



# Prestigio

THE ART OF HI-TECH



## MultiPhone PAP5503 DUO

Android Smartphone

### User Manual

Version 1.0

[www.prestigio.com](http://www.prestigio.com)

## About this user manual

This user manual is specially designed to detail the device's functions and features.

- Please read this manual before using the device to ensure safe and proper use.
- Descriptions are based on the device's default settings.
- Images and screenshots may differ in appearance from the actual product.
- Prestigio continuously strives to improve its products. Due to software upgrading, some contents in this user manual may be different from your product. Prestigio reserves the rights to revise this user manual or withdraw it at any time without prior notice. Please take your product as standard.
- The Android applications provided on your device have been developed by Android's users or other companies, not by Prestigio and are provided at no charge. Unless otherwise indicated, Prestigio makes no promises nor representations, and takes no responsibilities about their performance, quality, content, or intellectual property rights.

## Conventions used in this manual

In this user manual, we use the following symbols to indicate useful and important information:



**Caution:** safety precaution and important information.



**Note:** additional information.



**Tips:** usage tips.

- > The order of options or menus you must select to perform a step.

## Warranty Information

Prestigio MultiPhone PAP5503 DUO has a two-year warranty.

You may find detailed warranty information at

<http://www.prestigio.com/support/warranty-terms>

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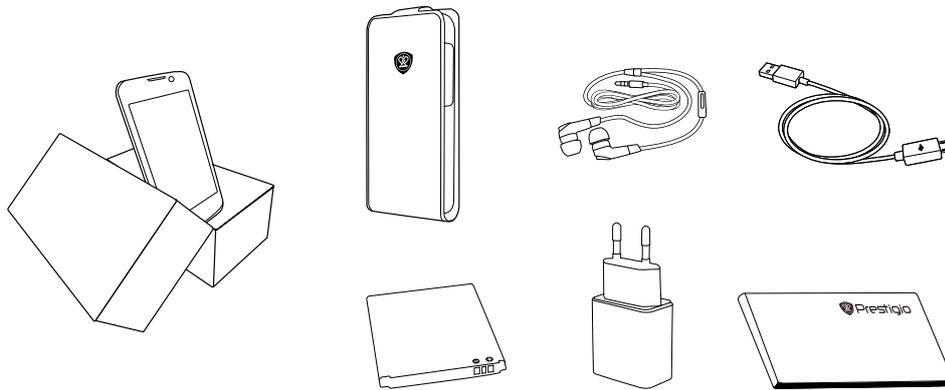
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# 1. Unboxing

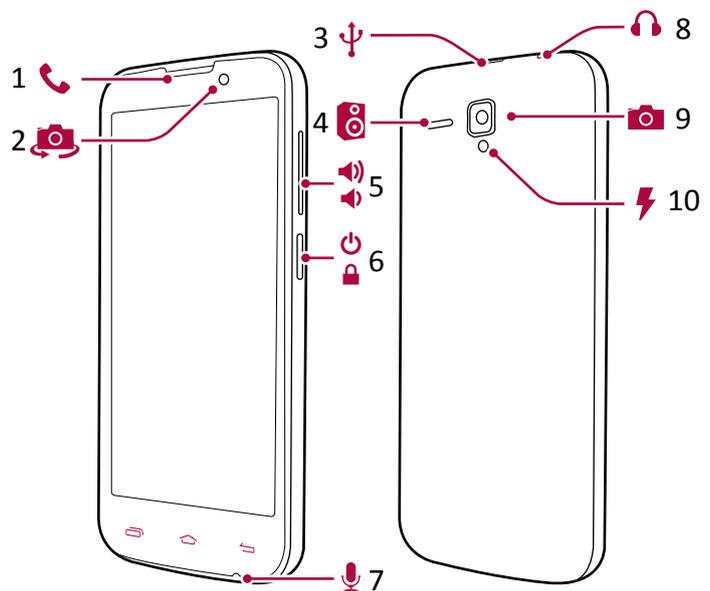


## Inside your package



## Your phone at a glance

1. Earpiece
2. Front camera
3. Micro USB port
4. Speaker
5. Volume button
6. Power button
7. Microphone
8. Earphone jack
9. Rear camera
10. Flash



## Buttons

The menu, home and back keys help you navigate your phone.

- Tap  to open a list of options available on the current screen.
- To open the list of recent apps, tap and hold .
- Tap  to return to the Home screen.
- Tap  to return to the previous screen.

## 2. Getting started



Congratulations on your purchase and welcome to Prestigio. To get the most from your product and enjoy all that Prestigio has to offer, please visit:

[www.prestigio.com/catalogue/MultiPhones](http://www.prestigio.com/catalogue/MultiPhones)

For more details about your product, please visit:

[www.prestigio.com/support](http://www.prestigio.com/support)



Do not cover the antenna area with your hands or other objects. This may cause connectivity problems or drain the battery.



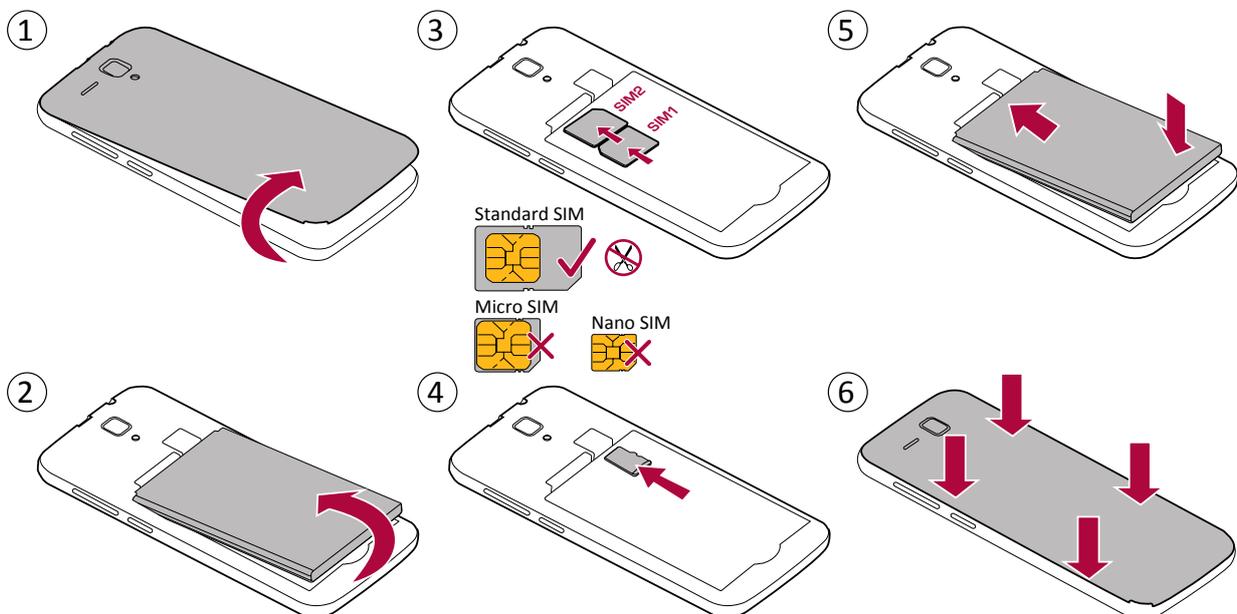
Please read the "MultiPhone legal and safety notices" in your package before use.

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### Installation

Follow the steps below to prepare your phone for using. Remember to turn off your mobile phone before removing the rear panel.

1. Remove the rear panel.
2. Take out the battery.
3. Insert the SIM card.
4. Insert a memory card.
5. Insert the battery (with its exposed copper contacts first) into the battery compartment.
6. Put the rear panel back.





- The use of incompatible SIM cards, manually cut SIM cards, or SIM card adapters may damage the cards or the device, and it may corrupt the data stored on the cards.
- Scratching or bending of the SIM cards may result in the loss of contacts and information, so be careful when handling, inserting, or removing the cards.
- Do not bend or twist the rear panel excessively. Doing so may damage the cover.
- Please use only original batteries that came in the box or replacements that we recommend.
- Some memory cards may not be fully compatible with the device. Using an incompatible card may damage the device or the memory card, or corrupt the data stored in it.



Frequent writing and erasing of data shortens the lifespan of memory cards.

## Power on your phone

Press and hold the power button for a few seconds to power on your phone.

1. After turning on the device for the first time, Prestigio Installer Wizard will appear on the screen. It offers you a few third-party apps, tap the apps you want to install on your phone. Follow the on-screen instructions to install the apps.
2. It may take a few minutes for your phone to install the apps.



To turn off your phone, press and hold the power button, and then tap **Power off** on the pop-up screen.



If you do not install apps provided by Prestigio Installer Wizard the first time, you can tap  on the Home screen to install these apps the next time.

## Home screens

Your Home screen is the starting point to access all of your phone's features. The Home screen can have multiple panels. To view other panels, swipe left or right.

Tap  to return to the Home screen. Your phone's Home screen consists of the following:



## Personalise your wallpaper

Pick your favourite photo as your Home wallpaper. Choose from the available wallpapers, or use any photo you have taken with the camera.

1. On the Home screen, tap  > **Wallpaper**.
2. Select one of the following: **ES File Explorer**, **Gallery**, **Live wallpapers**, **Video wallpapers** or **Wallpapers**.
3. Select an image and tap **Set wallpaper**. Or, select an image, resize it by dragging the frame, and then tap **OK**.

