

# FAQ for CONQUEST™

## i. **Basic Setting**

1. How do I set up phone settings the first time I turn on the device?
2. How do I change the language on the device?
3. How do I find the IMEI number on this ALCATEL ONETOUCH device?
4. What is a Google account? Why use a Google Account?
5. How do I check the phone system version, Model Name, Android version, Baseboard version, & Kernel version?
6. How do I change the font size of the phone?
7. How do I take a screenshot?
8. Where can I view the screenshot?

## ii. **Home screen**

9. How do I use the notification Bar?
10. How do I use quick settings?
11. How do I turn off notifications from some applications?
12. What can I do to embellish the home screen?
13. How do I add new widgets or applications to the home screen?
14. How do I delete widgets or applications from the home screen?
15. How do I reposition the widgets or applications on the home screen?
16. How do I change the wallpaper?
17. How do I set screen lock?
18. What can I do with Google search?
19. How do I create folders in the home screen?

## iii. **Phone call**

20. How do I set speed dial on this ALCATEL ONETOUCH device?
21. How do I dial a number in the message?
22. How do I dial a number in the stored contacts?
23. How do I answer or divert a call?
24. How do I silence the ringer of incoming calls?
25. How do I hold and answer another call?
26. How do I start a three-way call?
27. How do I switch to another call in progress?
28. How do I check missed calls?
29. Where do I check recent call records?
30. How can I switch to mute mode during a call?
31. How do I listen to voicemail?

## iv. **Contact**

32. How do I add new contacts?
33. How do I add the number in the message to the contacts?
34. How do I import contacts from the SIM card?

**v. Ringtone & Sounds**

35. How do I change my default ringtone and volume for incoming calls?
36. How do I change ringtone to vibration?
37. How do I change ringtone for individual contacts?
38. How do I set an MP3 as a ringtone
39. How do I change the ringtone and volume of the alarm?
40. How do I set priority interruptions?

**vi. Message**

41. How do I add attachments in MMS?
42. How do I forward a message to other contacts?
43. How do I delete messages?
44. How do I change the input method?

**vii. Internet & Applications**

45. How do I download and install applications?
46. How do I uninstall applications?
47. How do I switch to recent used applications?
48. How do I connect to mobile network?
49. How do I connect to Wi-Fi networks?
50. How do I configure proxy settings for a Wi-Fi network?
51. How do I set Wi-Fi notifications, disconnect policy, and other advanced options?
52. How do I back up data to a Google account?
53. How do I sync information?
54. Where and how do I check data usage status?

**viii. Bluetooth**

55. How do I turn on my Bluetooth and pair with another Bluetooth?
56. How do I change the name of a Bluetooth device?
57. How do I configure or un-pair a Bluetooth device?

**ix. Camera**

58. How do I take photos with the camera?
59. How do I take a panoramic photo?
60. How do I use burst mode shooting?

**x. Music & Video**

61. How do I stop the music that is playing?
62. How do I play music?

**xi. Email**

63. How do I create POP3/IMAP email account?
64. How do I create and send emails?

- 65. How do I read and reply email?
- 66. How do I switch email accounts?

**xii. Browser**

- 67. How do I add a new page or quick switch in the browsing?
- 68. How do I back up my phone number and contacts to my Google account?

**xiii. Back up & Reset**

- 69. How do I back up my data with the phone?
- 70. How do I perform a factory reset on my phone?

**xiv. Troubleshooting**

- 71. How do I turn on USB debugging?
- 72. What do I do when my phone displays this warning: "high temperature?"
- 73. What can I do when a warning "the phone stops charging" pops up?
- 74. Why couldn't I use three-way calling / multi-conference call function? Why does it say "Unable to conference calls" when I use the conference call function?
- 75. How do I connect my phone to a PC via the USB cable?
- 76. How do I protect my phone?
- 77. How do I properly care for my phone with regard to water resistance?
- 78. Why does my device notice the headset plugged in when there's no headset inserted?

## i. Basic Setting

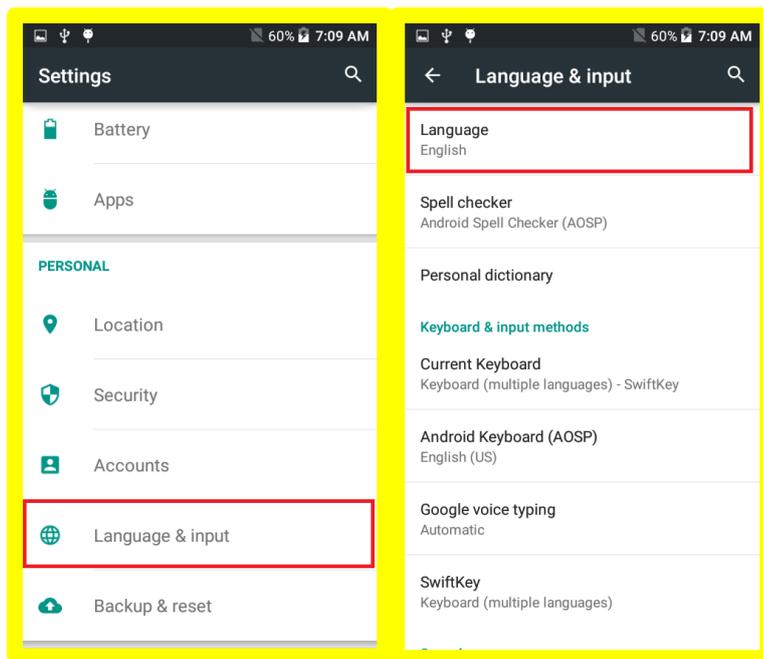
1. How do I set up phone settings the first time I turn on the device?

The first time you turn on the phone, you will see a welcome screen. You can start to set up your phone by touching the **“Get started”** icon and follow the instructions.

A series of screens will lead you through the setup process. You also have the option to skip some steps during the process.

2. How do I change the language on the device?

Please change language of your phone by accessing the main menu -> “Settings” -> “Language & input” -> “Language” -> choose the language you want.



3. How do I find the IMEI number on this ALCATEL ONETOUCH device?

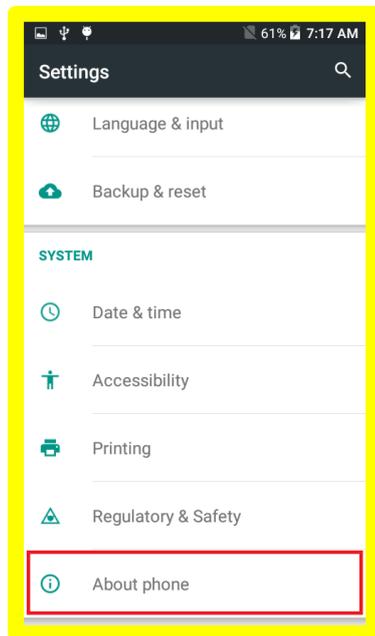
You can check the MEID information from the SIM tray which was engraved, or by touching **“##6343#”** in dial keypad, or by going to main menu -> “Settings” -> “About phone” -> “Status” -> “MEID HEX” or “MEID DEC”.

4. What is a Google account? Why use a Google Account?

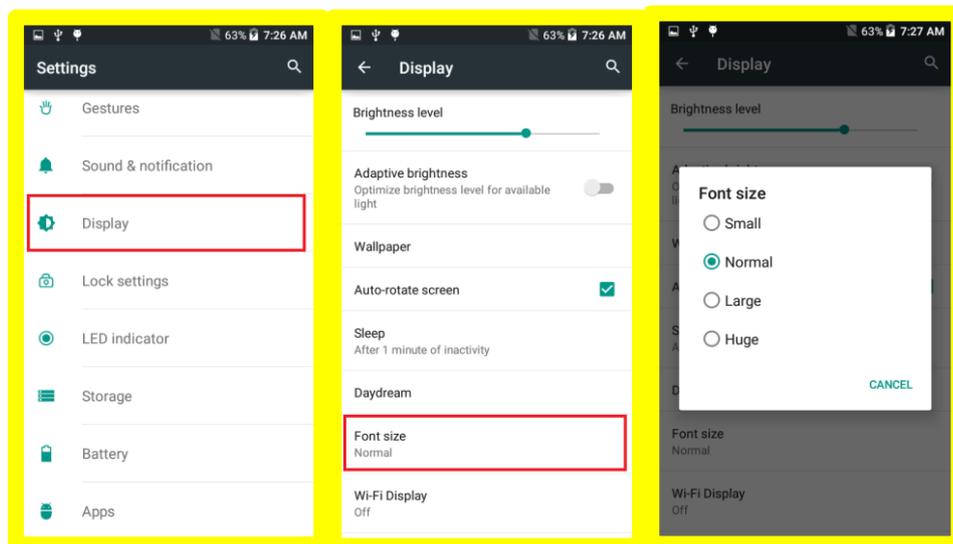
A Google account helps you organize and access your personal information from any computer or mobile device. It also helps to sync your personal information between phone device and computer. With a Google Account, you can

- 1) Back up your contacts and never be afraid to lose anything.
- 2) Synchronize data and back up everything. When you draft an email, add a contact number, add data or event to your calendar, add work meeting or even take photos, they all will be backed up automatically.
- 3) Access from anywhere. You can access and check your contacts number, calendar, Email from phone device or computer no matter where you are.
- 4) Keep your data secure and available.

5. How do I check the phone system version, Model Name, Android version, Baseboard version, & Kernel version? You can check the information by accessing into menu -> “Settings” -> “About phone”.



