

ZTE中兴



Android Mobile Phone  
(Applies to Android 2.2 and 2.3)

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The functions, setting menus, and operation procedures described in this manual are for your reference only.

For the functions different from your phone, refer to the user manual attached to your mobile phone.

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### • How to change the wallpaper?

On the Home screen, press the **Menu Key** and touch **Wallpaper**. Touch **Gallery**, **Live wallpapers**, or **Wallpapers**, and select a wallpaper on the displayed screen.



### • How to adjust the delay before the screen automatically enters sleep mode?

Select **Settings > Display > Screen timeout**. Select a delay time from the displayed list.



### • How to disable the screen auto-rotation function?

Select **Settings > Display**. Clear the **Auto-rotate screen** check box.



### • How to adjust the screen brightness?

Select **Settings > Display > Brightness**. Move the slider right and left to set the brightness. You can also select the **Automatic brightness** checkbox to enable the phone to adjust the brightness automatically.



### • How to set the animation effects?

Select **Settings > Display > Animation**. Select **No animations**, **Some animations**, or **All animations**.



### • What to do when the touch screen responds slowly and causes misoperations?

The screen of a smartphone may respond slowly and the display speed may become slow when many applications are running in the background. In this case, close some applications by using **Task Manager**.



### • How to set the phone to stay awake during the charging process?

Select **Settings > Applications > Development**. Select the **Stay awake** check box.



**NOTE:** Enabling the **Stay awake** function reduces battery life between charges.

### • How to quickly disable the ringtone and enable vibration?

Press and hold the phone's **Volume Down Key** until the phone vibrates. The ringtone volume is set to zero and the vibration function is enabled.



### • How to set the ringtone?

There are two methods for setting the ringtone:

- Select **Settings > Sound > Phone ringtone**. Select a ringtone from the displayed ringtone list.
- Set a music file as the ringtone:
  1. Copy the music file to the microSD card.
  2. Open the **Music** application, touch the music file, press the **Menu Key**, and touch **Use as ringtone**. The selected music is set as the ringtone.



### • How to set a particular ringtone for a contact?

Open the **Contacts** application, touch the target contact, press the **Menu Key**, and touch **Options > Ringtone**. Select a ringtone for the contact.



### • How to disable the virtual touch tones?

Select **Settings > Sound**. Clear the **Audible touch tones** and **Audible selection** check boxes.



### • How to disable the vibration feedback?

Select **Settings > Sound**. Clear the **Haptic feedback** check box.



### • Why don't the alarms sound?

- Verify that the alarm function is enabled.
- Verify that the phone is turned on and the battery power is enough. Your Android phone may not support the alarm function when the phone is turned off.
- Reset the phone to the factory defaults and set the alarm again.



• How to dial a phone number in a text message or save the number in the phone?

Open the **Messages** application, and open a message that contains a phone number. Touch the phone number, and then choose to call the number or save it to Contacts.



• How to make a three-way (multi-way) call?

To make a multi-way call, please perform the following steps:

1. Place a call to the first participant.
2. When the call is connected, press the **Menu Key**, and touch **Add call**. Dial the number of the second participant.
3. When the second participant is connected, press the **Menu Key**, and touch **Merge calls**.
4. To add more participants, repeat steps 2 and 3.
5. To end the call with all participants, touch **End**.



**NOTE:** Before using this function, ensure that you have subscribed to the multi-way call service for your SIM card. For details about how to subscribe to this service and the tariff of this service, consult your network operator.

• What is speed dial?

Speed dial is used to dial a commonly used number by pressing and holding a a number from 1 to 9. The speed dialing phone numbers are preset by the user.



• How to enter the letter P or W while dialing?

**Pause character (P):** The phone automatically dials the number after the letter P after waiting for a while.

**Wait character (W):** The phone dials the number before the letter W and will not dial the number after W until you touch **Call**.

The P key and W key on your phone may be replaced by the comma “,” and semicolon “;,” respectively. Touch and hold \* to enter a comma. Touch and hold # to enter a semicolon.



**For example:**

To dial 10086, and then follow prompts to enter 1 and 2 successively, you can enter ‘10086,1,2’ on the dialing screen, and touch **Call**.

If you enter ‘10086;1;2’ and touch **Call**, the phone will not automatically send 1 and 2. The number 1 and 2 are sent individually each time you touch **Call**.

## • What is an Internet Call?

An Internet call is a voice call that is made through the Session Initiation Protocol (SIP). The Internet calling function allows you to place voice calls through wireless networks to contacts with the Internet calling accounts or phone numbers.

### NOTES:

- This function can be used only when a Wi-Fi network is available and using this function may reduce the battery life between charges.
- Placing an Internet call may incur additional charges, and your network operator may not support this function.



## • What is domestic dialing?

If you have enabled the domestic dialing function, your phone will automatically add your country code when you call your contacts while roaming.