## Add an app icon to Home screen

1. On the Home screen, tap  to open the list menu.
2. Tap and hold an application icon.
3. Drag it into a panel preview.

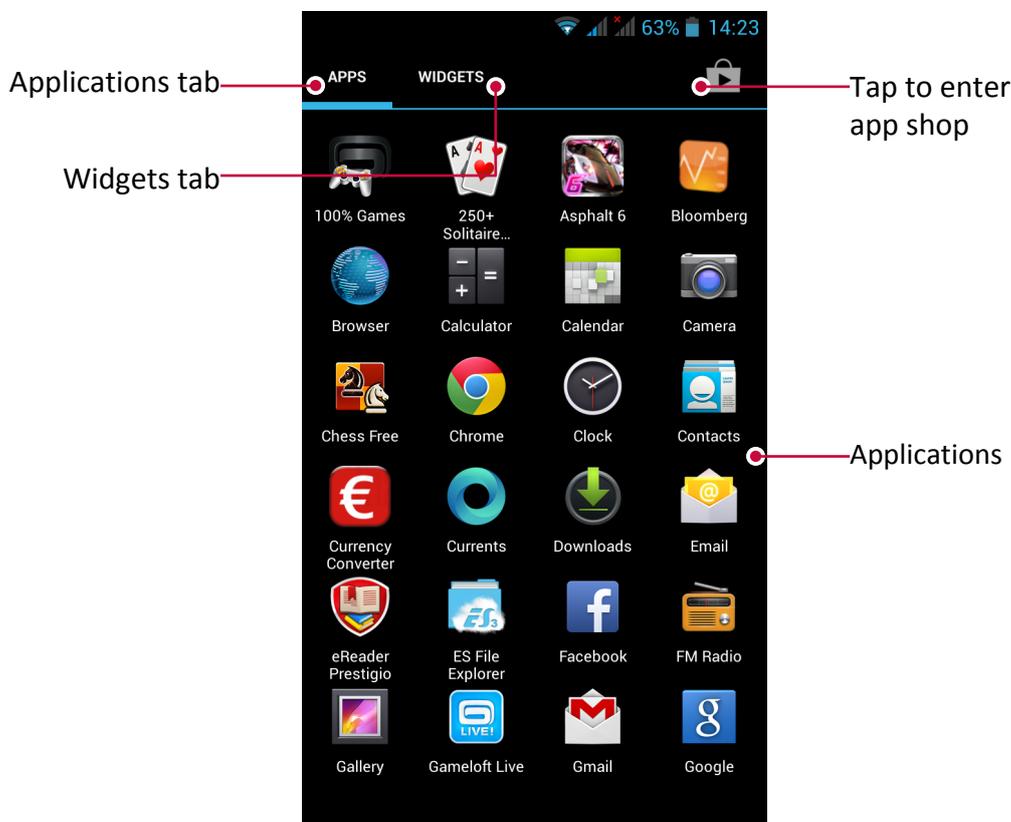
## Remove an item on Home screen

1. Tap and hold an item to remove.
2. The **Remove** option appears at the top of the Home screen.
3. Drag the item to the **Remove** option.
4. When the **Remove** option turns red, release the item.

---

## List menu

All your apps' icons can be found on the list menu. You can also find all the widgets of the apps on the list menu. On the Home screen, tap  to open the list menu. The list menu can have multiple panels. To view other panels, swipe left or right. Tap  or  to return to the Home screen. Your phone's list menu consists of the following:



# 3. Basics

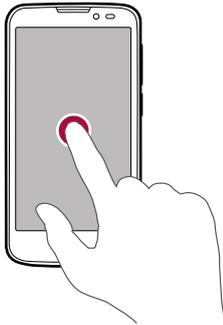
# 3

## Finger tips

Only use your fingers to use the touch screen.

### Tap

To open an application, to select a menu item, to press an on-screen button, or to enter a character using the on-screen keyboard, tap it with a finger.



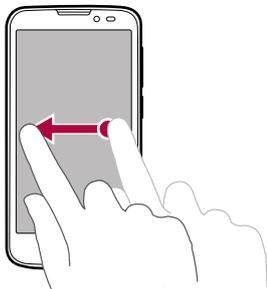
### Tap and hold

Tap and hold an item for more than 2 seconds to access available options.



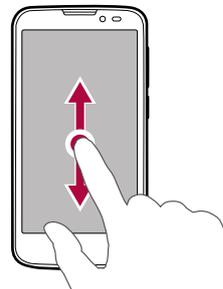
### Swipe

Quickly swipe your finger vertically or horizontally across the screen to go to other home pages, scroll through documents, and more.



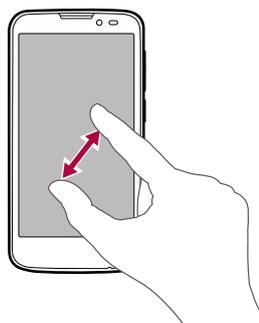
### Slide or scroll

Slide your finger vertically across the screen to open drop-down menu. Drag up or down to scroll.



### Zoom in

Spread two fingers apart on a web page, map, or image to zoom in a part.



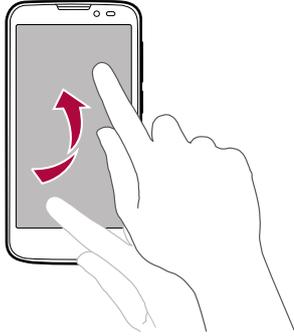
### Zoom out

Pinch two fingers together on a web page, map, or image to zoom out a part.



## Flick

Flick left or right on the Home screen or the applications screen to see another panel. Flick up or down to scroll through a web page or a list, such as contacts.



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## Rotating the screen

For many screens, you can automatically change the screen orientation from portrait to landscape by turning your phone sideways. When entering text, you can turn your phone sideways to bring up a bigger keyboard.



To prevent the display from rotating automatically, open the notifications panel and deselect **Auto rotation**.

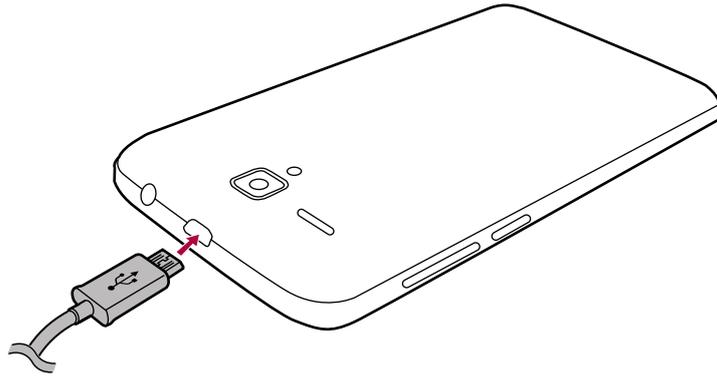


- Some applications do not allow screen rotation.
- Some applications display a different screen depending on the orientation.

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## Charge the battery

A new battery is partially charged. The battery icon at the upper-right corner shows the level of charging status.



1. Plug the small end of the charger into the micro USB port of the device, and plug the large end of the charger into an electric socket.
2. After being fully charged, disconnect the device from the charger. First unplug the charger from the device, and then unplug it from the electric socket.



Always use authentic accessories to optimise your battery performance. Non-authentic accessories (eg. chargers) can damage your battery and even your phone.

## Optimise your battery performance

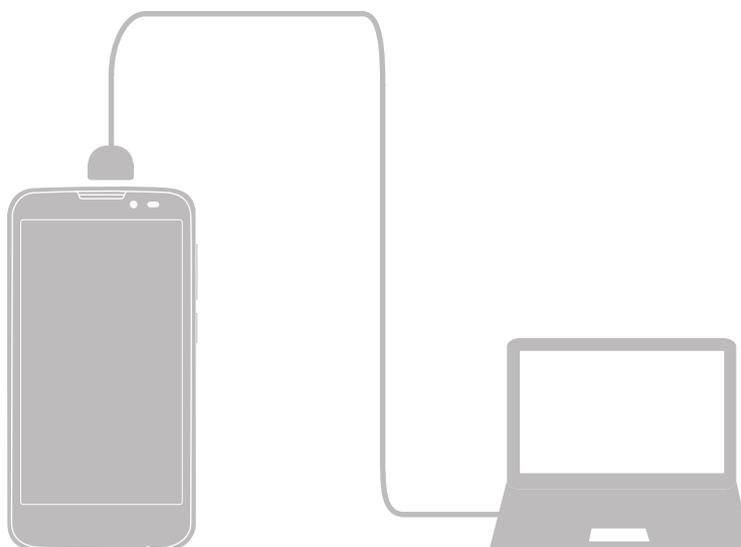
Here are some tips to help you optimise your battery performance.

- Always ensure that your phone profile is appropriately set to meet your actual usage.
- If you are not using Bluetooth, Wi-Fi, GPS or other applications, turn them off.
- Adjust the intensity of your display screen's backlight to low or medium level and for the shortest duration.
- Avoid using or placing your phone near magnetic objects (eg. a radio or television) or on metal surfaces, which will impact the network connection and ultimately drain power from your battery.

---

## Connect to your PC

You may need to connect your phone to a PC in order to complete activation. Your phone's micro USB port allows you to exchange media and other files with a PC.



## Load files from your PC

1. Connect your phone to the PC with the included USB cable.
2. Open the notifications panel, and then tap **Connected as a media device > Media device (MTP)**.
3. Transfer files between your phone and the PC.

---

## Lock and unlock the screen

When not in use, lock your phone to prevent unwanted operations and save the battery power.

- Lock: press the power button.
- Unlock: press the power button, and then slide the lock icon to unlock your screen.



When your phone is locked, nothing happens if you touch the screen.