6. How do I change the font size of the phone?  
You can change the font size by accessing menu-> “Settings” -> “Display” -> “Font size” -> select a type you need.



7. How do I take a screenshot?  
Users can now share what's on their screens more easily by taking screenshots. Hardware buttons let them snap a **screenshot** and store it locally. Afterward, they can view, edit, and share the screen shot in Gallery or a similar app.  
Step: Please **push power button and Volume down button at the same time** for a couple of seconds. You should then see an animation showing you the screenshot, and

view the screenshot by tapping on the thumbnail in the notification tray or by visiting your Gallery application.



8. Where can I view the screenshot?

You can view the screenshot by tapping on the thumbnail in the notification tray or by visiting your Gallery app.

ii. **Home screen**

9. How do I use the notification Bar?

Notifications report the arrival of new messages, calendar events, and alarms, as well as on-going events, like, when you have configured your phone as a Wi-Fi hotpot.

When you receive a notification, its icon appears in the top left corner of the screen. You may also hear a sound notice depending on your sound setting. With the notification bar, you can:

- 1) See your notifications by swiping your finger down from the top of the screen.
- 2) Respond to a notification by touching it.
- 3) Dismiss a notification bar by swiping it sideways.
- 4) Access to quick settings by dragging the Status Bar down again in the Notification Panel or drag the Status Bar down with two fingers and then you can access more



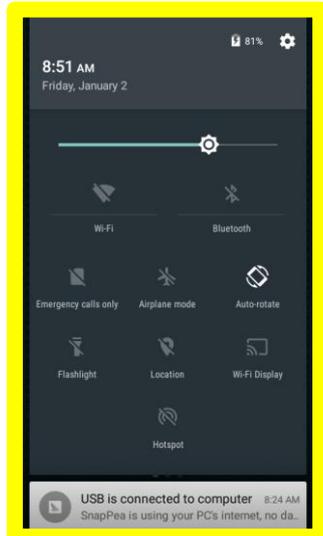
settings by touching the icon at the top right corner of the screen.

- 5) Expand or collapse the notifications with a finger gesture to pull the notification down like a curtain. Then news with photos and headlines can be displayed completely in the notification. So more new information can be shown in the new notification.
- 6) Call or SMS back directly from notification, and even hang up the call.
- 7) Gmail notifications with new emails display.

- 8) Calendar notification and email to all attendees with an embedded quick response to notify them something.

#### 10. How do I use quick settings?

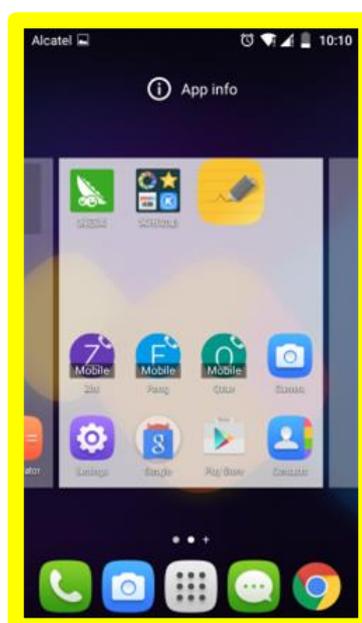
You can access quick settings by dragging the Status Bar down again in the Notification Panel or drag the Status Bar down with two fingers.

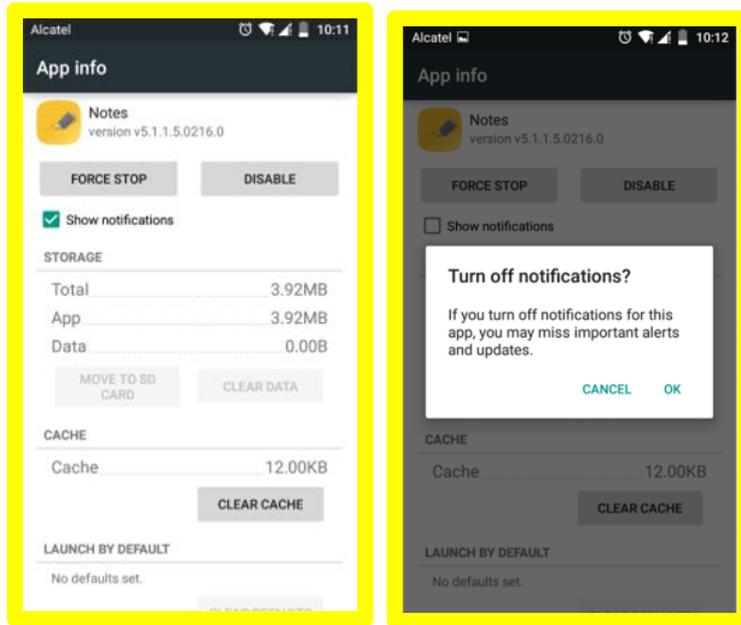


#### 11. How do I turn off notifications from some applications?

You can turn off notifications from some applications according to the following steps:

- 1) Touch main menu icon 
- 2) Touch and hold the application that you want to turn off notification
- 3) App info options appear at the top of home screen
- 4) Drag the app to "App info"
- 5) Disable "Show notification"





Or you can touch and hold a notification to identify the application that created it and turn off notifications from that application if needed, as well as remove the application.

12. What can I do to embellish the home screen?

You can add widgets, applications, shortcuts into the home screen or set your favorite wallpaper.

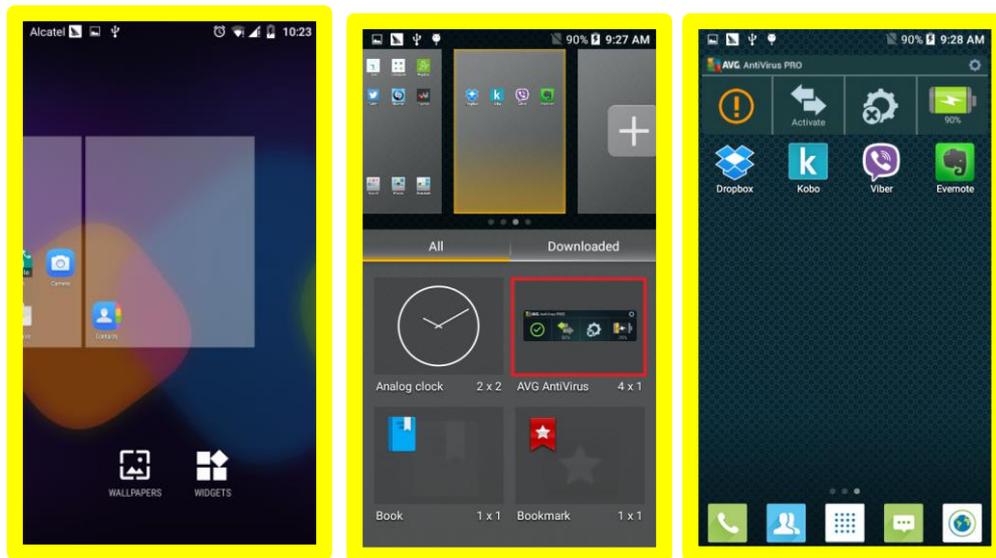
13. How do I add new widgets or applications to the home screen?



To add new applications to the home screen, please press the menu icon, you will see all the applications. Touch and drag an application to your desired screen.



To add new widgets into home screen, please touch and long press on home screen in a spot that's not occupied, touch "WIDGETS", you will see all the widgets at the bottom. Touch and drag a widget to your desired screen.



14. How do I delete widgets or applications from the home screen?

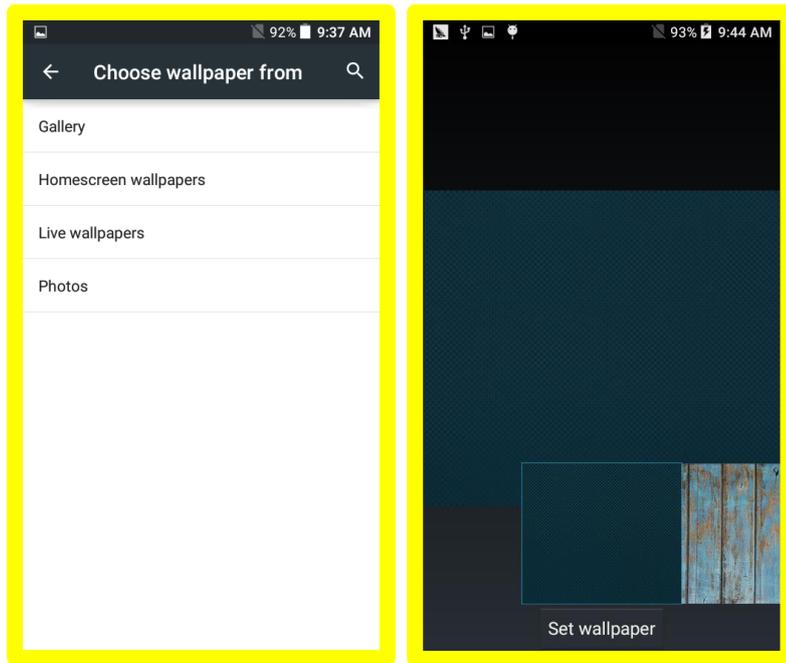
Please press the application icon on home screen for about 2 seconds, the icon will then become bigger and a "Remove" icon will appear at top of home screen. The application will be deleted from the home screen if you drag the application icon to "Remove".

15. How do I reposition the widgets or applications on the home screen?

Please touch and hold the icon on the home screen, it will become movable, and then drag it to the place you want.

