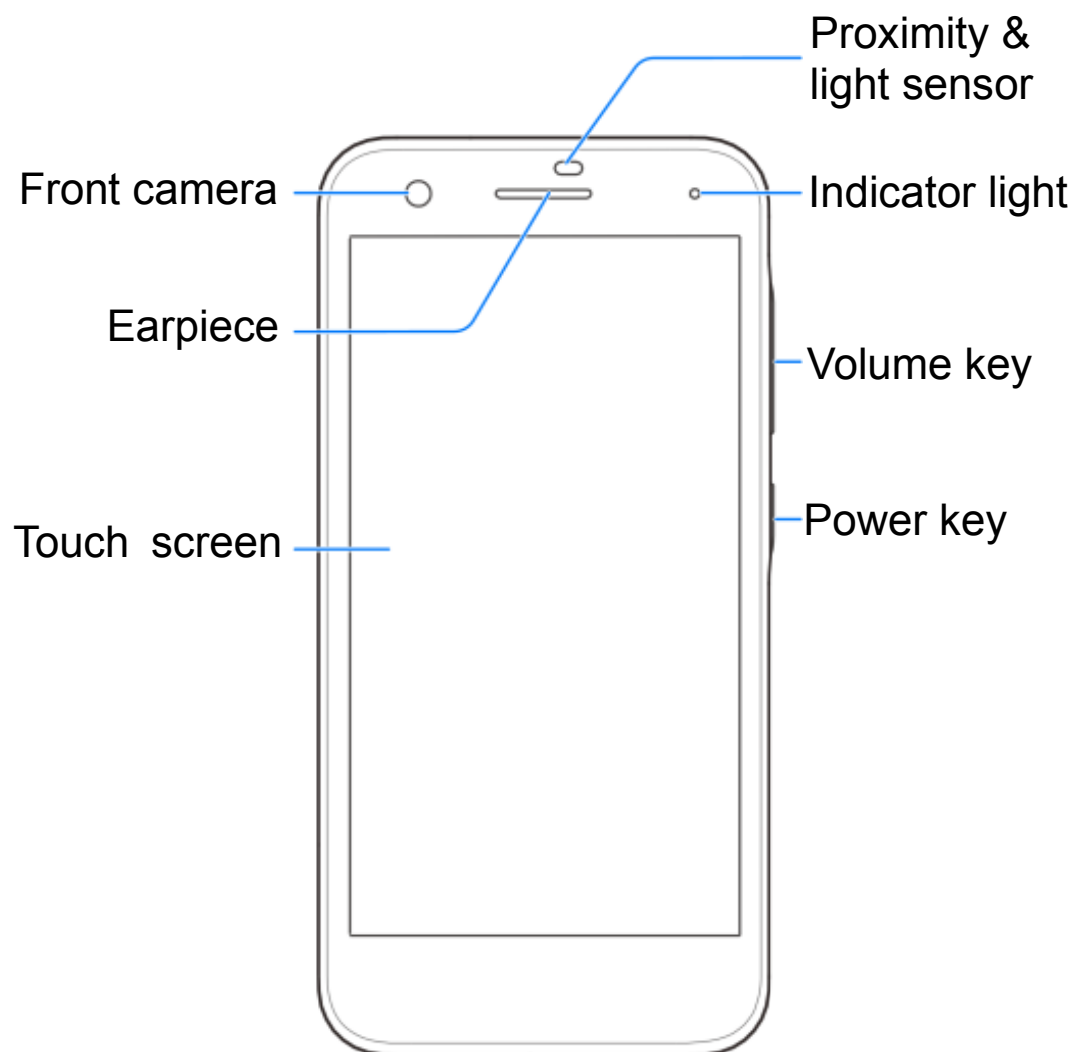**Version No.:** R1.0
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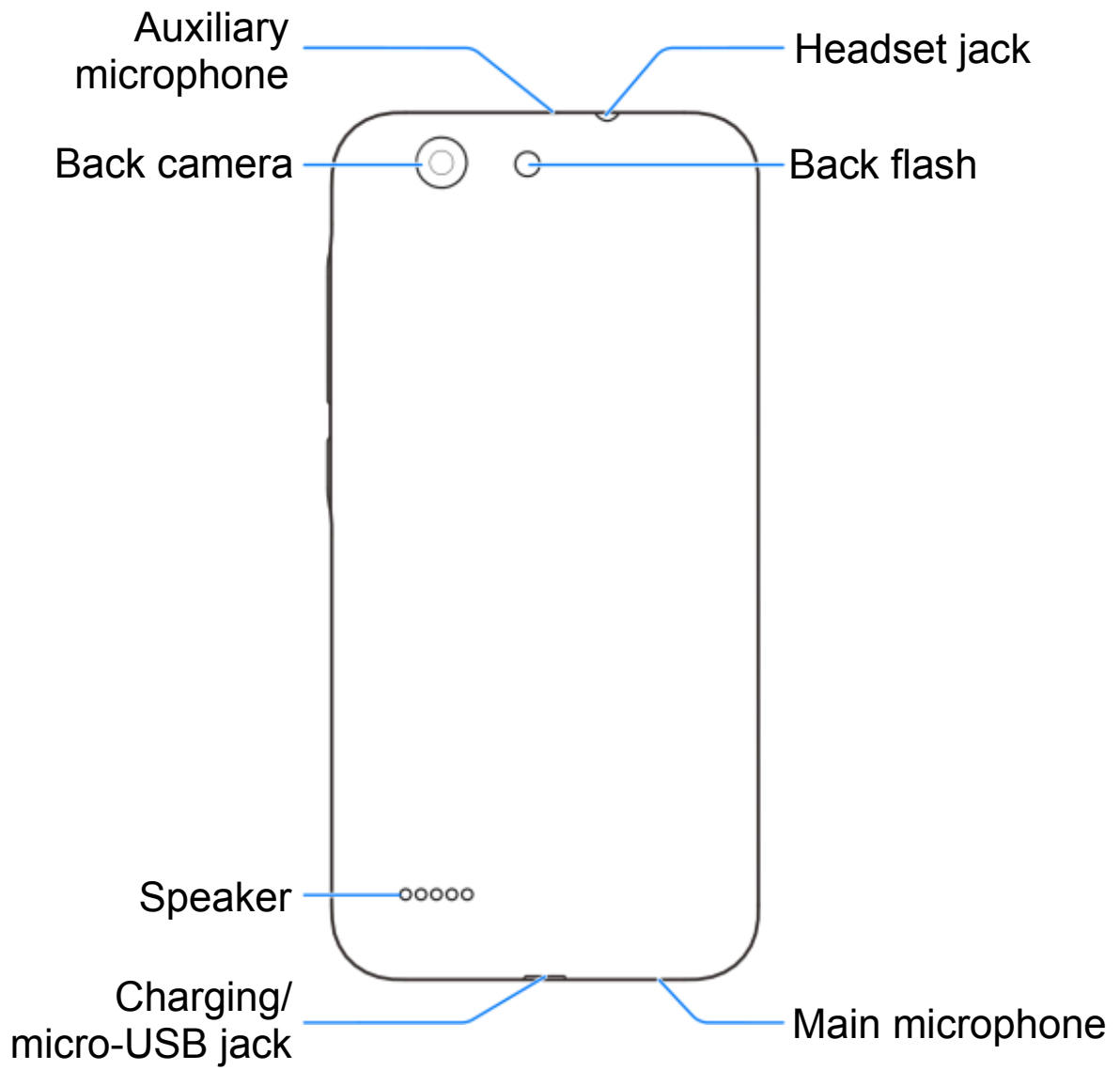
Knowing the Keys

