

MOBILE PHONE

W20

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1 General Information

1.1 Profile

Please read this pamphlet carefully in order to make your phone in perfect condition.

Our company may change this mobile phone without prior written notice and reserves the final right to interpret the performance of this mobile phone.

Due to different software and network operators, display on your phone may be different, refer to your phone for details.

1.2 Safety Information

If your phone has lost or been stolen, notify the telecommunication office the SIM card is disabled

(network support is required). This can avoid economic loss caused by unauthorized use.

Please take measures as following to avoid your phone being unauthorized used:

- Set PIN code of SIM card
- Set phone password

1.3 Safety warning and Attentions

Safety warning

> ROAD SAFETY COMES FIRST

Do not use a hand-held phone while driving. Use hands-free fittings when calls are unavoidable while driving. In some countries, dialing or receiving calls while driving is illegal!

> SWITCH OFF IN AIRCRAFT

Wireless devices can cause interference in aircraft. Using a mobile phone in flight is illegal and risky. Please make sure that your mobile phone is powered off in flight.

> SWITCH OFF BEFORE ENTERING RISKY AREAS

Strictly observe the relevant laws, codes, and regulations on the use of mobile phones in risky areas. Turn off your mobile phone before entering a place susceptible to explosion, such as an oil station, oil tank, chemical plant or a place where a blasting process is under way.

> OBSERVE ALL SPECIAL REGULATIONS

Follow any special regulations in force in any area such as hospitals and always switch off your phone whenever it is forbidden to use it or, when it may cause interference or danger. Properly use your mobile phone near medical apparatuses, such as pacemakers, hearing aids and some other electronic medical devices,

as it may cause interference to such apparatus.

Follow any special regulation in force in any area such as hospital and always switch off your phone whenever it is forbidden to use it or, when it may cause interference or danger. Properly use your mobile phone near medial apparatuses, such as pacemakers, hearing-aids and some other electronic medical devices, as or may cause interference to such apparatuses.

➤ **INTERFERENCE**

The conversation quality of any mobile phone may be affected by radio interference. An antenna is built inside the mobile phone and located below the microphone. Do not touch the antenna area during a conversation, lest that the conversation quality deteriorate.

➤ **QUALIFIED SERVICE**

Only qualified personnel may install or repair phone equipment. Installing or repairing the mobile phone on your own may bring great danger and violate the warranty rules.

➤ **ACCESSORIES AND BATTERIES**

Use only approved accessories and batteries.

➤ **USE SENSIBLY**

Use only in a normal and proper manner.

➤ **EMERGENCY CALLS**

Ensure the phone is switched on and in service, enter the emergency number, e.g. 112, then press the Dial key. Give your location and state your situation briefly. Do not end the call until told to do so.

***Note:** Just like all other mobile phones, this mobile phone does not necessarily support all the features described in this manual due to network or radio transmission problems. Some networks even do not support*

the emergency call service. Therefore, do not rely solely on the mobile phone for critical communications such as first aid. Please consult the local network operator. Just like all other mobile phones, this mobile phone does not necessarily support all the features described in this manual due to network or radio transmission problems. Some network even do not support the emergency call service

Precaution

This mobile phone is well designed with fine art. Please exercise special care when using it. The following suggestions will help your mobile phone survive the warranty period and extend its service life:

- Keep the mobile phone and all its fittings beyond children's reach.
- Keep the mobile phone dry. Keep away from rain, moisture, liquid or other substances that may corrode electronic circuits.
- Do not use or store the mobile phone in dusty place, lest that active parts of the mobile phone be damaged.
- Do not store the mobile phone in a high-temperature place. High temperature will shorten the life of electronic circuits and damage the battery and some plastic parts.
- Do not store the mobile phone in a chilly place. Otherwise, moisture will be formed inside the mobile phone to damage electronic circuits when the mobile phone is moved to a constant temperature place.
- Do not throw, knock or shock the mobile phone, as that will destroy the internal circuit and high precision components of the mobile phone.

2 Your phone

2.1 Phone overview

The phone has many powerful function and good appearance.