### NOTE:

If you call a person whose phone number is not stored on your phone, the country code will not be added automatically. You need to enter '+' and the country code before entering the called party's phone number.



## • How to use the Internet calling function?

To use the Internet calling function, you must have an SIP account first. Select **Settings > Call settings > Accounts**. On the displayed screen, touch **Add account**, and then enter the SIP user name, password, server, and related information and save the account information.

### NOTES:

- This function can be used only when a Wi-Fi network is available and using this function may reduce the battery life between charges.
- Placing an Internet call may incur additional charges, and your network operator may not support this function.
- The SIP user name, password, and server are the SIP account information provided by your service provider when you apply for the account.



## • How to remove the echo during a call?

- Turn down the volume.
- Check whether the called party uses a loud speaker, earphone, or in-car devices. If yes, ask the called party to switch to mobile phone call status.
- The echo may also be caused by network problems.



### • How to improve the call quality?

- Verify that the phone's signal is normal. If your phone has no signal or a weak signal, retry in another place where the signal is stronger.
- Adjust the call volume when a call is connected.
- Contact for a repair when the above methods do not improve the call quality.



### • What to do when I cannot place or receive a call?

- Verify that the phone's signal is normal. If your phone has no signal or a weak signal, retry in another place where the signal is stronger.
- Verify that the airplane mode is off. If the airplane mode is on, press and hold the **Power Key**, and turn off airplane mode by touching **Airplane mode**.
- Verify that your SIM card is normal by inserting the SIM card in another phone.
- Reset the phone to the factory defaults and try again. If the problem persists, contact for a repair.



### • What is the maximum length of a text message?

Theoretically, there is no limit on the length of a text message. However, when one message exceeds 160 English characters, the message is split into two messages automatically and the two messages are sent simultaneously. When the message length exceeds 480 English characters, the message is converted to a multimedia message before being sent.



### • How to send a message to a contact group?

To send a message to a contact group, perform the following steps:

1. Open **Contacts** and touch **Groups > Add Group** to create a new group, or add related contacts to an existing group.
2. On the right of the target group, touch the **Message** button. On the displayed screen, select the target contacts by selecting the corresponding check boxes, and touch the **Confirm** button. Edit the message and send it.



• What to do when I cannot send or receive multimedia messages?

- Verify that the multimedia message settings are proper. Select **Settings > Wireless & networks > Mobile networks > Access Point Names**. If no access point is displayed, add the APN information manually, which is provided by your network operator.
- Verify that the phone's signal is normal. If your phone has no signal or a weak signal, retry in another place where the signal is stronger.
- Verify that there is enough space left for receiving multimedia messages. If the space is not enough, clear up some space. Select **Settings > Storage** to view the available space on your phone.
- If the problem persists, contact for a repair.



• How to disable automatic reception of multimedia messages?

Open the **Messages** application. Press the **Menu Key**, and touch **Settings**. On the displayed screen, clear the **Auto-retrieve** check box under **Multimedia message (MMS) settings**.



• How to back up and restore contacts?

- To export or import contacts, open the **Contacts** application, press the **Menu Key**, and touch **Import/Export**. On the displayed screen, select an import/export method and the target (SIM card or microSD card).
- To synchronize contacts to a Google account or another network account, select **Settings > Accounts & sync**, and select the target account to perform the synchronization.



• How to set multiple numbers for a contact?

Ensure that the target contact is stored in the phone memory or the Google account. This function may not support contacts that are stored on the SIM card.  
Open the **Contacts** application, touch the target contact. Press the **Menu Key**, and touch **Edit**. Add a phone number on the displayed screen.



**NOTE:** You can also add other information for the contact, including E-mail and postal address.

### • How to add or delete contacts in batches?

- Add or delete contacts in batches using the Gmail account bound with the phone:  
On a computer, open your Gmail mailbox that is bound to the cell phone. Add or delete contacts, and synchronize contacts information to the cell phone.
- Export contacts stored on a phone to a microSD card, insert the microSD card to the target phone and then import the contacts from the microSD card to the phone.



### • How to display the contacts of a particular type?

Open the **Contacts** application, press the **Menu Key**, and touch **Display options**. On the displayed screen, select one or more types of contacts, and touch the **Confirm** button. The contacts of the selected type(s) are displayed.



### • How to install a third-party input method?

You can download an input method from Google Play Store and install it on your phone.



### • How to switch to another input method?

On any input screen, touch and hold an input field. On the displayed menu, touch **Input method**, and select an input method from the displayed list.



### • What are common input methods?

Android Keyboard, Google Voice Typing, Swype, TouchPal Keyboard, and XT9 Text Input.



• What are the factors that cost large amounts of data traffic?

