User Manual

Grand2

LAVA INTERNATIONAL (H.K) LIMITED

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Note: User Manual is just to guide the users about the functionality of the phone. It is not a certificate of technology. Some functions may vary due to modifications and upgrade of software, or due to print mistake.

1. Phone Layout

1.1. Key and Parts

Label	Key	Label	Key
1	Front camera	7	Back key
2	Light sensor	8	Rear flash light

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3	Receiver	9	Rear camera
4	Front flash light	10	Volume Key
5	Menu Key	11	Power Key/Lock key
6	Home Key	12	Speaker

1.2. Standby Screen & Icons

This phone provides multiple Standby screens. Through the instruction and various icons on the screen, you can have the operating information needed.

Status Icon	Description
	Signal indicator for SIM
	Using headset
	Mute
	Alarm
	Background playing
	Bluetooth on
	Modem connecting

2. Getting Stared

Please read the safety instructions in the "Safety Information and Notices" section before use.

2.1. Inserting the SIM card

Grand2 is a dual SIM mobile phone allowing you to use the facility of two networks. To insert SIM card(s):

● Switch off the mobile phone and remove the rear cover.

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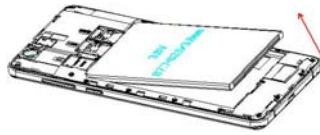
● Make sure that the clipped corner of the SIM card is facing the correct direction and the metallic contacts are facing downwards. Slide the SIM card into the card slot.
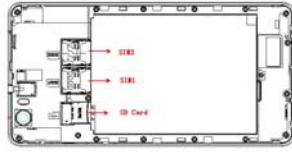
● Replace the rear cover of the mobile phone.

2.2. Inserting Micro SD card

Gently slide the micro SD card into the slot marked SD (near SIM1).

Warning：Do not remove SD card in power ON state.

2.3. Unlock the phone

You may need to provide Swipe, Voice Unlock, PIN, and Password, Knock Code and draw a pattern to unlock your phone.

To unlock the screen:

● Press the power key to wake up the phone.

● Slide on the screen.

You may be required to unlock your phone based on the unlock method in settings.

To set the unlock method:

On the main menu, touch Settings > Security.

Touch Screen lock.

Choose the type of locking as desired. You can set your screen lock on the basis of

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Swipe, PIN, and Password, Knock Code, Pattern or None.

2.4. Custom gesture

Grand2 offers you smart function- Custom gesture.

Go to settings> Custom gesture> Open switch>New> Draw a gesture on the gesture panel.

You can slide the custom gestures panel from top left corner of the display. Draw the defined gesture> The phone will direct you to the app for which gesture has been defined.

2.5. Smart Wake Up

Grand2 offers you smart awake function - Smart wake up, when the screen is locked, you can scroll gesture on the screen to unlock it to enter into the designated application, go to Setting-> Smart wake up to turn on/off this function, you can also customize the function of the letter gestures. Below please find the list of the default function.

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Gesture	Application	Gesture	Application
C	Start camera	W	Start play store
e	Start flashlight	Slide up	Start Phone
M	Start music	Slide down	Start Contacts
O	Start Clock	Slide left	Start Messages
S	Start Settings	Slide right	Start Gallery
V	Start Calculator		

2.6. Motion gesture

- **3 point touch:** Slide with 3 fingers from top to bottom or bottom to top to capture screenshot in any interface.
- **Flip to mute**
  Alarm: Flip the phone to snooze the alarm when the alarm goes off.
  Incoming call: Flip the phone to mute the incoming call.
- **Shake:** shake the phone to answer when the call comes.
- **Hand-free switch:** Switch to normal mode from loudspeaker mode automatically on bringing device close to ears.