2.2 Functions of Keys

◆ Dial key

Press it to originate a call by entering the called number or selecting a contact from the phonebook; or press it to receive an incoming call.

◆ End key

Press it to end a call being dialed or end an ongoing call; or press it to go back. You can hold it for two or three seconds can power on/off the mobile phone

◆ Direction key

Press them to scroll the options when browsing a function list. In edit state, press direction keys to navigate.

◆ Left and right soft key

The bottom line on the screen displays the functions of the Left and Right soft key.

◆ OK key

Press it to confirm a selection

◆ **Number keys, * key and # key**

Press number keys 0 through 9 to input or edit state to input numbers and characters;
In idle screen, you can long press * to unlock keypad.

2.3 Technical specifications

Phone

Dimensions (W×D×H):

Weight:

Lithium battery

Rated capacity:

Continuous standby duration: (Relates to network status)

Continuous conversation duration: (Relates to network status)

Please refer to their labels for other data related to the battery and the charger.

3 Getting started

3.1 Installing the SIM Cards and the Battery

A SIM card carries useful information, including your mobile phone number, PIN (Personal Identification Number), PIN2, PUK (PIN Unlocking Key), PUK2 (PIN2 Unlocking Key), IMSI (International Mobile Subscriber Identity), network information, contacts data, and short messages data.

Note:

After powering off your mobile phone, wait for a few seconds before removing or inserting a SIM card.

Exercise caution when operating a SIM card, as friction or bending will damage the SIM card.

Properly keep the mobile phone and its fittings such as the SIM cards beyond children's reach.

Installation

- ◆ Hold the End key for a while to power off the mobile phone.
- ◆ Take the back cover above the battery away.
- ◆ Take the battery away.
- ◆ Insert the SIM card into the SIM card slot lightly with the corner cutting of the card aligning to the notch of the slot and the gold plate of the card facing down, till the SIM card cannot be further pushed in.
- ◆ With the metallic contacts of the battery facing the metallic contacts in the battery slot, press the battery down until it locks into place.
- ◆ **PIN**

The PIN (Personal identification number, 4 to 8 digits) code prevents your SIM card from being used by unauthorized people. In general, the PIN is supplied with SIM card by the network operator. If PIN check is enabled, you need to input the PIN each time when you power on your mobile phone. The SIM card will be locked if you input wrong PIN code for three times.

Unlocking methods as follows:

- Input the correct PUK according to the screen tips to unlock the SIM card.
- Then input the new PIN and press the OK key.

-Input the new PIN again and then press the OK key.

-If the input PUK is correct, the SIM card will be unlocked and the PIN will be reset.

Note: The SIM card will be locked if you input wrong PIN code for three times. To unlock the SIM card, you need to input the PUK. In general, the PUK can be obtained from the network operator.

◆ PUK

The PUK code (Personal Unlocking Key) is required to change a blocked PIN. It is supplied with SIM card. If not, contact your network operator. If you input wrong PUK code for 10 times, SIM card will be invalid. Please contact the network operator to replace the SIM card.

◆ Barring code

A barring code is required for setting the call barring function. You can obtain this code from the network operator to set the call barring function.

3.2 Installing T-Flash Card

The T-Flash card is a pluggable mobile storage card inside the mobile phone.

To install the T-Flash card, open its latch, place its indented side downward, insert the card into the card slot,

Note:

- 1. The mobile phone cannot automatically identify the T-flash card being inserted when the mobile phone is powered on. You must power off the mobile phone and then power it on, so that the phone can identify the T-Flash card.*
- 2. The T-Flash card is a miniature object. Keep it out of the reach of children for fear that children swallow*

it!

3.3 Charging the Battery

The lithium battery delivered with the mobile phone can be put into use immediately after being unpacked.

Battery level indication:

- ◆ Your mobile phone can monitor and display the battery state.
- ◆ Normally the remaining energy of the battery is indicated by the battery level icon at the upper right corner of the display screen.
- ◆ When the battery energy is insufficient, the mobile phone prompts "Battery low". If you have set an alert tone, an alert tone will be given off when the battery level is too low.
- ◆ A charging animation appears when the battery is being charged. When the charging is complete, the animation disappears.