16. How do I change the wallpaper?

You can set wallpaper by accessing menu-> "Settings" -> "Display" -> "Wallpaper". Select a wallpaper source from "Gallery/ Live wallpapers/Photos /Wallpapers", select wallpaper as you like and touch "Set wallpaper" at the bottom.

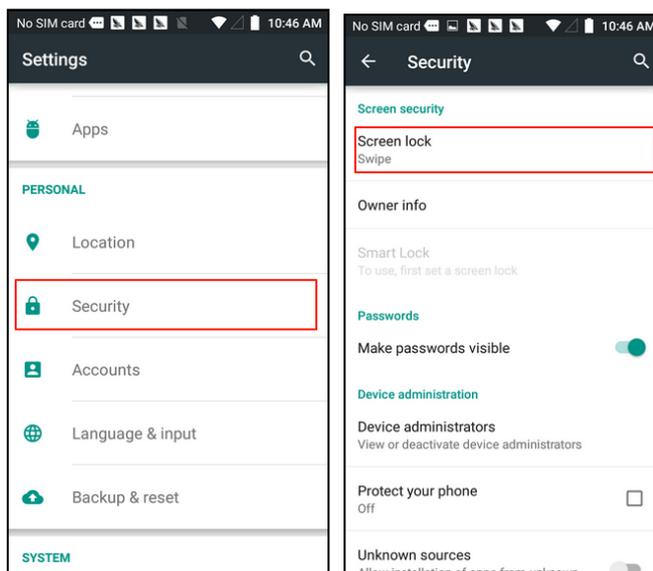


17. How do I set the screen lock?

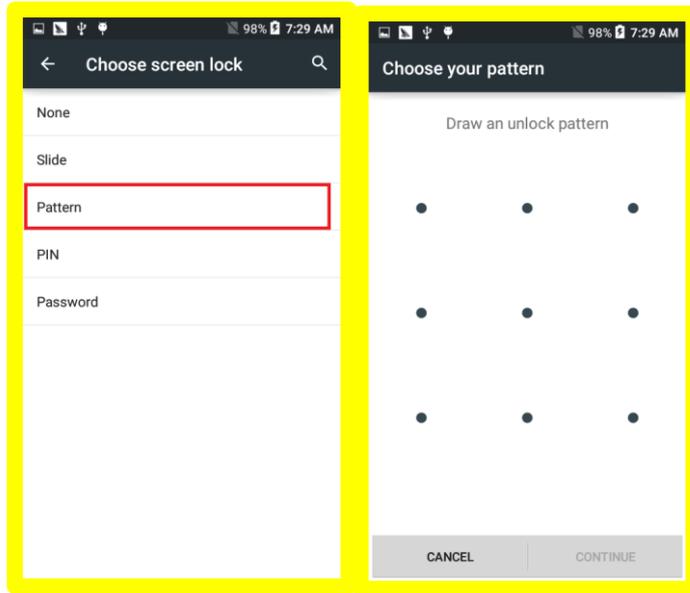
In order to protect your personal information, you can adjust your phone's lock settings by pressing the "Menu" key on the home screen -> "Settings" -> "Security" -> "Screen lock" -> Touch the type of lock you would like to use.

After you set a lock, a lock screen displays whenever your screen is woken up, requesting pattern, PIN, or other specified key.

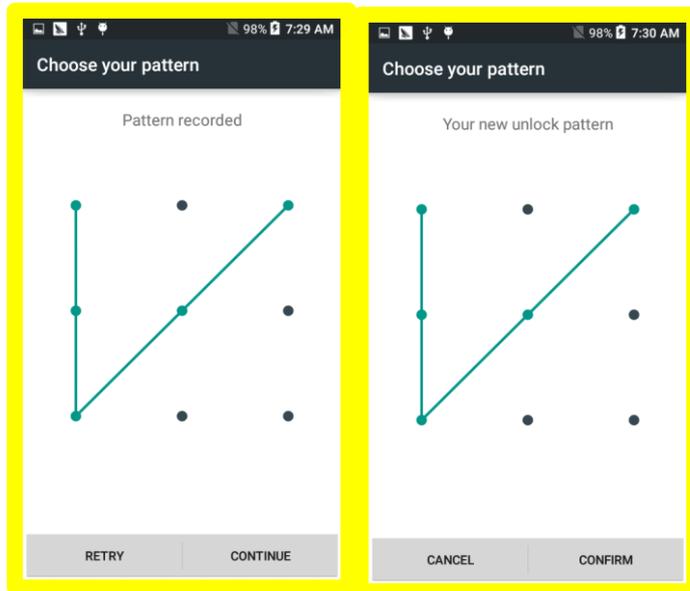
Here is a sample for pattern lock setting.



Take pattern for example.



Draw a pattern as you like, and then touch “Confirm” to finish the setting.



Notes:

Screen lock options are listed in the approximate order of the strength of their security, starting with “None” and “Slide”, which provide no security.

#### 18. What can I do with Google search?

Google Search is available from the top of any home screen.

With Google Search you can,

- 1) Type Search terms: touch Google. As you type, suggestions appear below the Search Box.
- 2) Search for a suggestion immediately, touch it.
- 3) The recommended result is displayed in a card with rich contents which links to various services like Wikipedia, weather, Maps and pictures.
- 4) It takes advantage of the “Knowledge Graph” introduced by Google.

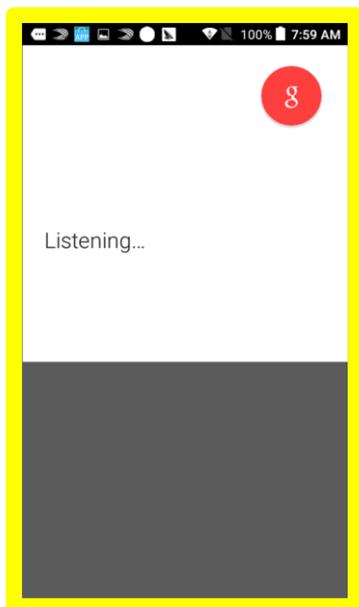
- 5) You can simply swipe the card away and then more search results on Google.com will be shown normally as before.

**Voice Search:**



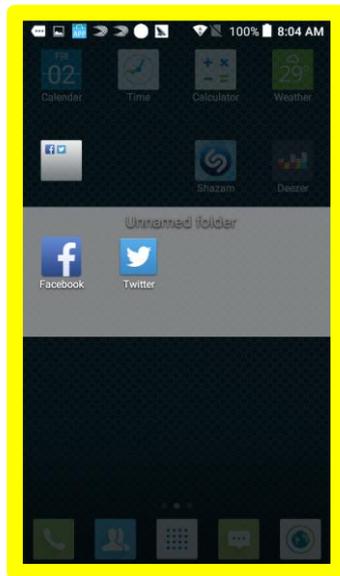
You can also touch the Microphone Icon to make Voice Search:

- 1) Faster than ever.
- 2) Understanding natural languages.
- 3) Besides the card displayed, it speaks answers back to you with the power of the “Knowledge Graph”.
- 4) You can say "Okay Google" to activate Voice Search from within Google Search.



19. How do I create folders in the home screen?

You can organize your applications with folders. Please create a new folder on your Home screen by stacking one application on top of another, then two icons will be combined and a folder will be created. You can drag more applications to the new folder. You can rename the folder by touching it to open, and find “Unnamed Folder” at the bottom. Please touch it to rename.



### iii. Phone call

20. How do I set speed dial on this ALCATEL ONETOUCH device?

Set speed dial in "Widgets"

- 1) Touch and long press on home screen that's not occupied, touch icon "WIDGETS," you will see all the widgets at the bottom.



- 2) Find "Direct Dial" icon
- 3) Press and hold to drag the icon onto Home screen
- 4) The Contact app will pop up. Then touch the contact that you want to set as direct dial.
- 5) A Direct Dial will be created on the home screen
- 6) You can touch the icon to make a speed dial.

21. How do I dial a number in the message?



Please open the message and touch it, an option list will appear, touch icon.

22. How do I dial a number in the stored contacts?

There are several methods to make calls in Android 5.0

- 1) Make calls from the Phone app;
- 2) Make calls from Contacts app;
- 3) Make calls from other apps or widgets that display contact information;
- 4) Whenever you see a phone number, you can always try to touch it to dial;



it let you dial manually. Touch the keys to enter the number, then touch



to make a call.



it is call log tab. It shows recent calls. There are three different color arrow icons beside a call to indicate the type of calls.



Means missed incoming call



Means received incoming call



Means outgoing call



it shows all the contacts.

### 23. How do I answer or divert a call?

When you receive a phone call, the incoming call screen opens. It shows caller ID and any additional information about the caller that you have saved in People app.

If there is any call missed, you will get a notice in the notification bar or you can check all incoming call records in the call log tab of the Phone app.



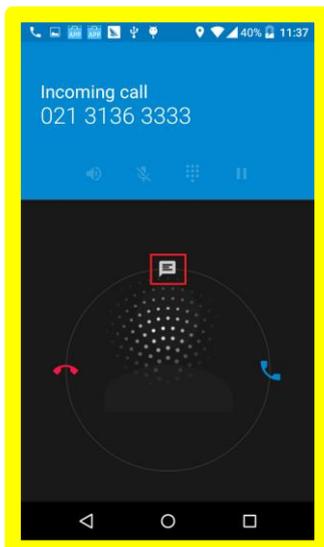
Slide to answer



Slide to reject



Slide to send messages



You can edit text quick response in the "Phone" app-> press the menu key  in the top right corner of screen -> "Settings" -> "General settings" -> "Quick responses".