Your phone can still:

- Receive calls, text messages, and other updates.
- Play music.
- Adjust the volume.

You can use the earphones to answer a call or listen to music.

## Auto lock

You can set a time span for the screen to be locked automatically.

1. On the list menu, tap **Settings > Display > Sleep**.
2. Select your desired time span.

## Set screen lock pattern

Protect your personal information and prevent others from using your phone without your permission by setting a screen lock pattern, PIN, or password. You will be asked to unlock the screen every time your phone is powered on or when it is idle for a certain period of time.

- On the list menu, tap **Settings > Security > Screen lock**.

## Unlock your phone

Turn on the screen by pressing the power button, and enter the unlock code.



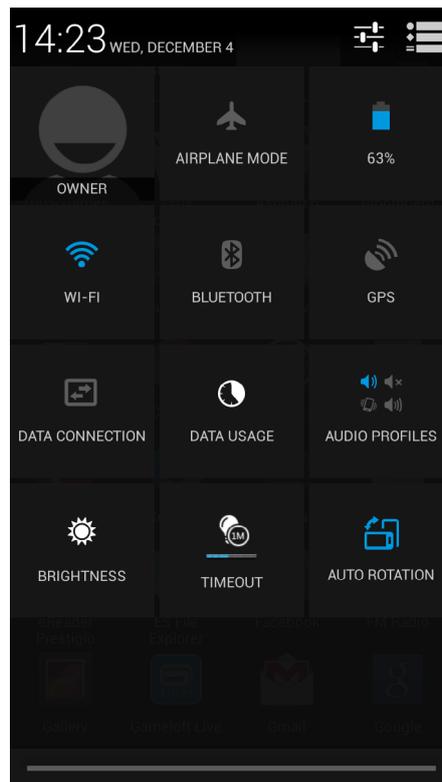
If you have forgotten your screen lock pattern, you have up to five attempts to try and unlock your phone. If this fails, take the device to your dealer to reset it.

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## Notifications panel

Slide down from the top of the screen to open the notifications panel. When you get a new notification, you can open it to see what event or new info you have received. You can also quickly access settings from it. It allows you to easily turn airplane mode, Wi-Fi, and Bluetooth on and off. It also provides a shortcut to set the brightness and orientation of your screen.

- To open the notifications panel, slide down from the top of the screen.
- To close the notifications panel, drag up the bar that is at the bottom of the screen.
- To dismiss the notification, tap .
- To enter system settings, tap .
- Tap  or  to switch between notifications and quick settings list.



---

## Enter text

Use the on-screen keyboard to enter text, such as contact information, mail, and web addresses. Depending on the app and the language you are using, the keyboard may correct misspelled words, predict what you are typing, and even learn as you use it.

## Change the input method

You can download an input app or use the input method pre-installed on your phone. To change the input method, follow these steps:

1. On the list menu, tap **Settings >Language & input > Default**.
2. Choose the desired input method.

## Use the Prestigio keyboard



### Enter text

- Type uppercase: tap the Shift key  before tapping a letter. Or touch and hold the Shift key, then tap a letter.
- Type lowercase: tap the Shift key again and then tap a letter.
- Enter numbers, symbols or punctuation: tap .

### Enter text by voice

You also can enter the text by activating the voice input feature and then speak into the microphone. Your phone displays what you speak.

Voice typing: open the Prestigio keyboard, tap .

- If the device does not recognise your words correctly, tap the underlined text and select an alternative word or phrase from the dropdown list.
- To change the language or add languages for the voice recognition, tap  and select **Add more languages**.

### Copy and paste text

1. After you have selected the text you want to copy, tap . The selected text is then copied to the clipboard.
2. In a text entry field, press and hold at the point where you want to paste the text.
3. Tap **Paste**.

### Move a text

1. After you have selected the text you want to cut, tap . The selected text is then cut to the clipboard.
2. In a text entry field, press and hold at the point where you want to paste the text.
3. Tap **Paste**.

---

## Use widgets

Widgets put at-a-glance important information and media content up front on your Home screen. Some widgets are already added to your Home screen for your convenience. You can add more from the available selections of widgets.

### Add a widget to Home screen

1. On the list menu, tap **WIDGETS** to open the widgets list.
2. Scroll left or right on the widgets panel.
3. Tap and hold the desired widgets to add it to the Home screen.

---

## System upgrade

Your phone can check and notify you if there is a new upgrade available. You can also manually check if there is an available update. You can set this option in **Settings > About phone > System updates**.



Do not press any buttons while the device is upgrading.

---

## Status icons

The icons in the status bar at the top of the screen give information about your phone:



Icons	What it means	Icons	What it means
	Silent mode activated.		3G network connected.
	Vibration mode activated.		Wi-Fi connected.
	Airplane mode activated.		Roaming (outside of normal service area).
	Battery power level.		Bluetooth is activated.
	Call in progress.		Connected to PC.
	Missed call.		Wired earphone + microphone connected.
	New SMS or MMS.		Wired earphone connected
	GPRS network connected.		No SIM card detected.
	EDGE network connected.		Alarm is set.
	HSPA network connected.		

# 4. Phone

# 4

Learn to use calling functions, such as making and answering calls, using options available during a call or customising and using call-related features.

## Basics

### Make and end a call

1. Tap  to open the dial pad, enter the phone number.
2. Tap .
3. Tap  to end a call.

### Answer a call

When you receive a phone call from a contact, the incoming call screen appears. To pick up the phone, do the following:

- Slide  to .

### Reject a call

When a call comes in, do the following to reject the call:

- Slide  to , reject the call immediately.
- Slide  to , you can send a message to the caller or create a task for returning the call.
- Press the power button or volume button to mute the ringing sound without rejecting the call.

## Contacts

Contacts are stored in one of the two available phone books: SIM phone book (located on your SIM card, by which the number of entries you can store depends on its capacity) or the Smart phone book (located on your phone). When adding new contacts, the contacts will only be added to the phone book you have selected.

### View contacts

Do the following methods to view the contact list:

- On the Home screen or list menu, tap .

### Search for a contact

1. Scroll up or down the contact list.
2. Tap  and enter the first few letters of the name in the search bar.
3. Select the contact from the option list.

### Call a contact

- Scroll the list to select your desired contact.
  - Tap the number area to call the contact.
  - Tap  to make a video call with the contact.

### Add a new contact

#### Method one:

1. On the Home screen, tap  to display the dial pad.
2. Enter a number, tap  > **Add to contacts**.
3. Tap **Create new contact**, select your desired storage.

4. Add details as desired.
5. Tap **Done** to finish and save.

#### **Method two:**

1. Go to  to view the contact list.
2. Tap  to add a new contact.



For contacts on the smart phone book, you can add detailed information, like home number, office number, contact pictures and etc.

### **Import/Export contacts**

1. Go to  to view the contact list.
2. Tap  > **Import/export**.
3. Select the contacts storage.
4. Follow the prompts to finish.

### **Delete contacts**

1. Go to  to view the contact list.
2. Tap  > **Delete contact**.
3. Choose the contacts you wish to remove.
4. Tap **OK** to delete the contacts.

### **My favourites**

#### **Add a contact to favourites**

You can add contacts from your smart phone book to favourites.

1. Search for the desired contact.
2. Tap  to add the contact to your favourites.

#### **View your favourites**

1. Go to  to view the contact list.
2. Tap  to view your favourites.

### **Contact groups**

You can group your contacts as different groups. For different groups, you can use different identifications, and send messages to a group.

#### **Add contacts to a group**

1. Go to  to view the contact list.
2. Tap  to view contact groups.
3. Tap  to add contacts to a group.
4. Enter your group's name, and tap  to add contacts.

---

## Use speed dial

Use speed dial to call a phone number with a single tap. For example, if you assign a contact's number to the number 2 key, you can just press and hold 2 to dial the number.



The number 1 key is generally reserved for your voice-mail. Press and hold this key to call voice-mail and retrieve your voice-mail messages.

## To assign a contact to a speed dial key

1. On the Home screen, tap to display the dial pad.
2. Tap > **Speed dial**.
3. Choose a numeric key.
4. Tap the desired contact from your phone book.

---

## Set up a conference call

If network is available, you can make the first call or accept a call. Then simply dial each subsequent call to add it to the conference.



Make sure your SIM card is enabled with conference calling service. Contact your mobile operator for details.

1. During a call, tap to enter a phone number or select a contact from your phone book.
2. Tap to dial the number.
3. The second number is dialed, and the first call is put on hold at this time.
  - You can tap to toggle between 2 calls.
  - Tap to add the contact to a conference call.

---

## Make an emergency call

In some regions, you can make emergency calls even if you do not have a SIM card installed or your SIM card has been blocked.



If you are out of base station coverage, you will not be able to make an emergency call.



In Europe, the standard emergency number is 112; in the UK, it is 999.

1. On the Home screen, tap to open the dial pad.
2. Dial the emergency number for your location, and then tap .

# 5. Messages



Messages let you exchange text messages with other SMS and MMS devices via your cellular connection. Your sent and received messages are neatly grouped into conversations, by contact name or phone number.

---

## Send a message

1. On the Home screen or list menu, tap .
2. Tap  to start composing a new message.
3. Use the following methods to add recipients:
  - Enter a phone number.
  - Tap , select contacts, and then tap **OK**.
4. Enter the text message in the text box.
5. Tap  to add picture/video/audio/slideshow if you want to send an MMS message.
6. Tap  to send the message.



There is a limit on the number of characters for a single text message (displayed above the send button). If you exceed the limit, your text message will be delivered as one but will be billed as more than one message.