Using a travel adapter:

- ◆ Install the battery into the mobile phone before charging the battery.
- ◆ Connect the adapter of the travel charger with the charging slot in the mobile phone. Ensure that the adapter is fully inserted.
- ◆ Insert the plug of the travel charger to an appropriate power outlet.
- ◆ During the charging, the battery level grid in the battery icon keep flickering till the battery is fully charged.
- ◆ It is normal when the battery becomes hot during the charging period.

- ◆ The battery icon does no longer flicker when the charging process ends.

Note:

Ensure that the plug of the charger, the plug of the earphone, and the plug of the USB cable are inserted in the right direction. Inserting them in a wrong direction may cause charging failure or other problems. Before the charging, ensure that the standard voltage and frequency of the local mains supply match the rated voltage and power of the travel charger.

Using the Battery

The performance of a battery is subject to multiple factors: radio network configuration, signal strength, ambient temperature, chosen functions or settings, phone fittings, and the voice, data or other application mode you choose to use.

To guarantee the optimal performance of your battery, please stick to the following rules:

- ◆ Use only the battery provided by the vendor. Otherwise, damages or even injuries could be caused during the charging.
- ◆ Power off the mobile phone before removing the battery.
- ◆ The charging process lasts a longer time for a new battery or a battery not in use for long. If the battery voltage is too low to enable the mobile phone to be powered on, charge the battery for a longer time. In this case, the battery icon does not flicker until a long time after the battery enters the charge status.
- ◆ During the charging, ensure the battery is placed in a room temperature environment or in an environment close to room temperature.
- ◆ Immediately stop using the battery if the battery produces odor, overheat, cracks, distort or has other damage, or if the electrolyte leaks.

- ◆ The battery wears out with use. A longer charging time is required as the battery is put into use for a long time. If the total conversation duration decreases but the charging time increases even though the battery is properly charged, purchase a standard battery from the OEM or use a battery approved by our company. Using any poor-quality fittings will cause harm to your mobile phone or even incur danger!

Note: To guarantee your personal safety and protect the environment, do not litter the battery! Return the old battery to the mobile phone manufacturer or place it in specified battery reclamation areas. Do not litter any battery with other rubbish.

Warning: Short-circuits of the battery may cause explosion, fire, personal injury or other severe consequences!

3.4 Powering On/Off the Mobile Phone

Hold the End key for a while to power on the mobile phone. A power-on animation appears on the display screen.

Input the PIN and press the OK key if the mobile phone prompts you to input the PIN. The PIN is provided by the network operator for new opening SIM card.

Enter the standby interface.

To power off the mobile phone, hold the End key for a while.

3.5 Linking to the Networks and devices

Your phone can connect to a variety of networks and devices, including mobile networks for voice and data transmission and Bluetooth devices, such as headsets. You can also connect your phone to a computer, to

transfer files from your phone's SD card and share your phone's mobile data connection via USB.

Connecting to mobile networks

When you assemble your phone with a SIM card, your phone is configured to use your provider's mobile networks for voice calls and for transmitting data.

Connecting to Bluetooth devices

Bluetooth is a short-range wireless communications technology that devices can use to exchange information over a distance of about 8 meters. The most common Bluetooth devices are headphones for making calls or listening to music, hands-free kits for cars, and other portable devices, including laptops and cell phones.

Select Settings > Network > Bluetooth. Check Bluetooth to turn it on.

You must pair your phone with a device before you can connect to it. Once you pair your phone with a device, they stay paired unless you unpair them.

Your phone scans for and displays the IDs of all available Bluetooth devices in range. If the device you want to pair with isn't in the list, make it discoverable.

3.6 Dialing Calls

In the standby interface, press Dial-pad enter virtual dial pad, press number keys to input the area code and the telephone number, and then press the dial key to dial a call.

3.7 Using the Headset

It would enter headset mode automatically when you insert headset to the slot. Make sure of inserting it at the bottom of the slot, or you can't use it normally.

4 Input method

This mobile phone provides English input, smart English input and numeric input method. You can use these input methods when editing the phonebook, short messages, files and greeting text.