24. How do I silence the ringer of incoming calls?

Press the Volume Up/Down button on the side of your device.

25. How do I hold and answer another call?

During a call, you can use some buttons near the bottom of the screen



Switch to the dialer.



Control the audio output



Mute your microphone



Put the other party on hold



Switch to another call in process



Add another call



Merge two or more calls

How to hold and answer another call?

- 1) If there is another call coming in, you will get a notice in the screen and ring notice.
- 2) You can answer it directly, and at the same time the other call will be on hold.

- 3) You can touch  to switch to another call in process.

Note: please make sure you have held the third way calling service with your SIM card.

26. How do I start a three way call?

During a call, you can use some buttons near the bottom of the screen.



Switch to the dialer.



Control the audio output



Mute your microphone



Put the other party on hold



Switch to another call in process



Add another call



Combine two or more calls

**How do I make a three way call/ conference call? You can do this:**

1) Call the first person



2) Touch “Add call” (this function may under menu according to the different phones), then you can choose the third person you want to call.

3) When you get through the second person or the third person (It depends how many calls you want to merge), you can touch “Merge calls”  to make a conference call.

\*Note: Three-way calls also need network/ SIM card support.

27. How do I switch to another call in process?



You can touch  con to switch to another call in process.

28. How do I check missed calls?

There will be a notice in the status bar if there is missed call. You can swipe down the status bar to check the caller.



You can also touch Phone app , and touch  call log tab to check recent calls.

29. Where do I check recent call records?



Please access into menu, touch “Phone” , and then touch  to check recent call records.



 it is call log tab which shows recent calls. There are three different

color arrow icons beside a call to indicate the type of calls.

-  Means missed incoming call
-  Means received incoming call
-  Means outgoing call

30. How do I switch to mute mode during a call?

You can touch  to mute your microphone.

During a call, you can use some buttons near the bottom of the screen

-  Switch to the dialer.
-  Control the audio output
-  Mute your microphone
-  Put the other party on hold
-  Switch to another call in process
-  Add another call
-  Combine two or more calls

31. How do I listen to voicemail?

When you have a new voicemail message, the voicemail icon  appears in the notification bar. Please swipe down the status bar and touch it to view your notifications.

You can also change you voicemail settings by accessing into menu->Touch "Phone"

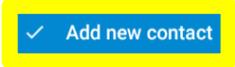
 -> press the menu key  in the top right corner of screen -> "Settings" -> Call settings-> Voicemail, then change setting.

#### iv. Contact

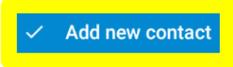
32. How do I add new contacts?

There are several ways to add new contacts.

**Way1: Add new contacts from the "Contacts" app**

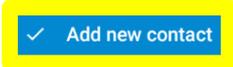
Please touch "Contacts" -> touch  ->Enter the number and contact name-> Touch icon  to save (contacts only can be save in phone).

### Way 2: Add new contacts from "Phone" app

Please touch "Phone" app-> Type the number in the dialer-> press the menu key  -> Touch "New contacts"-> Enter the name and related information -> Touch icon  to save(contacts only can be save in phone).

33. How do I add the number in the message to the contacts?

You can follow below steps to add numbers -in the message to contacts by opening the message-> Hold and touch the message for seconds -> Touch Add number to phone->

Touch  Create new contact ->Enter the name and related information ->Touch icon  to save(contacts only can be save in phone).

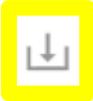
34. How do I import contacts from the SIM card?

You can follow below steps to import contacts.

1) Touch "Contacts" app to open contact screen

2) Touch menu key  in the top right corner of screen, then a menu appears

3) Touch "Import/Export"

4) Choose the one you want to copy contacts from, and then touch icon  in the top.

5) Touch "ok" in the pop up window to finish the contacts import.

## v. Ringtone & Sounds

35. How do I change default ringtone and volume for incoming calls?

Your phone uses sounds and vibrations to notify you of news, including ringtones, notifications, alarms and navigation feedback. You can customize any of these sounds, as well as control their volumes.

### a. Change default ringtone for incoming calls

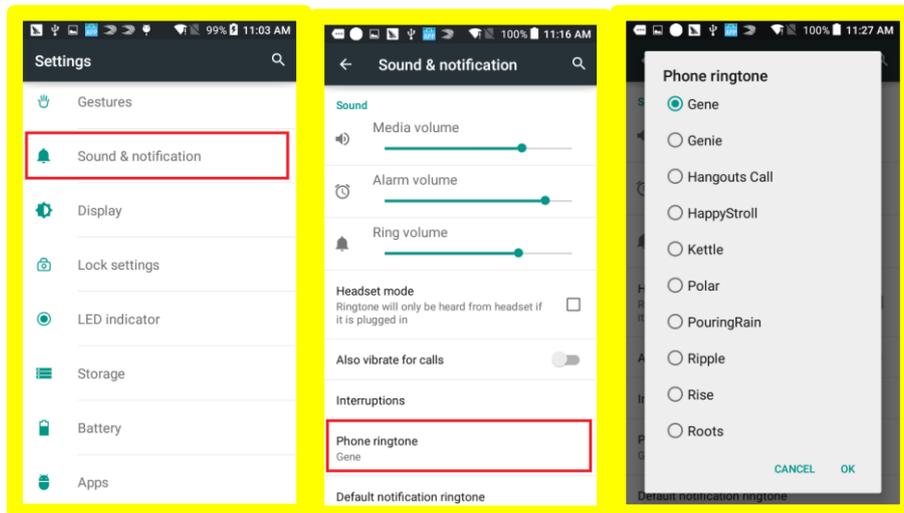
1) Touch "Settings" icon from home screen or under main menu.

2) Touch "Sound & notification".

3) Touch "Phone ringtone", you will see a list of ringtones

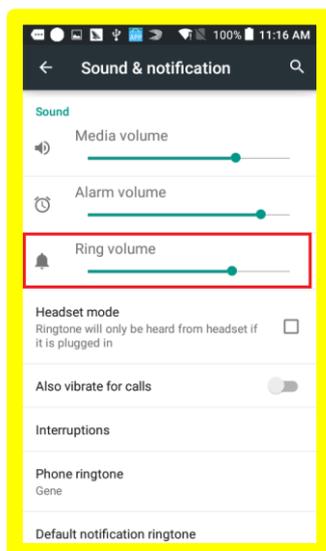
4) Touch a ringtone to select and hear it.

5) Touch "OK" to confirm your final selection.



### b. Change volume for incoming calls

- 1) Touch “Settings” icon from home screen or under main menu.
- 2) Touch “Sound & notification”.
- 3) You will see a Volume Bar. Please drag to adjust the volume.



### 36. How do I change ringtone to vibration?

To activate Vibrate, press the volume key down until you feel the phone vibrate.  
To resume normal ringtone, press the volume key up.

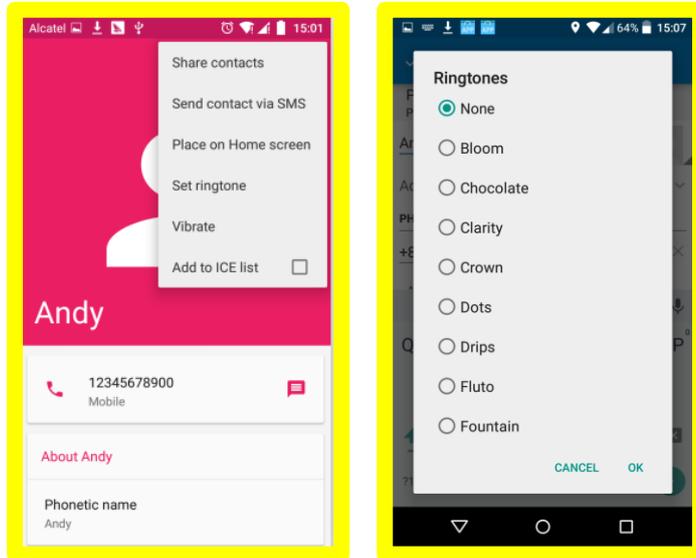
### 37. How do I change the ringtone for individual contacts?

Please follow below steps to adjust ringtone for an individual caller.

- 1) Touch and go that person’s contact card in the “Contacts” app
- 2) Touch a **contact**
- 3) Touch Menu key  in the top right corner of screen, then a list of options will

appear.

- 4) Touch “Set ringtone”, a list of ringtone will appear
- 5) Touch a ringtone to select and hear it.d
- 6) Touch “OK” to confirm your final selection.

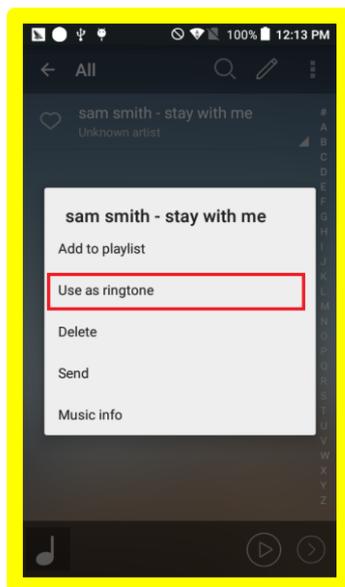


Note: you can only set individual ringtone for the contacts which are saved in Phone.

38. How do I set an MP3 as ringtone?

Please follow below steps to make MP3 as phone ringtone.

- 1) Touch to open the “Music” app, you will see the music list
- 2) Touch and hold for some time on the music that you want to set as ringtone. Then a list of options appears
- 3) Touch “Use as ringtone.” Your ringtone will be changed.