Key	Function
Power key	• Press and hold toselect phone modes, turn on/off airplane mode, power off or restart your phone. • Press to turn off or on the screen display.
Home key	• Touch to return to the home screen from any application or screen. • Touch and hold to use Google Search.
Recent appskey	Touch to see the recently used apps.
Back key	Touch to go to the previous screen.
Volume key	Press or hold either end to turn the volume up or down.

NOTE:

The positions of the **Recent apps** key and the **Back** key are interchangeable through **Settings > Features > Navigation keys**.

Installing the nano-SIM Card and microSDXC card

Power off your phone before installing or removing the nano-SIM card and the microSDXC card.

WARNING!

To avoid damage to the phone, do not use any other kind of SIM cards, or any non-standard nano-SIM card cut from a SIM card. You can get a standard nano-SIM card from your service provider.

1. Place your finger in the slot at the bottom of the back cover to lift and remove the cover.
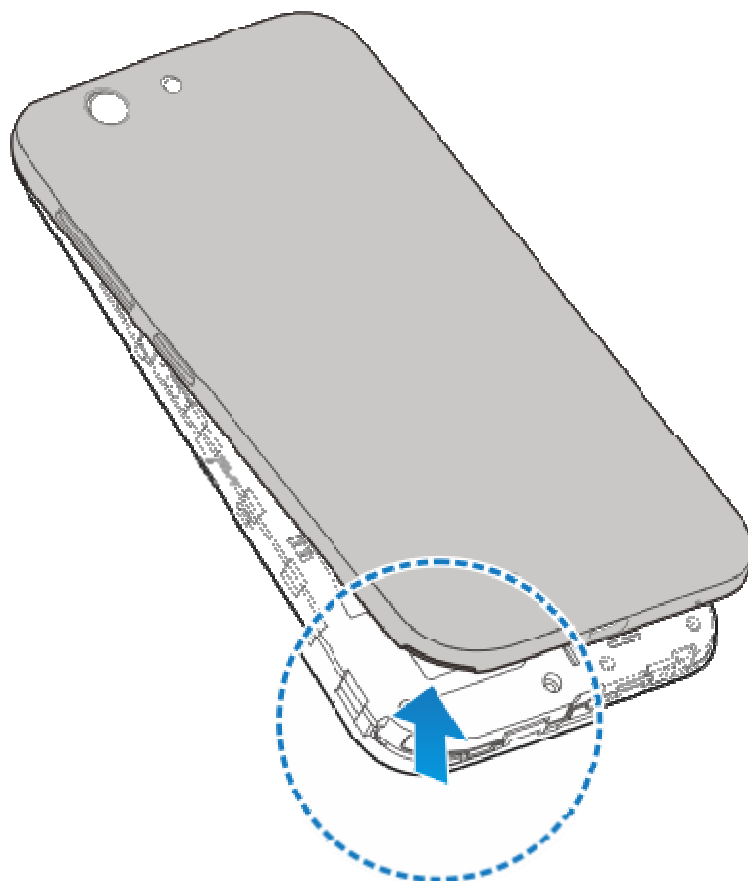
2. Hold the nano-SIM card with their cut corner oriented as shown and slip it into the card holder.
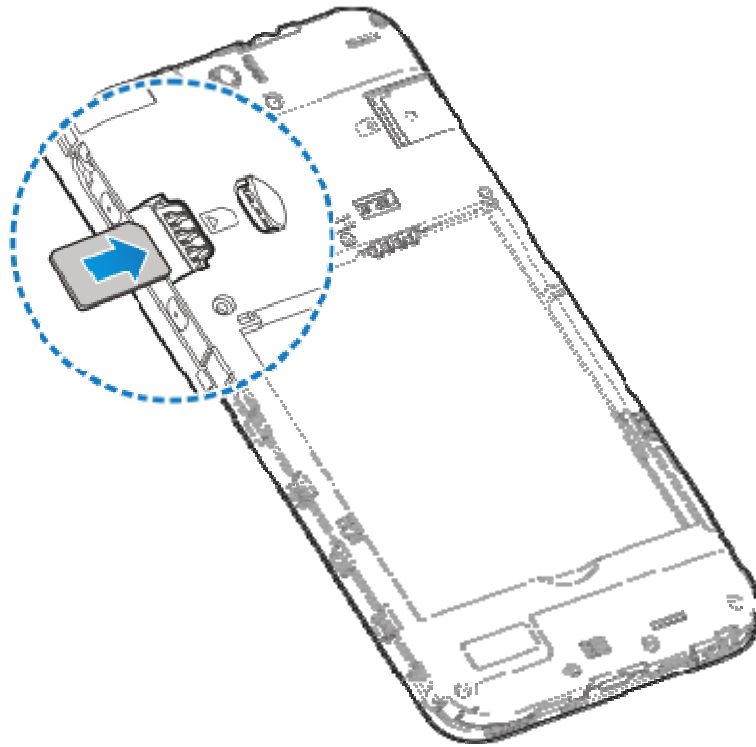
3. Hold your microSDXC card with the metal contacts facing down and slide it into the microSDXC card slot.
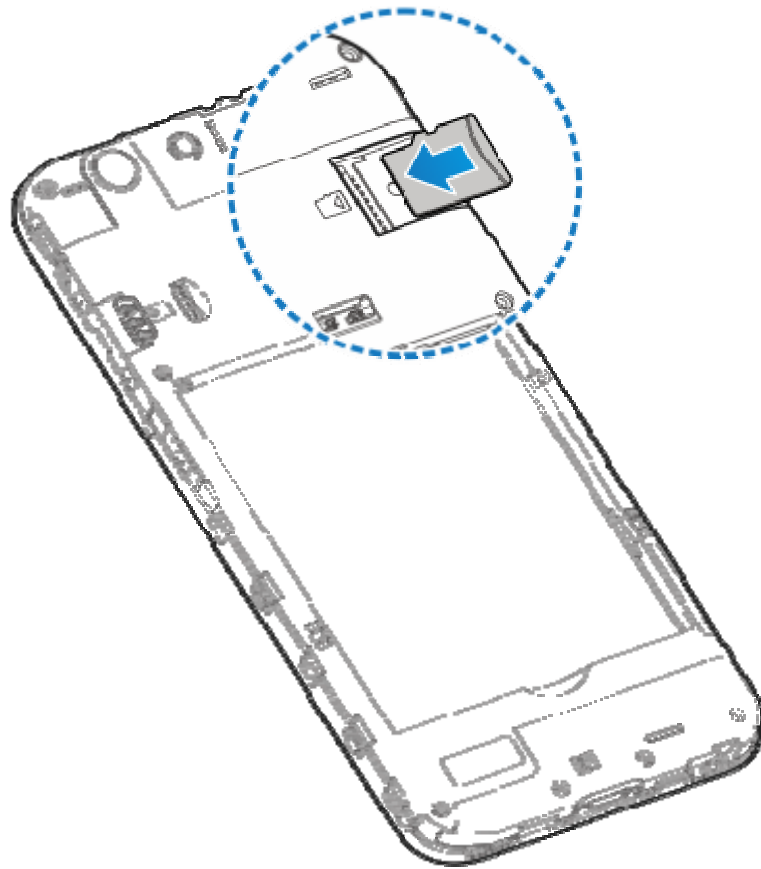
4. Insert the battery by aligning the golden contacts on the battery and those in the battery compartment. Gently push down on the battery until it clicks into place.
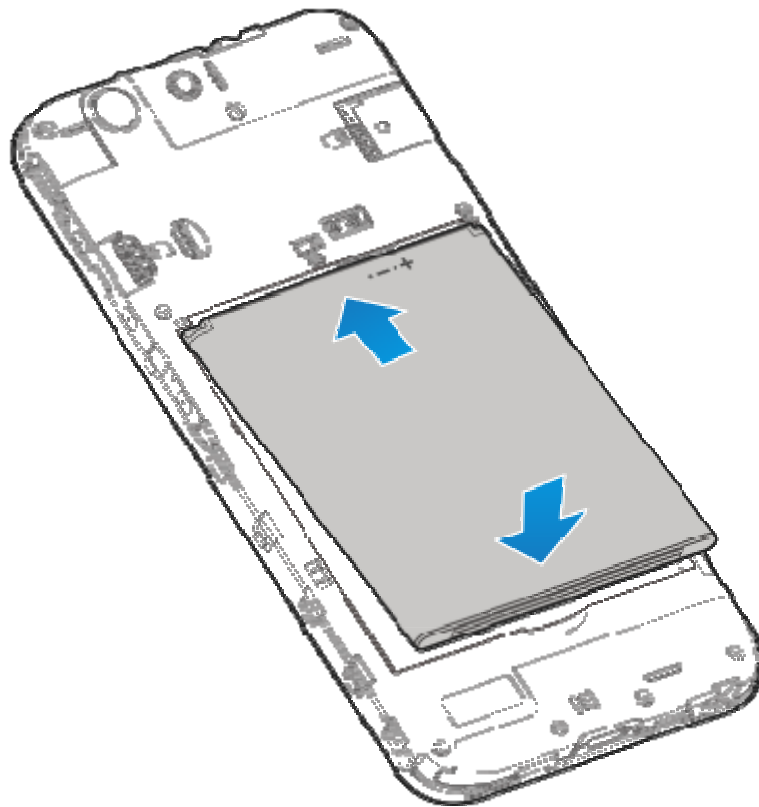
5. Replace the back cover.

