HELIUM PRO

Contents

IN THE BOX

1. Helium Pro
2. USB-C cable
3. Battery
4. Charging power adapter
5. User manual

SOFTKEY OPERATIONS

| Key		Functions
Home	○	Google Assistant for Android (Go edition) is always ready to help. Just touch and hold the home button to get started.
Recent	▢	Located to the right of home button. Press it to open the recent items.
Back	◁	Located to the left of home button. Press this icon to return to the previous screen.

PHYSICAL BUTTON OPERATIONS

Button	Function
Power	Located on the right side of the device. Long press on the button when off to turn on or to open the menu of "Power off & Restart" when on. Short press when on to switch the display in and out of sleep.
Vol Up	Press to increase the volume.
Vol Down	Press to decrease the volume.

CHARING THE DEVICE

Locate the USB-C port on the bottom of the device. Use the provided USB-C charging cable and the power adapter, plug into a wall socket and then into the device.

The device may take a moment to register power has been connected, however when registered it will be indicated visually via the battery icon (🔋) in the status bar. If the device is powered off, the display will power on temporarily to indicate the device is being charged.

Note: Charge responsibly. The device may get warm while charging and should not be covered by foreign objects or materials. Ensure the device has room to breathe to avoid overheating.

Note: Only use a USB-C cable when charging your device. Micro USB cables are **not suitable** for use with the Helium Pro device and will damage the port if used.

POWERING ON THE DEVICE

You'll find the power button on the right side of the device when looking front-on. Press and hold the power button for 1-3 seconds until a subtle vibration is felt. The unit will begin to power up.

POWERING OFF THE DEVICE

When the device is powered, press and hold the power button for 2-3 seconds until the power & restart menu appears. Select **Power off** (⏻) to shut the unit down, or **Restart** (↻) to complete a power cycle and automatically restart the unit.

HOW TO REMOVE/APPLY THE BACK COVER
- Use cover release latch found at the bottom left corner of the device.
- Place your fingernail in the opening and firmly pop the cover off the device.
- To apply the back cover back onto the device, position the back cover over the back of the device and press down around the rim of the device until you hear a couple of clicks. Once the back cover is flushed to the device, the back cover has been successfully secured into place.

HOW TO INSERT THE SIM CARD
- Carefully place/slide the SIM Card 1 into the SIM Card 1 slot until you feel the card click into place.
- Carefully place/slide the SIM Card 2 into the SIM Card 2 slot until you feel the card click into place.
- Make sure that the SIM cards gold contacts face downward before placing it into the SIM slot.
- Apply the back cover to the device.
- When successfully applied, the 4G signal should appear by the signal bar on the main screen.
- If the signal does not appear after 30 seconds, try resetting the device to activate the signal.
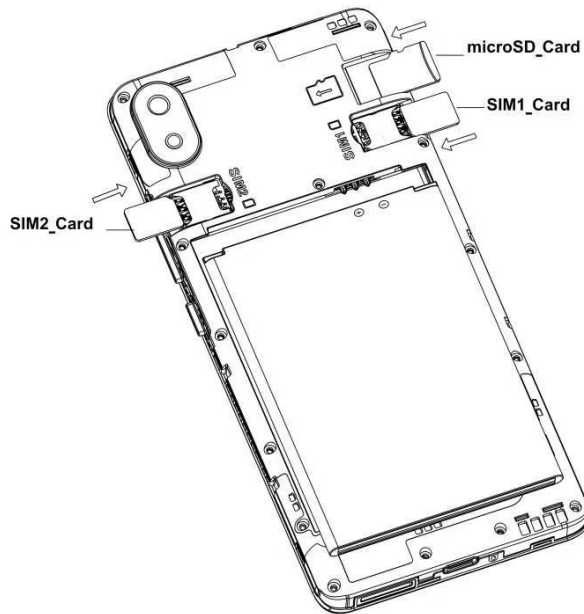
HOW TO REMOVE THE SIM CARD

- Remove the back cover of the device.
- Locate the SIM card slots on either side of the device
- Carefully place fingernail into the end of the SIM slots and push card slightly out.
- Carefully slide the card out of the SIM Card socket.

HOW TO INSERT THE MICRO SD MEMORY CARD

- Remove the back cover of the device.
- Locate the microSD card slot at the top right side of the device.
- Make sure that the SD cards gold contacts face downward before placing it into the SD slot.
- Carefully slide the SD card into the card socket until you feel the card click into place.
- Apply the back cover to the device.

HOW TO REMOVE THE MICRO SD MEMORY CARD

- Remove the back cover of the device.
- Firmly press the card into the slot and release. The SD card will then pop partially outward.
- Remove the card from the slot.
- Apply the back cover to the device.

HOW TO INSERT THE BATTERY INTO THE DEVICE.

- Press and hold the Power button to power off the device.
- Once the device is powered off, Remove the back cover of the device.
- Insert the battery into the opening on the back of the device. Make sure the gold contacts at the top of the battery compartment are aligned with the gold contacts of the battery.

- Gently press down to secure the battery into place.
- Apply the back cover to the device.
- Press the power button to power on the device.
- If you press the power button and the device does not power on, this might mean the battery is out of charge. Once you apply the back cover, insert the charge into the device and make sure the charging icon appears to show the battery is charging.

HOW TO REMOVE THE BATTERY

- Press and hold the Power button to power off the device.
- Once the device is powered off, Remove the back cover of the device.
- Locate the notch of the battery compartment.
- Place your fingernail in the opening and lift the battery upward.
- Remove the battery from the midframe.