#### vi. Message

39. How do I change the ringtone and volume of the alarm?

Please follow below steps to change the volume and ringtone of alarm.  
Touch and open “Time” app.



Touch alarm icon at the top

Touch related alarm to get further settings

Touch ringtone, then a list of ringtones appear.

Touch a ringtone to select and hear it.

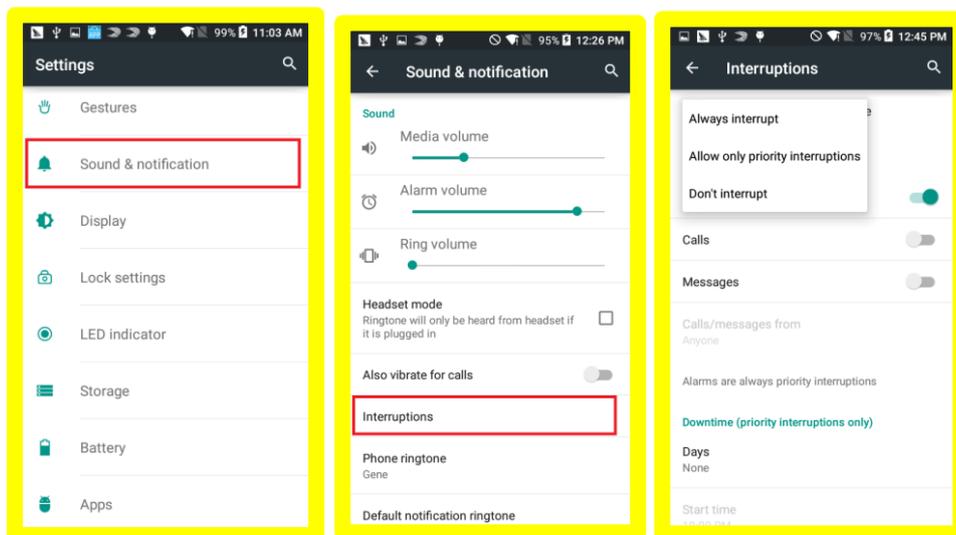
Touch “OK” to confirm your final selection.

40. How do I set priority interruptions?

- 1) Touch “Settings” icon from home screen or under main menu.
- 2) Touch “**Sound & notification**”.
- 3) Touch “Interruptions”

You can set priority interruptions by checking **Events and reminders/Calls/Messages**.

You can also set interruptions mode when calls and notifications arrive.



## vii. Message

41. How do I add attachments in MMS?

There is size limitation for MMS. You can follow below steps to check the limitation.

- 1) Open “Messaging” app.
- 2) Touch “Menu” key.
- 3) Touch “Settings”.
- 4) Touch “Maximum message size”
- 5) Modify the limitation and touch “OK”.

You can attach any attachment within this size according to the following steps:

- 1) Touch “Messaging” icon to open it

2) Touch  to create a new message

3) Touch  to add pictures, videos, audios...

4) Touch to select what you want to attach in the new message.

42. How do I forward a message to other contacts?

Please follow below steps to forward messages.

- 1) Touch to open the message
- 2) Touch and hold for seconds on the message that you want to forward.
- 3) Select “forward” option
- 4) Enter the recipient number or select from the contacts

43. How do I delete messages?

**You can follow steps to delete a message.**

Way1:

- 1) Touch to open the message
- 2) Touch and hold for seconds on the message that you want to delete.
- 3) Select “Delete” option
- 4) Touch “DELETE” in the warning window

**You can follow below steps to delete a conversation.**

1) Touch to open the “Messaging” app, you will see all the conversation list

2) Touch and hold a conversation that you want to delete until a trash can icon  appears on the top of screen.

3) If you want to delete more conversations, you can touch them to choose

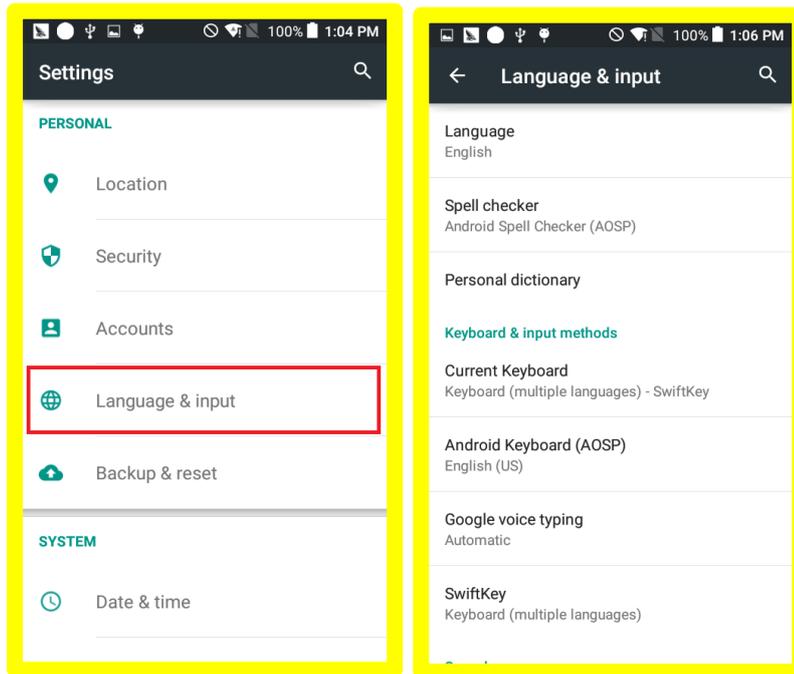
4) Touch the trash can icon  at the top of screen to delete all checked conversations.

44. How do I change the input method?

There are 2 ways to change the input methods.

Way1:

- 1) Touch “Settings” icon from home screen.
- 2) Touch “**Language & input**”
- 3) Touch to choose the input method you want.



Way 2:

In message editing screen, you will see keyboard icon  in the indicator icons area. Drag down the notifications bar, and then touch “Change keyboard” to change input method.

### viii. Internet & Applications

45. How do I download and install applications?

The Play Store is the primary way of finding and installing applications on your Android phone. You can use USB to connect PC to download and install applications or download

and install applications from Play Store  on the phone.

It is suggested to download and install applications from the Play Store due to security issue. But if you want to install apps from third-party, please go to menu-> “Settings” -> “Security” ->activate “Unknown Sources”.

Note: Please be aware that there is additional risk with the unknown sources option box checked.

46. How do I uninstall applications?

Please follow steps below to uninstall applications:

- 1) Touch main menu icon 
- 2) Touch and hold the application that you want to be uninstalled
- 3) Two options (Uninstall and App info) appears in the top of home screen
- 4) Drag the app to the uninstall bin. A window of uninstall appears.

5) Touch ok to continue the operation.

47. How do I switch to recent used applications?

Android is inherently capable of multitasking, and has a sophisticated mechanism for deciding which applications should be kept running in the background, and which should be killed to conserve system resources.

You can check recent used applications very easily. Just touch the Menu key  in the bottom right corner of screen, recent used applications appear.

- 1) When you open up the app draw, you can easily switch between the apps that are running with just a tap of your finger.
- 2) Also ,you can drag left or right with your finger to kill the task

48. How do I connect to a mobile network?

It depends on your carrier and service plan; your phone may connect automatically to your carrier's available data network. Or you may need to insert a SIM card or configure details for a specific carrier.

Usually, your mobile network settings allow you to adjust several aspects of your phone uses mobile data.

- 1) Touch "Settings" icon from home screen or under main menu
- 2) Touch "More"
- 3) Then touch "Mobile Networks"
- 4) Touch Network operators and select manually to choose an available network
- 5) After this, user should create/select a correct APN from "Access Point Names".

Note: Please swipe down the notification bar and touch  and activate cellular data to turn on the data access; you can't adjust mobile network settings when Airplane mode is selected.

49. How do I connect to Wi-Fi networks?

Wi-Fi is a wireless networking technology that can provide internet access at distances of up to 100 meters, depending on the Wi-Fi router and your surroundings.

To use Wi-Fi, you need to connect to a wireless access point, or "hotspot". Some hotspots are open and you can connect to them easily. But others implement security features which require other more steps to set up, like, digital certifications, passwords or other ways to ensure that only authorized users to connect.

**Please turn Wi-Fi according to the following steps:**

- 1) Touch "Settings" icon from home screen or under main menu
- 2) Touch Wi-Fi
- 3) Turn the switch to "On," the device will scan for available networks and display the names.  
\*Secured networks are indicated with a lock icon.  
\*If the device finds a network that you connected to previously, it connects to it.
- 4) Touch a network name to see more details or connect to it.

- 5) Enter a password or other credentials to connect network.

50. How do I configure proxy settings for a Wi-Fi network?

Some network administrators require you to connect to internal or external network resources via a proxy server. By default, the Wi-Fi networks are not configured to connect via a proxy, but you can follow below steps to change that for each Wi-Fi network you've added.

- 1) Touch and hold a network with connected status in the list of Wi-Fi networks
- 2) Touch "**Modify network**" in the dialog that opens
- 3) Select "**Advanced options**"
- 4) If the network has no proxy settings, touch "**None**" under "Proxy Settings", then touch "**Manual**" in the pop-up menu
- 5) Type the proxy settings supplied by your network administrator.
- 6) Finally, touch "**Save**"

Note: all above steps only change the Wi-Fi setting. To change the proxy setting for others, you should modify them individually.

51. How do I set Wi-Fi notifications, disconnect policy, and other advanced options?

You can follow below steps to work with advanced Wi-Fi settings.