2.7. Using the Touch screen

You can use the touch screen in the flowing ways:

- **Touch**: Acts on items on the screen, such as application and settings icons, to type letters an symbols using the on screen keypad, or to press on screen buttons.
- **Touch and hold:** Touch and hold an item on the screen until an action occurs.
- **Drags:** Touch and hold an item and move your finger on then screen until you reach and target position.
- **Swipe or slide:** Quickly slide your finger across the surface of the screen. For example, slide the screen up or down to scroll a list.
- **Double-tap:** Quickly twice on a webpage, map, or other screen to zoom. For example, double-tap a section of a webpage, map, or other screen of webpage in Browser to zoom that section to fit the width of the screen. You can also double-tap to control zoom, in Maps, and in other applications.
- **Pinch:** In some applications (such as Maps, Browser, and Gallery) you can zoom in and out by placing two fingers on the scr • een at once and pinching them together (to zoom out) or spreading them apart (to zoom in).
- **Rotate the screen:** On most screens, the orientation of the screen changes as you rotate it. You can turn this feature on and off.

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2.8. Charging the Battery

To charge the battery, plug in the charger connector at the bottom of your phone (USB interface) and then plug the other line end into an AC power socket.
The battery icon indicates the charging state. While charging, the charge indicate lightning icon.

3. Basic Function

3.1. Make Calls

When the network provider is valid, touch the phone icon appears on the standby screen, you can call out or answer calls. The indicator on the upper right part shall show the signal strength.
Quality of connection will be greatly influenced by obstructions. So movement in a small range may effectively improve the quality of connection.

● **Make Domestic Calls**
Use virtual keyboard to enter phone numbers and then press Dial icon to call.

● **Call Extension Phone**
Type in as follows to call extension phone:
Area code > switchboard number > Add 2-sec pause > extension phone number> call

● **Make International Calls**
Type in as follows to call international phone:
 + > country code > complete destination number > dialing icon.

● **Make Listed Calls**
Listed phone numbers can be called out by pressing the phone number or sliding the phone number to right.

● **Emergency Calls**
You can call for emergency service as long as you are in the network coverage. If your network provider doesn't provide roaming service in this area, there will be "Emergency Calls only" on the lock screen.

3.2. Answer Calls

Drag the icon to answer an incoming call.

3.3. Phone

Touch the phone icon on the home screen to dial the desired number.

3.4. Contacts

Touch the Contacts icon on the home screen, you can check all the contacts, search for contacts or add new contact.
When adding a new contact, you can type in the name, address, phone number etc.

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3.5. Messages

Touch the Messages icon on the home screen, you can create a new message to other people. Input phone number or select the number from contacts. When tap the content, you can add picture, video, audio etc attachments.

3.6. Email

The handset provide the email function. You can use the email conveniently. You need input the email account, address and password.

3.7. Calculator

The handset is facilitated with a calculator with basic functions. You can carry out the operation for plus, minus, multiply, and divide by pressing the screen. You can use some functions in the advanced panel.

3.8. Calendar

Enter the calendar menu and there shall appear a calendar on the screen with the current date market out by background frame with a special color. Press the touch screen to browse date and the calendar information on the screen shall be correspondingly updated.

3.9. Clock

Enter the clock application, the handset provide the Alarm, Clock, Timer and Stopwatch for you. You can press alarm icon and press Add alarm to add a new alarm. Use the clock to know the time of city you set. In this menu you also can use timer and stopwatch.

3.10. Camera

Under viewing condition, press the top icons to do the following operations.
1——Setting icon
2——Show the effects Blackboard, Negative, None etc.
3——Change the mode of flash light: auto mode, off mode, on mode
4——Switch the camera between front and back
5——Thumbnail icon shows the currently captured picture or video
6——Video mode
7——Photo mode
8——Beauty mode
9——Night mode
10——Function key
11——Press the Capture icon to take a picture/video

3.11. FM Radio

Make sure the headset, which is used as the antenna, is plugged in before using the FM radio.

3.12 Music

Use the Music player to play music files. The songs saved in your phone can be played using the Music Player of the device.

3.13. Sound Recorder

Sound Recorder is clean and simple voice recording application. You can press Recording icon to start recording.