Battery
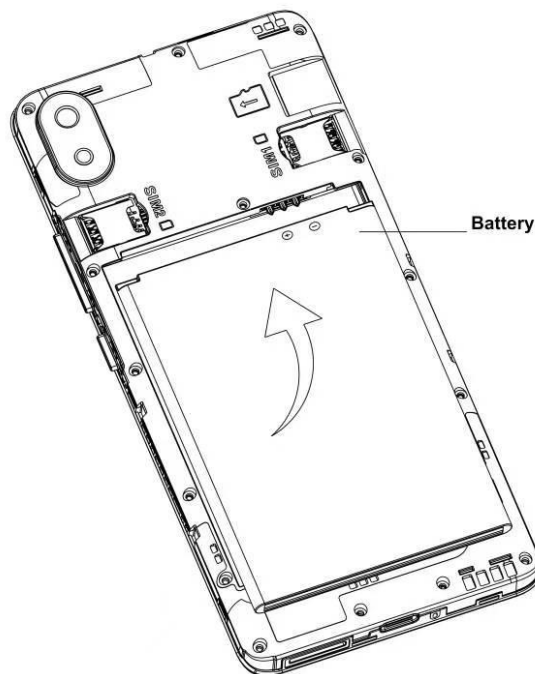
ADJUSTING THE VOLUME

Use the volume keys located on the right side of the device when looking front-on. Press volume up and volume down buttons once to increase or decrease the volume incrementally or press and hold to set maximum or minimum volume accordingly.

When using the volume keys, the volume menu will appear on the device, wherein volume can be adjusted on-screen by swiping up, down, tapping the icons to switch between loud (◄)), vibrate (◄□)), silent (◄)) for calls and notifications, or tapping the settings icon(⊞) to enter settings where volumes for calls, media, alarms, and notification can be set independently.

MANAGING WI-FI

How to manage the Wi-Fi radio:
- Via Settings
  - Open **Settings** available either in the app drawer (swipe up from the home screen) or by swiping down from the status bar and tapping the settings icon (⚙). Alternatively, swipe down from the status bar and long-tap on the Wi-Fi icon (📶) within the Quick Settings panel.
  - In Settings, tap **Network & Internet**, then toggle to on (⬤) or off (⬤) Wi-Fi.
- Via Quick Settings
  - Swipe down from the status bar and quickly tap the Wi-Fi icon (📶) within the Quick Settings panel. This will toggle the Wi-Fi radio on/off as required.

Note: By default, Android™ will occasionally re-enable Wi-Fi when a detected, known Wi- Fi network is in range. This can be disabled in **Settings** > **Network & Internet** > **Wi-Fi** > **Wi-Fi preferences** > **Turn on Wi-Fi automatically**.
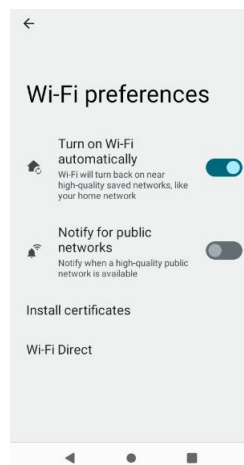

Note: By default, Android will occasionally prompt to connect to any detected open Wi- Fi networks in the immediate area, as indicated with a silent notification in the notification bar. Open networks may be dangerous. To disable this, head to **Settings** > **Network & Internet** > **Wi-Fi** > **Wi-Fi preferences** > **Notify for public networks**.

How to connect to a Wi-Fi network:
- Within **Settings** > **Network & internet** > **Wi-Fi**, a list of Wi-Fi networks will display along with authentication in use (e.g., WPA).
- Tap on a preferred Wi-Fi network and connect with the known Wi-Fi network credentials.
- Once the Helium Pro device is connected to Wi-Fi, the SSID will display "Connected" beneath it, with a Wi-Fi indicator to its left (📶), with the approximate signal strength (the number of lit bars). If you touch the connected network, it will display the name of Wi-Fi network, status, speed, signal, strength, security, information, and IP address.

How to remove a saved Wi-Fi network
- If you wish to delete a saved Wi-Fi network, head to Settings > Network & internet > Wi-Fi > Saved networks. Tap the saved network you wish to remove, and tap **Forget** (🗑)
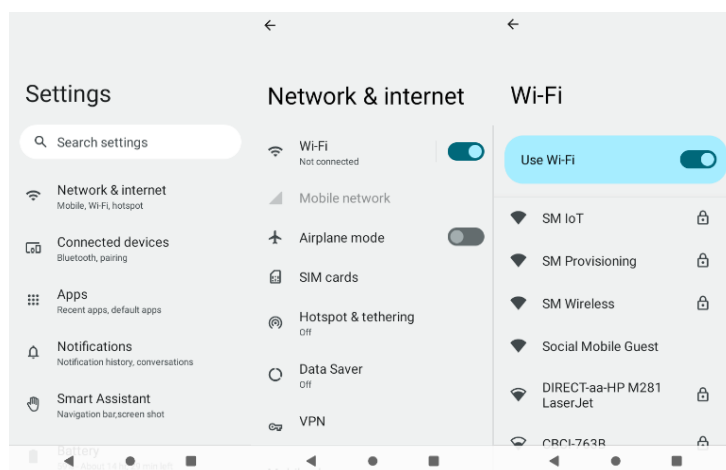
MANAGING BLUETOOTH

The Bluetooth 4.2 radio on your Helium Pro device allows for the connection of many Bluetooth-compatible accessories, including headsets, wireless speakers, car kits, and other smart devices. Bluetooth is enabled by default on Helium Pro devices, however, can be turned off or back on as follows.