- 1) Touch "Settings" icon from home screen or under main menu
- 2) Touch Wi-Fi
- 3) Turn the switch to "On", the device will scan for available networks and display the names.



- 4) Touch Menu key  at the top right corner of screen and choose "**Advanced**", a menu with several options open.

**Network notification:** by default, when Wi-Fi is on, it will notify you when an open network is available in the notifications bar. Uncheck this option to turn off notifications.

**Keep Wi-Fi on during sleep mode:** to conserve mobile data usage, your device stays connected to Wi-Fi when the screen goes to sleep. You can touch to change the default behavior.

52. How do I back up data to a Google account?

You can use Google account to back up your apps, settings and other data. Mark this option, a wide variety of settings and data are backed up, including your Wi-Fi passwords, bookmarks, a list of the applications you've installed, the words you've added to the dictionary used by the onscreen keyboard, and most of the settings that you configure with "Settings" application. If you replace your phone, the settings and data you've backed up are restored onto the new phone the first time you sign in with your Google Account.

**You can follow below steps to add a Google account.**

- 1) Touch "Settings" icon from home screen or under main menu

- 2) Touch "Accounts"
- 3) Touch "**Add account**"
- 4) Follow the onscreen steps to enter information about the account.  
\*most accounts require a username and password, but the details depend on the kind of account and the configuration of the service you've connected to.

**You can get further setting about back up by following steps.**

- 1) Touch "Settings" icon from home screen or under main menu
- 2) Touch "**Back up & reset**"
- 3) In the screen that opens, activate "**Back up my data**".

53. How do I sync information?

You can go to "Settings" -> "Accounts" to add, remove, and manage your Google and other supported accounts. You also can use these settings to control how and whether all applications send, receive, and synchronize data on their own schedules, and whether all applications can synchronize user data automatically.

- 1) Touch "Settings" icon from home screen or under main menu
- 2) Touch "**Accounts**"
- 3) Touch the account you want to sync data with.
- 4) And touch what you want to sync in the open window.



It indicates that the account is configured to synchronize automatically with your phone.



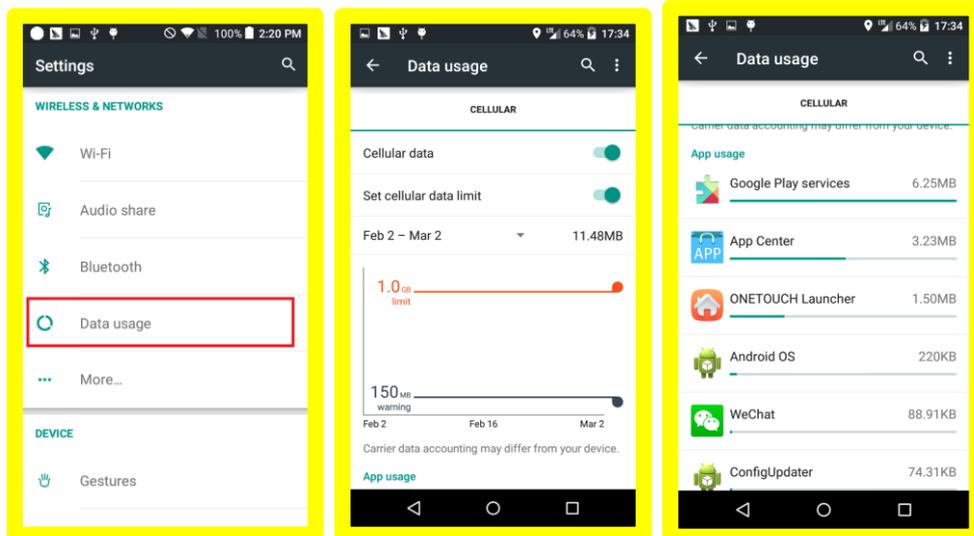
It indicates the account is not configured to synchronize automatically with your phone.

54. Where and how do I check data usage status?

Data usage controls let you monitor total usage by network type and application, and then set limits if needed.

You can follow below steps to check and set **Data usage**.

- 1) Touch "Settings" icon from home screen or under main menu
- 2) Touch "**Data usage**"
- 3) Then you can check the data usage status  
You can touch the date to change period.  
You can activate "**Set cellular data limit**" and drag the red bar up or down to set the limitation. You can also drag down to check the usage per applications.



Note: to change the data usage cycle or set mobile data limit, you should turn on the data connection first.

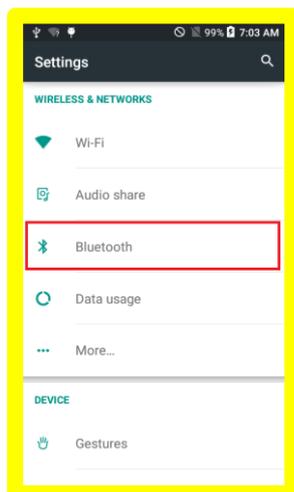
## ix. Bluetooth

55. How do I turn on my Bluetooth and pair with another Bluetooth?

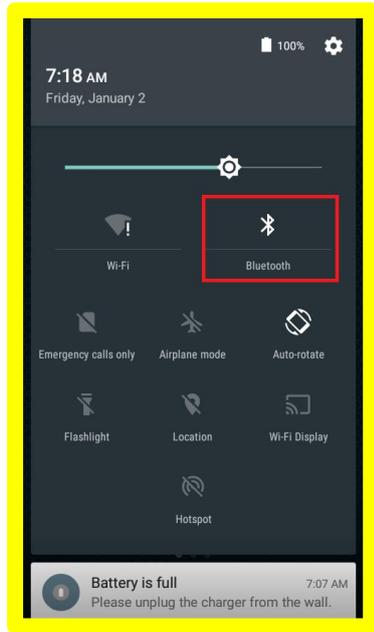
Bluetooth is a short-range wireless communications technology used to communicate between devices over a distance of about 8 meters.

To connect to a Bluetooth device, you must turn on your phone's Bluetooth radio. And the first time you use new Bluetooth device, you must pair it with the one you want to connect. Then both devices know how to connect securely to each other. After that, they connect automatically.

- 1) Touch "Settings"
- 2) Touch "Bluetooth"
- 3) Switch to "On" position for searching the device
- 4) Touch the device that you want to pair with.



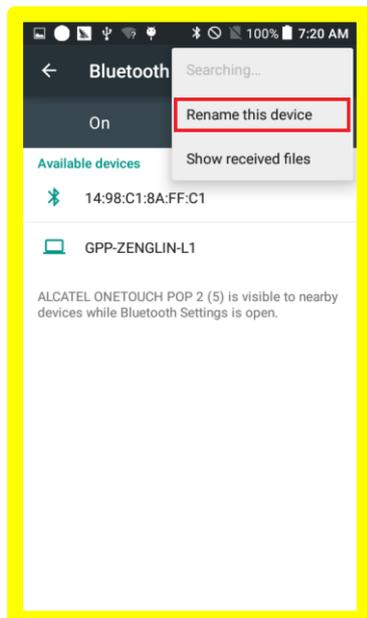
You can also to turn on the Bluetooth from the quick settings. Tap the indicator icons area and drag it downwards with **two fingers**. You can tap to change turn on/off the Bluetooth here.



56. How do I change the name of a Bluetooth device?

You can follow below steps to rename a Bluetooth device.

- 1) Touch "Settings"
  - 2) Touch "Bluetooth"
  - 3) Touch Menu key  in the top right corner of screen
  - 4) Touch "Rename this device"
- Type the name you want and press "Rename" to save.



57. How do I configure or un-pair a Bluetooth device?

Some Bluetooth devices have multiple profiles. Profiles can include the ability to transmit your conversations, play music in stereo, or transfer files or other data. You can

select which profiles you want to use with your phone. You can also change the name of the Bluetooth device.

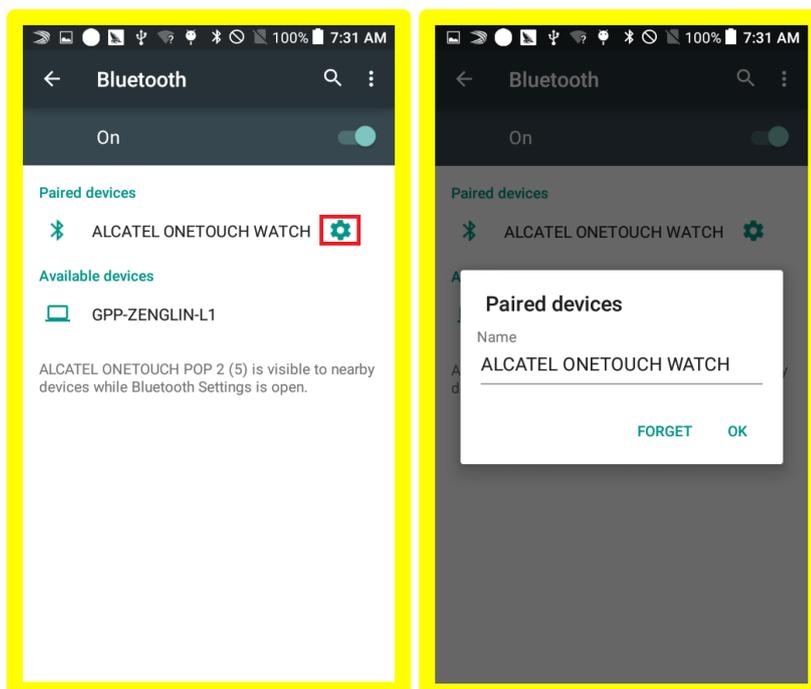
**You can follow below steps to unpaired a Bluetooth device.**

- 1) Touch “Settings” icon from home screen or under main menu
- 2) Touch “**Bluetooth**”

\*Make sure the Bluetooth is turned on

- 3) Touch the Quick Settings icon  beside the connected Bluetooth device you want to configure

- 4) A screen opens that allows you to change the device’s name or unpaired it.