Charging the Battery

Your phone's battery should have enough power for the phone to turn on, find a signal, and make a few calls. You should fully charge the battery as soon as possible.

If the battery is low, there will be a pop-up message on the screen.

WARNING!

Use only ZTE-approved chargers and cables. The use of unapproved accessories could damage your phone or cause the battery to explode.

1. Connect the adapter to the charging jack. Ensure that the adapter is inserted with the correct orientation. Do not force the connector into the charging jack.
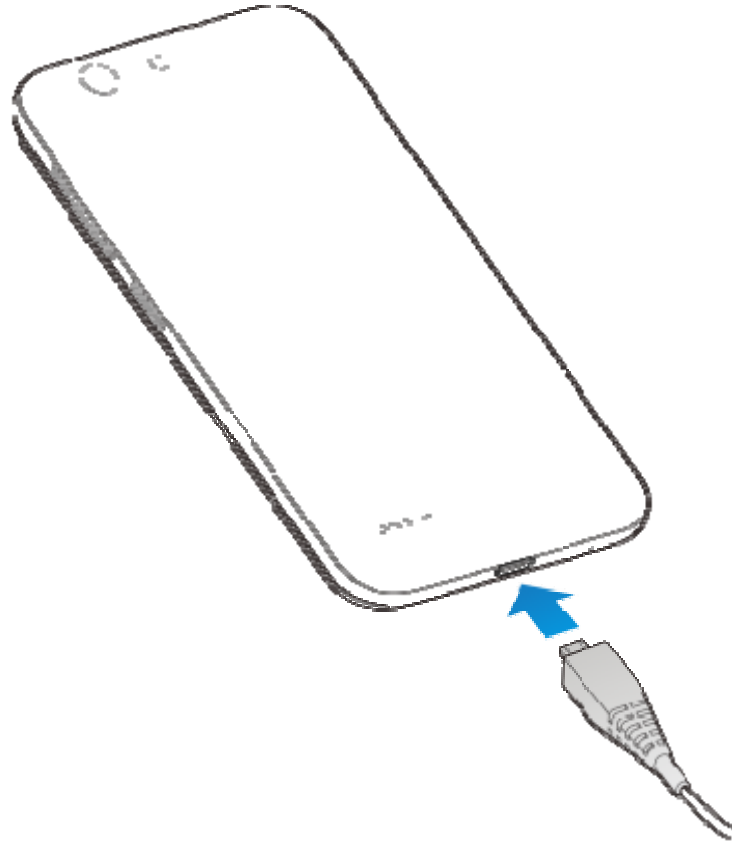
2. Connect the charger to a standard AC power outlet. If the phone is on, you'll see a charging icon, such as 🔋 or 🔋, appear on the status bar.

3. Disconnect the charger when the battery is fully charged.

📝NOTE:

If the battery is extremely low, you may be unable to power on the phone even when it is being charged. In this case, try again after charging the phone for at least 20 minutes. Contact customer service if you still cannot power on the phone after prolonged charging.

Powering On/Off

- Press and hold the **Power** key to turn on your phone.

- To power off, press and hold the **Power** key to open the options menu. Touch **Power off**.

Setting Up for the First Time

When you first power on your phone after you purchase it or reset it to factory settings, you need to do some settings before using it.