How to manage the Bluetooth radio:
- Via Settings
    - Open **Settings** available either in the app drawer (swipe up from the home screen) or by swiping down from the status bar and tapping the settings icon (⚙). Alternatively, swipe down from the status bar and long-tap on the Bluetooth icon (✳) within the Quick Settings panel.
    - In Settings, tap **Connected Devices** > **Connection preferences** > **Bluetooth**, then toggle to on (◉) or off (◯) Bluetooth.
- Via Quick Settings
    - Swipe down from the status bar and quickly tap the Bluetooth icon (✳) within the Quick Settings panel. This will toggle the Bluetooth radio on/off as required.

Pair a Bluetooth device:
Open **Settings** > **Connected devices**, then tap **Pair new device**, then your device will scan for the Bluetooth devices within range and show discovered devices in the list beneath the icon.

Choose any device in the discovered list to initiate pairing.

Bluetooth devices typically require a password to be paired, please ensure this information is to hand in order to successfully pair. The pairing and connected status will show under the device in the Bluetooth devices list.

When the headset is connected, the both the device in the list of Bluetooth devices, as well as the status bar, will show a Bluetooth connected icon (✳). You can now use the device for its intended purpose (calls, media, data transfer, etc.)
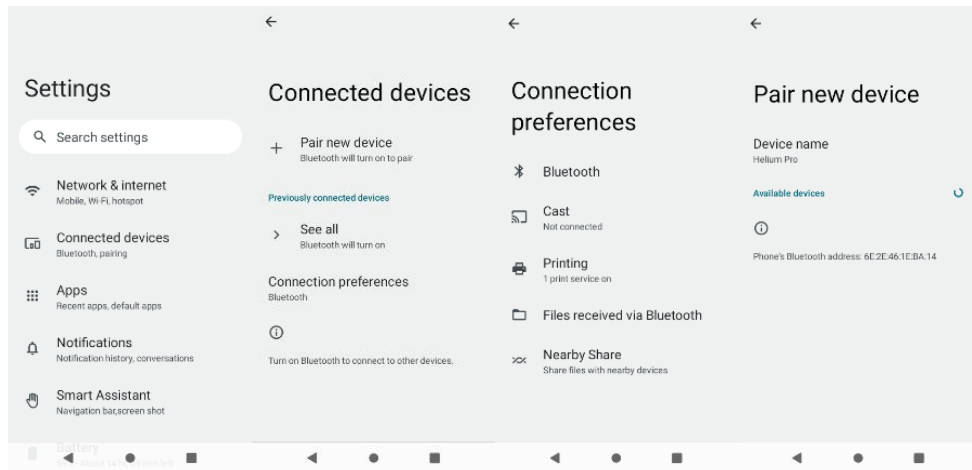
TRANSFERRING MEDIA BETWEEN COMPUTER AND DEVICE

By default, when plugging in a Helium Pro device to a computer, it will do little more than charge. This is intentional for added security. To enable the transfer of documents, music, pictures, or other files to or from device storage via a computer, you must set **Use USB to** to **Transfer files** from the notification panel. This can be achieved as follows:

- Connect your device to a computer with the included USB-C cable. A notification icon will appear in the status bar showing **Charging this device via USB**.
- Pulling down the notification bar, tap the **Tap for more options** prompt and in the window that pops up, select **Transfer files**.
- The device will now show on your computer as a usable drive.
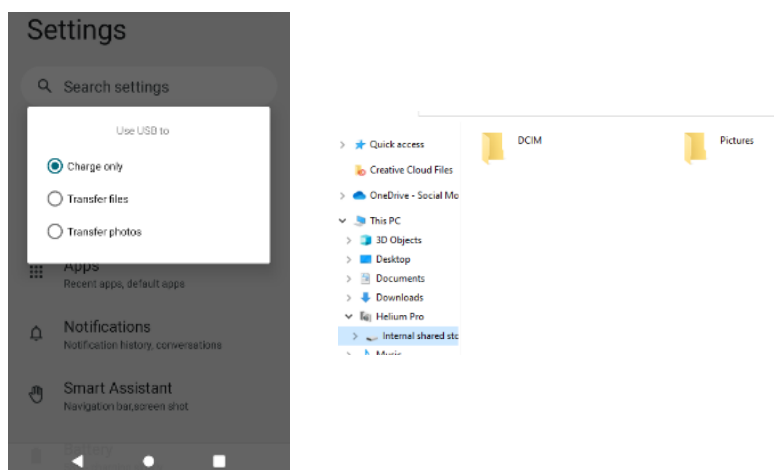
CALL MANAGEMENT (PHONE APP)

Your Helium Pro device has full, global LTE and works with all major GSM networks. It is not

however configured to be a telephony device out of the box as would a handset, so to make a call, one of the following prerequisites are needed:

1. A wired headset (with mic)
2. A Bluetooth headset

With a headset connected, touch the Phone icon (📞) on the Home screen or within the app drawer to begin.

Make a call:
Tap the dial pad icon(⠿) in the bottom left of the dialer app and enter the phone number you wish to call. Tap the dial key (📞) to initiate. When finished, tap the end call key (☎) to end the call.
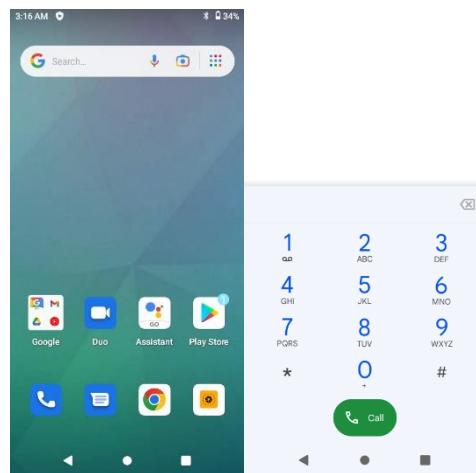
Receiving calls:
When you receive a call, you can swipe up to answer and swipe down to reject.