1. Smartphones may have several network-connecting applications running in the background. The Android system supports multi-tasking, so some applications are running in the background after being closed. For example, if you open a microblogging application and then open another application without exiting microblogging, the microblogging application is still connected to the network and will consume data traffic when the system prompts new messages, including new comments, forwarded microposts, or fan adding messages.
2. Watching videos online also costs data traffic. For example, watching a small video such as those attached in a micropost may need just a small amount of data. However, several gigabytes (GB) of data may be consumed monthly if you watch several small videos every day.
3. Online map is another data eater. For example, if you use the online map application for navigation in a city where you did not download the city's map to your cell phone, you will be prompted to download the map, which may need dozens of megabytes (MB) of data.
4. The online audio and video applications such as online radio or song players also cost large amounts of data because the application needs to connect to the network to upload and download data constantly.
5. The smartphone may also automatically connect to the network and cost data if the phone is infected with viruses hidden in software downloaded from unknown sources.



• How to save the data traffic?

The following are some recommendations for reducing the data traffic consumption of the cell phone:

- **Avoid unnecessary data connection in the mobile network.**  
Disable data connection when you are not using the mobile network to avoid unnecessary data usage. Select **Settings > Wireless & networks > Mobile networks**. On the displayed screen, clear the **Data enabled** check box. Clear the **Enable always-on mobile data** check box to reduce data traffic and power consumption.
- **Disable automatic synchronization.**  
By default, the automatic synchronization is enabled. The updates of Gmail, calendar, contacts, and some other applications' data on your phone are all synchronized automatically to the Google server.  
Select **Settings > Accounts & sync**. On the displayed screen, select your account and clear the **Auto-sync** check box. When synchronization is needed, you can select the check box again.
- **Disable the downloading of images by the browser.**  
During the web browsing process, large amounts of images are downloaded, which consumes a lot of data traffic. Open the Browser application, press the **Menu Key** and touch **Settings**. On the displayed screen, clear the **Load images** check box. The images on web pages are not displayed.
- **Monitor traffic usage.**  
It is recommended to install a third-party traffic monitoring software on your cell phone to monitor the data traffic in real time and prevent the traffic usage from exceeding the data plan.



### • Why is an amount of traffic consumed when I enable the data access function?

When enabling data access, the cell phone exchanges information with the network server, so that data traffic is generated.

To enable data access, the cell phone first sends a request to the network server, which then returns an acknowledge message to the phone for the establishment of the data link. This information exchange generates a small amount of data traffic (about several KB to a dozen KB).

**NOTE:** The traffic statistics on the phone is a reference. For the specific data traffic usage, consult your network operator.

### • How to enable or disable the mobile network connection?

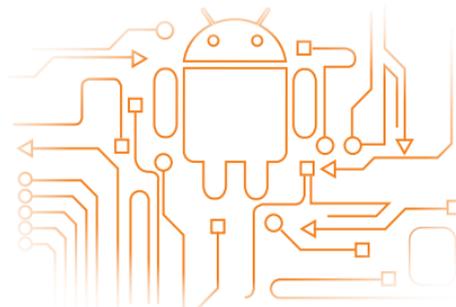
To enable the mobile network connection, select **Settings** > **Wireless & networks** > **Mobile networks**, and select the **Data enabled** check box.

To disable the mobile network connection, select **Settings** > **Wireless & networks** > **Mobile networks**, and clear the **Data enabled** check box.



### • How to set the mobile network access point (APN)?

1. Select **Settings** > **Wireless & networks** > **Mobile networks** > **Access Point Names**.
2. Press the **Menu Key**. Two options are displayed: **New APN** and **Reset to default**.
3. Touch **Reset to default**, and wait for a while after the 'Restoring default APN settings' message is displayed.
4. Select the proper access point after the default settings are restored.
5. Press the **Back Key** to display the **Mobile network settings** screen. Select the **Data enabled** check box. The selected mobile network is available.



- Is Wi-Fi disconnected when the cell phone is in sleep mode?

By default, Wi-Fi is disconnected automatically when the phone is in sleep mode, and the phone will be connected to the original access point when the screen is lightened.



- How to avoid unwanted network disconnection during downloading (avoid Wi-Fi sleep)?

When the phone is connected to a Wi-Fi network, you can disable the Wi-Fi sleep function.

Select **Settings > Wireless & networks > Wi-Fi settings**. On the displayed screen, press the **Menu Key**, and touch **Advanced > Wi-Fi sleep policy > Never**.

**NOTE:** Setting the **Wi-Fi sleep policy** to **Never** reduces the battery life between charges.



- After the cell phone is connected to a Wi-Fi network, will the phone automatically switch to other networks when the Wi-Fi signal is weak?

Yes, the phone will automatically switch to the 2G or 3G network. To avoid this switch and the charges generated by the data traffic in 2G or 3G networks, you can disable the data access function.



- How to connect to a hidden Wi-Fi network?

Some Wi-Fi networks may hide the Service Set Identifier (SSID). In this case, you must obtain the SSID to search and connect to the hidden Wi-Fi network.

