

T Phone 3 Pro



User Manual
English

About this manual

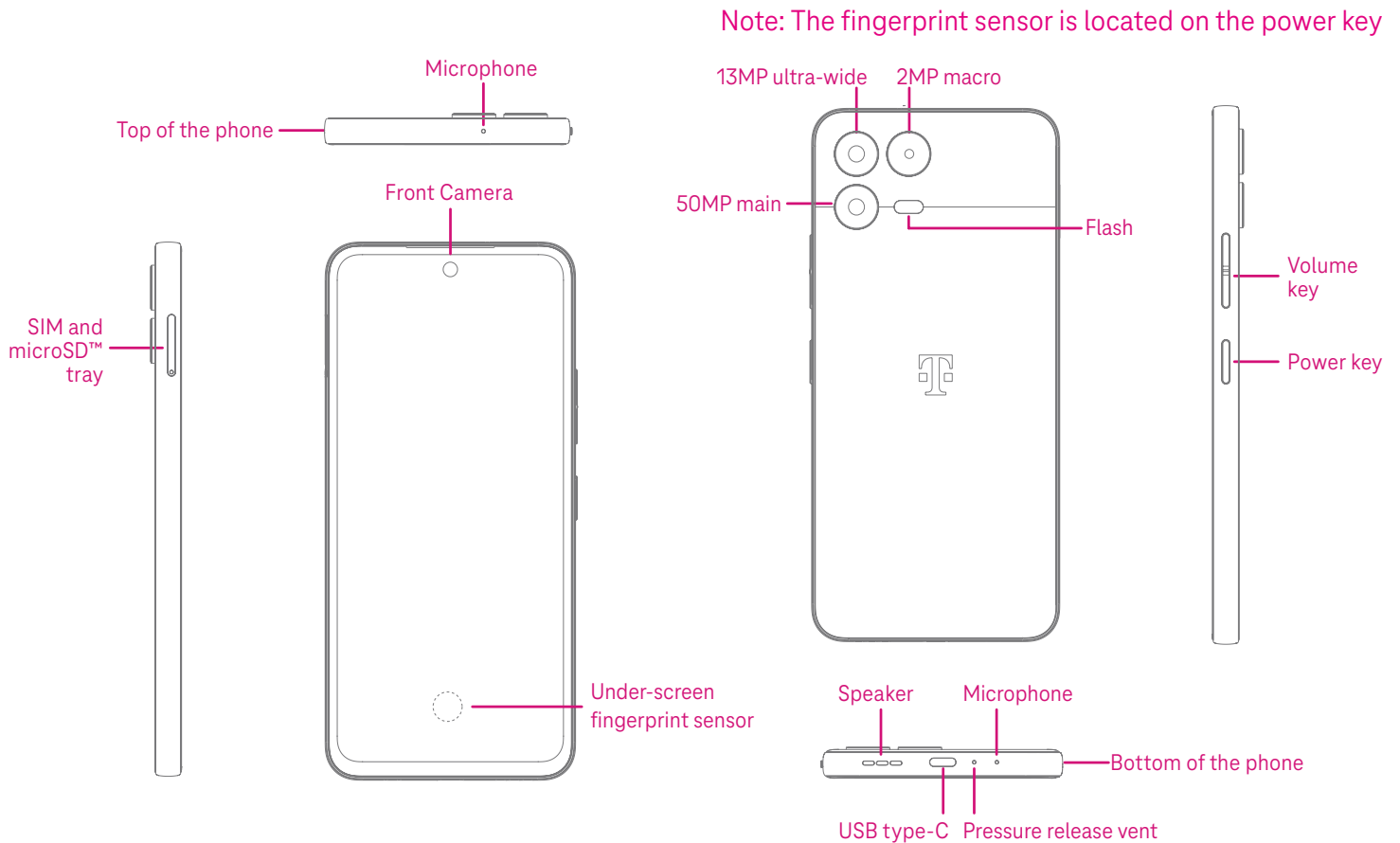
Thank you for choosing the T phone 3 Pro Mobile Phone. In order to maintain your device in optimal condition, please read this manual and keep it for future reference.

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1 Getting Started

1.1 Overview



Power key

- Press and release quickly to lock or light up the screen.
- Press and hold to launch **Gemini**.
- Press and hold the **Power** key and **Volume up** key to select from **Emergency**, **Lockdown**, **Power off** or **Restart**.
- Press and hold the **Power** key and **Volume down** key to take a screenshot and save it.
- Press and hold the **Power** key and **Volume up** key for at least 10 seconds to force reboot.
- Press the **Power** key twice to access the **Camera** or **Perplexity**.

Volume key

- Use the Volume up or down keys to adjust the ringtone volume, the call volume during a phone call, or the media volume while listening to music, watching a video, or streaming content.
- Press the Volume key during an incoming call to mute the ringtone.
- While using the Camera, press the Volume up or down key to take a photo.

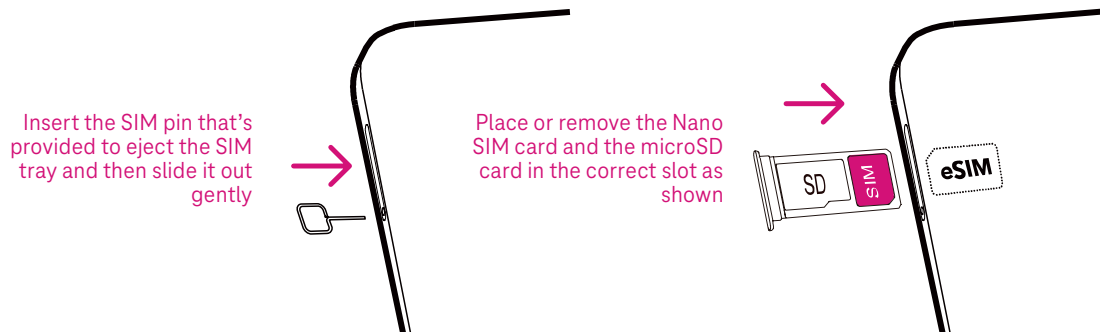
1.2 Set up

Inserting Nano SIM card

You must insert your Nano SIM card to make phone calls using your network.



Your phone only supports Nano SIM cards. In order to avoid damaging your phone, do not attempt to insert other SIM types, such as Mini or Micro cards.



Note: Even if no SIM card is installed, your phone will still power on and you will be able to connect to a Wi-Fi network and use some of the phone's features.

Register an eSIM during initial device setup if you got a QR activation code:

- Turn on the device and select language.
- Select “Download eSIM”.
- Connect to WIFI.
- Select “Download eSIM”, Camera will start and you can scan the QR code.
- Select “Connect” in next step to Download the eSIM.

Register an eSIM after device setup if you got a QR activation code:

- Connect to WIFI or mobile data.
- Goto **Settings > Network & Internet > SIMs**.
- Select “Set up an eSIM”.
- Camera will start and you can scan the QR code.
- Confirm Download.
- After download go to settings and turn on SIM.

Delete an eSIM:

- Connect to WIFI or mobile data.
- Goto **Settings > Network & Internet > SIMs**.
- Turn off SIM.
- Select “Erase SIM” and confirm deletion.

Set up your phone

The first time you power on the phone, you should set the following options:

- Touch **English (United States)** to choose your language, and touch **Vision settings** to customize accessibility features. When finished, touch **Start** on original interface to go on.
- Touch **Android device** or **iPhone®** or **iPad®** to copy settings, accounts, and more, otherwise touch **Skip** to skip this step.
- Select an available Wi-Fi network. Or touch **Set up offline** and **Continue**.
- Set a **Date & time** to adjust if needed.
- Toggle  to allow the phone to use location, otherwise toggle off .
- Toggle  to allow scanning, otherwise toggle off .
- Toggle  to allow to send usage and diagnostic data, otherwise toggle off .
- Click **More** to continue, and press **Accept**.
- Select a navigation mode, touch **Gesture navigation** or **3-button navigation**.
- Set a PIN for screen lock, otherwise touch **Skip** on the screen twice to continue.

Magenta AI

Perplexity Assistant

This device is equipped with a digital assistant from Perplexity, which can process voice commands, text inputs, and even visual information through the device's camera. Based on AI technology, help is always at your fingertips and allows you to interact with your surroundings and on-screen content in novel ways.

To open Perplexity Assistant:

- Double click the Power key on the right side of the device, or
- Open it via the Magenta AI button near the bottom  center of your lockscreen.

To leave the assistant, click anywhere on the upper half of the screen.