To decline a call with a message, tap & hold the message icon (▤) in the bottom left corner and swipe from the icon to decline with message, the call will be suspended, and the caller will receive the corresponding chosen text message, either by selecting a pre-defined quick message, or writing your own.
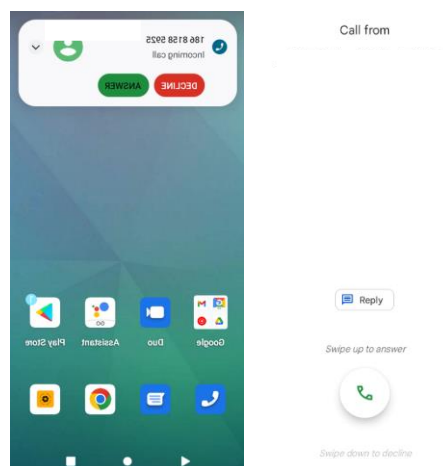
View recents:

Within the Phone app, tap Recents (◷) to view all recent incoming/outgoing calls. Any recent entry may be tapped, wherein a selection of tasks may be initiated, adding/modifying the number to contacts, sending a message, blocking the number or viewing more details of the call. To directly dial the recent entry, tap the phone icon (📞) to redial the number.

Call settings:

The Phone app offers multiple configuration options, accessible via the menu icon (⋮) in the top right of the application.

Display options

Set sorting preferences and name format of your contacts

Sounds and vibration:

This will open the corresponding Settings window (Settings > Sound) where you can adjust volumes.

Quick responses:

You can edit the pre-defined messages available when rejecting a call with a message.

Calling accounts:

Used for VoIP calling.

Call blocking:

Define settings around how unknown numbers are handled, and manually add numbers you don't wish to receive calls from. You may also remove existing blocked numbers here.

Voicemail:

Define voicemail number(s) and notifications.

Accessibility:

Enable TTY mode.

MESSAGE MANAGEMENT (MESSAGES APP)

You can use Messages to send text (SMS), RCS, and multimedia messages (MMS) on your Helium Pro device through its global cellular network support.

Touch the messages icon (▤) on the home screen or from the app drawer and touch the new message icon (⊕) to create a new message.

Enter a contact's name or number in the **To** field. As the information is entered, all matching contacts appear automatically. Touch a suggested contact or multiple contacts as message recipient(s).

You may choose to attach pictures, animated GIFs, or other media by selecting the respective icons (▣ ⊕) next to the text input field. Note this will normally convert an SMS to MMS and additional charges may be incurred.

After completing the message, tap the send icon (➤) to send.

If the message sends successfully, a checkmark (✓) will show beside the message. If the message failed to send, a red triangle with an exclamation will show (⚠). Long press on any conversation for additional options.
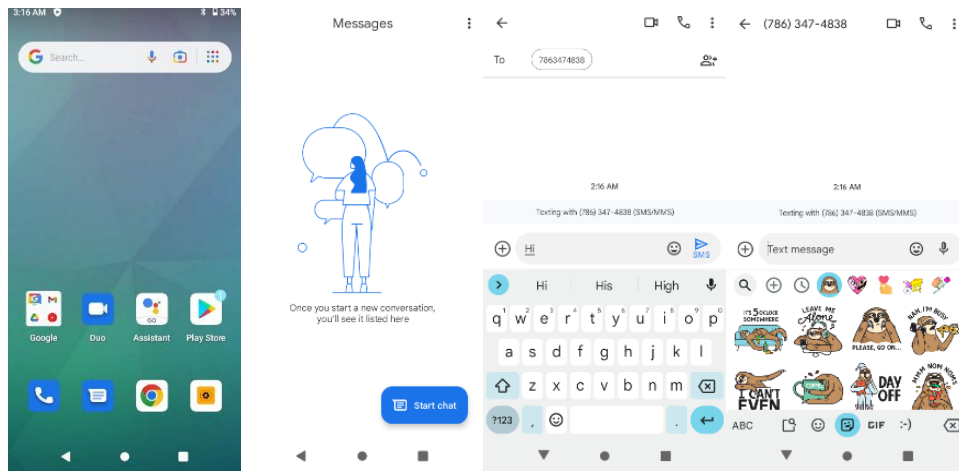
TAKING PHOTOS AND VIDEO

The camera is used for taking photos and video and can leverage both the front and rear facing cameras to achieve desired results. The device also has a flash, which can be set to automatic or manual depending on the circumstances.

Open the camera app from the home screen or from the app drawer by tapping the Camera icon (📷)
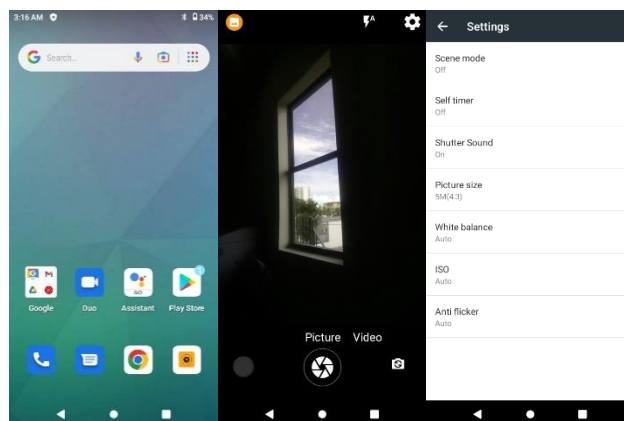
With the camera app open, switch between Picture and Video mode by tapping the relevant text. The Flash may be adjusted by tapping the flash icon (⚡), and the camera may be switched between front and rear-facing by tapping the rotation icon (🔄)

When ready to take a photo/video, touch the shutter/recorder icons (⬡ 🎥) respectively.