After the Wi-Fi function is enabled, select **Settings > Wireless & networks > Wi-Fi settings > Add Wi-Fi network**. In the displayed dialog box, set the SSID, security mode, and password to connect to the hidden Wi-Fi network.



### • What is a portable Wi-Fi hotspot?

A portable Wi-Fi hotspot is used to share your Internet connection with other devices with the Wi-Fi function. The handset acts as a wireless router that broadcasts the wireless network that can be accessed by other devices with the Wi-Fi function. To perform this function, the handset uses its own data connection, such as 3G or GPRS connection.

**NOTE:** The network operator may charge an additional data service fee for usage of this function.



### • When the cell phone acts as a portable Wi-Fi hotspot, how to limit the number of users that access my cell phone?

Select **Settings > Wireless & networks > Tethering & portable hotspot > Portable Wi-Fi hotspot settings > Manage Users > Max connection.**



### • How to configure the static IP address for a Wi-Fi network?

If you enable the IP address function, you can manually set the IP address and other network settings, instead of obtaining the configurations of the Wi-Fi network via the DHCP. Configure the static IP address by performing the following steps:

1. Select **Settings > Wireless & networks**, and select the **Wi-Fi** check box.
2. Touch **Wi-Fi settings**. On the displayed screen, press the **Menu Key**, and touch **Advanced**.
3. Select the **Use static IP** check box, and enter the required parameters.



### • How to view the MAC address of the cell phone?

Perform either of the following steps to view the MAC address:

- Select **Settings > Wireless & networks > Wi-Fi settings**. Press the **Menu Key**, and touch **Advanced**. On the displayed screen, view the MAC address.
- Select **Settings > About phone > Status > Wi-Fi MAC address**.



### • How to configure a Virtual Private Network (VPN)?

Select **Settings > Wireless & networks > VPN settings > Add VPN**.  
On the displayed screen, select a VPN type, set the required information, and save the settings.

**NOTE:** For the VPN parameters, contact your IT administrator.



### • How to set a preferred browser as the default Internet browser?

Open a webpage or a web search application, a confirmation box is displayed, asking the user to select a browser. Select the **Use by default for this action** check box, and select the preferred browser. The browser is set as the default one.

**NOTE:** This selected browser is set as the default browser for all web browsing operations.



### • How to change the default browser?

Select **Settings > Applications > Manage applications**.  
On the displayed screen, locate and touch the current default browser application, and touch **Clear defaults**.



### • How to open and view multiple windows in the browser?

To open a new window in the browser, press the **Menu Key** in the browser, and touch **New window**.  
To view all open windows in the browser, press the **Menu Key** in the browser, and touch **Windows**.



### • Is there a limit on the maximum number of windows that can be open in the browser?

Yes. The number of browser windows is limited by the system memory. Too many opened windows in the browser may impact the operation of other applications.  
To suit personal habits, you can download a third-party Internet browser from Google Play Store.



 • How to change the default search engine?

Open the **Browser** application, press the **Menu Key**, and touch **More > Settings > Set search engine**. In the displayed dialog box, select a search engine as needed.

 • How to delete the browsing history in the browser?

Open the **Browser** application, press the **Menu Key**, and touch **More > Bookmarks > History**. Press the **Menu Key**, and touch **Clear history**.

 • Why the web pages cannot be displayed when the phone is connected to the Internet?

- Check the signal level. If the signal is too weak, put the phone in an area with better signal.
- If the signal is good, make sure you have subscribed to wireless network access services. For subscription details, consult the local network operator.

 • How to transmit files via Bluetooth?

Select **Settings > Wireless & networks > Bluetooth settings**. Pair with the target device by touching the device name in the device list. Open the target application, touch and hold the target file, and choose to send it via Bluetooth.

 • How many Bluetooth devices can be paired with one phone?

Theoretically, there is no limit. However, the phone can transmit data to only one device at a time.

 • Why my phone cannot be discovered by other devices when Bluetooth is turned on?

Select **Settings > Wireless & networks > Bluetooth settings**, and select the **Discoverable** check box.



### • How to change the Bluetooth device name?

The device name is used by other devices to identify your phone. To change the device name, select **Settings > Wireless & networks > Bluetooth settings > Device name** and then enter the new device name.

**NOTE:** Ensure that Bluetooth is turned on before setting the Bluetooth parameters, including the device name.

### • What to do when two Bluetooth devices cannot be connected?

If the cell phone cannot discover or connect to other devices, perform the following steps:

- Verify that Bluetooth is turned on for both devices.
- Verify that the device to be connected to is in discoverable status.
- Verify that the distance between devices is no greater than 10 meters and that no walls or other obstacles are between them.
- Turn off Bluetooth for both devices, and reconnect again.
- Restart your cell phone, and connect again.