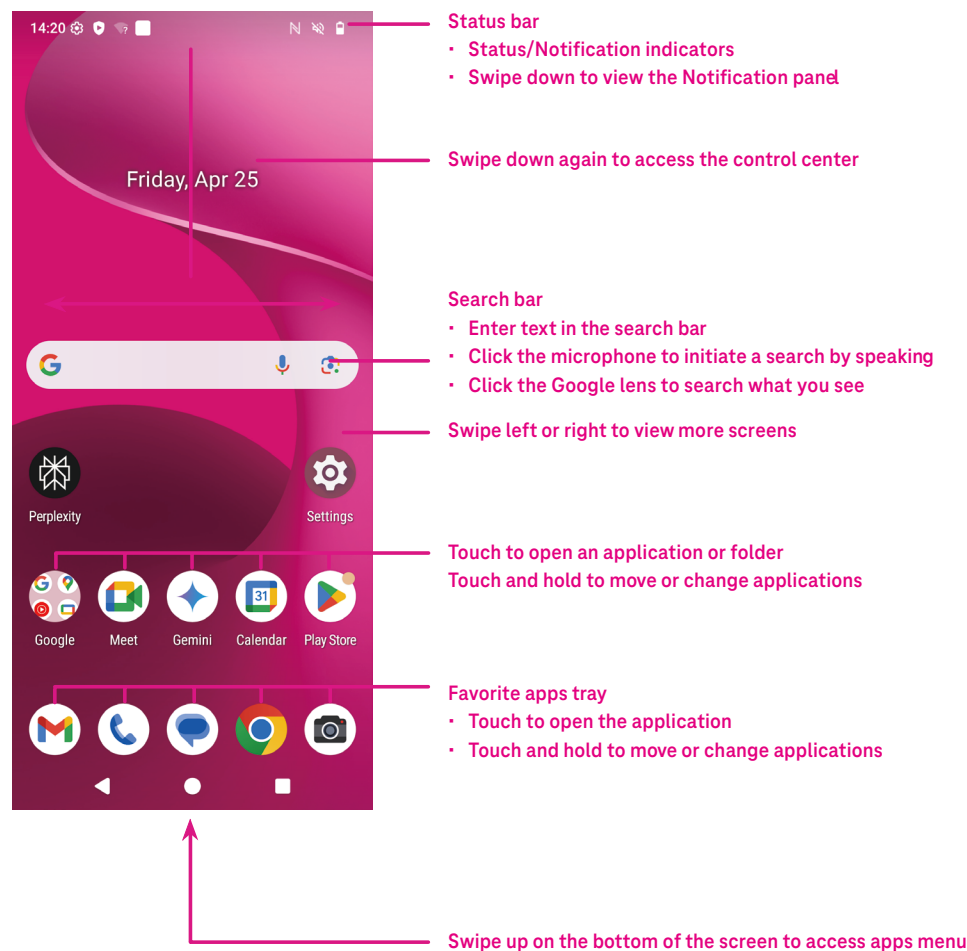
To change Settings:

- Go to **Settings > System > Gestures > Double click power button** to change the gesture of double click Power button to open Camera or Perplexity Assistant.
- Go to **Settings > Display > Lock Screen > Magenta AI Button** to enable or disable Magenta AI Button on the device lockscreen.
- To make use of the full potential of the Perplexity Assistant (e.g. interact with on screen content), go to **Settings > Apps > Default Apps > Digital assistant app > Default digital assistant app** to choose **Perplexity** as default assistant.

When this is set, the Perplexity Assistant can be open via long press the Power key.

1.3 Home screen

You can bring all of the items that you use most frequently (applications, shortcuts, widgets, folders) to your Home screen for quick access, then swipe up from the bottom of the screen to return to the Home screen.



1.4 Status bar

The Status bar appears at the top of your Home screen and includes icons indicating your phone’s status and new notification alerts.

Icon	Status	Icon	Status
	Wi-Fi® active		Battery (fully charged)
	Network (Full signal)		New message
	5G data service		Silent mode
	Airplane mode		Do Not Disturb
	Alarm		New Gmail message
	Battery (charging)		Screen record
	Bluetooth		NFC enabled

2 About your phone

2.1 Power on/off

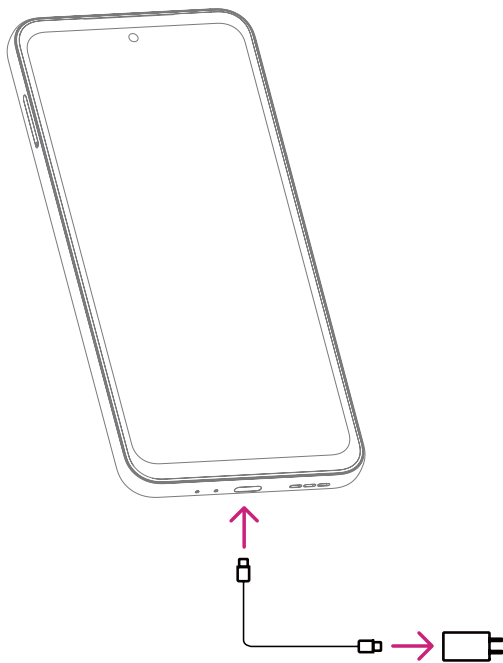
To turn the device on, hold down the **Power** key until the phone powers on. Unlock your phone (using None, Swipe, Pattern, PIN, Password, Fingerprint or Face key) if necessary. Once unlocked, the Home screen is displayed.

If you don't know your PIN code or if you have forgotten it, contact Customer Care. For safety, please do not store PIN code in your phone.

To power the device off, press the **Power** key and **Volume up** key until options appear, then select **Power off**.

Charging

Insert the small end of the charging cable into the charge port and plug the charger into an electrical outlet.



- Insert the USB type-C cable into the charge port as shown.
- Connect charger to power outlet.

Note: Please use the USB type-C cable included in the box.

Wall charger sold separately. Using the wrong cable and charger may damage the charging port or reduce battery performance.

Charging with a wireless charger

Place the Wireless Charger

- Find a suitable location for your wireless charger. It should be placed on a flat, stable surface.

Connect the Charger

- Plug the wireless charger into a power source using the cable and adapter. Make sure the charger is receiving power.

Position Your Device

- Place your device on the wireless charger. Align the charging coils of your device with those of the charger for optimal charging efficiency.

Charging Indicator

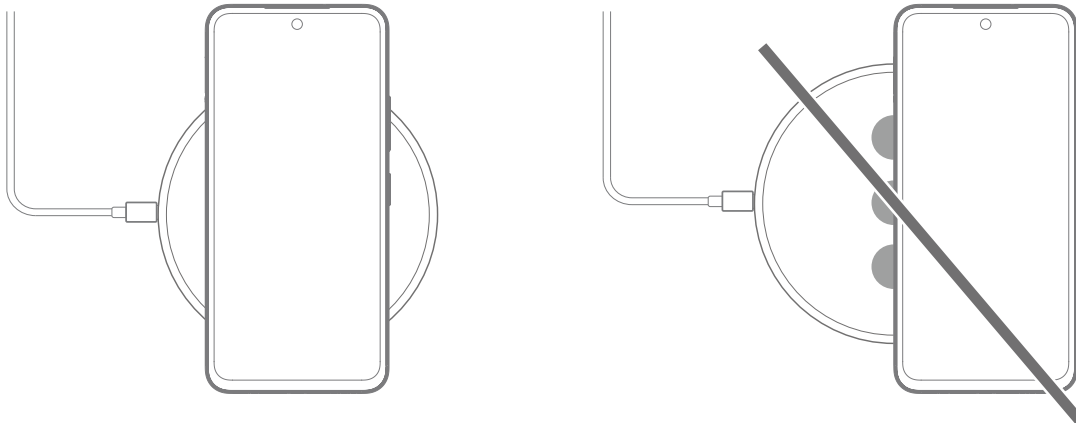
- Many wireless chargers have LED indicators to show when your device is properly aligned and charging. Refer to your charger's user manual for specific indicator meanings.

Charging Status

- Your device should start charging automatically once placed on the charger. You can check the charging status on your device's screen.

Complete Charging

- Once your device is fully charged, remove it from the wireless charger.



Note: Please note that the wireless charging device is not included in the box, and you will need to purchase a wireless charging device separately. Ensure that the charger is compatible with your device's charging requirements and standards(e.g., Qi-compatible for most smartphones or we can provide our battery charging spec).

Important Notes for wireless Charging

Charging Efficiency

- Wireless charging may be slightly slower than wired charging, depending on the charger and device.

Charging Distance

- Ensure there are no obstructions between your device and the wireless charger for efficient charging.

Device Positioning

- Proper alignment of your device on the charger is essential for effective charging.

Temperature

- Avoid exposing your device and charger to extreme temperatures, as it may affect charging performance.

Device Compatibility

- Verify that your device is compatible with the wireless charger you purchase.

Warranty Disclaimer for wireless Charging

Please note that the wireless charging device is not included in the box with your purchase. Any wireless charger you acquire separately is subject to the manufacturer's warranty and terms of service. We are not responsible for any issues or damages related to the use of third-party wireless chargers. Be sure to review the warranty and terms provided by the charger's manufacturer for support and coverage.

For further assistance or inquiries regarding wireless charging device, please refer to the manufacturer of your wireless charger.

2.2 Battery

Make these adjustments to optimize your battery life.

Turn on power saving mode

- Go to **Settings > Battery > Battery Saver**.
- Turn on **Use Battery Saver** to activate the battery saving mode.

Note: The Battery Saver mode will not be activated in charging mode.

Lower screen brightness

- Go to **Settings > Display > Brightness level**.
- Lower the brightness by sliding  to the left.

Screen timeout

- Go to **Settings > Display > Screen timeout**.
- Select the screen timeout duration.

3 Personalize your phone

3.1 Language

Choose from multiple languages supported on your device.

- Go to **Settings > System > Languages > System Languages**.
- Touch **+ Add a language** to select a language from the list.
- Touch and hold  next to your desired language and drag it to the top of the list.