3.14. Gallery

Gallery Application pick image and video from mobile internal memory and SD card.show all image and video in managed form. The Gallery allows you to view pictures and videos you have captured. With photos, you can access the edit functions, set an image as a contact photo or wallpaper, or share the image.
There are three different views in which you can display your media content. Touch a picture/video to view the media

3.15. File Manager

File Manager – Manage your files like you do on your desktop or laptop. You can manage file, including Download, Music, and Received File. Tap to create a new folder or select folders to copy, move and delete.

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3.16. Backup and restore

Backup and restore is used to backup and restore your file..

3.17. Settings

● **General**

The handset can connect to a variety of networks and devices, including Wi-Fi, Bluetooth devices, such as headsets. You can also transfer files to/from your PC through the data cable.

Transfer data between Phone and PC

The phone will be connected MTP.

Touch the notification, can select to change to other connect mode. The mode has Media device(MTP), Camera(PTP), Charge only and Built-in CD-ROM.

Connect to Wi-Fi Networks

To browse the Internet via Wi-Fi:

Go to settings> Wi-Fi > turn it ON, select the WIFI connection listed under Wi-Fi networks with which you want to connect> Enter the password.

Note: Make sure that Wi-Fi network with which you want to connect is in the range and is active.

Pair With Bluetooth Devices

Go to Settings > Bluetooth.

If Bluetooth is off, check Bluetooth to turn it on. Your phone scans and displays the Bluetooth devices in range.

If your phone stops scanning before you make the other device discoverable, touch Refresh.

Touch the ID of the other device in the list Settings to pair them. If the pairing is successful, your phone connects to the device.

Connect to Internet on your PC via Phone

You can browse the Internet on your PC using your mobile phone. This can be done in 2 ways:

To access both the options make sure your phone has an active data plan and mobile data is "ON".

USB Tethering:

• Connect your mobile phone to your PC via the USB cable.
• Go to Settings> More> Tethering & portable hotspot > USB tethering.
• Your PC will then read the necessary drivers of your phone and you can then access internet on your PC.

Wi-Fi Hotspot:

• Go to Settings> More >Tethering & portable hotspot> Turn ON Wi-Fi Hotspot.
• Once the device Wi-Fi Hotspot is active you can see a white icon denoting wireless network on the notification pane.

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Sound & notification
In this menu, you can set Notification, Interruptions and Sound enhancement.
Storage
Include the SD card storage, available storage, insert SD card (If a SD card has already been inserted, then this option will become "Unmount SD card "), Erase SD card and all available storage in the internal storage space.
Battery manager
The menu can show the battery details. You can choose Power saver mode and Super power saver mode.
Apps
Include downloaded apps, running apps and all of the apps in the smartphone.
Location
Go to Settings > Personal >Location. Locate your position through tools like wireless network and GPS satellite.
Security
Go to Settings > Personal > Security. Change the settings of Screen lock, SIM card lock, Passwords visible, Device administrators and Trusted Credentials.
Language & input
Go to Settings > Personal > Language & input. Include Language, Keyboard &Input methods, Spell checker and so on.
Accounts
Go to Settings > Accounts > Add account. Manage the accounts for Facebook, Email, Google, and so on.
Date & time
Go to Settings > System > Date & time. Include Automatic date & time, Automatic time zone, Set date, set time and so on.
Printing
Go to Settings > System > Printing. Connect printer to realize print function.
About phone
Go to Settings> About phone. Include System software updates, Status, Legal information, Model number, Android version, Baseband version, Kernel version, Build number and Custom build version.
Through Software Update you can download and install the latest Software for your device.
More
This menu include Backup & reset, Accessibility, Scheduled power on & off and Developer options.

● **Sound**
In this menu you can set Volumes, Call ringtone & vibrate and set the system sound.
● **Display**
In this menu you can set the wallpaper in your phone and set the display such as

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brightness level, sleep time, daydream etc.