4.1 Key for Input Methods

After you enter an edit window such as a window for editing the phonebook, short messages or the memorandum, an icon is displayed to indicate the current input method:

Numeric input: "123"

English input: "ABC, abc, Abc"

4.2 To Shift Entry Methods

Press the # key to switch between input methods.

4.3 Numeric Input

You can input numbers with the numeric input method. Press a number key to input the corresponding number.

4.4 English input and numeric input:

The keyboards for English input and numeric input are defined in the following table:

Key	Character or Function	Remarks
Number key 1	. , - ? ! ' @ : # \$ / _ 1	
Number key 2	ABCabc2	
Number key 3	DEFdef3	
Number key 4	GHIghi4	
Number key 5	JKLjkl5	
Number key 6	MNOmno6	
Number key 7	PQRSpqrs7	
Number key 8	TUVtuv8	
Number key 9	WXYZwxyz9	
Number key 0	0	
# key	Press it to switch between input methods	
Left direction key	Press it to move to the left	
Right direction key	Press it to move to the right	
Left soft key	Equivalent to OK or Options	
Right soft key	Equivalent to Back or Clear	
End key	Press it to return to go back	

English input:

- Each key is used to represent multiple characters. Quickly and continuously press a key till the character you want appears. Input the next character after the cursor moves.
- Press the # key to switch between input methods
- To input a blank, switch to the English input mode (in upper or lower case) and then press number key 0.
- To clear wrong inputs, press the **end** key.

4.5 Inserting a Symbol

Press * key to enter the **Select symbol** interface, use direction keys or number keys to select a symbol you want.

5 Using the Menus

5.1 Games

5.2 History

You can use this function to manage your calls:

- ◆ **All:**All calls will be in the list.
- ◆ **Missed:**You can view a list of missed calls.if there are some missed calls,you can drag the Column notice down to view it.

- ◆ **Outgoing:** You can view and manage the dialed calls.
- ◆ **Incoming:** You can view and manage the received calls.

5.3 Contacts

The telephone numbers that a SIM card can store depends on the storage capacity of the SIM card. The telephone numbers stored in the mobile phone and in the SIM cards form a phonebook. The phonebook search function enables you to view contacts. You can search a contact as required from the phonebook. Select this option, in the **edit** interface, input the name of the contact you want to search or the first letter(s) of the name. All the contacts meeting the search condition are listed. Press the Up and Down direction keys to browse the contacts and select contact.

This function enables you to view the internet. Your phone will ask you with existed way. You can start to view only by starting corresponding way.

Note: Consulting the local network operator for related fee and specific setup.

5.4 Messaging

You can use Messaging to exchange text messages (SMS) and multimedia messages (MMS) with your friends on their mobile phones.

Sending a message

1. Select New to edit a new message.
2. Enter a contact's name or call number in the To field. As the information is entered, all matching contacts appear.
3. After completing the message, Send .

5.5 Tecel

There are five application in the list, they are all provided by the claro or telcel.you can get some help to use your phone.

5.6 File Explorer

The phone supports the SD card. You can use the File Explorer to conveniently manage various directories and files on the SD card or in your phone..

5.7 Settings

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

【WIRELESS & NETWORK】

You can use Wireless & Network settings to manage your SIM card, configure and manage connections to networks and devices You also can set Bluetooth, data usage, airplane mode, Default SMS app, tethering & portable hotspot and mobile networks in this interface.

【DEVICE】

◆ **Audio profiles**

There are four profiles: General, Silent, Vibration and Outdoor. You can set the profiles according to different conditions.

◆ **Display**

You can set Brightness, Wallpaper, Sleep, Daydream, Font size and Font in this interface.

◆ **Storage**

Use the Storage settings to monitor the used and available space on your phone and on your SD card and to manage your SD card.

◆ **Battery**

You can view your battery status, battery level and battery use in this interface.

◆ **Apps**

You can use the Applications settings to view details about the applications installed on your phone, to manage their data and force them to stop, to view and control currently running services, and to view the storage used by applications, etc.

◆ **Mouse control**

You can select the apps in the list to use the mouse which instead of cursor.