**NOTE:** Ensure that the Bluetooth standard adopted by the device to be connected is compatible with your phone. For Bluetooth standard information, refer to the user manual of your phone.



### • How to connect to a Bluetooth earphone?

To use a Bluetooth earphone on a cell phone, pair and connect the phone with the earphone by performing the following steps:

1. Ensure that the Bluetooth earphone is set to pairing status.
2. On the home screen of the phone, press the **Menu Key**, and touch **Settings > Wireless & networks > Bluetooth settings > Scan for devices**. The available Bluetooth devices within the searching range are listed.
3. Touch the name of the Bluetooth earphone. The phone starts connecting to the earphone. If you are prompted to enter pairing code, enter the default pairing code of the Bluetooth earphone.

**NOTE:** For details about using the Bluetooth earphone, refer to the user manual of the earphone.

### • Is there any charge for using the GPS or A-GPS?

The A-GPS function consumes the data traffic. The GPS location function is free of charge, but the map applications also consume data traffic when downloading maps.



### • How to use the Global Positioning System (GPS) on the cell phone?

To use the GPS in the Places application or other applications, turn on GPS first. Select **Settings > Location & security**. On the displayed screen, select the **Use GPS satellites** check box.

**NOTE:** Using the GPS function may reduce the battery life between charges.



### • What to do when the GPS signal is weak or there are no GPS signals?

When the phone cannot access GPS satellites, perform the following steps:

- Select **Settings > Location & security**, and select the **Use wireless networks** check box.
- Try to use GPS satellites in sunny weather. Avoid factors that may affect the GPS performance as much as possible. These factors include ceiling, roof, and weather conditions.
- To achieve the best GPS performance, move to areas with a clear view of the sky. High walls and buildings may also affect the GPS performance.



### • Where are the pictures and videos saved?

The pictures you take and the videos you shoot are saved automatically under the following path: **microSD card root directory/DCIM/Camera**.

To locate the picture or video files, open the file manager application on the phone or connect the phone to a PC in USB mode.



### • Can the phone's camera sense the light environment and automatically adjust settings?

Yes. In the camera application, set the **White balance** option to **Auto**. The camera can automatically sense the light to adjust the picture.



### • How to install a third-party camera application?

You can download a third-party camera application from Google Play Store and install the application on the cell phone. Third-party camera applications can provide more functions, such as various special effects, burst shooting, panorama mode, High Dynamic Range Imaging (HDR), photo editing, and photo sharing.



### • How to uninstall an application from the cell phone?

Select **Settings > Applications > Manage applications**. On the displayed screen, touch the target application, and touch **Uninstall**.

**NOTE:** The system applications on the phone cannot be uninstalled.



### • How to view the running applications and close unused applications?

Open the **Task Manager** to display the running applications. Choose the target application and close it.



### • How to enable automatic update for applications?

Users are prompted to update when opening some applications. For most applications, the **Settings** menu provides an automatic update option. Users can select the option to enable automatic update.



#### NOTES:

- Not all applications have update prompts.
- This function can be used only when a Wi-Fi or mobile network is available and using this function may reduce the battery life between charges.

### • Can pre-installed (network operator customized) applications be removed?

Normally, the pre-installed applications customized by a network operator cannot be deleted.



### • How to install an application on the microSD card?

There are two methods to install an application on the microSD card:

- When you install an application downloaded from Google Play Store, the application is installed in the phone's internal storage by default. In this case, select **Settings > Applications > Manage applications**, and touch the newly installed application. On the displayed screen, touch **Move to SD card**.
- When you install an application using a third-party software on the PC, you can select an installation path on the microSD card before installing the application.



#### NOTES:

- Not all applications can be moved to the microSD card.
- After an application is moved to the microSD card, a few files of the application are still left in the phone's internal storage.
- For how to use a third-party software on PC, contact the software provider for details.

- How to install an application downloaded on the PC to the cell phone?

Before the installation, ensure that the installation file is in APK format (.apk).

Copy the installation file from the PC to the phone. Open the file manager application, locate the installation file and touch it to start the installation process.



- How to view and edit Microsoft Office files, such as Word, Excel, and PowerPoint files?

Search and download a third-party software that supports Microsoft Office from Google Play Store.



- How to check the available storage space?

Select **Settings > Storage**. The displayed screen shows the available space of the microSD card and the phone internal storage.



- How to save the internal storage space?

- Install applications on the microSD card if possible.
- Set a shorter duration for downloading emails and set to automatically delete messages (SMS) that are older than a particular period of time.
- Delete unused applications.
- Clear the browser cache and system rubbish.

**NOTE:**

The above operations may cause the loss of account information and personal information automatically recorded by applications. Therefore, ensure that all important personal information has a backup before releasing the internal storage space.



- Why can't some files be played or viewed?

Verify that the file is compatible with the cell phone. The Android system cannot support some formats. However, you can install third-party software that support the file formats not supported by the Android system.