4. Frequently Asked Questions and Troubleshooting

Questions	Cause and Solution
Unable to turn on phone	Press the power on key for over 1 second. Check if battery is appropriately charged
Unable to connect to network	Weak signal. Please Try and move to a location with strong signal and try connecting to the network again； Please ensure that you are not beyond the network coverage of service providers； Please ensure you have a valid SIM card. Please contact your network provider for further information
Display information while turning on	Check if the SIM card (insert the SIM card) is installed correctly Handset lock password: If the handset lock is activated, you have to input handset password before using. Input PIN: Inputting PIN while turning on each time is activated, you have to input the PIN code. Input PUK code: Having input wrong PIN code for 3 times straight will lock the SIM card. You need to input the PUK code provided by your network provider.
Poor quality of calling	Please check if the sound volume is tuned improperly In an area with poor receiving condition, example: basement, the signal might be weak.　Try reaching a location with stronger signal reception and call again. While using the mobile phone in the peak period of communication, like commute time, you may be unable to call because of line congestion.
Standby duration Shortened	The standby duration is relative to the system setting of network. While the mobile phone is in an area with poor signal strength and cannot receive the signal, the handset will continuously search for a base station. This will significantly reduce battery charge. It is recommended that you turn off your mobile in area with no signal reception to save battery. Need replacing the battery. Please change a new battery.
SIM Card Error	Dirt on the metal surface of an SIM card. Use clean cloth to wipe the metal touch point on an SIM card. The SIM card is not installed. The SIM card is damaged. Please contact your network service provider.

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Unable to dial out	Please confirm if you pressed the dial key after dialing. Please confirm if calling is forbidden because of default settings. Please confirm if the SIM is valid. Please confirm if the call barring is set. Please confirm if the fixed dial function is set.
Callers unable to contact you	Please confirm if the mobile phone is on and connected with the network. Please confirm if calling is forbidden because of defaulting. Please confirm if the SIM card is valid. Please confirm if the call barring is set.
Unable to charge handset	Poor contact. Please check if the plug is connected well. Please confirm if the environment temperature is within the range of -20ºC ~40ºC while charging. The battery or charger is damaged. You need to replace it.

Note: If the instruction above cannot help you solve problems, please note:
Mobile phone model and serial number
Specific content of warranty
Clear statement of problems
Then contact your local dealer or a LAVA authorized service center in your area.

5. Safety Information and Notices

5.1. Emergency call
If any emergency arises, dial 112 (or other emergency call number) for emergency help.
Note:
➢ Due to the nature of cellular networking, the success of emergency call is not guaranteed.

5.2. For your safety
- Switch off the phone in hospitals and aircraft. Obey any restrictions. Wireless devices can affect the medical treatment and cause interference in aircraft.
- Some medical devices such as hearing aids and pacemaker may be sensitive to external radio frequency emissions. Consult the device manufacturers or your doctor before using the phone around the medical devices.
- Pay special attention to the ring tone volume and vibration settings if you have a heart problem.
- In areas with potentially explosive atmosphere, such as gas stations, fuel or chemical transfer or storage facilities, obey all signs and instructions.
- Your phone will emit radio frequency even in the standby mode. Turn off your

phone when so instructed.

- Always obey all the local laws and regulations. Do not use your phone while driving. Use Hands-free operation, if available, and give full attention to driving and to the road. Pull off the road and park before making or answering a call if driving conditions so require.
- If your phone is lost or stolen, notify your service provider immediately to stop the SIM card from being used.
- To prevent your phone from misuse, lock your SIM card or phone, and change passwords when necessary.
- When you leave your vehicle, take the phone with you or place it in the glove compartment to avoid theft.
- Keep the phone, battery or charger out of reach of children.

Notes on phone usage

- Your phone will give off electromagnetic waves. Do not place it near storage medium such as floppy disk.
- Using the phone near television, land phone, radio and office automatic devices may cause interference and affect the function of the mobile phone.
- Keep the phone dry; all kinds of liquid can erode electronic circuit.
- Keep the phone away from extreme temperatures.
- Keep the phone away from fire or a lighted cigarette.
- Do not paint the phone.
- Do not drop the phone or violently crush or shake the phone.
- Do not keep the phone near magcards and other object with magnetism. The phone's magnetism may clear the information stored on floppy disk, pre-paid phone card and credit card.
- Keep the phone away from hot places where the temperature may exceed 40°C, such as dashboard, windowsill, or areas exposed to direct sunlight.
- Do not disassemble or modify your phone. This can damage the phone, cause leakage and break the internal circuit.
- Use only damp cloth or non-static cloth to clean your phone.
- Do not use alcohol, thinner, benzene or other chemicals or abrasive cleaner to clean your phone.
- The phone will become warm under normal use and while in battery charging.
- Do not leave the phone with battery uninstalled for a long period of time. This may cause data loss.
- The metal parts of the phone may irritate your skin depending on your health condition.
- Do not put the phone in the back pocket. Sitting on it may damage the phone. Do not put the phone at the bottom of a bag. You may crush it.
- When the vibrate mode is on, place the phone carefully to prevent it from being dropped from a height or being moved to a heat source due to the