【PERSONAL】

◆ **Security**

You can set the parameters about security through this function.

◆ **Language & input**

Use the Language & Keyboard settings to select the language for the text on your phone and for configuring the input method.

◆ **Factory data reset**

You can backup your data and reset your phone in this interface.

◆ **Timer Switch Machine**

You can auto power on/off your phone through this setting.

【ACCOUNT】

◆ **add account**

You should add account first before using this function.

【SYSTEM】

◆ **Date & time**

You can use Date & Time settings to set your preferences for how dates are displayed. You can also use these settings to set your own time and time zone, rather than obtaining the current time from the network, etc.

◆ **Accessibility**

You use the Accessibility settings to configure any accessibility plug-ins you have installed on your phone.

◆ **Printing**

You can connect to printer and print something you need through this function.

◆ **About phone**

This function enables you to view some phone related information.

5.8 Browser

You can use Browser to view web pages and search for information on the web.

When you open Browser, your home page opens. The web address (URL) of the current page is displayed at the top of the window.

5.9 Chat

Whatsapp

You can log in the whatsapp to chat whit you friends through this option.

Lite

You can log in the facebook to chat whit you friends through this option.

5.10 Multimedia

Camera

Select the Camera, camera opens in Landscape mode, ready to take a picture. In this mode, you can select the camera icon to take a photo,select the video icon to switch the video mode.

Note: you can also touch menu icon to pop out an option box. There, you can switch to camcorder mode.

Video player

With Videos, you can play video clips in your device (for example, the video you captured by the camera) or video files stored in compatible SD card (if inserted).

<Tips>

If there are available video files in the device, for example, you captured some video files by camera, the amount of these video files will be displayed in bracket at right of Movie.

Music

Music plays audio files that are stored on your phone's SD card, so before you open Music, you must copy audio files from your computer onto the SD card. Music supports a wide variety of audio file formats, so it can play music that you purchase from online stores, music that you copy from your CD collection, and so on.

Gallery

Both pictures and videos taken by camera or stored in SD card can be scanned through this function. Press the direction key to choose them and left soft key edit the pictures. Press right soft key to return last interface.

FM Radio

Please plug in the compatible earphone to the device and then turn on the radio. The earphone cable can be used as FM Antenna. Please adjust appropriate volume when listening to the radio. Continue to use higher volume is harmful for your ear.

Sound Recorder

Use this function to record audio files. Two function icons at the bottom of the Recorder screen are corresponding to start recording and review record file.

5.11 SIM Toolkit

STK service is the tool kit of SIM card. This phone supports the service function .The specific items are

depended by SIM card and network. Service menu will be auto added to the phone menu when supported by network and SIM card.

5.12 Tools

Calculator

You can use this Calculator to solve simple arithmetic problems or use its advanced operators to solve more complex equations.

Enter numbers and arithmetic operators on the basic screen; Drag the basic screen to the left to open the advanced screen; Touch Del to delete the last number or operator you entered. Touch & hold Del to delete everything in the display.

In the calculator screen, you can touch menu icon to access advanced panel.

Calendar

You can open Calendar to view events you've created.

Events from each account you've added to your phone and configured to synchronize calendars are displayed in Calendar.

Creating an event

You can use Calendar on your phone to create events. In any calendar view, select option > create to open a event details screen for a new event.

Enter a name, time and date about the event.select the save. The event is added to your calendar.

speed

Select the speed to clear the apps working in the background, then to improve the phone properties

Clock

You can set an alarm by modifying an existing alarm or by adding a new one. You also can use word time, Timer and Stopwatch.

FlashLight

You can turn on/off the flashlight through this function.

6 Appendix

Appendix 1: Troubleshooting

If you find exceptions when operating the mobile phone, restore the factory settings and then refer to the following table to solve the problem. If the problem persists, contact the distributor or service provider.