---

## Check your message

Depending on your notification settings, your phone plays a sound, vibrates, or displays the message briefly in the status bar when you receive a new message. A new message icon is also displayed in the status bar. Incoming messages are grouped into message threads by contact.

- Open the notifications panel, and then tap the new message notification.
- Go to the messages app and open the message.

---

## Reply to a message

1. On the messages screen, tap a contact (or phone number) to display the exchange of messages with that contact.
2. In the text box, enter your message.
3. Tap  to send the message.

---

## Forward or delete a message

1. On the messages screen, tap a contact (or phone number) to view the exchange of messages with that contact.
2. Tap and hold a message.
3. In the pop-up window (**Message options**), select **Forward** or **Delete**.

---

## Delete a conversation

1. On the Home screen or list menu, tap .
2. The messages screen is displayed.
3. Tap and hold a contact or phone number.
4. Tap  at the bottom of the screen.

# 6. Mail

# 6

Use this application to send or view e-mail messages. Learn to send or view e-mail messages via your personal or company e-mail account.

## Set up an e-mail account

1. On the Home screen or list menu, tap  and do one of the following:
  - If this is your first time adding an e-mail account in Mail, move to the next step.
  - If you have already added an e-mail account, then tap  > **Settings** > **ADD ACCOUNT**.
2. Enter the e-mail address and password for your e-mail account.
3. Tap **Next** for a private e-mail account, or tap **Manual setup** for a company e-mail account.
4. Follow the prompts to complete the setup.



When you finish setting up the e-mail account, the e-mail messages will download to your device.



Consult your mail service provider for the mail server configuration.

## Send a mail

1. On the Home screen or list menu, tap .
2. Switch to the e-mail account that you want to use.
3. Tap .
4. Fill in one or more recipients.
  - If you want to loop in more recipients in a carbon copy (Cc) or blind carbon copy (Bcc) of the e-mail message, tap  > **Add Cc/Bcc**.
5. Enter the subject, and then compose your mail.
  - Add an attachment: tap  > **Attach file** and then choose the files you want to send out.
6. Tap  to send the mail.

## View your mails

1. On the e-mail inbox, tap  to check whether there is a new mail.
2. Tap the desired mail to read it.
  - Use  or  to view the previous or next mail.

## Search for a mail

1. Tap  to display the search bar.
2. Choose a search option in the drop-down list.
3. Enter the first few letters of the mail sender or subject in the search bar.
4. Select the mail from the list.

## Reply to a mail

1. On the e-mail inbox, tap the e-mail message.
2. Tap , and then compose your mail.
3. Tap  to send the mail.

## Delete mails

- Tap the mail you wish to delete, and then tap .

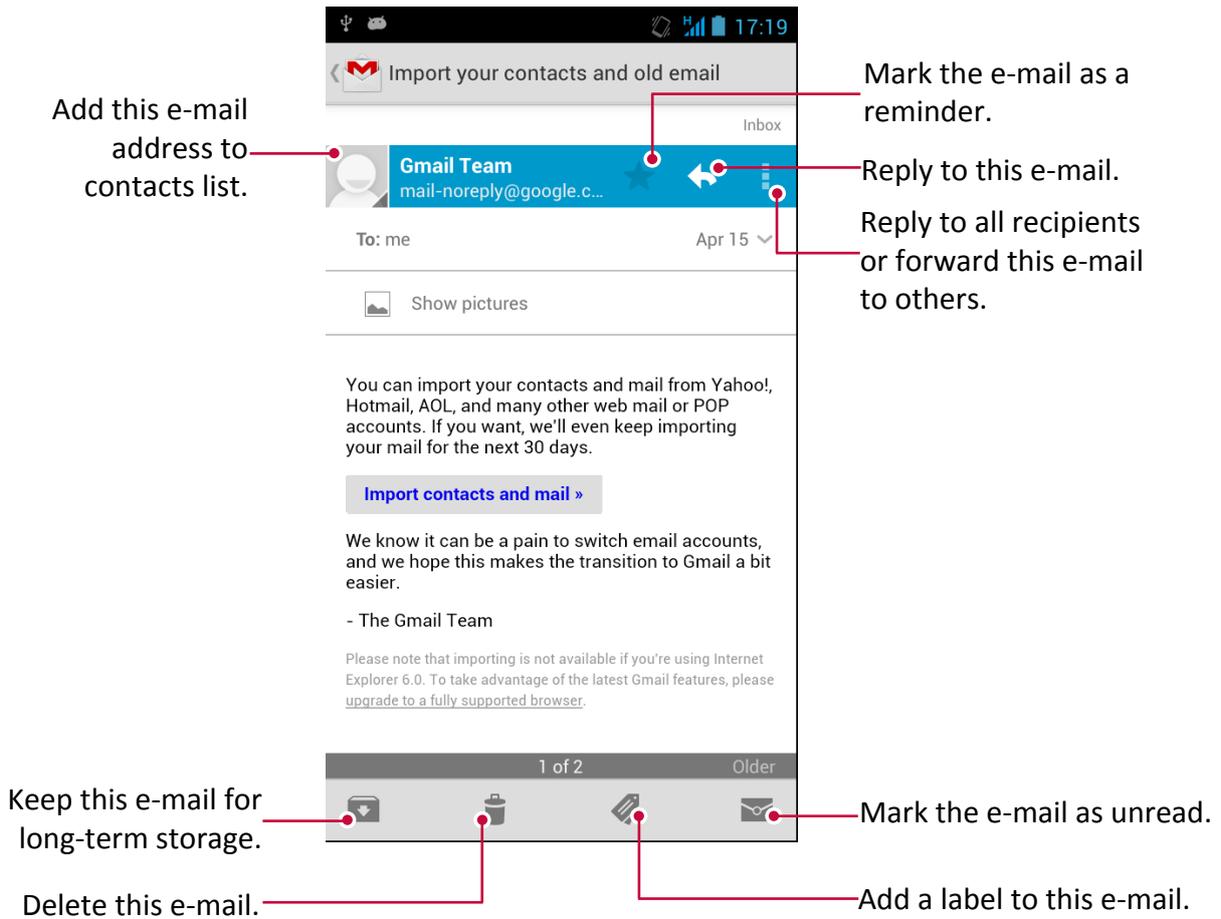
## Gmail

Use this application to quickly and directly access the Google Mail service.

### View your Gmail Inbox

All your received e-mail messages are delivered to your Inbox.

1. On the Home screen or list menu, tap .
2. Your mail inbox is displayed on the screen.
3. Tap  > **Refresh** to check whether there is a new mail.
4. Tap the desired mail to read it.
5. Swipe left or right to view the previous or next mail.



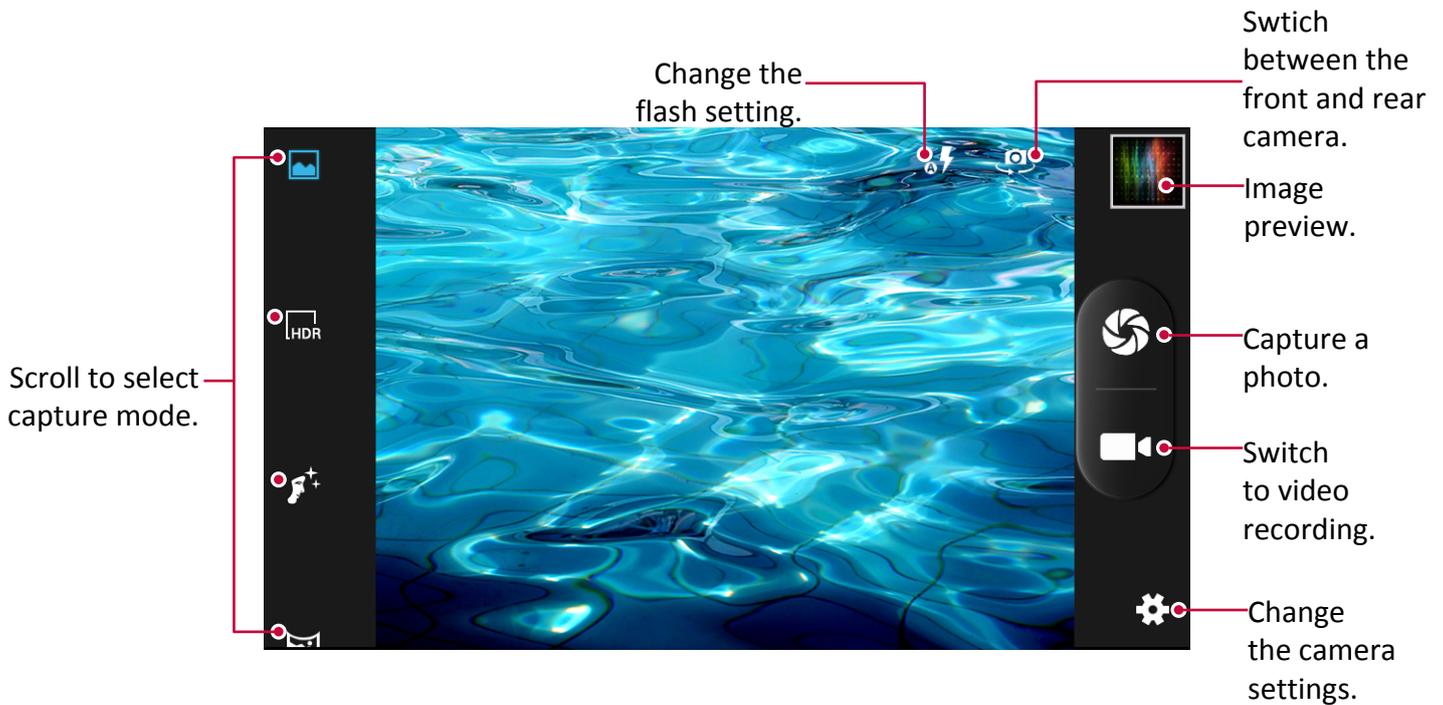
# 7. Camera



With your phone, you can take both photos and videos as desired. In addition to a rear camera, there is a camera on the front for video calls and self-portraits. An LED flash on the back gives you extra light when you need it.