3.2 Date & time

Go to **Settings > System > Date & time**.

Set time automatically

Turn on  to use network-provided time.

If choose off, you can manually set the date and time:

- Touch **Date** to open a dialog in which you can manually set the date.
- Touch **Time** to open a dialog in which you can manually set the time.

Set automatically

Turn on  to enable the network-provided time zone. And you can turn on **Use location** to set time zone to allow phone time to be matched with local time.

If Automatic time zone is turned off, you can manually set the time zone:

- Touch **Time zone** to select the region and time zone manually.

Use locale default

- Turn on  to enable locale default.
- If **Use locale default** is off, you can turn on  to enable the **Use 24-hour format**.

3.3 NFC

NFC facilitates secure contactless transactions by enabling smartphones to transmit encrypted payment.

To enable, go to **Settings > Connected devices > Connection preferences > NFC** > Toggle on  to activate.

3.4 Display

Make adjustments to the display settings and wallpapers to optimize your experience.

Go to **Settings > Display** to alter the following settings.

Lock screen

Customize what displays on your lock screen.

Dark theme

Dark theme uses a black background and help keep battery alive longer on some screens.

Night Light

This mode tints your screen amber. This makes it easier to look at your screen or read in dim light, and may help you fall asleep more easily.

Color contrast

Higer contrast makes text,buttons, and icons stand out more. Choose the contrast that looks best to you.

Auto-rotate screen

Select whether the screen rotates automatically or not.

Note: Using your device in landscape mode while wearing polarized sunglasses may cut light from the screen. Take your polarized sunglasses off or use your device in portrait orientation to continue use.

Smooth display

Automatically raises the refresh rate up to 120Hz for some content. Increases battery usage.

Screen saver

The screen saver automatically activates when the device is docked and charging, displaying customizable visuals for enhanced usability.

Lift to wake

Lift the device to wake the screen instantly, allowing quick access to notifications or time without pressing buttons.

3.5 Wallpaper

- Touch Photos to select from images that are stored on your device.
- Touch **Settings > Wallpaper & style** to change a wallpaper for your lock screen and/or homescreen from preloaded images.

3.6 Sound

Adjusting volume

- Press the volume keys that are located on the right side of the device to adjust the Media, Call, Ring, Notification and Alarm volume.
- You can also go to **Settings > Sound & vibration** to adjust the volume for Media, Call, Ring, Notification and Alarm volume.

Adjusting tones

Go to **Settings > Sound & vibration > Phone ringtone**.

Adjusting other sounds

All other sounds that are related to dial pad, screen locking, charging and tap & click can be adjusted to by doing the following:

Go to **Settings > Sound & vibration**.

3.7 Digital Wellbeing & parental controls

- Go to **Settings** and touch **Digital Wellbeing & parental controls** to find out how much time you have spent on the phone and even on each app. You can customize the time limit for using the phone.
- In addition, parents can restrict their children's usage time and manage their browsing habits.

3.8 Gestures

You can change the system navigation by going to **Settings > System > Gestures > Navigation mode**, then choose one type of navigation.

Gesture navigation

Touch **Gesture navigation** to enable different interfaces access by swiping the phone screen.

- Go to recent apps interface: swipe up from the bottom of the screen, and hold.
- Go home: swipe up from the bottom of the screen.
- Go back: swipe from either the left or right edge of the screen.

3-button navigation

Touch **3-button navigation** to display the following buttons on the bottom of the screen.

■ Recent Apps button

- Touch to view recently used applications. Swipe up on the screen to remove a specific thumbnail from the list, or scroll all the way to the left and touch **Clear all** to remove all thumbnails from the list.
- Pressing the Recent Apps button will also allow access to **Screenshot**. Touch **Screenshot** to immediately capture what is on the screen.

● Home button

- From any application or screen, touch to return to the Home screen.

- Touch and hold to launch Gemini, with which you can search for information online, open apps on your phone, or send messages.

◀ Back button

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

3.9 Multiple users

You can share your phone with other users by going to **Settings > System > Users**. then turn on . And you will see the following choices.

- You (Owner): Touch it and you can set your profile information.
- Add user: Touch it to add new user and allow him to set up his space.
- Guest: Touch it to create new guest and finish other settings.

Note: Touch **Add users from lock screen** to allow user adding in lock screen.

3.10 Backup & Factory Reset

- To transfer data from your device to another one, go to **Settings > System > Backup**, then you need click **Add account** to set your backup account.
- To wipe all data in your device, go to **Settings > System > Reset options > Erase all data (factory reset) > Erase all data > Erase all data**.

4 Applications

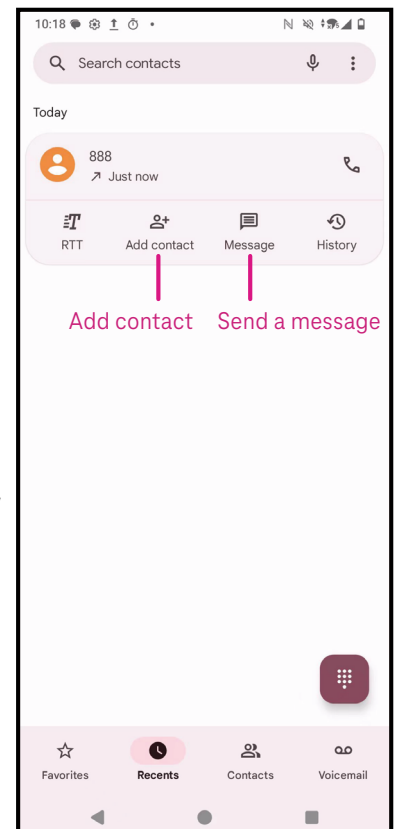
4.1 Call

Calling

- To make a call, touch **Phone**  .
- Suggested numbers are displayed as you enter numbers on the dial pad.
- Enter the desired number from the dial pad and touch  to place the call. You can also select a contact from **Favorites** , **Recents** , **Contacts** , **Voicemail**  by touching the tabs.
- The number you entered can be saved to Contacts by touching **Create new contact**.
- If you make a mistake, you can delete the incorrect digits by touching .
- To hang up a call, touch .

International call

To make an international call, touch and hold  to enter +, then enter the



international country prefix followed by the full phone number and touch .

Emergency call

If your phone has network coverage, dial the emergency number and touch .

This works even without a SIM card and without typing the PIN code.

Answering or rejecting a call

When you receive a call:

- Slide  up to answer.
- Slide  down to reject.
- Touch  to reject the call by sending a preset message.
- To mute the ringtone of an incoming call, press the Volume key.

Voicemail

Your voicemail works like an answering machine for your missed calls.

- To access your voicemail, touch and hold 1.
- To set your voicemail number: touch **Phone**  and go to  > **Settings** > **Voicemail** > **Advanced Settings** > **Setup** > **Voicemail number**.
- If you receive a voicemail,  appears in the Status bar. Open the Notification panel and touch **Voicemail**

Real-time text (RTT)

RTT assists caller who are deaf, hard of hearing, have a speech disability, or need more than voice alone.

- Touch **Phone**  and go to  > **Settings** > **Accessibility** > **Real-time text (RTT)** to set up Real-time text (RTT)
- After enabling RTT, the dialer interface will display  clicking it activates the text input box during a call.

4.2 Contacts

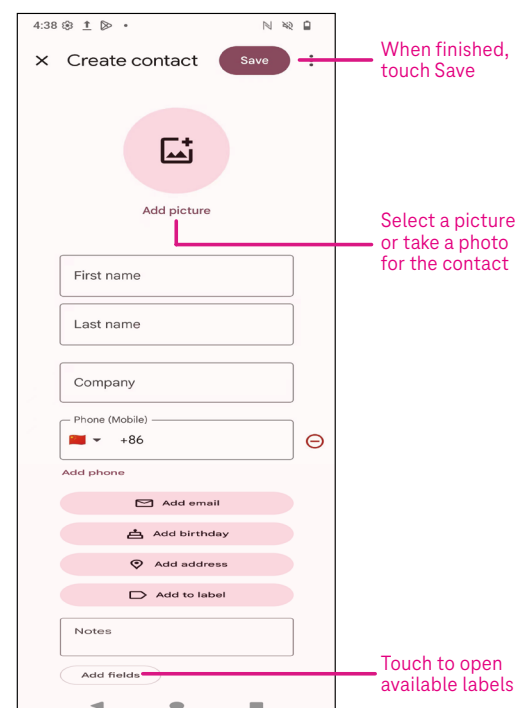
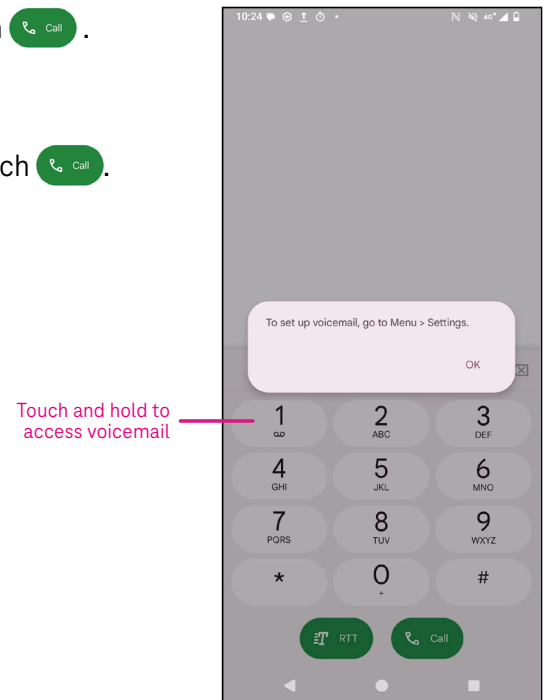
Contacts enables quick and easy access to the contact you want to reach.