Photos and videos will automatically save in the gallery and can be previewed by touching the bottom right (left in portrait) thumbnail of the resulting capture.

The camera app offers multiple settings to tweak how photos and videos are captured. The default settings ensure best general performance; however, you may choose to adjust these to suit by tapping the settings icon(⚙) and making changes to capture resolution, white balance, and more.

Note: The camera will automatically switch to low-power mode if no input is detected, and the

screen will turn off at a set period of time after this in line with Display
timeout settings configured in **Settings** > **Display** > **Screen timeout** (1 minute by default).
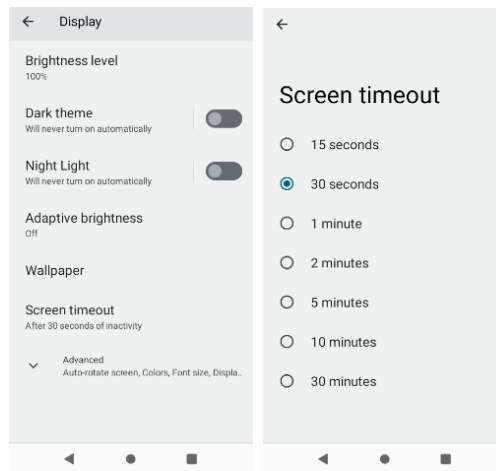
UNDERSTANDING DEVICE SETTINGS

Through the Settings app, you may customize almost every aspect of your Helium Pro device. Here is an overview of all settings options within the **Settings** app.

Network & internet
- **Wi-Fi** – Settings for configuring Wi-Fi connectivity on the device, including in- depth network settings, static IP configuration, Wi-Fi power settings, and more.

- **Mobile network** – Settings for configuring cellular network connectivity, SIM settings, preferred cellular network providers, APN settings, roaming and more.

- **Data usage** – Monitor data usage both on Wi-Fi and LTE, configure settings for data caps, set your monthly contract start date, and get detailed information on per-app data usage.

- **Hotspot & tethering** – Configure LTE data sharing over a Wi-Fi hotspot, or Bluetooth, USB tethering.

- **SIM cards** – Manage the dual SIM slots in your Helium Pro device, including data, calls, and messages.

- **Advanced** – Configure advanced settings, including VPN, airplane mode, private DNS, and more.

Connected devices
- **USB** – Change the connection properties when the Helium Pro device is connected to a computer via USB.

- **Pair new device** – Pair the Helium Pro device to a Bluetooth host or accessory.

- **Connection preferences** – Define Bluetooth settings, NFC, Printing and more.

Apps & notifications
- View and manage applications installed on your Helium Pro device. Define notification settings for applications, observe device screentime and set app timers (via Digital Wellbeing), set default applications for various services, and define advanced permissions on your Helium Pro device.

Battery
- View battery usage, battery health, configure battery saver, and configure how battery is displayed on the status bar of the device.
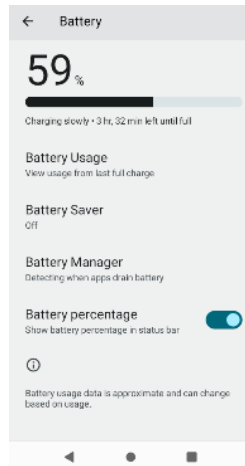

Display
- **Brightness level** – Manually configure brightness level of the Helium Pro device screen. Adaptive brightness, if set, will override this choice.

- **Night light** – Configure night light settings, when the screen can be tinted amber to improve low-light usage and reduce eye strain.

- **Adaptive brightness** – Configure the Helium Pro device to adjust screen brightness according to ambient light conditions.

- **Wallpaper** – Set a new wallpaper on your Helium Pro device.

- **Dark theme** – Enable dark theme for your Helium Pro device. Note that not all apps may leverage dark theme. Reach out to app developers for support on this.

- **Advanced** – Configure advanced display settings, including font size, auto-rotate, display timeout and more.
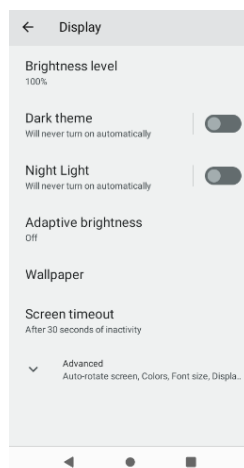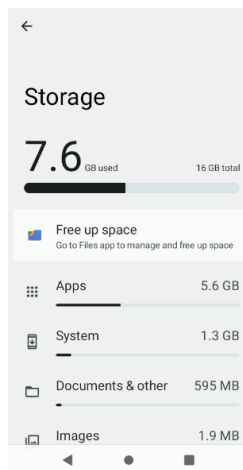
Sound