Touch the language field to select the language you want to use. Then follow the prompts to set up Wi-Fi, Google services, and other options.

Locking/Unlocking the Screen and Keys

Your phone allows you to quickly lock the screen and keys (put the phone into sleep mode) when not in use and to turn the screen back on and unlock it when you need it.

To lock the screen and keys:

To quickly turn the screen off and lock the keys, press the **Power** key.

✏NOTE:

To save battery power, the phone automatically turns off the screen after some time of inactivity. You will still be able to receive messages and calls while the phone screen is off.

To unlock the screen and keys:

1. Press the **Power** key to turn the screen on.

2. Swipe up on the screen.

    -or-

    Swipe 📞 right to open the Phone app.

    -or-

    Swipe 📷 left to open the Camera app.

    -or-

    Touch a notification twice consecutively to open the related app.

Using the Touch Screen

Your phone's touch screen lets you control actions through a variety of touch gestures.

- Touch

    When you want to type using the onscreen keyboard, select onscreen items such as application and settings icons, or press onscreen buttons, simply touch them with your finger.

- Touch and Hold

  To open the available options for an item (for example, a message or link in a web page), touch and hold the item.

- Swipe or Slide

  To swipe or slide means to quickly drag your finger vertically or horizontally across the screen.

- Drag

  To drag, press and hold your finger with some pressure before you start to move your finger. While dragging, do not release your finger until you have reached the target position.

- Pinch

  In some apps (such as Maps, and Gallery), you can zoom in and out by placing two fingers on the screen at once and pinching them together (to zoom out) or spreading them apart (to zoom in).

- Rotate the screen

  For most screens, you can automatically change the screen orientation from portrait to landscape by turning the phone sideways.

Getting Around Your Phone

Home Screen

The home screen is the starting point for your phone's applications, functions, and menus. You can customize your home screen by adding folders, widgets, and more.

To extend Home Screen

Your home screen is extendable, providing more space for shortcuts, folders, widgets, and more. Simply swipe left or right on the screen to see the extended panels.

To choose your wallpaper
1. Touch and hold an empty place on the home screen and then touch **Customize launcher >Wallpaper**.
2. Slide left or right on the wallpaper tab to select an image as the wallpaper. You can also touch **Gallery** to choose a picture. Some cropping may be needed for **Gallery** images.

NOTE:

In addition, you can touch the **Homekey**, slide screen to touch **Settings >Themes & wallpapers> Wallpapers**, touch **Home screen wallpaper** or **Lock screen wallpaper** and select a built-in static wallpaper, or touch **Gallery** to select a picture, crop it, and use it as the wallpaper.

To remove items from your Home Screen
1. Touch the **Home** key to return to the Home Screen.
2. Touch and hold the item you want to delete.
3. Drag it to to delete it.
4. If the item is an application, touch **OK** to uninstall it.

NOTE:

Some preinstalled apps cannot be uninstalled.

Status and Notification Icons

Your phone will tell you exactly what's going on by showing you simple icons. Here's what they mean.

	USB tethering on		Missed call
	Airplane mode		Bluetooth icon
	New Wi-Fi network detected		New message
	Do not disturb modeon(Priority only)		Do not disturb modeon(Alarms onlyor Total silence)
/	Battery charge		Connected to a Wi-Fi$^{®}$ network
/	Song playing		Portable Wi-Fi hotspot is on
	Alarm set		Vibration on
	Signal strength		No signal

To open/close the notification panel

Notifications report the arrival of new messages, calendar events, and alarms, as well as ongoing events, such as when you've configured your phone as a Wi-Fi hotspot. You can open the notification panel to view the details of notifications.

- To open the notification panel, swipe your finger down from the top of the screen.

- To close the notification panel, swipe your finger up on the screen or touch the **Back** key.

Connecting to Networks and Devices

Connecting to Mobile Networks

Control Mobile Data Use

You can use or disable the mobile data service of the nano-SIM card.

To enable or disable data access:

1. Touch the **Home** key, slide on the screen and touch **Settings >More > Data usage**.

2. In the **Cellular** section, touch the switch next to **Cellular data**.

To get data services when roaming:

1. Touch the **Home** key, slide on the screen and touch **Settings > Cellular networks**.

2. Touch the switch next to **Data roaming** and touch **OK**.

> ✏ **NOTE:**

Data roaming may incur significant roaming charges.

Select Preferred Network Type

1. Touch the **Home** key, slide on the screen and **Settings > Cellular networks**.

2. Touch **Preferred network type**.

3. Select the network type you would prefer the phone to connect with.

Set Access Point Names

To connect to the Internet you can use the default Access Point Names (APN). And if you want to add a new APN, please contact the service provider to get the necessary information.

1. Touch the **Home** key, slide on the screen and touch**Settings >Cellular networks**.

2. Touch **Access Point Names >** ⊕ .

3. Touch each item to enter the information you get from your service provider.

4. Touch ⋮ **>Save** to complete.

✏**NOTE:**

To set the APN to default settings, touch ⋮ **>Reset to default**.

Select Network Operator

1. Touch the **Home** key, slide on the screen and touch **Settings >Cellular networks**.

2. Touch **Network operators** to search for all available networks.

3. Touch a network in the network list to register manually.

You can also touch **Choose automatically** to select preferred network automatically.

Turning Wi-Fi On and Connecting to a Wi-Fi Network

1. Touch the **Home** key, slide on the screen andtouch**Settings > Wi-Fi**.

2. Slide theswitch next to **Wi-Fi**to turn on Wi-Fi.

3. Touch a network name to connect to it.

4. If the network is secured, enter the password and touch **Connect**.

🖊️**NOTE:**

Your phone automatically connects to previously used Wi-Fi networks when they are in range.

Connecting to Bluetooth® Devices

Bluetooth® is a short-range wireless communication technology. Phones or other devices with Bluetooth capabilities can exchange information wirelessly within a distance of about 10 meters (32.8 feet). The Bluetooth devices must be paired before the communication is performed.

1. Touch the **Home** key, slide on the screen and touch**Settings > Bluetooth**.

2. Slide theswitch next to **Bluetooth** to turn on or off Bluetooth.

When Bluetooth is on, the ⚹ icon appears in the status bar.

Sharing Your Mobile Data Connection

You can share your phone's data capabilities through tethering or by activating the mobile hotspot feature to create a portable Wi-Fi hotspot.

Share Your Mobile Data Connection via USB

You can access the Internet on your computer via the USB tethering feature of your phone. The feature needs data connection on a mobile network and may result in data charges.

🖊**NOTE:**

You cannot transfer files between your phone and your computer via USB while the phone is USB tethered.

1. Connect your phone to your computer with a USB cable.
2. Touch the **Home** key, slide on the screen and touch **Settings > More**.
3. Switch on**USB tethering**. A new network connection will be created on your computer.