To access this function, touch **Contacts**  from the Apps menu.

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

Adding a contact

- Touch  in the contact list to create a new contact.
- Enter the contact's name and other contact information. By scrolling the screen up and down, you can move from one field to another.
- When finished, touch **Save**.
- To exit without saving, you can touch  and then touch **Discard**.



Editing your contacts

Touch  in the contact details screen to edit. When finished, touch **Save**.

Add to/remove from Favorites

Touch a contact to view details then touch  to add the contact to favorites.

Touch  again to remove a contact from favorites.

Add to label

- Touch  to add a label for grouping contacts.

Deleting a contact

From the contact list screen:

- Touch and hold the contact you want to delete, then touch  and **Delete** to delete.
- Mark the checkbox of all contacts, then touch  and **Delete** to delete all contacts.

From the contact details screen:

- Touch  then select **Delete**. Select **Delete** when prompted to confirm.



The contact you have deleted will also be removed from other applications on the phone or web the next time you synchronize your phone.

Sharing a contact

You can share a single contact with others by sending the contact's vCard to them via Quick Share, Bluetooth, Gmail, Messages, and Drive. Select a contact you want to share, touch and hold the contact and tap on .

Available options

From the contact list, you may also make further adjustments by touching **Organize**.

Organize

Contact ringtones

Touch to Set up ringtones for specific contacts.

Manage SIM

Tap to select contacts which you want to **Import** or tap on  to delete.

Import/Export

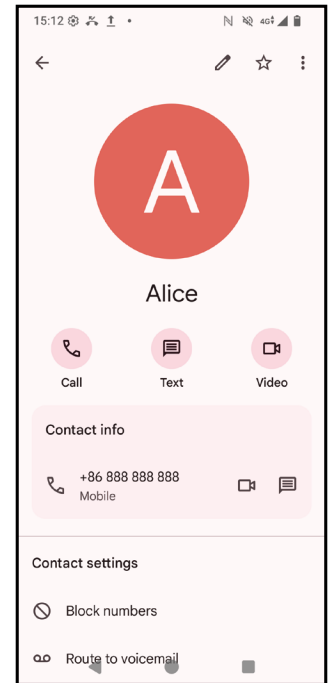
Choose accounts to Import or Export.

Blocked numbers

Add numbers here so that you won't receive the calls or texts from them.

Settings:

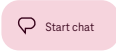
- Your info Touch to set up your profile.
- Accounts Touch to add account and configure related info.
- Sort by Touch to sort the list by the first name or last name.
- Name format Touch to choose whether to display first name first or last name first.
- Theme Touch to change into light or dark theme.
- Default account for new contacts Touch to choose the default place to save a new contact.
- Phonetic name Touch to choose display or hide phonetic name.



4.3 Messages

Use the messaging app  to send and receive text (SMS) and multimedia (MMS) messages.

Creating a message

On the Messaging list screen, touch  to write text/multimedia messages.

Sending a text message

- Enter the name, phone number or email of the recipient in the **To** bar or touch  **Creat group** to add recipients.
- Touch the **Text message** bar to enter the text of the message.
- Touch  to access emoticons.
- When finished, touch  to send the text message.

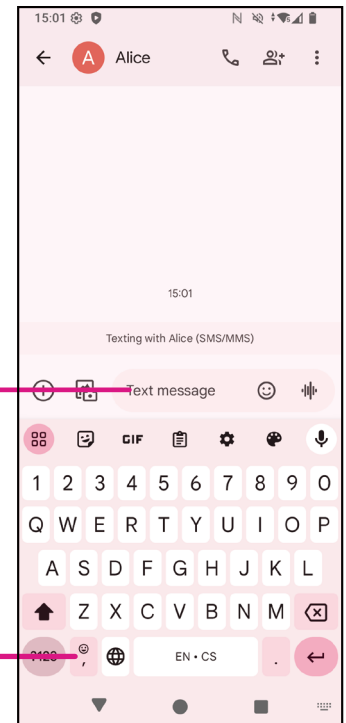
An SMS message of more than 160 characters will be charged as several SMS. A counter will be on the right of the ext box to remind you how many characters can be entered in one message.



Specific letters (accented) will also increase the size of the SMS, this may cause multiple SMS to be sent to your recipient.

Type the text message

Insert emotions



Sending a multimedia message

MMS enables you to send video clips, images, audio and vCard to other compatible mobiles and e-mail addresses.

- Enter the recipient's phone number in the **To** bar.
- Touch the **Text message** bar to enter the text of the message.
- Touch  to attach a gallery, files, your location, contacts or schedule send; Touch  to choose a picture or video.
- When finished, touch  to send the multimedia message.

Managing messages

When receiving a message,  will appear in the Status bar as a notification. Drag down the Status bar to open the Notification panel, touch the new message to open and read it. You can also access the Messaging application and touch the message to open it.

Messages are displayed as a conversation.

Touch a message to enter the message composing screen:

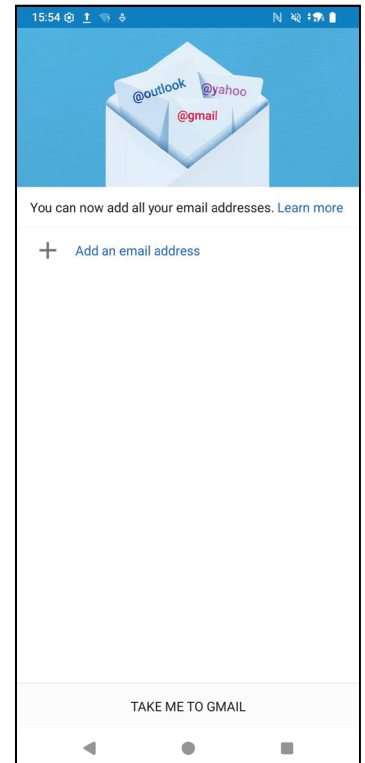
- Touch  to call the number.
- Touch  to save the number to contacts or view the contact details if the number has been saved.
- To reply to a message, enter the text. When finished, touch .
- If you touch and hold a message, the following options will be available:  Copy text ,  Delete,  Star message,  Share or View details.

4.4 Gmail

Setting up Gmail

To set up your email account, swipe up from the Home screen, then select Gmail.

- Select  to add an email address.
- An email setup process will guide you through the steps to set up an email account.
- Select the type of email account that you have and enter the email address and password of the account you want to set up.
- If the account you entered is not provided by your service provider in the device, touch **Other** and enter the email address, touch **NEXT** to select an account type and enter password of your email, then correctly fill in server and port in both Incoming server settings and Outgoing server settings interfaces. Touch **Finish** to complete setup.
- To add another email account, click **+ Add an email address**. Choose **Other** from the set up email options. Or you can touch the account name on the upper right corner and select **Add another account** to implement this function (this is unavailable when not log in Google).



Sending an email

- Touch  **Compose** from the Inbox screen.
- Enter recipient(s) email address(es) in the **To** field.
- If necessary, touch  > **Cc/Bcc** to add a copy or a blind copy to the message.
- Enter the subject and the content of the message.
- Touch  to add an attachment.
- If you do not want to send the mail right away, you can touch  and **Save draft** or touch the Back key to save a copy.
- Touch  to send.
- If you do not want to send or save the email, you can touch  and then select **Discard**.
- To add a signature that will appear on all of your emails, touch  and select **Settings**, then choose the account that you want to create or modify the signature, touch **Mobile signature** to edit.

Note: If you are seeing a “password incorrect” error when setting up your Gmail Account in the Gmail app, please review the following option:

Option : Generate an App password

An App password is a 16-digit passcode that gives an app or device permission to access your Google Account. If you use 2-Step-Verification and are seeing a “password incorrect” error when trying to access your Google Account, an App password may solve the problem.

To generate an App password.

- Visit your App passwords page <https://myaccount.google.com/security/signinoptions/two-step-verification>. You may be asked to sign in to your Google Account.
- Return back to security interface, swipe down to choose **App passwords**.
- Set the following options: **Select app**; **Select device**.
- Select **Generate**.
- Follow the instructions to enter the App password (the 16-character code in the yellow bar) on your device.
- Select **FINISH/DONE**.
- Once you are finished, you won't see that App password code again. However, you will see a list of apps and devices you've created App passwords for.

4.5 Chrome

Enjoy surfing the Web using the Chrome browser.

To access this function, touch Chrome  from the Home screen.