- Configure various volumes and tones for your Helium Pro device. Enable do not disturb, including on a schedule, and configure advanced sound settings.
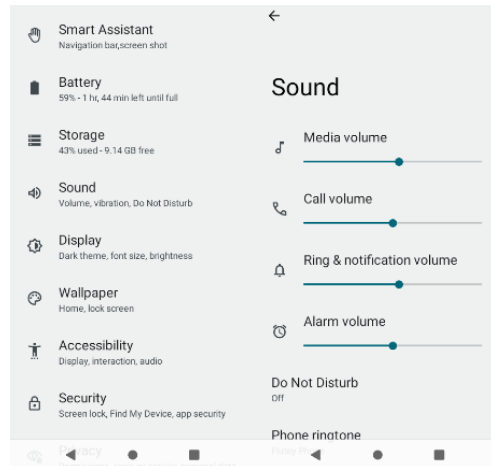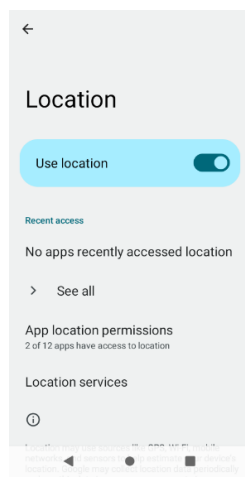

Storage

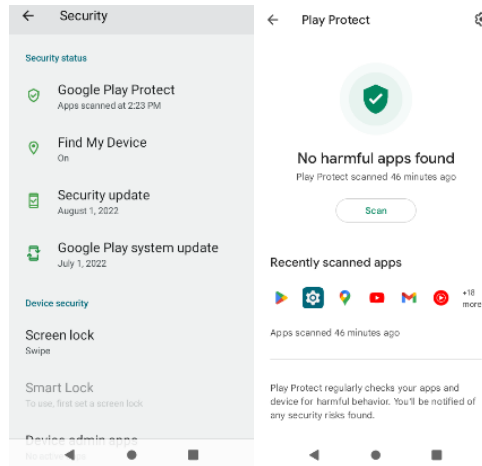- View and manage storage usage on your Helium Pro device.

Location

- Enable or disable location globally, review location permissions and use within installed applications, and configure Google location settings.
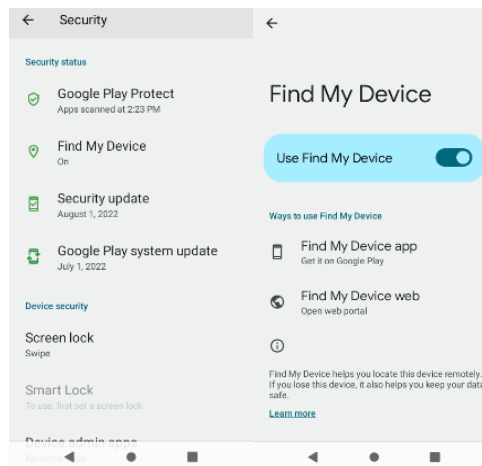
Security

- **Google Play Protect** – Google Play Protect is built-in malware protection that works to keep your device clean and your data safe.


- **Find My Device** – Configure Google Find My Device settings, requires a Google Account is set up and in use on the device.


- **Security update** – View the latest security update installed on your Helium Pro device. If it's more than 90 days old (anything other than green status) check for device updates.
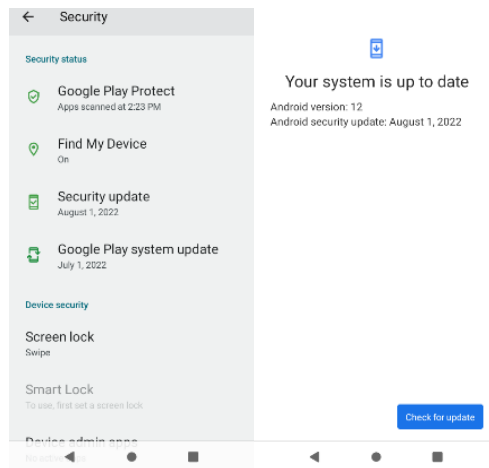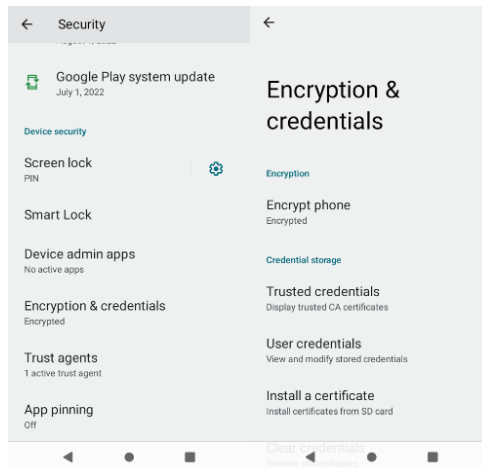
- **Screen lock** – Configure a screen lock for your Helium Pro device, this may be password, PIN, swipe, or pattern.
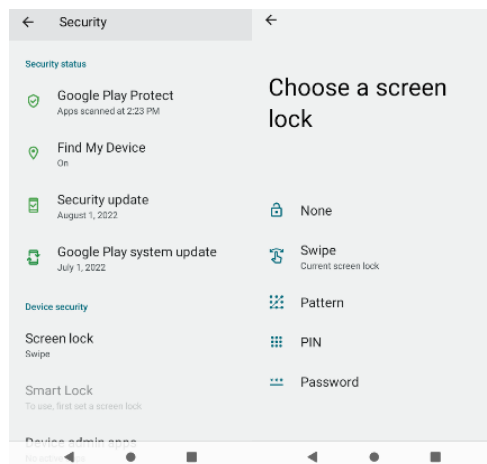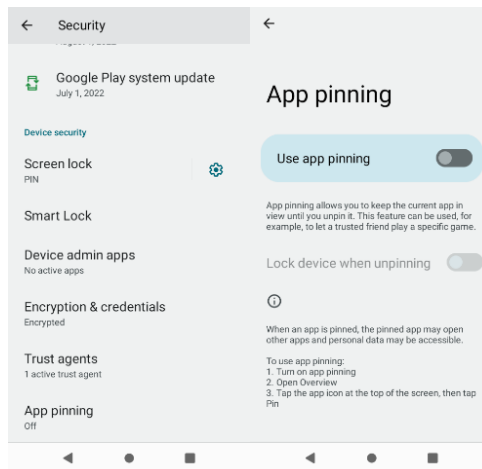