- To use the camera, on the Home screen or list menu, tap .

## Your camera at a glance



## Select capture mode

While using your camera, you can scroll down to select your desired capture mode. You can choose the following capture modes:

	Take a single photo.
	Use HDR (High Dynamic Range) to capture your subjects clearly when shooting portraits against a bright background.
	Set your phone to recognise people's faces to help you take photos of them.
	Take a panoramic photo. You can take a photo composed of many photos strung together.
	Auto capture when smile is detected.
	Switch to best shot mode.
	Take three photos with different exposures and then combine them to improve the contrast ratio.

---

## Take a photo

1. Turn on the camera.
2. Spread or pinch the screen to zoom in or out.
3. Change the camera setting if necessary.
4. Point the camera at what you want to capture. The camera will adjust the focus automatically as you move it.
5. Tap  to capture the photo.

---

## Take a photo of yourself

1. Turn on the camera.
2. On the screen, tap .
3. Tap  to capture the photo.

---

## Set self timer

1. Turn on the camera.
2. Tap  to customise your camera.
3. On the pop-up window, tap  > **Self timer**, select your time span.
4. When you are ready to take a photo, tap . The photo will be captured after the set time span.

---

## Take a panoramic photo

You can capture anything wide or tall objects in a single photo with your phone.

1. Turn on the camera.
2. Scroll down the capture modes, and then tap .
3. When you are ready to take the first shot, tap . Directional arrows appear, prompting you to pan left or right in landscape view (or pan up or down in portrait view).
4. Pan your phone as smoothly as you can, and then pause when you see a complete frame on the Viewfinder screen. The camera will automatically capture the shot.
5. Repeat the previous step to take the remaining shots.
6. The camera will stitch the shots into a single photo.



Zoom and flash are disabled when you are in this mode.

---

## Using HDR

When shooting portraits against a bright background, use the HDR (High Dynamic Range) scene to capture your subjects clearly. HDR brings out the details of both the highlights and shadows, even in high contrast lighting.

1. Turn on the camera.
2. Scroll down the capture modes, and tap .
3. When you are ready to take the photo, tap .



Do not move your phone during HDR capturing.

---

## Record a video

1. Turn on the camera.
2. When you are ready to start recording, tap .
3. While recording, you may choose to do the following:
  - Zoom in or out.
  - Change focus to a different subject or area by tapping it on the Viewfinder screen.
  - Tap the flash icon to turn the flash on or off.

- Tap  to pause the video recording.
  - To capture an image from the video while recording, tap .
4. To stop recording, tap .

---

## Camera and video settings

Before you take a photo or record a video, customise your camera settings.

1. Turn on the camera.
2. Tap  to customise your camera.
3. On the pop-up window, tap / to switch among general settings, camera and video settings. The available options vary depending on the mode used.
  - **GPS location info:** Attach a GPS location tag to the photo.
  - **Exposure:** This determines how much light the camera's sensor receives. For lowlight situations, use a higher exposure.
  - **Color Effect:** Select among various photo effects to suit your needs.
  - **Scene mode:** Select your desired scene mode.
  - **White balance:** Select an appropriate white balance, so images have a true-to-life colour range. The settings are designed for specific lighting situations. These settings are similar to the heat range for white-balance exposure in professional cameras.
  - **Image properties:** Sharpen or blur the borders between objects; select an appropriate hue; make colors more or less pronounced; adjust the brightness and contrast.
  - **Anti-flicker:** Select a band to avoid the impacts on photos caused by flickers from lighting sources.
  - **Restore defaults:** Restore to default settings.
  - **Zero shutter delay:** The ZSD (zero shutter delay) function helps you capture photos immediately.
  - **Face detection:** Set the ideal exposure and clarity of faces.
  - **Self timer:** Select a time span for shutter delay to take a self-portrait.
  - **Picture size:** Select from various standard sizes for your picture.
  - **Preview size:** Set the preview screen ratio before you take a photo.
  - **ISO:** An ISO value indicates the light sensitivity of your camera's imaging sensor. A high ISO setting increases light sensitivity, but it can also add noise to the picture. Low values are for stationary or brightly-lit objects. Higher values are for fast-moving or poorly-lit objects.
  - **Face beauty:** Take a photo with lightened faces for gentler images.
  - **EIS:** The EIS (Electronic Image Stabilization) function helps reduce blurring associated with the motion of a camera during exposure.
  - **Microphone:** Enable or disable microphone while recording a video.
  - **Audio mode:** Select an audio mode for your video.
  - **Time lapse interval:** Set the time lapse interval to adjust the speed of your video output.
  - **Effects:** Select the effects for your photos and videos.
  - **Video quality:** Set the quality level for videos as this setting will affect your file size.



To improve GPS signals, avoid shooting in locations where the signal may be obstructed, such as between buildings or in low-lying areas, or in poor weather conditions. Your location may appear on your photos when you upload them to the Internet. To avoid this, deactivate the GPS location info.

# 8. Multimedia

# 8

Your phone provides several multimedia for your entertainment. You can view your photo gallery, enjoy music, and watch videos.

## Gallery

Use **Gallery** to view all your photos and videos on your phone.

- To open your Gallery, on the Home screen or list menu, tap .



Some file formats may not be supported depending on the software installed on your device.

## View your photos

1. On the Home screen or list menu, tap .
2. Tap  to open a drop-down list, and then tap **Albums/Locations/Time**.
3. Browse an album or a group of photos.
4. Tap a photo to view it full-screen.

## Zoom in and out

Use one of the following methods to zoom in or zoom out an image:

- Double-tap anywhere to zoom in.
- Spread two fingers apart on any place to zoom in. Pinch to zoom out, or double-tap to return.

## Start a photo slideshow

1. On the Home screen or list menu, tap .
2. Browse to select an album or a group of photos.
3. Tap  > **Slideshow**.

## Edit your photos

When viewing a photo, tap  to use the following functions:

- **Delete**: Delete the photo.
- **Slideshow**: Start a slideshow with images in the current folder.
- **Edit**: Launch Paper Artist to edit a photo.
- **Rotate left**: Rotate anticlockwise.
- **Rotate right**: Rotate clockwise.
- **Crop**: Resize the orange frame to crop and save your photo.
- **Set picture as**: Set a photo as your wallpaper or a contact image.
- **Details**: Check information of the photo file.

## Share your photos

You can share your photos with another device via e-mail, MMS or Bluetooth.

1. On the Home screen or list menu, tap .
2. Select the photo(s) that you want to share.
3. Tap  to open a drop-down list, and then tap **E-mail/Messaging/Bluetooth**.

## Delete photos

1. On the Home screen or list menu, tap .
2. Select the photo(s) that you want to delete.
3. Tap , and then tap **delete**.

---

## Video player

You can use the video player on your phone to watch videos.

### Watch a video with the video player

1. On the Home screen or list menu, tap .
2. Select the video that you want to watch.
3. Tap the on-screen keys to control the video playback.
4. Press the volume button to adjust the sound.
5. Tap  to select more options.

### Share your videos

1. On the Home screen or list menu, tap .
2. Select the video(s) that you want to share.
3. Tap  to open a drop-down list, and then tap **E-mail/Messaging/Bluetooth**.

---

## Music player

You can listen to your favourite music with the music player. The music app is a central hub for your favourite music whether it is stored in your phone or streamed through a music service.

- To use the music player, on the Home screen or list menu, tap .

### Browse music

1. From the Home screen, tap .
2. You can:
  - Tap **Artists/Albums/Playlists** to browse songs sorted by artists, albums, or playlists.
  - Tap **Songs** to browse all songs.
  - Tap **Now playing** to check the song that is playing now.

### Listen to music

1. On the Home screen or list menu, tap .
2. Tap a song from the list.
3. Use the following keys to control playback:

	Back to current playlist.
	Turn on shuffle.
	Select play mode: Repeat one, Repeat all or Off.
	Skip to the previous song. Tap and hold to move backwards quickly.
	Skip to the next song. Tap and hold to move forwards quickly.
	Pause and resume playback.

### Set a song as ringtone

1. On the Home screen or list menu, tap .
2. Tap a song from the list.
3. Tap  and select **Use as ringtone**.

## Delete a song

1. Tap a song from the list.
2. Tap  and select **Delete**.

## Your playlist

### Create a playlist

You can make your own playlist.

1. Tap a song from the list.
2. Tap  and select **Add to playlist**.
3. On the pop-up screen, tap **New** to create a new playlist.
4. Enter a title and tap **Save**.

### Rename or delete the playlist

5. Tap **Playlists** to view all your playlists.
6. Tap and hold the playlist you want to rename or delete.
7. Select **Rename/Delete** on the pop-up screen.

---

## FM radio

You can listen to radio programs with your phone.

- To use the FM radio, on the Home screen or list menu, tap .



You must connect a headset before using the FM radio on your phone.