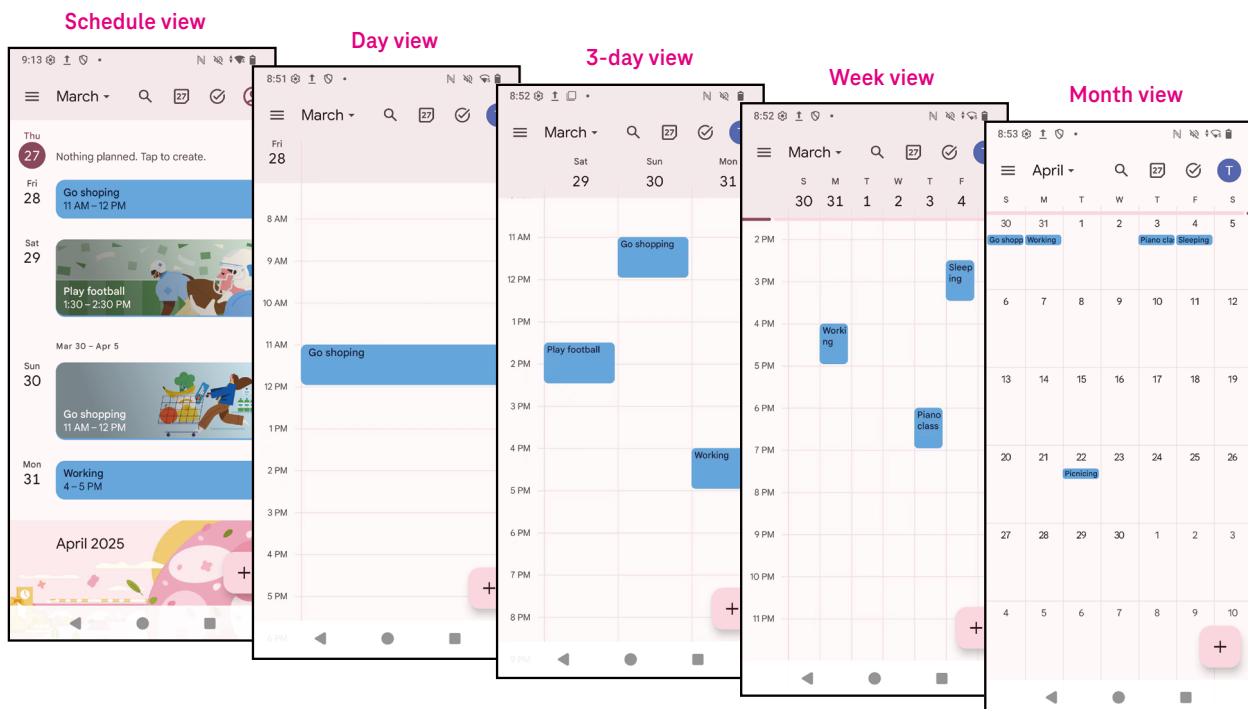
4.6 Calendar

You can use Calendar to keep track of important meetings, appointments, and more.

To access the function, swipe up from the Home screen, then touch **Calendar**.

Viewing calendars

You can display the Calendar in Schedule, Day, 3 days, Week or Month view. Touch  and select your desired calendar view.



Creating a new event

You can add new events from any Calendar view.

- Touch .
- Fill in all required information for this new event. If it is a whole-day event, you can turn  on to All-day.
- Invite guests to the event. Enter the email addresses separated by commas of the guests you want to invite to separate. The guests will receive an invitation from Calendar and Email.
- When finished, touch **Save** from the top of the screen.

To quickly create an event from the Day, 3 Day, or Week views, touch an empty spot to select a target area which will then turn into , and touch the icon to create the new event.

Deleting or editing an event

- To delete or edit an event, touch the event to enter its details screen, then touch  to edit the event.
- Touch  and Delete to remove the event, or **Duplicate** to copy the event.

Event reminder

If a reminder is set for an event, the upcoming event will appear in the home screen.

- Touch an event name to view the Calendar notification list.

4.7 Camera

Accessing the camera

From the Home screen, touch **Camera**.

Taking a picture

- Position the object or landscape in the viewfinder, and touch the screen to focus if necessary.
- Touch  to take the picture which will be automatically saved.
- To take burst shots, touch and hold .

1 Select the options for Flash mode:
Off, Auto, On, Always

2 Select the countdown

3 Select HDR mode to select HDR
mode: **Off, Auto**

4 Select a filter

5 Select the shot size

6 Access more options

7 Switch between front and main
camera

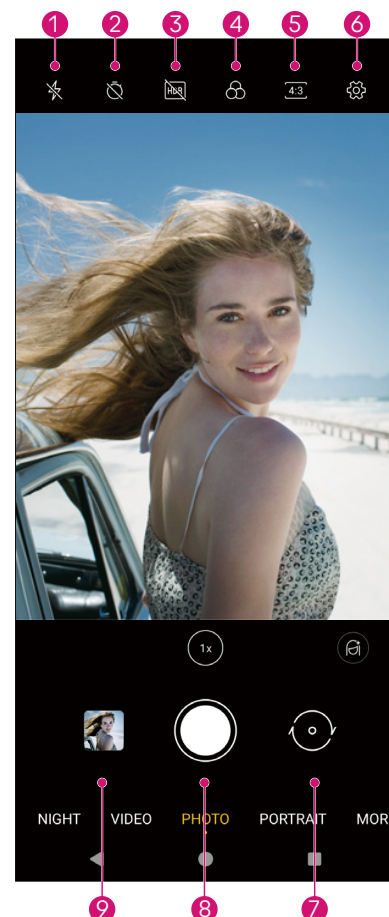
8 Take a photo

9 View photos/videos taken

AI Scene optimizer

You can access more options to select the AI scene optimizer which is a new function.

- Automatically optimize camera setting such as color, contrast and



brightness to make scenes look more vivid.

Making a video

- Touch VIDEO to enter the Video mode.
- Touch  in the center of the screen to start video recording.
- You can also touch  to take a picture during video recording.
- Touch  to pause recording.
- Touch  to resume recording.
- Touch  to stop recording. The video will be automatically saved.

Viewing, Editing, & Sharing

- Touch  then choose a way like Messages to share the photo or video.
- Touch  to edit the photo or video.
- Touch  to search what you see with Google Lens.
- Touch  to delete.
- Touch  to go back to Camera mode.



4.8 Photos

Photos acts as a media player for you to view photos and play videos.

Pictures and videos are displayed by moments and albums in Photos.

- Touch the picture/video directly to view or play.
- Swipe left/right to view previous or next pictures/videos.

Working with photos

You can work with pictures by rotating or cropping them, sharing them with friends, setting them as a contact photo or wallpaper, etc.

- Locate the picture you want to work on and touch the picture in the full screen picture view.
- Touch  to share the picture, or touch  to delete the picture. Touch  and select **Use as** to set the picture as Contact photo.

Tap  to enter editing screen.

Suggestions Choose Enhance, Warm, or Cool to adjust the picture color.

Crop Select between Auto, , , and Reset.

Adjust Manage Brightness, Contrast, and more.

Filters Choose between a variety such as Vivid, Playa, Honey, and more.

Markup Personalize your picture by drawing on it or adding words to it.



4.9 Clock

To access Clock, swipe up from the Home screen, then touch **Clock**.

Setting world clocks

- Touch  on the clock screen.
- Touch  to add a time zone.

Setting alarms

Touch  on the clock screen.

Turn on  to enable existing alarm, or touch  to add a new alarm. The following options will appear:

- | | | |
|---|---------------------------------|--|
|  | Add label | Touch to set a name for the alarm. |
|  | Pause alarm | Touch to select the dates to pause your alarm. |
|  | Default (Magenta_Voyage) | Touch to select a ringtone for the alarm. |
|  | Vibrate | Mark the checkbox to activate vibration. |
|  | Google Assistant Routine | Touch to enter Google Assistant Routine. |
| Dismiss | | Touch to dismiss the alarm. |
|  | Delete | Touch to delete the alarm. |

Setting timer

- Touch  on the clock screen.
- Enter time in the sequence of seconds, minutes, and hours.
- Touch  to activate the Countdown.
- Touch  to add another timer in panel.
- Touch  to deactivate the Countdown.
- Touch  to activate the Countdown.
- Touch  to delete current countdown timer.

Setting stopwatch

- Touch  on the clock screen.
- Touch  to activate the stopwatch.
- Touch  to show a list of records according to the updated time.
- Touch  to deactivate the stopwatch.
- Touch  to clear all new stopwatches.

Bedtime

Set a bedtime to silence your phone and choose to listen to soothing sounds. Set a wakeup time to receive alerts again.

5 Google applications

Google apps are preinstalled on your phone to improve work efficiency and provide an enjoyable user experience. This manual briefly introduces the apps. For detailed features and user guides, refer to related websites or the introduction provided in the apps.

Register with a Google Account to enjoy full functionality.



Google

Your bookmarks, browsing history, and settings across all devices on which the browser is installed can be synchronized with your Google Account.



Gmail

As Google's web-based email service, Gmail is configured when you first set up your phone. With this application, you can send and receive emails, manage emails by labels, archive them, and more. Emails can be automatically synchronized with your Gmail account.



Maps

Google Maps offers satellite imagery, street maps, 360° panoramic views of streets, real-time traffic conditions, and route planning for traveling by foot, car, or public transportation. By using this application, you can find your own location, search for a place, and get suggested route planning for your trips.