 • How to enable USB debugging?

Select **Settings > Applications > Development**, and select the **USB debugging** check box. Selecting this check box allows the debugging tools on the computer to communicate with the cell phone through the USB connection.

 • How to add a Google account?

Select **Settings > Accounts & sync > Add account > Google**. Following the screen prompt to set the account information and save the account.

 • How to enable or disable synchronization between the cell phone and your Google account?

If you have configured a Google account, the cell phone and the account is synchronized by default.  
To disable automatic synchronization, select **Settings > Accounts & sync**. On the displayed screen, select the target account, and cancel the synchronization options, such as **Sync Contacts**, **Sync Gmail**, and **Sync Calendar**.

 • Can I change the primary Google account on the cell phone?

Once you set the first Google account on the phone, the account is considered as the primary account. The primary Google account is used for all the applications that may connect to Google. The primary account cannot be deleted normally. If you try to delete the account, you will be prompted that the account is required by some applications and can only be deleted through resetting the phone to the factory defaults.

**NOTES:**

- Resetting the phone to the factory defaults will delete all the user data in the internal storage, so perform the operation after backing up the user data.
- Except the primary account, other Gmail accounts can be deleted.

 • How to synchronize the contacts, email, and calendar data to the Google server?

When saving or creating calendar activities and contacts, select the Google account, and the Google contacts, calendar, and Gmail will be synchronized to the Google server as a backup.

**NOTE:**

Resetting the phone to the factory defaults will delete all the user data in the internal storage, so perform the operation after backing up the user data by synchronization.





### • How to set the Google account to be used for Google Play?

To download Android applications using Google Play, you need to have a Google account whose E-mail address (Gmail or an address with a domain hosted by Google) is bound with your phone or tablet computer. Perform the following steps to add an existing Google account to Google Play or create a new account:

1. Open the **Play Store** application.
2. If you have not added a Google account, you will be prompted to add a Google account.
3. Log in to the existing Google account or create a new account in accordance with the displayed prompt.

After the account is added or created, you can use Google Play to download Android applications.



### • What to do when the application downloading process is stuck in “Preparing to download” status?

Perform the following steps for troubleshooting:

- Ensure that your cell phone is in the supported device list, that is, the phone is supported by Google Play. If the cell phone is not in the list, contact the manufacturer.
- For paid applications, log in to your Google eWallet account and ensure that your credit card information is updated.
- Cancel the downloading process and restart again.
- Restart the cell phone and download the target application again.
- Verify that the cell phone is connected to a Wi-Fi or mobile network. If not, contact the local network operator.
- Try downloading with wireless network and mobile network, and ensure that the firewall does not forbid the ports used for accessing Google Play (TCP and UDP 5288).
  - Ensure that the cache and data are cleared in the download manager and the **Play Store** application. The detailed procedure to clear cache and data is as follows:
    1. Select **Settings > Applications > Manage applications**.
    2. Touch the **All** tab.
    3. Touch **Google Play Store**, and touch **Clear data** and **Clear cache**. Touch **Download Manager**, and touch **Clear data** and **Clear cache**.



### • What to do when the “Download unsuccessful” message is displayed?

Perform the following steps for troubleshooting:

- For paid applications, log in to your Google eWallet account and ensure that your credit card information is updated.
- Clear the cache of the **Play Store** application.
- Restart the cell phone and download the target application again.
- Retry downloading the application 10 minutes later.
- Verify that the cell phone is connected to a Wi-Fi or mobile network. If not, contact the local network operator.
- Ensure that your cell phone has enough space for installing the application.
- If the problem persists, unmount and mount the microSD card.



### • How to update downloaded applications?

Visit **My Apps** in Google Play to check for available updates. The word **Update** on the right of an application indicates the availability of updates.

You can also enable automatic update for selected applications. To do this, visit the application details page in Google Play on the phone, and select the **Allow automatic updating** check box.



### • What to do when the download process does not start for a long time after a request is sent for downloading an application from Google Play?

Perform the following steps for troubleshooting:

- Ensure that your cell phone is connected to a Wi-Fi or mobile network. Do not use USB connection or other forms of wired connections. If the wireless connection is not established, contact the local network operator.
- Try downloading with wireless network and mobile network, and ensure that the firewall does not forbid the ports used for accessing Google Play (TCP and UDP 5288).
- Ensure that the cell phone has no less than 20 MB space left. If the remaining space is not enough, uninstall some applications or move some applications to the SD card.

To move an application to the microSD card, select **Settings > Applications > Manage applications > (target application) > Move to SD card**. (Not all applications can be moved to the microSD card.)

- Request for downloading the application again in Google Play.



 • How to search a previously bought application?

The applications you bought are associated with your Google account, and can be installed on unlimited number of devices. For example, if you delete a game to release some space, you can visit **My Apps** later to install the game free of charge.