🖊**NOTE:**

To stop sharing your data connection, switch off**USB tethering** or disconnect the USB cable.

Share Your Mobile Data Connection via Bluetooth

If your computer can obtain an Internet connection via Bluetooth, you can configure your phone to share its mobile data connection with your computer.

1. Pair your phone with your computer via Bluetooth.

2. Configure your computer to obtain its network connection via Bluetooth. For more information, please see your computer's documents.

3. Touch the **Home** key, slide on the screen and touch**Settings> More**.

4. Switch on**Bluetooth tethering**. Your computer is now sharing your phone's data connection.

NOTE:

To stop sharing your data connection, switch off**Bluetooth tethering**.

Share Your Mobile Data Connection as a Wi-Fi Hotspot

You can share your phone's data connection with other devices by turning your phone into a portable Wi-Fi hotspot. The feature needs data connection on a mobile network and may result in data charges.

NOTE:

When the portable Wi-Fi hotspot feature is enabled, you cannot use your phone's Wi-Fi capability to access the Internet. You still remain connected to the Internet via your mobile data network.

1. Touch the **Home** key, slide on the screen and touch**Settings>Wi-Fi hotspot**

2. Switch on **Wi-Fi hotspot**.

After a moment, the phone starts broadcasting its Wi-Fi network name (SSID).

3. On another device, locate your phone via Wi-Fi and connect with it to start using the phone's mobile data.

🖉**NOTE:**

To stop sharing your data connection, switch off **Wi-Fi hotspot**.

Connecting to Virtual Private Networks

Virtual private networks (VPNs) allow you to connect to the resources inside a secured local network. VPNs are commonly deployed by corporations, schools, and other institutions to let people access local network resources when not on campus, or when connected to a wireless network.

Depending on the type of VPN you are using, you may be required to enter your login credentials or install security certificates before you can connect to your VPN. You can get this information from your network administrator.

Add a VPN

1. Touch the **Home** key, slide on the screen and touch**Settings> More> VPN**.

2. Touch **Add VPN profile** and fill in the information provided by your network administrator.

3. Touch **Save**.

The VPN is added to the list on the VPN screen.

NOTE:

You must set a lock PIN or password before using VPN.

Connect to a VPN

1. Touch the **Home** key, slide on the screen and touch**Settings> More> VPN**.

2. Touch the VPN that you want to connect to.

3. When prompted, enter any requested credentials, and then touch **Connect**.

Modify a VPN

1. Touch the **Home** key, slide on the screen and touch**Settings> More> VPN**.

2. Touch and hold the VPN that you want to modify.

3. Edit the VPN settings you want.

4. Touch **Save**.

Phone Calls

You can place calls from the Phone app, the Contacts app, or other apps or widgets that display contact information. Wherever you see a phone number, you can usually touch it to dial.

Placing and Ending Calls

Place a Call by Dialing

1. Touch the **Home** key and touch .

2. Touch and enter the phone number with the dialpad. Touch to delete incorrect digits.

   ✎**NOTE:**

   As you enter digits, your phone searches for contacts that match. If you see the number you want to dial, touch it to place the call immediately without entering the rest of the number.

3. Touch below the keypad to dial.

   ✎ **NOTES:**

- To make an international call, touch and hold the 0 key to enter the plus (+) symbol. Next, enter the country code, followed by the city/area code and then the phone number.

- To redial the last call you made, just touch to when the phone number field is empty to enter the number automatically.

End a Call

During a call, touch ☎ on the screen.

Answering or Rejecting Calls

When you receive a phone call, the incoming call screen opens, displaying the caller ID or the information about the caller that you've entered in theContacts app. You can answer or reject the call, or reject it with a text message.

Answer a Call

To answer an incoming call:

- When the screen is locked,slide 📞 down.

- When the screen is unlocked, touch 📞 at the top.

📝**NOTE:**

To silence the ringer before answering the call, you can press the **Volume** key.

Reject a Call

To reject an incoming call:

- When the screen is locked, slide 📞 up.

- When the screen is unlocked, touch ☎ at the top.

You can also touch 💬 to reject the call and select a preset text message or write one to send to the caller.

Call Settings

Touch the **Home** key > ![phone icon] > ![settings icon] >**Call settings >Carrier settings**.

- **Voicemail:** Touch to configure voicemail settings.

- **Fixed Dialing Numbers:** Fixed Dialing Numbers (FDN) allows you to restrict outgoing calls to a limited set of phone numbers.

- **Call forwarding:** Call forwarding feature allows you to forward your incoming calls to another phone number.

- **Additional settings:** Check **Call waiting** to get notified of incoming calls during a call.

Contacts

You can put contacts on your phone and synchronize them with the contacts in your Google account or other accounts that support contact syncing.

To see your contacts, touch the **Home** key, slide on the screen and touch ⬛.

Adding a New Contact

1. Touch 🔴 to add a new contact.

2. Choose where to save the contact. You can save the contact on the phone, the nano-SIM card, or a web account you have added on the phone.

3. Enter the contact name, phone numbers, email addresses, and other information.

4. Touch**Save**.

Working With Favorite Contacts

Add a Contact to Favorites

You can add the contacts you use frequently to favorites so that you can find them quickly.

Touch a contact that saved on the phone and then touch ☆ at the top.

Remove a Contact From Favorites

Touch a favorite contact and then touch ★ at the top.

Messaging

You can use Messaging to exchange text messages (SMS) and multimedia messages (MMS).

Opening the Messaging Screen

Touchthe **Home** keyand touch ▤ .

Sending a Message

1. On the **Messaging** screen, touch ✏ at the bottom.

2. Add recipients by one of the following ways.

    ▶   Touch the **To** field and manually enter the recipient's number or the contact name. If the phone presents a few suggestions, touch the one you want to add.

    ▶   Select recipients from your contacts or call log by

        touching ▲ .

3. Touch the **Enter amessage** field and enter the message text.

4. If you want to send a multimedia message, touch ▱ to add a subject or attach a file to the message.

5. Touch ➤ .

✎NOTE:

You can also include email addresses as recipients for a multimedia message.

Replying to a Message

Messages you receive are appended to existing threads of the same number. If the new message comes from a new number, a new thread is created.

1. On the **Messaging** screen, touch the thread that has the message you want to reply to.

2. Type your reply in the text box at the bottom. You can touch

   if you want to reply with an MMS.

3. Touch ➤.

Changing Message Settings

Touch ☰ > **Settings** in the **Messaging** screen to change the messaging settings.

Using Multimedia Apps

Capturing a Photo With Your Camera

1. Touchthe **Home** key, slide on the screenand touch .
2. Aim the camera at the subject and make any necessary adjustment.