YouTube

YouTube is an online video-sharing application where users can upload, view, and share videos. Available content includes video clips, TV clips, music videos, and other content such as video blogging, short original videos, and educational videos. It supports a streaming function that allows you to start watching videos almost as soon as they begin downloading from the internet.



Drive

A file storage and synchronization service created by Google, which allows users to store files in the cloud, share and edit files. Files in Drive are kept secure and can be accessed from any device by logging in to your Google Account. Files or folders can be shared privately with other Google Account users.



Meet

This is a video chat mobile app that allows users to make video calls to people in their contact list once their phone numbers are verified.



Photos

Google Photos stores and backs up your photos and videos. It also automatically analyzes photos and organizes them into groups so that you can quickly find the photos you need.



Google TV

Google TV is a smart TV platform and app developed by Google, designed to streamline and enhance the way users discover, organize, and enjoy streaming content. Launched in 2020 as a successor to Android TV, it combines live TV, streaming services, and personalized recommendations into a unified interface, offering a seamless entertainment experience.



Google One

Google One is a subscription-based cloud storage and membership service developed by Google, designed to enhance your experience across Google's ecosystem while offering expanded storage, exclusive features, and premium support. Launched in 2018, it replaces the older Google Drive storage plans and provides added benefits beyond just cloud space.



Home

Home is a central control hub developed by Google to manage and automate smart home devices, including Google Nest products, third-party gadgets, and services. Originally designed to set up Google Home speakers, it has expanded into a comprehensive platform for creating a connected, voice-controlled smart home ecosystem.



Find Device

Find Device is an official app developed by Google to help users locate, secure, or erase their lost Android smartphones, tablets, wearables (e.g., smartwatches), or other linked devices. It serves as a critical tool for safeguarding personal data and ensuring device recovery.



YT Music

YT Music Downloader is a Windows program that simplifies downloading videos and music from YouTube. YT Music Downloader lets you download videos and/or audio from YouTube. The program is geared toward music, so you can save music videos (or any videos) or convert those videos to just music, and the app will automatically save them in the MP3 format. Provided an appropriate YouTube link, the program is very fast at converting and saving these items to file, and once done, you have access to this music offline and via any others devices to which you transfer these files.

6 More applications

Swipe up from the bottom of the screen to access these other apps.



Play Store

Serves as the official app store for the Android operating system, allowing users to browse and download applications and games. Applications are either free of charge or at a cost.



Files

Files displays all data stored on the phone, including both external SD card and internal storage, such

as applications, media files downloaded from Google Play Store, YouTube or other locations; videos, pictures or audio you have captured; other data transferred via Bluetooth, USB cable, etc.

7 Accessibility

Live Transcribe

Live Transcribe shows speech as text on your screen so you can participate in conversations around you more easily.

- Go to **Settings > Accessibility > Live Transcribe** to set up this function.
- Enable the **Live Transcribe shortcut** to display a quick-access button on the right side of the screen, letting you launch it instantly with a single tap.

Sound Notifications

Get notified about important sounds around you, like when a smoke alarm beeps or baby cries.

- Go to **Settings > Accessibility > Sound Notifications** to set up this function.
- Enable the **Sound Notifications shortcut** to display a quick-access button on the right side of the screen, letting you launch it instantly with a single tap.

Voice Access

Voice Access lets you control your Android device hands-free. Use voice commands to open apps, tap buttons, scroll, type, and more. Currently available in English, French, Italian, German and Spanish only.

- Go to **Settings > Accessibility > Voice Access** to set up this function.
- Enable the **Voice Access shortcut** to display a quick-access button on the right side of the screen, letting you launch it instantly with a single tap.

TalkBack

TalkBack provides spoken feedback so that you can use your device without looking at the screen. TalkBack can be helpful for people who have difficulty seeing the screen.

- Go to **Settings > Accessibility > TalkBack** to set up this function.
- Enable the **TalkBack shortcut** to display a quick-access button on the right side of the screen, letting you launch it instantly with a single tap.

Select to speak

Tap specific items on your screen to hear them read or described aloud.

- Go to **Settings > Accessibility > Select to speak** to set up this function.
- Enable the **Select to speak shortcut** to display a quick-access button on the right side of the screen, letting you launch it instantly with a single tap.

Display size and text

Adjust font size, display size, bold text, and high contrast settings to improve readability and optimize visual accessibility.

- Go to **Settings > Accessibility > Display size and text** to set up this function.

- You can also Go to **Settings > Display > Display size and text** to set up this function.

Color and motion

This feature helps users customize visual elements and motion effects on their device to improve comfort, reduce distractions, and enhance accessibility for those with visual or motion sensitivity. Options include enabling color correction, color inversion, dark theme, remove animations and Large mouse pointer.

- Go to **Settings > Accessibility > Color and motion** to set up this function.

Extra dim

Extra Dim allows the screen brightness to be reduced below the default minimum level, enhancing comfort in low-light environments and minimizing eye strain.

- Go to **Settings > Accessibility > Extra dim** to set up this function.
- Enable the **Extra dim shortcut** to display a quick-access button on the right side of the screen, letting you launch it instantly with a single tap.

Magnification

Quickly zoom in on the screen to make content larger.

- Go to **Settings > Accessibility > Magnification** to set up this function.
- Enable the **Magnification shortcut** to display a quick-access button on the right side of the screen, letting you launch it instantly with a single tap.

Accessibility Menu

The accessibility Menu provides a large on-screen menu to control your device. You can lock your device, control volume and brightness, take screenshots, and more.

- Go to **Settings > Accessibility > Accessibility Menu** to set up this function.
- Enable the **Accessibility Menu shortcut** to display a quick-access button on the right side of the screen, letting you launch it instantly with a single tap.

Switch Access

Switches can help you control your Android device if it's difficult to directly interact with the touchscreen. A switch can be externally connected to your device, like a keyboard or large button.

- Go to **Settings > Accessibility > Switch Access** to set up this function.
- Enable the **Switch Access shortcut** to display a quick-access button on the right side of the screen, letting you launch it instantly with a single tap.

Timing controls

Timing Controls let users adjust touch & hold delay, time to action (Accessibility timeout), and autoclick (dwell timing), tailoring interaction pacing for enhanced accessibility.

- Go to **Settings > Accessibility > Timing controls** to set up this function.

System controls

System Controls let users customize navigation mode, power button ends call, and auto-rotate screen, enhancing device usability and adaptability.

- Go to **Settings > Accessibility > System controls** to set up this function.

Vibration & haptics

Vibration & Haptics enables adjustment of vibration intensity and tactile feedback strength, providing haptic cues to help users with visual or auditory impairments intuitively perceive interactions and confirmations.

- Go to **Settings > Accessibility > Vibration & haptics** to set up this function.

Live caption

Live caption detects speech on your device and automatically generates captions.

- Go to **Settings > Accessibility > Live caption** to set up this function.

Caption preferences

Caption preferences customize caption size and style to make them easier to read.

- Go to **Settings > Accessibility > Caption preferences** to set up this function.

Audio description

Audio Description provides voice narration of on-screen content for visually impaired users, describing essential visual information not directly conveyed in supported movies and shows.

- Go to **Settings > Accessibility > Audio description** to enable this function.

Flash notifications

Flash the camera light or the screen when you receive notifications or when alarms sound.

- Go to **Settings > Accessibility > Flash notifications** to set up this function.

Hearing devices

Set up and manage ASHA and LE Audio hearing aids, cochlear implants, and other amplification devices.

- Go to **Settings > Accessibility > Hearing devices** to set up this function.
- You can also go to **Phone**   **> Settings > Accessibility > Hearing aids** to turn on hearing aid compatibility.

Audio adjustment

Audio Adjustment lets users customize audio settings such as mono audio and audio balance for optimal listening experiences.

- Go to **Settings > Accessibility > Audio adjustment** to set up this function.

Accessibility shortcuts

Quickly access accessibility features from any screen.

- Go to **Settings > Accessibility > Accessibility shortcuts** to set up this function.

Text-to-speech output

Text-to-Speech Output converts on-screen text into spoken audio for accessibility needs, allowing customization of voice engine, language, and speech parameters like speed/pitch.

- Go to **Settings > Accessibility > Text-to-speech output** to set up this function.

8 Security & privacy

8.1 Screen lock

From the Home screen, access **Settings** in the control center or from the search apps list. Go to **Security & privacy > Device unlock > Screen lock**.

Screen lock allows you to secure your phone from being used by others without your permission. Activate the following security options: Pattern, PIN, or Password. Whoever turns on your phone will be required to unlock the screen in order to access your device. Your device can be unlocked by anyone if you select None or Swipe.

8.2 Fingerprint sensor

Use your Fingerprint to unlock the screen.

Access **Settings > Security & privacy > Device unlock > Fingerprint & Face Unlock** to activate this function.

Note: you need to set a pattern, PIN, or password before using Fingerprint sensor.

8.3 Face Unlock

Access **Settings > Security & privacy > Device unlock > Fingerprint & Face Unlock** to activate this function.

Face unlock allows you to unlock your device with your facial data. Set it according to the on-screen steps. Make sure you are facing the phone screen when using face recognition.

Note: you need to set a pattern, PIN, or password before using face unlock.

8.4 Extend Unlock

This function is inactive by default; you need to set a screen lock to activate it. If Smart lock is turned on, your device remains unlocked when it is safe with you.