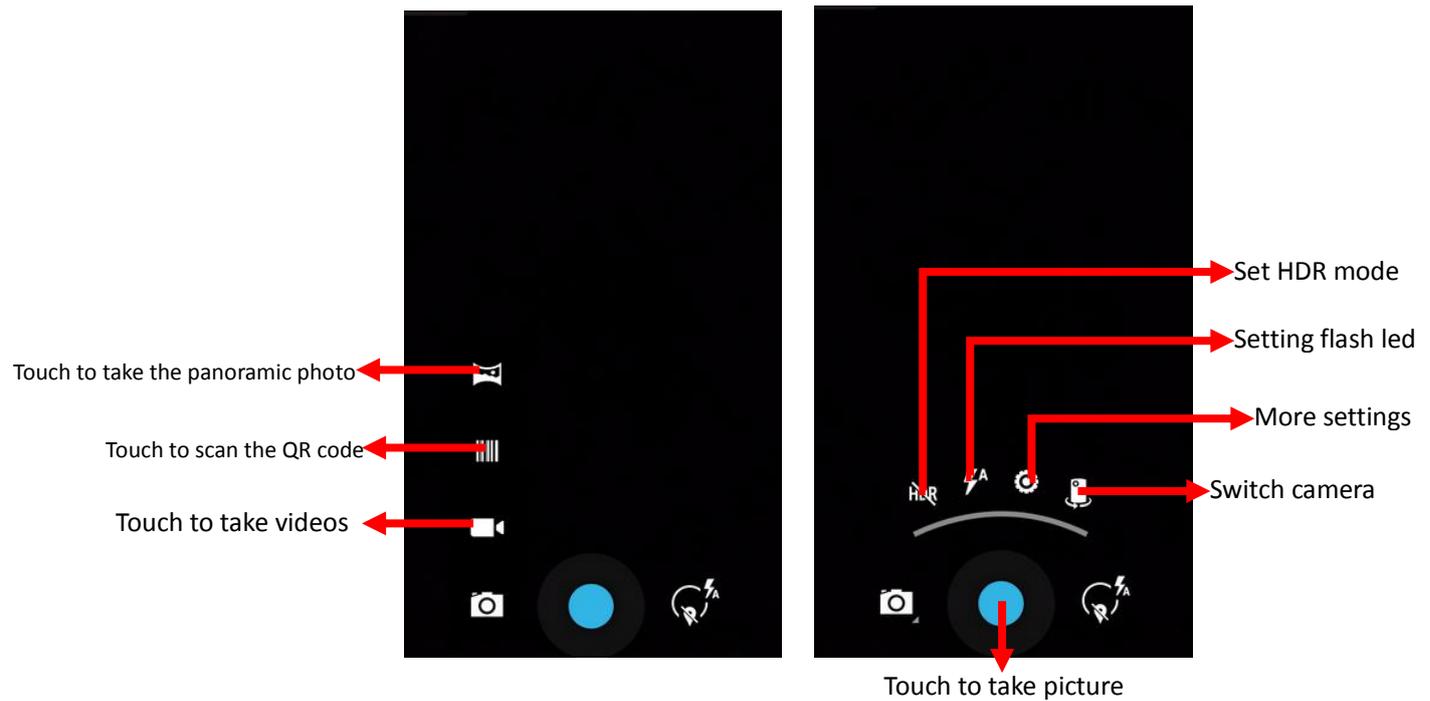


#### x. **Camera**

58. How do I take photos with the camera?

Your Camera app is combination of camera and camcorder.

You can follow below steps to take pictures and videos.



### 59. How do I take a panoramic photo?

You can follow below steps to take a panoramic photo.

- 1) Touch to open the camera app.

- 2) Touch  to choose the panoramic icon  in the top camera mode bar.

- 3) Then press the bottom button to start the capture

- 4) Follow the arrows to finish the photo taking.



60. How do I use burst mode shooting?

You can follow the steps below to use burst mode shooting:

1) Touch to open the camera app.



2) Touch  to choose the Continuous shot

3) You can activate bursting shooting by pressing and holding the capture button.

#### xi. **Music & Video**

61. How do I stop the music that is playing?

You can stop the playing music by swiping down the notification bar, touching icon



to stop the music.

62. How do I play music?

Please touch the “Play Music” app from home or under main menu. You will find four libraries in which all songs are classified: **All, Favorite, Folder, Artist, Album, Genre, Recently added and Playlists**. Please choose one music track and touch it to play.

#### xii. **Email**

63. How do I create POP3/IMAP email account?

You can set-up external POP3 or IMAP email accounts in your phone. Usually, that is very useful for email works. It means you can check your work email with phone. You never worry about missing any important emails.



1) Touch “Email” App icon  to open it.

2) An email set wizard will guide you through the steps to set-up an email account.

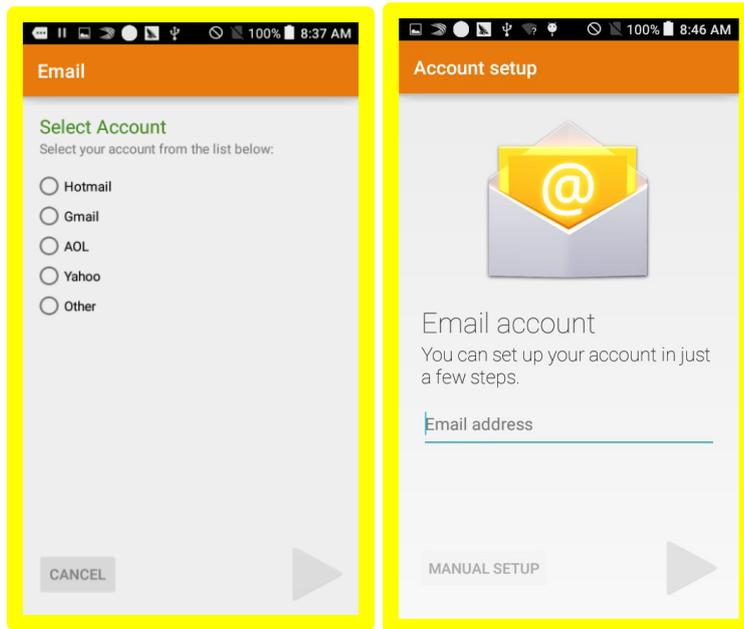
3) Enter the email address and touch **MANUAL SETUP** to choose the type of your account and then enter password to sign in.

4) Or you can touch next icon  to enter password of the account you want to set-up.

5) Then an email account settings screen appears, enter the incoming and outgoing settings for the email account you are setting up. Touch Next icon 

6) Enter the account name and display name in outgoing emails.

7) Touch Next icon  Then the email account is created in your phone.



if you choose 'other' type, you need get detail setting from mail service supplier.

#### 64. How do I create and send emails?

To create and send emails, you can follow below steps.

1) Touch “Email” App icon to open it.

2) Touch  in the bottom to create a new email

3) Touch to enter the recipient, subject and email content.

4) You can also touch Menu key  in the top right corner of screen to “Attach file” or “Add Cc/Bcc”

5) Touch send icon  once you finished the mail.

\*if you do not want to send the mail right away, you can touch “Save as draft” or press “Back” key to save a copy.

#### 65. How do I read and reply to an email?

If you have checked the box of “Notify me when email arrives”, you will get a notice once new mail arrives.



**To read incoming emails, you can do like below.**

- 1) Swipe down the notifications bar if there is email incoming notice
  - 2) Touch the related notice in the notifications bar to open the email
- Or you can,

- 1) Touch "Email" App icon to open it.



- 2) Touch  to refresh the inbox
- 3) Touch one email to read it.

**To reply emails, you can follow below steps.**

- 1) Touch to open the email you want to reply first.

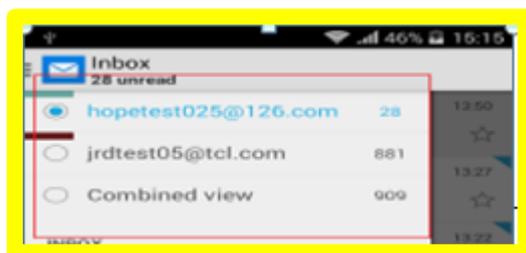


- 2) Touch  reply icon to reply the email

66. How do I switch email accounts?

If you have more than one email account, you can follow below steps to switch between different accounts.

- 1) Touch "Email" App icon to open it.
- 2) Touch the email address tab in the top left corner.
- 3) Touch the account that you want to view in the open window.
- 4) Then you will see the Inbox of related account.



### xiii. Browser

67. How do I add a new page or quick switch in the browsing?

The browsing in Android 5.0 allows you to jump to their favorite content faster. You can follow below steps to have a try.

- 1) Be sure you have already connected to the internet



- 2) Touch "Chrome" icon in the home or all app page

- 3) Enter an address to open it



- 4) You can touch Browser tabs menu to view all the browser tabs and touch to quickly switch between them.



- 5) You can touch to add a new page



Note: New tabbed web browser allows up to 16 tabs

68. How do I back up my phone number and contacts to my Google account?

If you have a Google Account, any contacts associated with that account are automatically backed up by Google. This means all of your contacts are always available on the web and can be synced to any Android phone which's set up with the same account.