- **Device admin apps** – View and manage any applications with Admin-level permissions on your Helium Pro device. Some system applications may be present here automatically.
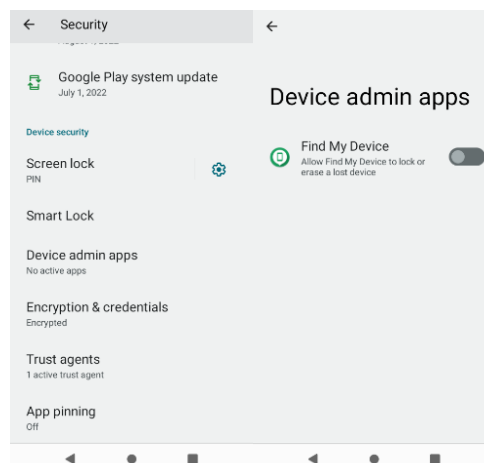
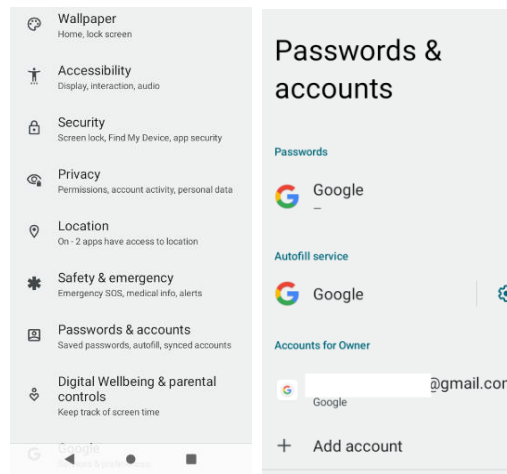- **Encryption & credentials** – View and manage device encryption status.

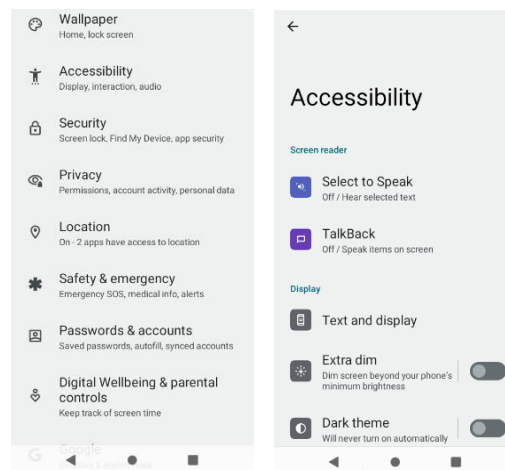- **App pinning** – Pin an application in full-screen mode on your Helium Pro device.

Accounts
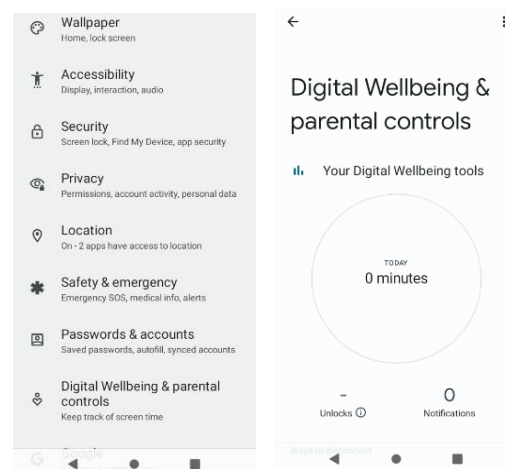- View and manage accounts on your Helium Pro device.

Accessibility
- Configure additional features and functionality designed to aid in device accessibility, including magnification, color inversion, and more.
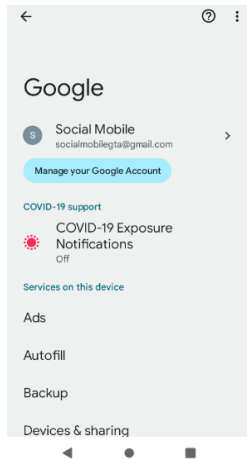

Digital Wellbeing & parental controls
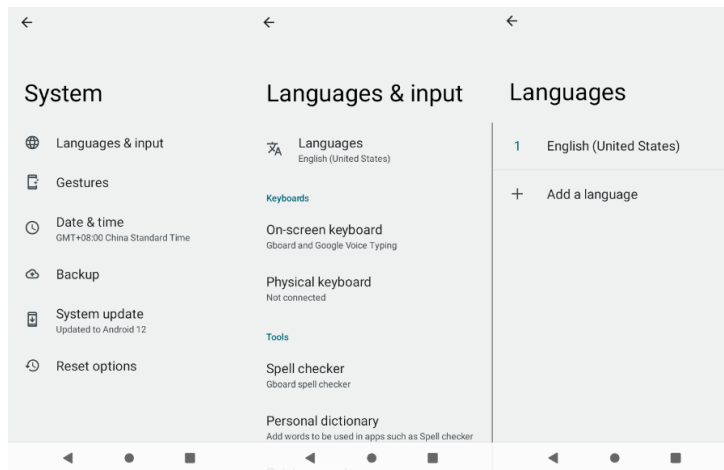- View and manage Digital Wellbeing, and parental controls settings.