## Listen to a radio station

1. On the Home screen or list menu, tap .
2. Tap  > **Search**. It will start scanning automatically and save the available channels.
3. Use the following keys to control playback:

	Open channel list.
	Turn off FM radio and exit.
	More options.
	Skip to previous channel.
	Skip to next channel.
	Decrease the frequency by 0.1MHz.
	Increase the frequency by 0.1MHz.

## Record radio programs

You can record a radio program when listen to it.

1. On the Home screen or list menu, tap .
2. Tune to your desired radio station.
3. Tap  > **Record FM**.
4. Tap  to stop recording.
5. Enter a name for the recording and tap **Save**.

# 9. Web & network

# 9

You can connect your phone to the Internet and browse a web page.

## Connect to the Internet

Your phone connects to the Internet whenever necessary, using a Wi-Fi connection (if available) or your mobile operator's data connection.

## Data connection

You can use your mobile operator's data connection. Some apps and services may transfer data over your mobile operator's cellular network, which may result in additional fees. Contact your mobile operator for details.

### Turn on or off data connection

1. Tap  > **System settings**.
2. Tap **More...** > **Mobile networks** > **Data connection**.
3. Tap to turn on or off data connection.



If you do not have the data connection turned on and you are also not connected to a Wi-Fi network, you will not receive automatic updates to your e-mail, social network accounts, and other synced information.

### Turn on or off data roaming

Connect to your mobile operator's partner networks and access data services when you are out of your mobile operator's coverage area.



Using data services while roaming may be costly. Check with your mobile operator for data roaming rates before you use data roaming.

1. Tap  > **System settings**.
2. Tap **Data usage**.
3. Tap  > **Data roaming** to turn it on or off.

### Keep track of your data usage

If you are on a limited data allowance, it is important to keep track of the activities and apps that send and receive data, such as browsing the web, syncing online accounts, and receiving e-mails or sharing status updates.



To help you save on data usage, connect to a Wi-Fi network whenever possible and set your online accounts and e-mails to sync less frequently.



Data usage measured by your phone may vary with your actual data usage.

1. Tap  > **System settings**.
2. Tap **Data usage**.
3. Turn on **Mobile data**, select **Set mobile data limit** to automatically disable your data connection when you reach the set limit.
4. Tap **Data usage cycle**, you can set a particular time interval to see how much data you have used.
5. Drag the red line marker to set your monthly data limit.

## Wi-Fi

Connect the device to a Wi-Fi network to use the Internet or share media files with other devices. To use Wi-Fi, you need access to a wireless point or hotspot.



The availability and strength of the Wi-Fi signal will vary depending on the environment, such as building structure or simply a wall between rooms. Wi-Fi signal has to pass through.

### Turn on or off Wi-Fi

Follow these steps:

- On notifications panel, tap  to switch to quick settings lists, and then tap **WI-FI**.
- On the Home screen or list menu, tap , and then tap **Wi-Fi** to turn it on or off.

### Connect to a wireless network

1. On the Home screen or list menu, tap , and then tap **Wi-Fi** to turn it on.
2. The Wi-Fi section will show the list of networks detected.
3. Tap the desired Wi-Fi network you want to connect to.
  - If you selected a secured network, you will be asked to enter the network key or password.



The next time your phone connects to a previously accessed wireless network, you will not be asked to enter the key or other security information again.

### Erase a saved wireless network

Any network that has ever been used, including the current network, can be erased. Your phone will not automatically connect to it.

1. On the Home screen or list menu, tap , and then tap **Wi-Fi**.
2. Tap the wireless network you have previously been connected to.
3. Tap **Forget**.

## Use your phone as a wireless router

Share your data connection with other devices by turning your phone into a wireless router.



- Make sure the data connection is turned on.
- You must have an approved data plan associated with your account from your mobile service provider to use this service.

1. On the Home screen or list menu, tap .
2. Tap **More...> Tethering & portable hotspot**.
3. In **Set up Wi-Fi hotspot**, enter a router name or use the default router name.
4. Choose the type of security and set the password (key) for your wireless router.
  - If you selected **None** in **Security**, you do not need to enter a password. The password is the key other people need to enter on their device so they can connect and use your phone as a wireless router.
5. Tap to turn on portable Wi-Fi hotspot.

## Share your mobile data connection by USB tethering

You can use the data connection of your phone for your computer to connect to the Internet.



- Make sure your SIM card is inserted on your phone.
- You may need to have USB tethering added to your data plan, and it may incur additional cost. Contact your mobile service provider for details.

1. Connect your phone to the computer with the included USB cable.
2. On the Home screen or list menu, tap .

3. Make sure that data connection is turned on.
4. Tap **More...> Tethering & portable hotspot.**
5. Tap to turn on **USB tethering.**

---

## Web browse

You can use your phone to browse websites. Before browsing a website, please confirm that you have turn on data connection or Wi-Fi.

### Browse a web page

1. On the Home screen or list menu, tap .
2. Enter your search keywords or a web page address.
3. While browsing a web page, you can:
  - Tap  to go to the previous web page.
  - Tap  to go to the next web page.
  - Tap  to open web page preview, and you can tap to close the web page.
  - Tap  to browse web pages from **Bookmarks, History** and **Saved pages.**

### Add bookmarks

1. On the Home screen or list menu, tap .
2. Enter your search keywords or a web page address.
3. Browse a web page.
4. Tap  > **Save to bookmarks.**

### Download files

You can download files and apps directly from your favourite websites.



Files and apps downloaded from the web can be from unknown sources. To protect your phone and personal data, we strongly recommend that you download and open only the files you trust.



Before you can install the downloaded app, you need to set your phone to allow installation of third-party apps in **System settings > Security > Unknown sources.**

1. On the Home screen or list menu, tap .
2. Go to the website where you can download the file you want.
3. Follow the website's download instructions for apps.

### View your downloads

1. On the Home screen, tap .
2. Tap the file to open it.

### Browser settings

Customise the web browser to suit your browsing needs. Set display, privacy, and security options when using the web browser.

- From the browser screen, tap  > **Settings.**

# 10. Bluetooth & NFC

## 10

### Bluetooth

Your phone can connect to a compatible Bluetooth device for exchanging data. Bluetooth creates a direct wireless connection between two devices over short distances.



Do not use the Bluetooth feature for illegal purposes (for example, pirating copies of files or illegally tapping communications for commercial purposes).

### Pair with a Bluetooth device

1. Tap  > **System settings**.
2. Tap to turn on or off **Bluetooth**.
3. A list of available Bluetooth devices will appear.
4. Select the device you wish to connect with.
5. Tap **Pair**. The pairing is made if your pairing request is accepted by the other device.

### Unpair with a Bluetooth device

1. Select the device you want to unpair and then tap .
2. Tap **Unpair**.

### Receive data via Bluetooth

1. Tap  > **System settings**.
2. Tap to turn on or off **Bluetooth**.
3. Tap your phone model to make it visible to all nearby Bluetooth devices.
4. Accept the request and pair with the other Bluetooth device(s).
5. Slide to open notifications panel, tap **Accept**.



The files received via Bluetooth are stored in the Bluetooth folder.

### Send data via Bluetooth

1. Tap  > **System settings**.
2. Tap to turn on or off **Bluetooth**.
3. Pair with a Bluetooth device.
4. Select the file you want to share.
5. Tap  send the file via Bluetooth.
6. Select a device to start sending the file.

# 11. Apps

## 11

### Play store

Use the Google Play Store to purchase and download applications and games that are able to run on your phone. Choose from a wide variety of free and paid apps ranging from productivity apps, entertainment, to games.

- On the Home screen or list menu, tap .



- A Google Wallet™ payment service is required to purchase a paid app. You will be asked to confirm the method of payment when you purchase an app.
- The name of the Play Store app may differ depending on your region.
- The ability to purchase apps varies by region.

### Search and install an app

1. On the Home screen or list menu, tap .

2. Browse applications by category, or tap  to search with a keyword.

3. Select an application to view information.

4. To download it, tap **Install**.

- If there is a charge for the application, tap the price, and follow the prompts to complete the purchase.

### Uninstall an app in Play Store

1. On the Home screen or list menu, tap .

2. Tap  > **My Apps**.

3. Select an app you want to uninstall.

4. Tap **Uninstall**.

### Manage your apps

#### Check the running apps

1. On the Home screen or list menu, tap  > **Apps**.

2. Go to the running tab, you can check all the apps running now.

#### Stop an app

1. Tap the app you want to stop.

2. Tap **Stop**.

#### Uninstall an app

1. Tap the app you want to uninstall.

2. Tap **Uninstall**.



You can not uninstall the essential apps and system app, such as Contacts, Settings and etc.