   WARNING!
   Keep a safe distance when using the flash. Do not point the flash towards the eyes of people or animals.

   NOTE:
   You can spread or pinch on the screen to zoom in or out before taking pictures.

3. Lightly touch . The **Volume** key can also be used to take a photo.

Recording a Video With Your Camera

1. Touchthe **Home** key, slide on the screenand touch .
2. Touch **VIDEO** if you want to capture avideo. To capture time lapse video, switch to the back camera and touch **…> TIME-LAPSE**.
3. Aim the camera at the subject.

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NOTE:

You can spread or pinch on the screen to zoom in or out before and during recording.

4. Touch ● to start recording a video clip, or touch ● to record a time lapse video.

NOTE:

While the recording is in progress, touch ⏸ to pause the recording. When you record a time-lapse video, touch ⬤ to save the frame as a separate photo.

5. Touch ◼ or ◼ to stop recording.

Listening to Your FM Radio

With the FM Radio, you can search for radio channels, listen to them, and collect them to your phone. Note that the quality of the radio broadcast depends on the coverage of the radio station in your area. The wired headset works as an antenna, so always connect the headset when using the radio.

1. Plug your headset into your phone.

2. Touch the **Home** key and slide on the screen to select **FM Radio**.

Playing Your Music

Music supports a wide variety of audio formats, so it can play music you purchase from online stores, music you copy from your CD collection, and so on.

1. Touch the **Home** key, slide screen to touch **Music** to open the Music Screen.

2. Touch a song in any list.

3. Adjust the volume with **Volume key**.

Opening Your Gallery

Touch the **Home** key and slide on the screen to select **Gallery** to view albums of your pictures and videos. You can also do some basic editing of your pictures – such as setting them as wallpaper or contact photo, and sharing with friends.

Making Voice Memos

Recorder enables you to record voice memos and listen to them whenever you like.

To record voice memo:

1. Touch the **Home** key and slide on the screen to select **Recorder**.

2. Touch ⬤ to start recording. During recording, you can do the following:

   ▶ Touch ⏸ / ⬤ to pause or continue the recording.

▶ Touch ⊳ to add time tags to the recording.

3. Touch **Done** to stop recording.

4. Edit the file name and touch **Done** to save the recording.

If you don't want to save the memo after recording it, touch **Delete** to delete it.

To play any saved memo:

1. Touch ☰ at the top right of the screen to see all recordings.

2. Touch the title of a memo to play it.

Using Your Google Applications

Signing in to your Google Account lets you synchronize Gmail, Calendar, and Contacts between your phone and the web. And if you don't have an account, you can easily create one.

Gmail

Gmail is a web-based email service that's configured when you sign in to your Google account. Depending on your synchronization settings, the Gmail on your phone can be automatically synchronized with your Gmail account on the web. This is how to enter Gmail:

To open **Gmail** by touching the **Home** key **> Google> Gmail**.

Google Play™ Store

Touch the **Home** key **> Play Store**. You can buy or rent music, books, movies, apps, and download them to your phone.

NOTE:

The content you can access in Google Play Store depends on your region and your service provider.

Other Applications

Calendar

Calendar on the phone works with the web-based Google Calendar™ service for creating and managing events, meetings and appointments. It also works with the Microsoft Exchange ActiveSync calendar once you sign into your Exchange account on the phone.

To open Calendar, touch the **Home** key and slide on the screen to select **Calendar**.

Clock

Touch the **Home** key and slide on the screen to select**Clock**. The **Clock** app allows you to check local time in places around the world, set alarms, and use timers.

Downloads

The **Downloads** app keeps a record of the files you are downloading or have downloaded using apps such as **Browser** or **Chrome**.

Touch the **Home** key and slide on the screen to select **System Management>Downloads** to check the record.

File Manager

Quickly access all of your images, videos, audio clips, and other types of files on your phone storage.

Touch the **Home** key and slide on the screen to select **System Management>FileManager**. You can touch a file category to find the file you need, or touch**Phone** or **SD Card** to browse folders and files on the phone storage, or the microSDXC card.

Settings

The **Settings** app contains most of the tools for customizing and configuring your phone.

Wireless and Networks

Wi-Fi

Touch the **Home** key and slide on the screen to select **Settings > Wi-Fi**. You can turn Wi-Fi on or off and configure your Wi-Fi connections.

Bluetooth

Touch the **Home** key and slide on the screen to select **Settings > Bluetooth**. You can turn Bluetooth on or off and configure your Bluetooth connections.

Tethering and Portable Hotspot

Touch the **Home** key and slide on the screen to select **Settings> More** to share your phone's mobile data connection with PCs or other devices via USB or Bluetooth.

Data Usage

Touch the **Home** key and slide on the screen to select **Settings > More > Data usage** to manage mobile data use.

Touch the switches beside **Cellular data** to turn on or off mobile data.

🖊**NOTE:**
The data usage is measured by your phone, and your carrier's data usage accounting may differ.

Airplane Mode

Touch the **Home** key and slide on the screen to select **Settings > More** and slide the switch beside **Airplane mode** to turn airplane mode on or off.All the phone's radios that transmit voice or data are turned off when airplane mode is on.

VPN

Touch the **Home** key and slide on the screen to select **Settings > More > VPN** to set up and connect to virtual private networks.

Customized Features

Themes & Wallpapers

Touch the **Home** key and slide on the screen to select **Settings > Themes & wallpapers**. You can select a different theme for the phone display, or change the home/lock screen wallpaper.

Navigation Keys

Touch the **Home** key and slide on the screen to select **Settings > Features > Navigation keys**. You can exchange the location of the **Recentapps** key and the **Back** key.

Device

Display

Touch the **Home** key and slide on the screen to select **Settings > Display** to configure the following options.

Sound

Touch the **Home** key and slide on the screen to select **Settings > Sound**.

Notifications

Touch the **Home** key and slide on the screen to select **Settings > Notifications** to control the display of notifications.

Power Manager

Touch the **Home** key and slide on the screen to select **Settings > Power manager** to view the battery level, check what has been using the battery, and enable different battery saving modes.

Apps

Touch the **Home** key and slide on the screen to select **Settings > Apps** to see apps installed on your phone and manage them.

Default Apps

Touch the **Home** key and slide on the screen to select **Settings > Default apps** to set the default application for certain operation. For example, you can set Messaging as the default messaging app. Touch ⋮**> Restore defaults** to return to the default settings.

Storage

Touch the **Home** key and slide on the screen to select **Settings > Advanced settings >Storage** to view the memory information of the internal phone storage and the microSDXC card.

Touch **Phone memory**to get a detailed breakdown of space usage by type. Touch a data type to see more information or delete the files you do not need.

Memory

Touch the **Home** key and slide on the screen to select **Settings >Advanced settings >Memory** to monitor the average memory use and performance of your phone. You can also check which apps use the most memory.