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vibrating.
- Do not press the touch screen with needles, pen point or other sharp objects; it can damage the LCD and violate the terms and conditions of the warranty.

Notes on battery usage
- Keep metal objects (such as coins or key rings) away from the battery to avoid short circuit.
- Do not remove the battery without turning off the phone.
- Do not hold the battery in your mouth. The liquid of the battery can be toxic.
- Embedded battery shall be replaced by authorized dealers. Use only batteries approved by the phone manufacturer; otherwise, it may cause explosion.
- Damage resulting from using un-authorized batteries and chargers will not be covered by the warranty.
- Avoid contact with any leaked liquid of the battery. If it touches your skin, wash your skin with fresh water and go to the hospital immediately.

Certification Information (SAR)

- Your phone is designed not to exceed the limits of emission of radio waves recommended by international guidelines. These guidelines include safety margins designed to assure the protection of all persons, regardless of age and health.
- SAR (specific absorption rate) is the unit of body-absorbed RF quantity when the phone is in use. SAR value is ascertained according to the highest RF level generated during laboratory tests.
- The true SAR level during phone usage will be far lower than this level.
- The SAR value of the phone may change depending on factors such as how close you are to a network tower, use of accessories and other enhancements.
- The highest SAR value of the device is less than 1.6W/Kg averaged over 1 gm of human tissue.
- The SAR value may differ depending on national reporting, testing requirements and the network band.

SAR Recommendations

- Use a wireless hands-free system (headphone, headset) with a low power Bluetooth emitter.
- Please keep your calls short and use SMS whenever more convenient. This advice applies especially to children, adolescents and pregnant women.
- Prefer to use your cell phone when the signal quality is good.
- Maintain a preferable distance of 15 mm from the device.

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Safety precautions:

- Use cell phone when the signal quality is good
- People having active medical implants should preferably keep the cell phone at least 15cm away from the implant
- Use a wireless hands-free system (Headphone, headset) with a low power Bluetooth emitter
- Make sure the cell phone has a low SAR
- Keep your calls short or send a text message (SMS) instead. This advice applies especially to children, adolescents and pregnant women.

E-waste Disposal Mechanism

'E-waste' means waste electrical and electronic equipment (WEEE). In other words E-waste is a popular, informal name for electronic products nearing the end of their "useful life". For more details about e-waste please refer e-waste rules, 2011 www.moef.nic.in

Do's and Don'ts for disposal e-waste

Do's:

- Ensure that an Authorized Person repairs your Lava products
- Call Our Local Authorized Collection Centers to Dispose Lava products
- Always drop your used electronic products, batteries or any accessories thereof after the end of their life at nearest Authorized Collection Point or Collection Center.
- Separate the packaging material according to responsible waste disposal options and sorting for recycling.
- Always remove the battery from the product, when you do not intend to use the product anymore it in future.

Don'ts:

- Do not Dismantle your Lava Product on your own
- Do not give your e-waste to Scrap Dealer/ Rag Pickers.
- Do not dispose-off the e-waste in landfills
- Never dump E-waste in garbage bins.
- Do not dispose of your product at municipal waste bins or rooms.
- Do not throw used batteries into household waste.