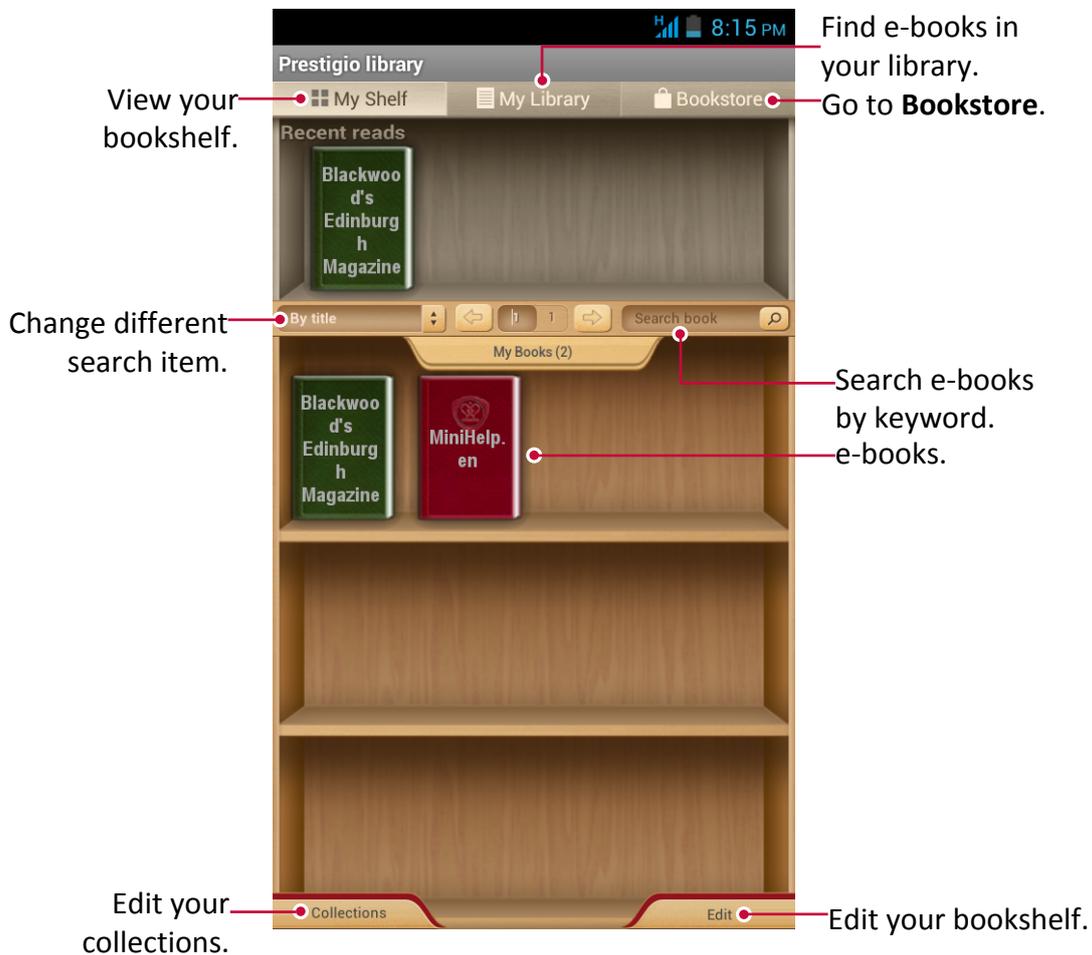
# 12. eReader Prestigio

12

With the eReader Prestigio, you can easily and quickly download and read e-books on your phone.

- On the Home screen or list menu, tap .

## Your eReader at a glance



## Download an e-book

You can download e-books via eReader Prestigio. Some e-books are free to download, and some e-books need a payment.



You will be asked to confirm the method of payment when you purchase a paid e-book.

1. On the Home screen or list menu, tap .
2. Tap **Bookstore**.
3. Search for your desired e-book.
4. Tap  to download the e-book.

---

## Read an e-book

1. On the Home screen or list menu, tap .
2. Tap **My shelf** or **My library**.
3. Find your desired e-book.
4. Tap the e-book to read it.

## Add a bookmark

1. While reading an e-book, tap .
2. Tap , and then tap **New bookmark**.
3. The selected page is added to bookmark.

## Open a bookmark

You can continue reading your e-book from a page that you have added to bookmark.

1. While reading an e-book, tap .
2. Tap .
3. In **This book** or **All books**, tap your desired bookmark.

## Search for a content

You can perform a search in the content of an e-book, for example, a word, a sentence or a paragraph, etc.

1. While reading an e-book, tap .
2. Tap .
3. Enter a word, a sentence or a paragraph, etc.
4. Tap **Go** in the virtual keyboard to search for the content page by page.

## Zoom in and out

While reading an e-book, you can zoom in or out the screen to fit your reading.

1. While reading an e-book, tap .
2. Tap .
3. Tap **Zoom in** or **Zoom out**.

---

## eReader settings

You can set up your eRead Prestigio while reading an e-book.

1. While reading an e-book, tap .
2. Tap **Settings**.
3. Select your desired options.

# 13. Google maps

13

Use this application to pinpoint the location of your phone, search for places, or get directions.

## Use Google Maps

Google Maps lets you track your current location and receive detailed directions to your destination. It also provides a search tool where you can locate places of interest or an address on a map, or view locations at street level.

- On the Home screen or list menu, tap .



The Google Maps app does not cover every country or city.

## Find a location

### Turn on or off location service

In order to find your location on your phone, you need to enable location service.

1. On the Home screen or list menu, tap  > **System settings**.
2. Tap **Location access**.
3. Select or clear the location sources you want to turn on or off.

### Find your location

1. On the Home screen or list menu, tap .
2. Tap  to find your location on the map.



If you are in an area where there are a lot of surrounding buildings, Locations may have a hard time pinpointing your location.

### Search for a place

You can search for a name of an establishment, street, or city. Suggested matches will be shown while you type.

1. On the Home screen or list menu, tap .
2. Tap .
3. Enter the place you want to search for.
4. Select the desired place in the result list.

## Get directions

Get detailed directions to where you want to go.

### Get directions from your location

1. On the Home screen or list menu, tap .
2. Tap  to get directions.
3. Choose how you want to get to your destination.
4. Enter the destination.
5. Select the desired place in the result list.
6. The map opens showing the route to your destination.

## Get directions by setting a start and end location

1. On the Home screen or list menu, tap .
2. Tap  to get directions.
3. Choose how you want to get to your destination.
4. Enter your start point and end point.
5. The map opens showing the route to your destination.

## Maps settings

You can set up the Google Maps, tap   > **Settings** while viewing the maps.

# 14. Utilities

# 14

---

## Clock

Use the clock app to set alarms, check the time of any location in the world, measure the duration of an event, or set a timer.

- On the Home screen or list menu, tap .

## World clock

You can add a city to the world clock screen.

1. On the Home screen or list menu, tap .
2. Tap .
3. Scroll through the list and tap the city that you want to add.

## Alarm

You can set up one or more alarms.

### Set an alarm

1. On the clock screen, tap .
2. Tap  to add a new alarm.
3. Use the virtual digit keyboard to set the alarm time.
4. Tap **OK**.
5. If you want the alarm for multiple days, tap **Repeat**.

### Turn off an alarm

1. Select the alarm you want to turn off.
2. Drag the check button to Off.

### Stop an alarm

When the alarm rings,

- Slide to : The alarm stops.
- Slide to : The alarm will sound again after a specific length of time.

### Delete an alarm

3. Tap and hold the alarm you want to delete.
4. Tap .

---

## Calendar

You can create events and make plans on your calendar.

- On the Home screen or list menu, tap . Tap  to change your calendar to day, week, month or agenda view.

### Create an event

1. Go to , select a date.
2. Tap  > **New event**.
3. Edit reminder settings.
4. Tap **Done** to save the event.

## Manage your events

### Edit an event

You can only edit events you have created.

1. While viewing your calendar, tap  to change it to agenda view.
2. Tap the event you want to edit, and then tap .
3. Make changes to the event.
4. Tap **Done**.

### Delete an event

- Select the event you want to delete, and then tap .

### Clear all events

- Go to , and then tap  > **Clear events**.

### Share an event

You can share a calendar event as a vCalendar via Bluetooth or as a file attachment via an e-mail or a message.

1. While viewing the calendar, tap  to change your calendar to Agenda view.
2. Select the event you want to share, and then tap .
3. Choose how you want to send the event.

---

## Google search

Use this application to search not only the Internet, but also apps and contents on your phone.

- On the Home screen or list menu, tap .

### Search on the web or your phone

1. Tap the search field, and then enter a keyword.
2. Select one of the suggested keywords that appear.

### Search with your voice

Use Google Voice Search to find information on the web just by speaking to your phone.

1. On the Home screen or list menu, tap .
  - If the Google search bar is available on the Home screen, you can also tap .
2. Speak a keyword or phrase when **Speak now** appears on the screen.
3. Select one of the suggested keywords that appear.
4. If what you are searching for is in the list, tap the item to open it in its compatible app. Otherwise, tap **Retry** to search again.

### Set search options

1. On the Home screen or list menu, tap .
2. Tap  > **Settings** to set the following options:
  - **Voice**: Set the Google Voice Search language, speech output, and more.
  - **Phone search**: Select the apps on your phone that you want to include in your search.
  - **Privacy & accounts**: Manage your location history, enable recent web searches to show, or clear your search history.

# 15. Set up your phone

# 15

Use this app to control and customise your phone's settings .

- On the Home screen or list menu, tap . Or, tap  > **System settings**.

## Wireless & Networks

### SIM management

- Check your SIM card information.
- Set the SIM card for data connection.



The device supports two SIM cards for voice calls and data connection. During a voice call or data transfer via one SIM card, the other SIM card becomes inactive (not registered with your mobile network operator). This means that you cannot receive incoming calls or use data connection via the inactive SIM card. When the call or data transfer ends, both SIM cards will become active and show on the list of registered networks.

### Wi-Fi

Activate the Wi-Fi feature to connect to a Wi-Fi network and access the Internet or other network devices.

### Bluetooth

Activate the Bluetooth feature to exchange information over short distances.

### Data usage

Keep track of your data usage amount, and customise the setting for a limitation.

### More...

Set up the following items.

#### • Airplane mode

Activate airplane mode to disable all wireless functions on your device. You can use only nonnetwork features.

Airplane mode disables the wireless features in order to reduce potential interference with aircraft operations and other electrical equipment.

#### • VPN

Set up and manage virtual private networks (VPNs).