Connect to PC

Touch the **Home** key and slide on the screen to select **Settings > Advanced settings > Connect to PC** to select your USB connection type between your phone and PC.

Scheduled Power On/Off

Touch the **Home** key and slide on the screen to select **Settings > Advanced settings > Scheduled power on/off** to set the day and time when the phone automatically powers on or off. You can also touch the switches on the right to turn the features on or off.

Personal

Location

Touch the **Home** key and slide on the screen to select **Settings >Advanced settings > Location** to manage location services, which help your phone and apps determine your location. To use location-related applications, such as finding your location on Google Maps, you must have location services turned on on your phone.

Security

Touch the **Home** key and slide on the screen to select **Settings > Security** to configure options that help keep your phone and data safe.

Accounts

Touch the **Home** key and slide on the screen to select **Settings > Accounts** to manage your web accounts and synchronization. Touch **Add account** to sign in to or create accounts on your phone.

Touch an account type to see that type of accounts you have added and adjust the accounts settings.

Google

Touch the **Home** key and slide on the screen to select **Settings > Google** to easily manage settings for Google apps and features. You can set the options for Google account and services.

Languages& Input

Touch the **Home** key and slide on the screen to select **Settings > Advanced settings > Languages & input** to configure options related to system language, input methods, speech input and output as well as mouse/trackpad input.

Backup and Reset

Touch the **Home** key and slide on the screen to select **Settings >Advanced settings > Backup & reset** to manage data backup and restoration options, and to reset the network setting or the phone to factory status.

System

Date & Time

Touch the **Home** key and slide on the screen to select **Settings > Advanced settings > Date & time** to set date, time, time zone, time format and more.

Updates

Touch the **Home** key and slide on the screen to select
Settings > System Update to check, download and install
system updates.

Accessibility

Touch the **Home** key and slide on the screen to select
Settings > Advanced settings > Accessibility to configure
accessibility plug-ins and services on your phone, such as
using **Color inversion** or **Color correction** for users with sight
problems.

Printing

Touch the **Home** key and slide on the screen to select
Settings > Advanced settings > Printing to manage Google
Cloud Print service or other printer plug-ins installed from the
Google Play Store or your printer manufacturer.

About Phone

Touch the **Home** key and slide on the screen to select
Settings > About phone to view important phone information
and legal information.

Troubleshooting

If you encounter problems while using the phone, or if it performs abnormally, you can refer to the chart below. If your particular problem cannot be resolved using the information in the chart, contact the dealer where you purchased the phone.

Problem	Possible causes	Possible solution
Poor reception	The network signal is too weak at your current location, for example, in a basement or near a tall building, because wireless transmissions cannot effectively reach it.	Move to a location where the network signal can be properly received.
	The network is busy at the current time (for example, during peak times, there may be too much network traffic to handle additional calls).	Avoid using the phone at such times, or try again after waiting a short time.
	You are too far away from a base station for your service provider.	You can request a service area map from your service provider.
Echo or noise	Poor network link quality on the part of your service provider.	End the call and dial again. You may be switched to a better-quality network link or phone line.

Problem	Possible causes	Possible solution
	Poor local telephone line quality.	End the call and dial again. You may be switched to a better-quality network link or phone line.
Unable to select certain features	Your service provider does not support these features, or you have not applied for services that provide these features.	Contact your service provider.
Battery not charging	The battery or battery charger is damaged.	Contact the dealer.
	The phone's temperature is below 0°C or higher than 45°C.	Adjust the battery charging environment to avoid extremes of temperature.
	Poor contact between the battery and charger.	Check all connectors to ensure that all connections have been properly made.
Shortened standby time	The standby time is related to your service provider system configuration. The same phone used with different service providers' systems will not provide exactly the same length of standby time.	If you are located in an area where signaling is weak, temporarily power off the phone.
	The battery is depleted. In hightemperature environments, battery life will be shortened.	Use a new battery.

Problem	Possible causes	Possible solution
	If you are not able to connect to the network, the phone will continue to send out signals as it attempts to locate a base station. Doing so consumes battery power and will consequently shorten standby time.	Change your location to one where the network is accessible, or temporarily turn off your phone.
Cannot turn your phone on	Battery power has been depleted.	Recharge the phone's battery.
nano-SIM card error	nano-SIM card malfunction or damage.	Take the nano-SIM card to your service provider for testing.
	nano-SIM card inserted improperly.	Insert the nano-SIM card properly.
	Debris on the nano-SIM card contacts.	Use a soft, dry cloth to clean the nano-SIM card contacts.
Unable to connect to the network	nano-SIM card invalid.	Contact your service provider.
	You are not within the network's service area.	Check the service area with your service provider.
	Poor signal.	Move to an open space, or if you are inside a building, move closer to a window.
	You have activated the **Fixed dial numbers** feature.	Disable this feature.

Problem	Possible causes	Possible solution
PIN Code blocked	You have entered an incorrect PIN code three consecutive times.	Contact your service provider. If the service provider provides the nano-SIM card's PUK code, use the PUK code to unlock the nano-SIM card.
Phone crashes, reboots, freeze, or cannot be powered on	Some third-party software is not compatible with your phone.	Reset the phone to factory status.
		Uninstall the software that may cause the problem.
		Upgrade the phone software.

For Your Safety

General Safety

	Don't make or receive handheld calls while driving. Never text while driving.		Don't use at gas stations.
	Keep your phone at least 10 mm away from your body while making calls.		Your phone may produce a bright or flashing light.
	Small parts may cause choking.		Don't dispose of your phone in fire.
	Your phone can produce a loud sound.		To prevent possible hearing damage, do not listen at high volume levels for long periods. Exercise caution when holding your phone near your ear while the loudspeaker is in use.
	Avoid contact with anything magnetic.		Avoid extreme temperatures.
	Keep away from pacemakers and other electronic medical devices.		Avoid contact with liquids. Keep your phone dry.
	Turn off when asked to in hospitals and medical facilities.		Don't take your phone apart.

	Turn off when told to in aircrafts and airports.		Only use approved accessories.
	Turn off when near explosive materials or liquids.		Don't rely on your phone for emergency communications.

FCC RF Exposure Information (SAR)

This phone 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 separation of 10 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 phone 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 employs a unit of measurement known as the Specific Absorption Rate, or SAR.The SAR limit set by the FCC is 1.6W/kg.

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

The FCC has granted an Equipment Authorization for this model phone with all reported SAR levels evaluated as in compliance with the FCC RF exposure guidelines.SAR information on this model phone is on file with the FCC and can be found under the Display Grant section of www.fcc.gov/oet/ea/fccid after searching on FCC ID:SRQ-ZTEBLADEA321. The FCC ID also can be found on the device when you touch the **Home** key **> Settings > About phone > Regulatory information**.