**NOTE:**

If you delete a free application, the application will not be saved in **My Apps** in Google Play.

If you are prompted to purchase an application that you bought before, check whether you have bought the application using another account. If the application is associated with a particular account, you need to purchase it again if you log in to Google Play using another account. If you cannot find some applications (free or paid), check whether you registered those applications under another Google account. If yes, use the account to log in to Google Play, and you are granted the right to those applications again.

 • Why do the applications in My Apps disappear?

If you cannot find some or all of the applications you installed when viewing **My Apps** in Google Play, you may log in using the wrong account. If you use the latest version of the **Play Store** application in the Android 2.2 or later versions, switch to another account by performing the following steps:

1. Open the **Play Store** application.
2. Press the **Menu Key**, and touch **Accounts**.
3. Touch another account.

 • How to set the entered password to be invisible?

Select **Settings > Location & security**, and clear the **Visible passwords** check box.



### • Can other screen unlock methods be set for the phone besides the unlock pattern?

Yes. The Android phone provides multiple screen unlock methods. To select an unlock method, select **Settings > Location & security > Set up screen lock**. The available screen unlock options include:

- **Pattern:** Set a pattern to unlock screen in accordance with displayed prompts.
- **PIN:** Set a numeric password containing at least four numbers.
- **Password:** Set a password containing letters and numbers.

#### NOTE:

If you forget the unlock pattern or password, you may need to reset the phone to the factory defaults, which will delete all personal data.



### • What to do when I forget the unlock pattern?

If you draw the wrong unlock patterns five times successively, you will be forbidden to draw patterns until 30 seconds later.

If you have logged into a Google account on your phone, touch **Forgot pattern?** on the pattern drawing screen (unlock screen), and enter the account and password to unlock screen and clear the unlock pattern. Otherwise, you need to reset the phone to the factory defaults, which will delete all personal data.



### • How to update the phone's system using the microSD card?

For phones supporting SD card-based updates, select **Settings > About phone > System updates > Storage card updates** to open the update screen.



### • What is Firmware Over-the-Air (FOTA) update?

Some phones support FOTA update, which allows users to update the phone's system version manually. After a user selects the FOTA menu, the phone connects to the server and queries matching updates. If there are available updates, the user will be prompted to update the system version. It is recommended to download the update package in a Wi-Fi network to reduce the data traffic. For details, refer to the user manual provided by the phone's manufacturer.



### • How to view the phone's version information?

To view the version information, perform the following operation: Select **Settings > About phone**.



### • How to reset the phone to the factory defaults?

Select **Settings** > **Privacy** > **Factory data reset**.

The reset process may take about three minutes and the phone will automatically restart after the reset completes. If your phone stays at a logo screen for a long time, take the battery out and put it back into place.



#### NOTES:

- The first system start after reset takes a relatively long time compared with normal cases.
- Resetting factory data will delete the phone settings and user data. Therefore, back up the user data before this operation.

### • Why the actual internal storage is less than the size described in the product specifications?

Many of the phone's hardware besides the CPU such as Graphic Processing Unit (GPU) use part of the internal storage. This part of special memory is invisible to users.



### • What is the function of safe mode?

The third party applications installed in an Android phone may be incompatible with the system. The incompatible symptoms include: system file errors, system start failure, or continuous reports of system application errors after system startup. In these cases, you can use a special method to restart your phone in safe mode. In this mode, only some of the system applications are loaded to support basic functions. Safe mode can be used to test whether the basic functions can be used normally. Besides, in this mode, you can uninstall some recently installed third-party applications to remove some incompatibilities.



### • How to enter safe mode?

Press and hold the **Menu Key** and **Power Key** at the same time until "Safe Mode" is displayed at the bottom-left corner on the screen.



#### NOTE:

Not all Android phones support safe mode.

- What to do when the system is down or restarts during normal use?

This may be caused by third-party application failures. To solve the problem, perform the following steps:

- Reset the phone to the factory defaults: Select **Settings > Privacy > Factory data reset**.
- Enter safe mode: Press and hold the **Menu Key** and **Power Key** at the same time until "Safe Mode" is displayed at the bottom-left corner on the screen. Select **Settings > Applications > Manage applications**. Uninstall suspicious third-party applications that may cause the problem, and restart the system.
- If the problem persists, update the system. Normally this kind of problems are solved after a system update.



**NOTE:**

Not all Android phones support safe mode.

- How to view the battery level on the phone?

Select **Settings > About phone > Status > Battery level**. The battery level is displayed in percentage.



- How to view the charging status on the phone?

- View the charging status on the unlock screen. After the screen turns off, activate the screen to display the unlock screen, which shows the charging status.
- Select **Settings > About phone > Status**. The current battery level is displayed under **Battery level**.
- View the battery level using a third-party application.



- How to extend the battery life between charges?