#### • Tethering & portable hotspot

- Set to use your device as a wireless modem by making a USB connection with a computer.
- Set to use your device as a wireless access point for other devices.
- Activate the Bluetooth tethering feature to share your mobile network with computers via Bluetooth.

#### • Mobile networks

- Data connection: Use to allow packet switching data networks for network services.
- 3G service: Enable the 3G service. Contact your mobile operator for details.
- Access Point Names: Set up access point names (APNs).
- Network operators: Search for available networks and select a network for roaming.

#### • USB internet

Turn on to share the Windows PC internet via USB cable..

---

## Device

### Audio profiles

- Tap  to edit profiles. Or, tap  to add customised profiles.
  - Select the profiles for your phone.
  - Set the volume, type of ringtone and notification.

### Display

Change the settings to control the display and backlight on your device.

### Storage

View memory information for your device and memory card. You can also format the memory card.



Formatting a memory card permanently deletes all data from it.



The actual available capacity of the internal memory is less than the specified capacity because the operating system and default applications occupy part of the memory.

### Battery

View the amount of battery power consumed by your device.

### Apps

Manage running applications, move applications to or from the storage card, and install or uninstall programs.

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## Personal

### Location access

Select the sources to use when determining your location.

- Access to my location: Set to use Wi-Fi and/or mobile networks for finding the current location.
- GPS satellites: Set to use the GPS satellite for finding the current location.
- Wi-Fi & mobile network location: Let apps use Google's location service to estimate your location faster.

### Security

Set a screen lock or manage the credential storage.

### Language & input

Set the operating system language and region. You can also set on-screen keyboard options.

### Backup & reset

Change the settings for managing settings and data.

- Back up my data: Set to back up settings and application data to the Google server.
- Backup account: Set up or edit your Google backup account.
- Automatic restore: Set to restore settings and application data when the applications are reinstalled on the device.
- Factory data reset: Reset settings to the factory default values and delete all data.

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## Accounts

Add and manage your e-mail, Google, Face-book and Twitter accounts.

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## System

### Date & time

Access and alter the following settings to control how the device displays the time and date.

- Automatic date & time: Automatically update the time and date when moving across time zones.
- Automatic time zone: Set to receive time zone information from the network when you move across time zones.
- Set date: Set your local date manually.
- Set time: Set your local time manually.
- Select time zone: Set your local time zone.
- Use 24-hour format: Display time in 24-hour format.
- Choose date format: Select a date format.

### Schedule power on & off

Set the time to power on/off automatically.

### Accessibility

Use these settings when you have downloaded and installed an accessibility tool, such as a screen reader that provides voice feedback. You can turn accessibility functions or services on or off.

### About phone

Access device information and update device software. View different information about the phone, such as the battery, legal information, model number, software version, baseband version and build number.

# 16. Specifications

# 16

	High Performance quad-core 1.3GHz		UMTS: 900/2100MHz; GSM: 900/1800MHz
	RAM 1GB + 4GB eMMC		Wi-Fi (802.11 b/g/n), 3G, Bluetooth 3.0
	Android 4.2		GPS, A-GPS
	Micro SD slot supports up to 32 GB		4000mAh
	5" QHD IPS 960*540		144*73.3*10.9mm (H*W*D)
	Front 2MP FF, rear 8MP AF		170 g

# 17. Specific Absorption Rate Information

## 17

### International standards

THIS MOBILE PHONE MEETS THE INTERNATIONAL RECOMMENDATIONS FOR EXPOSURE TO RADIO WAVES.

Your mobile phone is a radio transmitter and receiver. It is designed and manufactured not to exceed the limits for exposure to radio frequency (RF) energy defined by the international standards. These recommendations have been established by the International Commission on Non-Ionizing Radiation Protection (ICNIRP) and, the Institute of Electrical and Electronics Engineers (IEEE) that forecast a substantial safety margin for assuring the protection of all persons, regardless of age and health. The exposure recommendations for mobile phones use a measurement unit known as the Specific Absorption Rate (SAR). The SAR limit recommended by the ICNIRP for the mobile phones used by the general public is **2.0W/kg averaged over ten grams of tissue and, is 1.6W/kg averaged over one gram of tissue** by IEEE Std 1528 for the head. Tests for SAR have been conducted using recommended operating positions with the mobile phone transmitting at its highest certified power level in all tested frequency bands. Although the SAR is determined at the highest certified power level, the actual SAR levels of the mobile phone while operating are generally below the maximum SAR 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 base station antenna, the lower the power output. While there may be differences between the SAR levels of various phones and at various positions, they all meet the international protection standards for exposure to radio waves.

**The highest SAR value for this PAP5503 DUO model when tested for compliance against the standard was 0.397 W/kg (10g) for ICNIRP recommendation.** For limiting the radio waves exposure, it is recommended to reduce the mobile phone call duration or to use a headset. The purpose of those precautions is to take the mobile phone away from the head and the body.

# 18. Troubleshooting

## 18

### **The phone does not switch on**

Remove/reinstall the battery. Then charge the phone until the battery icon stops scrolling. Unplug the charger and try to switch the phone on.

### **The display shows BLOCKED when you switch on the phone**

Somebody tried to use your phone but did not know the PIN code nor the unblocking code (PUK). Contact your service provider.

### **The display shows IMSI failure**

This problem is related to your subscription. Contact your operator.

### **The network symbol is not displayed**

The network connection is lost. Either you are in a radio shadow (in a tunnel or between tall buildings) or you are outside the network coverage area. Try from another place, try to reconnect to the network (especially when abroad), or contact your network operator for assistance/information.

### **The touch screen responds slowly or improperly**

If your device has a touch screen and the touch screen is not responding properly, try the following:

- Remove any protective covers from the touch screen. Protective covers may prevent the device from recognizing your inputs and are not recommended for touch screen devices.
- Ensure that your hands are clean and dry when tapping the touch screen.
- Restart your device to clear any temporary software bugs.
- Ensure that your device software is upgraded to the latest version.
- If the touch screen is scratched or damaged, take it to your local dealer.

### **Your battery seems to over heat**

You might be using a charger that was not intended for use with your phone. Make sure you always use the authentic accessory shipped with your phone.

### **Your phone does not display the phone numbers of incoming calls**

This feature is network and subscription dependent. If the network does not send the caller's number, the phone will display Call 1 or Withheld instead. Contact your operator for detailed information on this subject.

### **You can not send text messages**

Some networks do not allow message exchanges with other networks. First check that you have entered the number of your SMS centre, or contact your operator for detailed information on this subject.

### **You can not receive and/or store JPEG pictures**

A picture may not be accepted by your mobile phone if it is too large, if its name is too long, or if it does not have the correct file format.

### **You feel that you have missed some calls**

Check your call divert options.

**When charging, the battery icon shows no bar and the outline is flashing**

Only charge the battery in an environment where the temperature does not go below 0°C (32°F) or above 50°C (113°F). In other cases please contact your phone supplier.

**The display shows SIM failure**

Check that the SIM card has been inserted correctly. If the problem persists, your SIM card may be damaged. Contact your operator.

**Your phone does not work well in your car**

A car contains many metallic parts that absorb electromagnetic waves which can affect the phone's performance. A car kit is available to provide you with an external antenna and enables you to make and receive phone calls without handling the handset.

Check with the local authorities whether or not you are allowed to use the phone while driving.

**Your phone is not charging**

If the battery is completely flat, it might take several minutes of precharge (up to 5 minutes in some cases) before the charging icon is displayed on the screen.

**The picture captured with the phone camera is not clear**

Make sure that the camera lens on both sides is clean.

**When you turn on your device or while you are using the device, it prompts you to enter one of the following codes:**

- Password: When the device lock feature is enabled, you must enter the password you set for the device.
- PIN: When using the device for the first time or when the PIN requirement is enabled, you must enter the PIN supplied with the SIM or USIM card. You can disable this feature with the Lock SIM card menu.
- PUK: Your SIM or USIM card is blocked, usually as a result of entering your PIN incorrectly several times. You must enter the PUK supplied by your service provider.
- PIN2: When you access a menu requiring the PIN2, you must enter the PIN2 supplied with the SIM or USIM card. For details, contact your service provider.

**Your device freezes or has fatal errors**

If your device freezes or hangs, you may need to close programs or reset the device to regain functionality. If your device is frozen and unresponsive, press and hold the power button for 8-10 seconds. The device reboots automatically.

If this does not solve the problem, perform a factory data reset. On the list menu, tap Settings > Back up & reset > Factory data reset > Reset device > Erase everything.

**Others cannot hear you speaking on a call**

- Ensure that you are not covering the built-in microphone.
- Ensure that the microphone is close to your mouth.
- If using a headset, ensure that it is properly connected.

**Error messages appear when launching the FM radio**

The FM radio application on your phone uses the headset cable as an antenna. Without a headset connected, the FM radio cannot receive radio stations. To use the FM radio, first ensure that the headset is properly connected. Next, scan for and save the available radio stations.

**Another Bluetooth device is not located**

- Ensure that the Bluetooth wireless feature is activated on your device.
- Ensure that the Bluetooth wireless feature is activated on the device you wish to connect to, if necessary.
- Ensure that your device and the other Bluetooth device are within the maximum Bluetooth range (10 m).

**A connection is not established when you connect the device to a computer**

- Ensure that the USB cable you are using is compatible with your device.
- Ensure that you have the proper drivers installed and updated on your computer.
- If you are a Windows XP user, ensure that you have Windows XP Service Pack 3 or higher installed on your computer.
- Ensure that you have Windows Media Player 10 or higher installed on your computer.