8.5 Encryption & credentials

Under More security & privacy, touch to view your device encryption status and the credentials items. You can modify and clear all of the stored credentials.

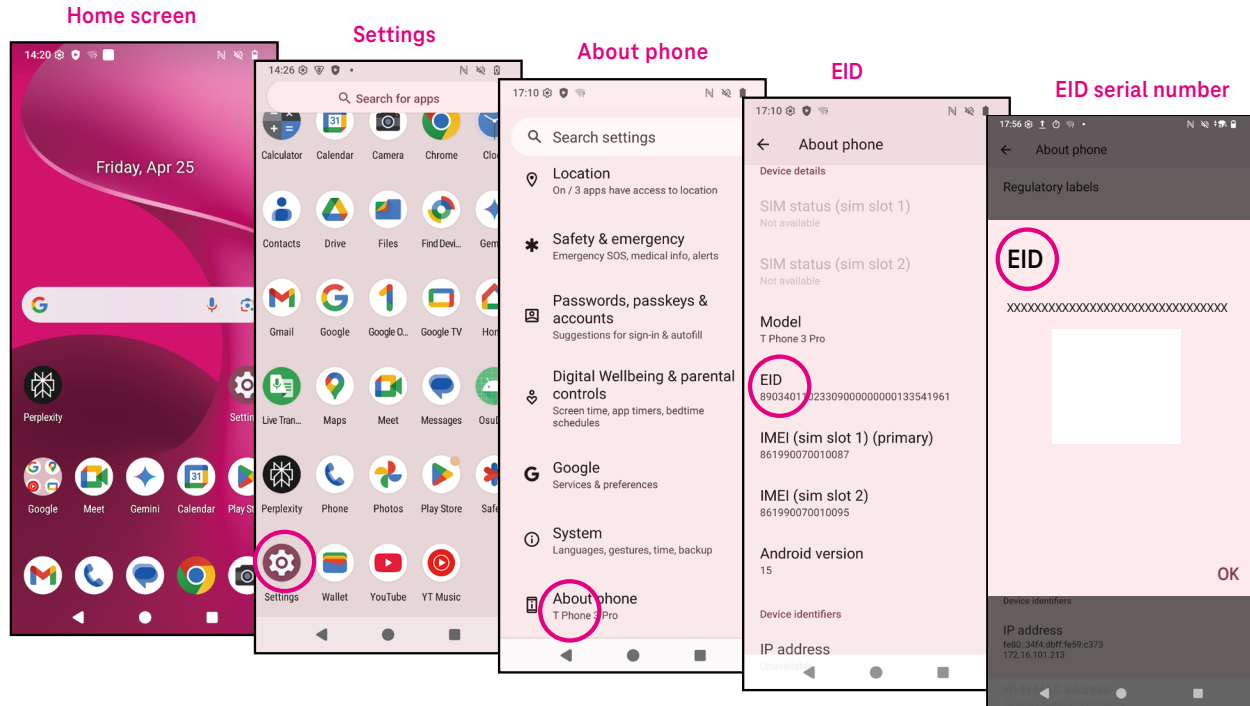
8.6 EID

The EID (Embedded Identity Document), also known as eUICCID, is the identification number of your T Phone 3 Pro eSIM, which consists of 32 digits. You can find the EID in device information or on the packaging of your phone.

To locate the EID of your T Phone 3 Pro through the menu, follow these steps:

- Go to the Home screen. To open the menu, swipe up on the screen.
- Choose Settings.

- Scroll down. Choose About phone.
- Scroll down. Choose EID.
- Under EID, the EID is displayed. Return to the Home screen.



9 Account

9.1 Account information

You can also access account information from your phone.

- Go to **Settings > About phone**.

9.2 Software update

To access Software Updates, follow the steps below:

- Connect your device to a Wi-Fi network and make sure it has a strong data connection.
- Ensure your battery is fully charged before starting the software update. Your device's current battery level can be found on your device under **Settings > Battery**.
- Go to **Settings > System > System updates**.
- If you want to update the system, tap **Check for update** and when that's finished, your phone will have the latest version of the software.

10 Safety & regulatory information

Read this chapter carefully before using your mobile device.

Safety and Use

The manufacturer disclaims any liability for damage, which may result as a consequence of improper use or use contrary to the instructions contained herein. Use of connected devices subject to T-Mobile's Terms and Conditions.

Traffic Safety

Always obey the local laws and regulations addressing the use of wireless mobile devices and their accessories in the areas where you drive. The use of mobile devices while driving may be prohibited or restricted in certain areas.

Conditions of Use

Remember to abide by local authority rules of mobile device use on aircrafts.

Operational Warnings

Only use your mobile device in accordance with local laws and regulations and obey all posted notices in public areas.

Read and follow the directions from the manufacturer of your implantable medical device. If you have any questions about using your mobile device with your implantable medical device, consult your healthcare provider.

- It is recommended to have proper supervision while small children use your mobile device.
- Do not attempt to disassemble your mobile device. If you disassemble your mobile device, the warranty will not apply.
- Always handle your mobile device with care and keep it in a clean and dust-free place.
- Do not allow your mobile 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 0°C (32°F) to +40°C (104°F).

Note: The max value depends on the device condition, materials around it and the housing paint and texture.

- At over 40°C (104°F), the legibility of the mobile device's display may be impaired, though this is temporary and not serious.
- Do not open or attempt to paint or repair your mobile device.
- Do not drop, throw or try to bend your mobile device.
- Do not use the mobile device if the screen is damaged, cracked or broken to avoid any injury.
- Use only batteries, battery chargers, and accessories which are recommended by device manufacturer and its affiliates and are compatible with your mobile device model. Device manufacturer and its affiliates disclaim any liability for damage caused by the use of other chargers or batteries.

Please check local laws and regulations in your jurisdiction to learn how to best dispose of your mobile device.



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 of your jurisdiction or other jurisdiction(s) where you will use your mobile device regarding taking photographs and recording sounds with your mobile device. 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 reproduce 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 authorization 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 device (including the operator) disclaim any liability which may result from the improper use of the mobile device.

Legal Information

In order to provide you with better access to this important information, we've made the materials accessible from the phone's Settings menu. Review these materials prior to using your mobile device. To access the materials on your mobile device, swipe up from the home screen, and tap **Settings > About phone > Legal information**, and select a topic.

Regulatory Information (e-label)

Your mobile device uses an electronic label (e-label) that provides regulatory information about your device. To view the regulatory information for this device on the device, swipe up from the home screen, then tap **Settings > About phone > Regulatory labels**.

 This smartphone has been tested and rated for use with hearing aids for some of the wireless technologies that the smartphone uses. However, other wireless technologies may be used in this smartphone that have not been tested for use with hearing aids. It is important to try the different features of your smartphone thoroughly and in different locations to determine if you hear any interfering noise when using this smartphone with your hearing aid or cochlear implant. Consult your wireless service provider about its return and exchange policies, and for information about hearing aid compatibility. Your device includes a radio transmitter and receiver. It is designed and manufactured not to exceed the exposure limits for Radio Frequency (RF) set by the CONFORMITE EUROPEENNE (CE). The RF exposure limits set by the CE for wireless mobile devices utilize a unit of measurement referred to as Specific Absorption Rate (SAR), which is a measure of the amount of RF energy absorbed by the body when using a mobile device. The CE limit for public exposure from cellular telephones is a SAR level of 2.0 watts per kilogram (2.0 W/kg). And the highest SAR value for this device when tested at the head was 0.94 W/kg*(10 g), when tested at the body was 1.40 W/kg*(10 g), and when tested at the limb was 2.99 W/kg*(10 g).

This device complies with CE radiation exposure limits set forth for an uncontrolled environment. To ensure compliance with the RF exposure guidelines, the device must be used at least 5mm from your body.

To view additional SAR information on your phone, swipe up from the home screen, then tap > **Settings > About phone > Legal information > RF Exposure**.

Battery and Accessories

Observe the following precautions for battery use:

- Do not attempt to open the battery (due to the risk of toxic fumes and burns).
- Do not disassemble or cause a short-circuit in the battery.
- Do not burn or dispose of a used battery in household garbage or store it at temperatures above 35° C.
- Do not disassemble, open, crush, bend, deform, puncture or shred.

- Do not modify or remanufacture, attempt to insert foreign objects into the battery, immerse or expose to water or other liquids, expose to fire, explosion or other hazard.

To optimize battery lifespan and performance:

- Avoid extreme heat and frequent fast charging. Prolonged exposure to high temperatures or repeated fast charging accelerates degradation. Prioritize standard charging for long-term health.
- Disable unused wireless connections. Turn off inactive Wi-Fi/Bluetooth to minimize power drain.
- Enable Adaptive Charging. Activate via **Settings > Battery > Adaptive Battery** to intelligently adjust charging patterns.
- Go to **Settings > Battery > Battery information** to view Battery health, Full charge/discharge cycles, Manufacture date, and Date of first use.

Products that have the below symbol must be taken to collection points at the end of their life:



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

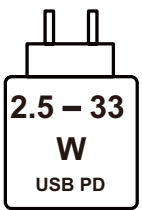
You can learn more about how to recycle your mobile device by visiting the CTIA website at www.ctia.org/news/how-to-recycle-your-mobile-device

CAUTION: IF BATTERY IS REPLACED BY AN INCORRECT TYPE, DEVICE MIGHT EXPLODE. DISPOSE OF USED BATTERIES ACCORDING TO THE INSTRUCTIONS.