It means your contacts are always available even if you lose your phone, switch to a new phone or use a desktop computer.

To get your phone numbers and contacts information to your Google Account, you have several options.

**a. Import your contacts directly into your Google Account.**

- 1) Install the SIM card with your contacts on it in your new phone

- 2) Touch "Contacts" app
- 3) Touch Menu (Menu key  at the top right corner of screen), then a menu appears
- 4) Touch "**Accounts**".
- 5) Touch Google
- 6) Touch to choose an account
- 7) Touch "**Contacts**" in the open window. Then all contact lists will be synchronized to your account.

**b. You can also follow below steps to finish contacts back up**

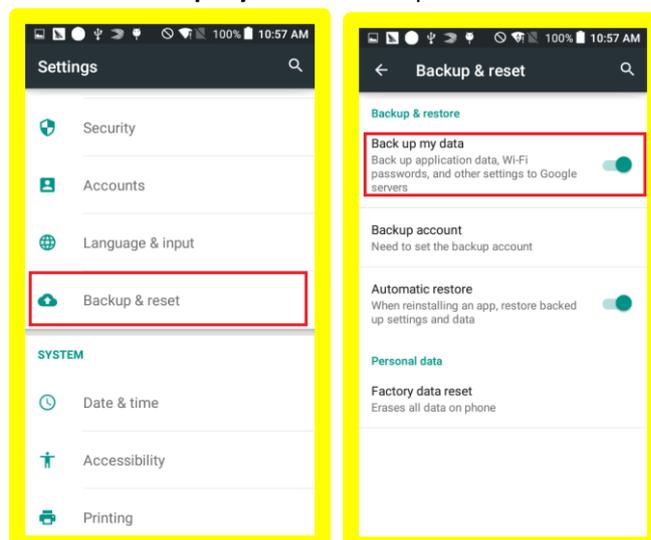
- 1) Touch "Settings" from home screen or under main menu.
- 2) Touch "**Accounts**".
- 3) Touch Google
- 4) Touch to choose an account
- 5) Touch "**Contacts**" in the open window. Then all contact lists will be synchronized to your account.

**xiv. Back up & Reset**

69. How do I back up my data with the phone?

Please back up data with the following steps.

- 1) Go "Settings"
- 2) touch "**Back up and reset**"
- 3) activate "**Back up my data**" in the open window



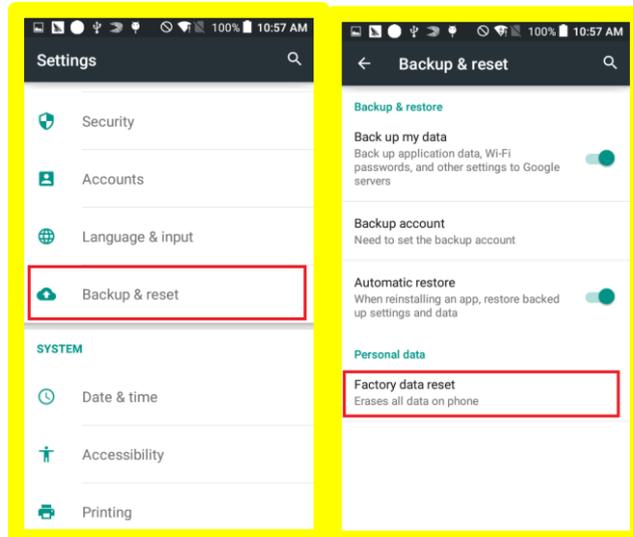
70. How do I perform a factory reset on my phone?

You can follow below steps to reset your phone in the status of boot.

- 1) Go "Settings"
- 2) Touch "**Back up & reset**"
- 3) Touch "**Factory data reset**" to start.
- 4) Touch "**RESET PHONE**" in the open window

- 5) Touch **“ERASE EVERYTHING”** to start.

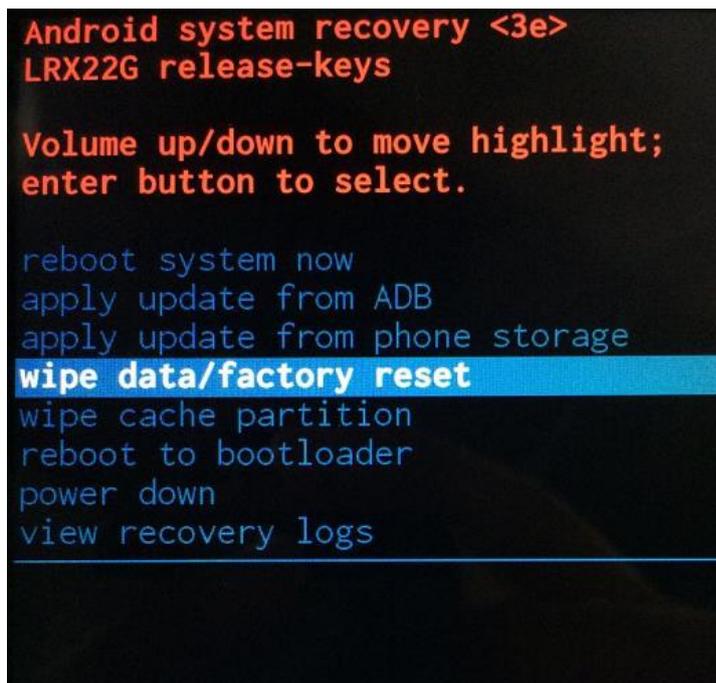
Warning: this action will erase all your personal information and downloaded apps.



#### Way 2: **Factory reset with your phone in Shutdown state**

- 1) Press power and volume down button at the same time
- 2) The device will boot in factory mode
- 3) Press volume up/ down key to choose **“wipe data/factory reset”**
- 4) Press power key to confirm
- 5) Press volume up/ down key to choose **“Yes--delete all user data”**
- 6) Press power key to confirm
- 7) Choose **“reboot system now”** and press **“Power”** key to confirm

Warning: this action will erase all your personal information and downloaded apps.



## xv. Troubleshooting

71. How do I turn on USB debugging?

To turn on the USB debugging, you can follow below steps.

- 1) Go to "Settings" -> "About phone" -> "Build number"
- 2) Touch the Build number no less than 7 times.
- 3) When you see a warning that mentioned developer mode already turned on
- 4) Back to "Settings" again, you will find the "Developer options"
- 5) Touch "Developer options"
- 6) Check "USB debugging".

72. What do I do when my phone displays this warning: "high temperature"?

The warning is the normal consequence of the CPU handling excessive data, which makes battery warm. It is a recommendation message and not harmful to battery or phone even if the phone feels hot.

You can follow below actions to make phone return to normal temperature:

1. It is suggested not to expose your phone in the sunshine for long time;
2. Close large power consumption applications, such as music , chatting applications, GPS application, 3D gaming, video streaming etc.;
3. Reduce the brightness of screen to lower the temperature

73. What can I do when a warning "the phone stops charging" pops up?

The warning is a normal recommendation message and not harmful to battery or phone, phone will start recharging once returning to normal temperature.

You can follow below actions to make phone return to normal temperature:

1. It is suggested not to expose your phone in the sunshine for long time;
2. Close large power consumption applications, such as music , chatting applications, GPS application, 3D gaming, video streaming etc.;
3. Reduce the brightness of screen to lower the temperature

74. Why couldn't I use the three-way calling / multi-conference call function? Why does it say "Unable to conference call" when I use the conference call function?

Three ways calling / multi-conference call function requires network/SIM card support. If your SIM card isn't activated such function by your service provider, the mobile will show a message "Unable to conference calls" when you try to use it. Please contact your service provider to enable multi-conference call service for your SIM card.

75. How do I connect my phone to a PC via the USB cable?

When your device connects to a PC, the device will ask you which mode you want to use.

To transfer data between the device and computer, select Media Device (MTP) mode. This mode is used by default.

To transfer data to camera specific software on your PC, or when MTP mode is not supported, select Camera (PTP) mode.

To disable all data and file transfer connection with computer, only put device in charging

mode, select "Charging mode".

Computers that use Windows XP might not connect properly, because they don't have the proper drivers installed by default. To fix this, download and install Windows Media Player 11 or higher which contains the proper drivers.

Computers that use **Mac** OS X 10.5 or later might not connect properly, because they don't have the proper drivers installed by default. To fix this, download and install Android File Transfer which contains the proper drivers.

#### 76. How do I protect my phone?

You can do the following setting to protect you phone:

Setting -> Security ->Protect your phone -> SET UP SCREEN LOCK ->ACTIVATE -> setting a Google account.

#### 77. How do I properly care for my phone with regard to water resistance?

The device may be damaged if water or dust enters the device. Please follow these tips carefully to prevent damage to the device:

1. Please ensure SIM/SD cover is tightly closed. Otherwise, they may not provide protection from water and dust.
2. Please do not immerse the device in water deeper than 1 meter and keep it submerged for more than 30 minutes.
3. Please do not immerse the device to water moving with force, such as ocean waves, or waterfalls.
4. If the device has been immersed in water or the microphone or the speaker or the receiver is wet, sound may not be heard clearly during a call or volume is smaller than normal. It will be recovered after microphone or speaker or receiver is dry.
5. The touch screen and other features may not work properly if the device is used in water.

#### 78. Why does my device notice the headset plugged in when there's no headset inserted?

If the device has been immersed in water and if water enters into the audio jack, sometimes

the screen will show the notice "Headset is plugged in" or display "" in notification area, it will be recovered after the audio jack is dry.