Consequences of improper handling and disposal of E-Waste

- Improper disposal of waste prevents natural resources from being re-used.
- Some waste contains hazardous chemicals and if not disposed of properly may release toxins into the soil and water, and also releases greenhouse gases into the environment
- If e-waste is not properly disposed of, it can be a threat to health and well-being of humans and animals and it also has adverse effect on the environment.
- Placing of batteries or devices on or in heating devices, such as microwave,

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ovens, stoves, or radiators and improper disposal of batteries may lead to explosion.

• If the battery terminals are in contact with metal objects, it may cause a fire. For more details on how to dispose of your Lava products at the end of life, Please refer the list of our Services Centers on Pan basis on our website www.lavamobiles.com or please view this link for the details of Service Centers http://www.lavamobiles.com/support-services.

6. Service Center Info

02-333-3354

E-mail: service@lavainternational.com

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Environmental Conditions

Working Temperature	-20 ~ 40℃
Working humidity	65+/-20%RH

Hereby, LAVA INTERNATIONAL (H.K) LIMITED, declares that this Mobile Phone/ Grand2, is In compliance with the essential Requirements and other relevant provisions of Directive 1999/5/EC.

Environment friendly disposal

You can help protect the environment!
Please remember to respect the local regulations: hand in the non-working electrical equipments to an appropriate waste disposal centre.

CE 0700

A warning that batteries(battery pack or batteries installed) shall not be exposed to excessive heat such as sunshine, fire or the like.

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

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The following standards have been applied for the investigation of compliance:

ETSI EN 301 489-1 V1.9.2: 2011
ETSI EN 301 489-3 V1.6.1: 2013
ETSI EN 301 489-7 V1.3.1: 2005
ETSI EN 301 489-17 V2.2.1: 2012
ETSI EN 301 489-24 V1.5.1: 2010
ETSI EN 301 511 V9.0.2: 2003
ETSI EN 300 440-1 V1.6.1: 2010
ETSI EN 300 440-2 V1.4.1: 2010
ETSI EN 300 328 V1.8.1: 2012
ETSI EN 301 908-1 V6.2.1: 2013
ETSI EN 301 908-2 V6.2.1: 2013
ETSI EN 301 908-13 V6.2.1: 2013
EN 62479: 2010
IEC 62471: 2006
EN 50566:2013
EN 50360:2001+A1:2012
EN 62209-1:2006
EN 62209-2:2010
EN 60950-1：2006 +A11: 2009 +A1: 2010+A12:2011+A2:2013
EN 50332-1: 2000
EN 50332-2: 2003
EN 55022:2010
EN 55024:2010
EN 61000-3-2:2014
EN 61000-3-3:2013

Use careful with the earphone maybe possible excessive sound pressure from earphones and headphones can cause hearing loss The product shall only be connected to a USB interface of version USB2.0 or higher and that the connection to a power USB is prohibited. Adapter shall be installed near the equipment and shall be easily accessible.

The AC plug considered as disconnect device of adapter.

Only can use adapter as below: XOLO Technology(Shenzhen)Limited
Adapter model: CLV-15: I/P AC 100-300V, 50/60Hz, 0.15A, O/P 5.0V, 1.0A

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Adapter model: CLV-15: I/P AC 100-300V, 50/60Hz, 0.15A, O/P 5.0V, 1.0A

FCC Warning:

This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

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

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

-Reorient or relocate the receiving antenna.

-Increase the separation between the equipment and receiver.

-Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.

-Consult the dealer or an experienced radio/TV technician for help.

The SAR limit of USA (FCC) is 1.6 W/kg averaged over one gram of tissue.

Device types Grand2 (FCC ID: 2AEE8LAVAGRAND2) has also been tested against this SAR limit. The highest reported SAR values for head, body-worn accessory, and product specific (Hotspot) are 0.55 W/kg, 0.84 W/kg, and 1.28 W/kg respectively. This device was tested for typical body-worn operations with the back of the handset kept 10mm from the body. To maintain compliance with FCC RF

exposure requirements, use accessories that maintain a 10mm separation distance between the user's body and the back of the handset. The use of belt clips, holsters and similar accessories should not contain metallic components in its assembly. The use of accessories that do not satisfy these requirements may not comply with FCC RF exposure requirements, and should be avoided.