Recycling Information

Call Recycle Customer Support at 1-855-368-0829 for recycling instructions or just mention this: In the United States you may learn more about CTIA's Recycling Program at <http://www.recyclewirelessphones.com>.



- The power delivered by the charger must be between min 2.5 Watts required by the radio and max 33 Watts in order to achieve the maximum charging speed.
- This device supports the USB PD fast charging.

Chargers

For environmental reasons this package does not include a charger. Use only a certified USB Type-C charger that is compatible with the device. Incompatible chargers may cause damage or affect performance.

Home A.C./Travel chargers will operate within the temperature range of: 0°C (32°F) to 45°C (113°F).

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.

This product should be operated with the recommended power supply unit(s).

Travel charger: Input: 100 - 240V~ 50/60Hz 0.9A

Output: PD3.0: 5V 3A or 9V 3A, 11V 3A, PPS: 5~11V 3A

Licenses



microSD logo is a trademark of SD-3C, LLC.



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



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

11 Specification

Funkstandard	Frequenz	Ausgangsleistung
GSM	B3	30.0dBm+/-1dB
	B8	30.0dBm+/-1dB
WCDMA	B1	24.0dBm+/-1dB
	B8	24.0dBm+/-1dB
LTE	B1	24.0dBm+/-1dB
	B3	24.0dBm+/-1dB
	B7	23.0dBm+/-1dB
	B8	24.0dBm+/-1dB
	B20	24.0dBm+/-1dB
	B28	24.0dBm+/-1dB
	B38	26.0dBm+/-1dB
	B40	24.0dBm+/-1dB
	B41	26.0dBm+/-1dB
NR	N1	24.0dBm+/-1dB
	N3	24.0dBm+/-1dB
	N7	23.0dBm+/-1dB
	N28	24.0dBm+/-1dB
	N38	26.0dBm+/-1dB
	N41	26.0dBm+/-1dB
	N75	RX
	N77	26.0dBm+/-1dB
	N78	26.0dBm+/-1dB
WIFI CHO		
2.4G WiFi	2412MHz-2472MHz	18.0dBm+/2dB

Funkstandard	Frequenz	Ausgangsleistung
5G WiFi	5150MHz-5250MHz	18.5dBm+1.5/-2dB
	5250-5350MHz, 5470MHz-5725MHz	18.5dBm+1.5/-2dB
	5725MHz-5850MHz	17.0dBm+/-2dB
6G WiFi	5925MHz-6425MHz	15.0dBm+/-2dB
B T	2402MHz-2480MHz	13.5dBm+/-3dB
NFC	13.56MHz	42 dBuA/m @ 10 m
WIFI CH1		
2.4G WiFi	2412MHz-2472MHz	18.0dBm+1.5/-2dB
5G WiFi	5150MHz-5250MHz	17.0dBm+1.5/-2dB
	5250-5350MHz, 5470MHz-5725MHz	17.0dBm+1.5/-2dB
	5725MHz-5850MHz	17.0dBm+1.5/-2dB
6G WiFi	5925MHz-6425MHz	15.0dBm+1.5/-2dB

Frequency band: 5150 - 5250 MHz:

Indoor use: Inside buildings only. Installations and use inside road vehicles and train carriages are not permitted. Limited outdoor use: If used outdoors, equipment shall not be attached to a fixed installation or to the external body of road vehicles, a fixed infrastructure or a fixed outdoor antenna. Use by unmanned aircraft systems (UAS) is limited to within the 5170 - 5250 MHz band.

Frequency band: 5250 - 5350 MHz:

Indoor use: Inside buildings only. Installations and use in road vehicles, trains and aircraft are not permitted. Outdoor use is not permitted. Operation of WAS/RLAN installations in large aircraft (excluding multi-engined helicopters) is permitted until 31 December 2028.

Frequency band: 5470 - 5725 MHz:

Installations and use in road vehicles, trains and aircraft and use for unmanned aircraft systems (UAS) are not permitted. Operation of WAS/RLAN installations in large aircraft (excluding multi-engined helicopters), except in the frequency band 5600 - 5650 MHz, is permitted until 31 December 2028.

12 Troubleshooting

Review some of these common issues and their solutions.

My phone can't receive incoming calls

- Make sure that your phone is switched on and connected to a network.
- Check for overloaded or unavailable network.
- Check your subscription status.
- Make sure that you have not forwarded incoming calls.

- Make sure that you have not barred certain calls.
- Make sure that your phone is not in airplane mode.

The caller's name/number doesn't appear when a call is received

- If the caller is not in your contact list, you have the option to subscribe to NameID.
- Your caller may have concealed his name or number.

I can't find my contacts

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

The sound quality of the calls is poor

- Adjust the volume during a call by pressing the Volume key.
- Check the network strength. Move to a location with stronger signal strength.
- Make sure that the receiver, connector or speaker on your phone is clean.

I can't use the features described in the manual

- Check to make sure that your subscription includes this service.
- Make sure that this feature doesn't require any additional accessory.

When I select a number from my contacts, the number can't be dialed

- Make sure that you have correctly recorded the number in your file.
- Make sure that you have selected the country code when calling an international number.

My phone can't connect to a network or "No service" is displayed

- Try connecting to the network by moving to another physical location.
- Verify the network coverage in your current area.
- Check that your SIM card is valid.
- Make sure your phone's setting is not in airplane mode.
- If you are away from your T-Mobile network, you may need to enable roaming in the phone's settings to connect to another network. Roaming charges may apply.

My phone can't connect to the internet

- Make sure that Cellular Data internet service is available in your wireless service plan.
- Check your phone's settings. Make sure Cellular Data is enabled or Wi-Fi connected.

- Make sure that you are in a place with network coverage for cellular data or Wi-Fi internet connection.
- Try connecting at a later time or from another location.

Invalid SIM card

- Make sure that the SIM card has been correctly inserted (see “Inserting Nano SIM card”).
- Make sure that the chip on your SIM card is not damaged.
- Make sure that the service of your SIM card matches the network you’re on.

My phone can’t make outgoing calls

- Make sure that you have dialed a valid number and have touched Call on your phone.
- For international calls, check the country and area codes.
- Make sure that your phone is connected to a network, and the network is not overloaded or unavailable.
- Check your subscription status.
- Make sure that you have not barred outgoing calls.

My phone can’t be switched on

- If the phone can’t be switched on, charge for at least 10 minutes to ensure the minimum battery power needed. Then switch it on again.

My phone has not responded for several minutes

- If your phone doesn’t respond, turn off your phone by pressing and holding the Power key until it turns off and then restart it again.

My phone turns off by itself

- If your phone turns off by itself, make sure that the Power key is not accidentally pressed.
- Check the battery charge level.
- If it still doesn’t work, Factory reset the phone via the Reset options in the phone’s Settings. Make sure you have backed up your data.

My phone can’t charge properly

- Make sure that your battery is not completely discharged; if the battery power has been discharged for a long time, it may take around 10 minutes to display the battery charging indicator on the screen.
- Make sure that charging is carried out under normal conditions (0°C (32°F) to 45°C (113°F)).

I can’t add a contact

- Make sure that your SIM card contact list are not full; delete some files or save the files to the phone.

My callers can't leave messages on my voicemail

- Contact your network carrier to check service availability.
- Set up your voicemail so that your caller can leave a message.

I can't access my voicemail

- Make sure that T-Mobile's voicemail number is correctly entered in "Voicemail number".
- Try later if the network is busy.

I can't send and receive MMS

- Check your phone storage as it might be full.
- Contact customer care to check service availability and MMS parameters.
- Verify the server center number or your MMS profile with customer care.
- The server center may be swamped. Try again later.
- Start a new Messaging string. Your messaging string may have reached its limit.

SIM card PIN locked

- Contact customer care to obtain the PUK (Personal Unblocking Key) code.

I can't connect my phone 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 been activated.
- Check that you have marked the USB debugging checkbox.
- Check that your computer meets the requirements for Smart Suite installation.
- Make sure that you're using the right cable from the box.

I can't download new files

- Make sure that there is enough phone storage space for your download.
- Select the microSD card as the location to store downloaded files.
- Check your subscription status.

The phone can't be detected by others via Bluetooth

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

The battery drains too fast

- Make sure that you follow the complete charge time (minimum 2.3 hours).
- After a partial charge, the battery level indicator may not be exact.
- Wait for at least 10 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 manually or increase their auto-check interval.
- Exit background-running applications if they are not being used for extended periods of time.
- Deactivate Bluetooth, Wi-Fi, or GPS when not in use.

The phone becomes 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 the above actions will make your phone return to normal temperature.

After Factory data reset is performed, I can't use my phone without entering Google Account credentials

- After reset is performed, you must enter the original Google Account credentials that were used on this phone.
- If you don't remember your Google Account credentials, complete Google Account recovery procedures.

The phone doesn't ring when a call or message arrives

- Make sure that Do Not Disturb mode (go to **Settings > Sound & vibration > Do Not Disturb**) is not activated.
- Press the Volume key to adjust volume.