For this device, the highest reported SAR value for usage against the head is 0.634W/kg, for usage near the body is 1.322W/kg.

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

SAR compliance for body-worn operation is based on a separation distance of 10 mm between the unit and the human body.Carry this device at least 10 mm away from your body to ensure RF exposure level compliant or lower to the reported level. To support body-worn operation, choose the belt clips or holsters that do notcontain metallic components to maintain a separation of 10 mmbetween this deviceand your body.

RFexposure compliance with any body-worn accessory that contains metal was not tested nor certified, and using such body-worn accessory should be avoided.

FCC Regulations

This mobile phone 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 mobile phone 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.

⚠️**CAUTION:**

Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

Distraction

Driving

Full attention must be given to driving at all times in order to reduce the risk of an accident. Using a phone while driving (even with a hands free kit) can cause distraction and lead to an accident. You must comply with local laws and regulations restricting the use of wireless devices while driving.

Operating Machinery

Full attention must be given to operating machinery in order to reduce the risk of an accident.

Product Handling

General Statement on Handling and Use

You alone are responsible for how you use your phone and any consequences of its use.

You must always turn off your phone wherever the use of a phone is prohibited. Use of your phone is subject to safety measures designed to protect users and their environment.

- Always treat your phone and its accessories with care and keep it in a clean and dust-free place.

- Keep the screen and camera lens clean. Unclean screen or camera lens may slow down the phone's reaction to your operations or lower image quality.

- Clean the device and its accessories with a soft material such as cleaning cloth for eyeglass lenses. Do not use alcohol or other corrosive substances for cleaning or allow them to get inside.

- Do not expose your phone or its accessories to open flames or lit tobacco products.

- Do not expose your phone or its accessories to liquid, moisture or high humidity.

- Do not drop, throw or try to bend your phone or its accessories.

- Do not paint your phone or its accessories.

- Do not attempt to disassemble your phone or its accessories. Only authorized personnel can do so.

- Do not expose or use your phone or its accessories in a environment with or that can reach extreme temperatures, minimum - [5] and maximum + [50] degrees Celsius.

- Do not place your phone inside or near heating equipments or high pressure containers, such as water heaters, microwave ovens, or hot cooking utensils. Otherwise, your phone may be damaged.

- Please check local regulations for disposal of electronic products.

- Do not carry your phone in your back pocket as it could break when you sit down.

Small Children

Do not leave your phone and its accessories within the reach of small children or allow them to play with it.

They could hurt themselves or others, or could accidentally damage the phone.

Your phone contains small parts with sharp edges that may cause an injury or may become detached and create a choking hazard.

Demagnetization

To avoid the risk of demagnetization, do not allow electronic devices or magnetic media to be close to your phone for a long time.

Electrostatic Discharge (ESD)

Do not touch the nano-SIM card's metal connectors.

Antenna

Do not touch the antenna unnecessarily.

Normal Use Position

When placing or receiving a phone call, hold your phone to your ear, with the bottom towards your mouth.

Air Bags

Do not place a phone in the area over an air bag or in the air bag deployment area as an airbag inflates with great force and serious injury could result.

Store the phone safely before driving your vehicle.

Seizures/Blackouts

The phone can produce a bright or flashing light. A small percentage of people may be susceptible to blackouts or seizures (even if they have never had one before) when exposed to flashing lights or light patterns such as when playing games or watching video. If you have experienced seizures or blackouts or have a family history of such occurrences, please consult a physician.

Repetitive Strain Injuries

To minimize the risk of Repetitive Strain Injury (RSI) when texting or playing games with your phone:

- Do not grip the phone too tightly.

- Press the buttons lightly.

- Use the special features which are designed to minimize the times of pressing buttons, such as Message Templates and Predictive Text.

- Take many breaks to stretch and relax.

Emergency Calls

This phone, like any wireless phone, operates using radio signals, which cannot guarantee connection in all conditions. Therefore, you must never rely solely on any wireless phone for emergency communications.

Loud Noise

This phone is capable of producing loud noises, which may damage your hearing. Turn down the volume before using headphones, Bluetooth stereo headsets or other audio devices.

Phone Heating

Your phone may become warm during charging and during normal use.

Electrical Safety

Accessories

Use only approved accessories.

Do not connect with incompatible products or accessories.

Take care not to touch or allow metal objects, such as coins or key rings, to contact or short-circuit in the battery terminals.

Never puncture the surface of the battery with sharp objects.

Connection to a Car

Seek professional advice when connecting a phone interface to the vehicle electrical system.

Faulty and Damaged Products

Do not attempt to disassemble the phone or its accessories.

Only qualified personnel can service or repair the phone or its accessories.

If your phone (or its accessories) has been submerged in water, punctured, or subjected to a severe fall, do not use it until you have taken it to be checked at an authorized service center.

Radio Frequency Interference

General Statement on Interference

Care must be taken when using the phone in close proximity to personal medical devices, such as pacemakers and hearing aids.

Pacemakers

Pacemaker manufacturers recommend that a minimum separation of 15 cm be maintained between a mobile phone and a pacemaker to avoid potential interference with the pacemaker. To achieve this, use the phone on the opposite ear to your pacemaker and do not carry it in a breast pocket.

Hearing Aids

People with hearing aids or other cochlear implants may experience interfering noises when using wireless devices or when one is nearby.

The level of interference will depend on the type of hearing device and the distance from the interference source. Increasing the separation between them may reduce the interference. You may also consult your hearing aid manufacturer to discuss alternatives.

Medical Devices

Please consult your doctor and the device manufacturer to determine if operation of your phone may interfere with the operation of your medical device.

Hospitals

Turn off your wireless device when requested to do so in hospitals, clinics or health care facilities. These requests are designed to prevent possible interference with sensitive medical equipment.

Aircraft

Turn off your wireless device whenever you are instructed to do so by airport or airline staff.

Consult the airline staff about the use of wireless devices onboard the aircraft. If your device offers a 'flight mode', this must be enabled prior to boarding an aircraft.

Interference in Cars

Please note that because of possible interference with electronic equipment, some vehicle manufacturers forbid the use of mobile phones in their vehicles unless a hands-free kit with an external antenna is included in the installation.

Explosive Environments

Gas Stations and Explosive Atmospheres

In locations with potentially explosive atmospheres, obey all posted signs to turn off wireless devices such as your phone or other radio equipment.

Areas with potentially explosive atmospheres include fueling areas, below decks on boats, fuel or chemical transfer or storage facilities, and areas where the air contains chemicals or particles, such as grain, dust, or metal powders.

Blasting Caps and Areas

Power off your mobile phone or wireless device when in a blasting area or in areas posted power off "two-way radios" or "electronic devices" to avoid interfering with blasting operations.