Fault	Cause	Solution
SIM card error	The SIM card is damaged.	Contact your network service provider
	The SIM card is not in position.	Check the SIM card

	<p>The metal face of the SIM card is polluted.</p>	<p>Clean the SIM card with a clean cloth</p>
<p>Poor received signal quality</p>	<p>Signals are obstructed. For instance, radio waves cannot be effectively transmitted nearby a high building or in a basement.</p>	<p>Move to a place where signals can be effectively transmitted</p>

	Line congestions occur when you use the mobile phone in high-traffic hours	Avoid using the mobile phone in high-traffic hours
The mobile phone cannot be powered on	The battery energy is exhausted.	Charge the battery
Calls cannot be dialed	Call barring is activated	Cancel call barring

The mobile phone cannot connect the network	The SIM card is invalid	Contact your network service provider
	The mobile phone is not in a service area of the GSM network	Move to the network operator's service area
	The signal is weak	Move to a place where the signal quality is high
The battery cannot be charged	The charging voltage does not match the voltage range indicated on the charger	Ensure the charging voltage matches the voltage range indicated on the charger

	An improper charger is used	Use the charger specially designed for the mobile phone
	Poor contact	Ensure the charger plug is in good contact with the mobile phone

FCC RF EXPOSURE INFORMATION:

WARNING!! Read this information before using your phone

In August 1986 the Federal Communications Commission (FCC) of the United States with its action in Report and Order FCC 96-326 adopted an updated safety standard for human exposure to radio frequency (RF) electromagnetic energy emitted by FCC regulated transmitters. Those guidelines are consistent with the safety standard previously set by both U.S. and international standards bodies. The design of this phone complies with the FCC guidelines and these international standards. Use only the supplied or an approved antenna. Unauthorized antennas modifications, or attachments could impair call quality, damage the phone, or result in violation of FCC regulations. Do not use the phone with a damaged antenna. If a damaged antenna comes into contact with the skin, a minor burn may result. Please contact your local dealer for replacement antenna.

BODY-WORN OPERATION:

This device was tested for typical body-worn operations with the back/front of the phone kept 1cm from the body. To comply with FCC RF exposure requirements, a minimum separation distance of 1cm must be maintained between the user's body and the back/front of the phone, including the antenna. Third-party belt-clips, holsters and similar accessories containing metallic components shall not be used. Body-worn accessories

that cannot maintain 1cm separation distance between the user's body and the back/front of the phone, and have not been tested for typical body-worn operations may not comply with FCC RF exposure limits and should be avoided.

For more information about RF exposure, please visit the FCC website at www.fcc.gov

Your wireless handheld portable telephone is a low power radio transmitter and receiver. When it is ON, it receives and also sends out radio frequency (RF) signals. In August, 1996, the Federal Communications Commission (FCC) adopted RF exposure guidelines with safety levels for hand-held wireless phones. Those guidelines are consistent with the safety standards previously set by both U.S. and international standards bodies:

<ANSI C95.1> (1992) / <NCRP Report 86> (1986) / <ICNIRP> (1999)

Those standards were based on comprehensive and periodic evaluations of the relevant scientific literature. For example, over 120 scientists, engineers, and physicians from universities, government health agencies, and industry reviewed the available body of research to develop the ANSI Standard (C95.1). Nevertheless, we recommend that you use a hands-free kit with your phone (such as an earpiece or headset) to avoid potential exposure to RF energy. The design of your phone complies with the FCC guidelines (and those standards).

Use only the supplied or an approved replacement antenna. Unauthorized antennas, modifications, or attachments could damage the phone and may violate FCC regulations.

NORMAL POSITION:

Hold the phone as you would any other telephone with the antenna pointed up and over your shoulder.

RF Exposure Information:

This product is compliance to FCC RF Exposure requirements and refers to FCC website <https://apps.fcc.gov/oetcf/eas/reports/GenericSearch.cfm> search for FCC ID: **2AQ6D-W20** to gain further information include SAR Values.

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.

NOTE: The manufacturer is not responsible for any radio or TV interference caused by unauthorized modifications to this equipment. Such modifications could void the user's authority to operate the equipment.

NOTE: 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

Do not use the device with the environment which below minimum -10°C or over maximum 50°C , the device may not work.

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

This device is acting as host and operating in the 2.4 GHz (2412 ~2462 MHz) band.