Google
- View and manage your Google Account settings, and how device data integrates with the Google Account on the device.
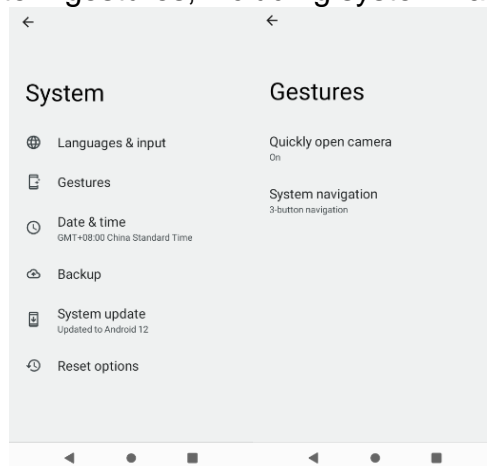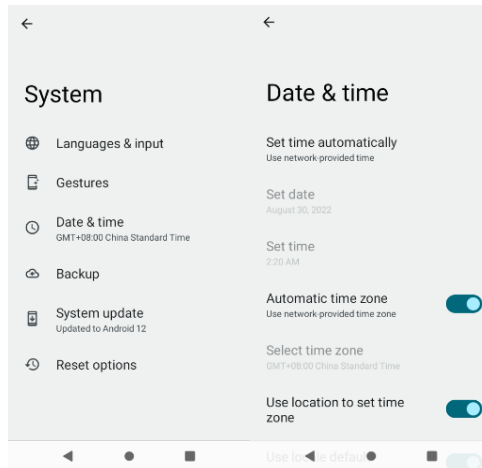
System

- **Language & input** – Configure all installed IMEs on your Helium Pro device, set keyboard preferences, set languages and language settings, TTS and more.

- **Gestures** – Manage system gestures, including system navigation settings.

- **Date & time** – View and manage date and time settings.

- **Backup** – Configure device backup accounts and settings.
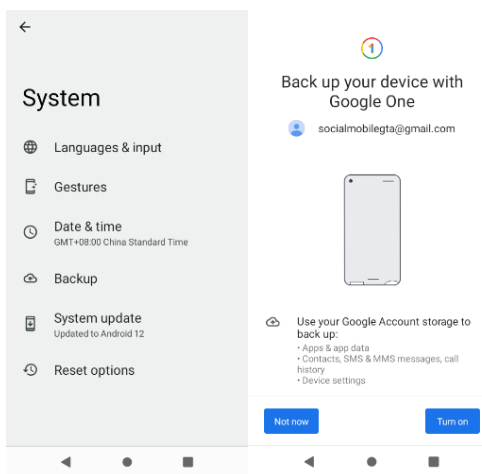
- **Advanced** – Including device reset, multiple users, system updates, and more

- **About device** – View device details, including software version, device identifier information (serial, IMEI, FCCID, etc.), legal disclaimers, and more.
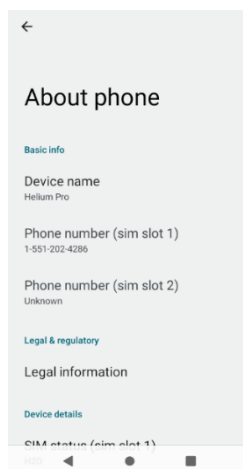
*To locate the FCC ID of the device - Tap into Settings > About phone > Certification
  FCC ID: 2AUOUHP

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NOTICES FOR THE USE OF THE DEVICE

Your device has been made with utmost care and attention, and while it should handle some knocks and bumps, should be treated with care. The following suggestions can help you comply with the terms of repair warranty and help extend the life of your mobile device:

- Always keep your mobile device dry. Contact with liquids that contain minerals will corrode the electronic circuits irrespective of splash-resistance or similar coatings.
- Avoid placing the device without a protective case in high temperature environments. High temperatures can shorten the life of electronic devices, damage batteries, and warp or melt certain plastics. Refer to the device specifications for environmental limits of use.
- Avoid placing the device in extreme low temperature environments. When the temperature rises, the device will produce water vapor which may damage electronic circuits.
- Keep device away from open flames or any open heat source.
- Do not disassemble the device, non-professional disassembly may damage the device and will void the warranty.
- Do not submerge the device in any liquid. Water damage indicators present within the device activating will void the warranty.
- Only use a soft and dry cloth to clean the camera lens. Do not use any chemicals to clean your device as these may interfere with various coatings on the device and screen.

FCC CAUTION

Labeling requirements.

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.

Information to user.

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

Information to the user.

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.

Shielded cables must be used with this unit to ensure compliance with the Class B FCC limits.

Specific Absorption Rate (SAR) information:

The SAR limit of USA (FCC) is 1.6 W/kg averaged over one gram of tissue. This model (FCC ID:2AUOUHP) has also been tested against this SAR limited. The highest SAR value reported under this standard during product certification for use at the ear is 0.95 W/kg and body (10 mm separation distance) is 0.75W/kg.

The device for operation in the band 5150–5250 MHz is only for indoor use to reduce the potential for harmful interference to co-channel mobile satellite systems

The device shall automatically discontinue transmission in cases of absence of information to transmit, or operational failure. Then it will scan the available radio signals. If this signal is connected before, it will be automatically connected, otherwise manual connections will be necessary.

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