- Turn off radios that you are not using. If you are not using Wi-Fi, Bluetooth, or GPS, turn them off in the **Settings** application.
- Do not use live wallpapers, turn down screen brightness and set a shorter screen timeout.
- If you do not need synchronization functions, turn off automatic syncing for Gmail, Calendar, Contacts, and other applications.
- Use the **Power Control** widget to check and control the status of radios, the display brightness, and syncing.
- If you know you won't be near a mobile or Wi-Fi network for a while, switch to Airplane mode. The phone consumes extra power to search for mobile networks.
- Turn off applications you are not using in the **Task Manager** application. Release some internal storage space to increase application running speed.
- Avoid making calls in places with weak signals.
- Reduce the number of times you shutdown and restart the phone.
- Use officially released Android versions only.



**NOTE:**

If the battery level decreases fast when no application is consuming power, there may be a battery failure, and you may need to change the battery.

- Why does the phone heat up in normal use or in the charging process?

If you use the phone for a long time, such as when you are on the call, surfing the Internet, gaming, watching videos, or using navigation, your phone may generate heat. The heat is caused by power consumption generated when the CPU is operating fast. It is a normal phenomenon instead of a phone failure.

It is also normal when the phone heats up during the charging process.

- Why does a smartphone's battery last a lot shorter than that of a feature phone?

A smartphone has advanced computer-like functions, such as network surfing and various applications. These functions consume more power than a feature phone. A smartphone consumes power fast when it is connected to the Internet. Besides, the signal strength may also affect battery usage. In a weak-signal environment, the phone consumes extra power to search signal. To summarize, a smartphone's battery life depends on many factors, such as signal strength, network and game applications, and navigation.

- What is PIN, PIN2 and PUK?

**Personal Identification Number (PIN):**

The PIN is used to prevent unauthorized usage of your SIM card. It is made up of four to eight numbers and is usually provided with the SIM card. It is recommended to change the original PIN before using the phone. The phone's user guide provides the procedure for changing the PIN.

The PIN2 is also made up of four to eight numbers and is provided with some SIM cards. You need to enter the PIN2 when using some services.

If you enter the wrong PIN three times successively, you need to enter the corresponding PUK to unlock the PIN.

**PIN Unlock Key (PUK)**

PUK is made up of 8 numbers. When the PIN is locked, you need to enter the PUK to set a new PIN.

To change the locked PIN2, you need to enter the PUK2. The PUK is provided by your network operator.

 • What is Root access?

The Root access is the highest level permission in the Android system. With the Root access, users can modify the internal system files. The Root access is normally hidden in the Android system to prevent the system file from being modified by other applications. Generally, users cannot modify system files. By obtaining the Root access, users get more control over the device, such as updating a new system.

 • How to view the SAR value of the cell phone?

The Specific Absorption Rate (SAR) indicates the rate at which energy is absorbed by the body when exposed to a radio frequency electromagnetic field.

To view the SAR of the phone, perform the either of the following steps:

- Check the sticker on the phone's packaging box.
- Read the safety issues and precautions in the phone's user manual.

 • How to view the IMEI/MEID of the cell phone?

The International Mobile Equipment Identity (IMEI) is used to identify GSM phones. The Mobile Equipment Identifier (MEID) is used to identify CDMA phones.

To view the IMEI or MEID, perform one of the following steps:

- Select **Settings** > **About phone** > **Status**. Locate the IMEI or MEID value on the displayed screen.
- Take out the battery cover and the battery after the phone is powered off, and you can see a sticker printed with the IMEI or MEID.
- In the **Dialer** application, enter **\*#06#**. The IMEI or MEID is displayed on the screen.

 • What is safe mode?

The third party applications installed in an Android phone may be incompatible with the system. The incompatible symptoms include: system file errors, system start failure, or continuous reports of system application errors after system startup. In these cases, you can use a special method to restart your phone in safe mode.

In this mode, only some of the system applications are loaded to support basic functions. Safe mode can be used to test whether the basic functions can be used normally. Besides, in this mode, you can uninstall some recently installed third-party applications to remove some incompatibilities.



**NOTE:**

Not all Android phones support safe mode.

**• What is the gravity sensor inside the phone?**

The gravity sensor inside a phone can sense the acceleration applied to it, including forces that cause shaking, drop, and going up and down. The sensor converts the force changes exerted by the user into electrical signals, which are calculated and analyzed by the microprocessor for different applications.

**• What is ROM?**

ROM stands for Read Only Memory, which is used to store data. The data stored in the ROM cannot be easily updated, but can be read at any time. The ROM can store data even when the power is off, but the ROM data once stored cannot be modified or can be modified only with special methods.

**• What is RAM?**

RAM stands for Random Access Memory, which can be read and written at any time, but the RAM data is not stored when the power is off. The RAM is normally the temporary storage medium for the operating system or other running applications.

**• What is an IP address?**

An Internet Protocol address (IP address) is a numerical label such as "192.0.2.1". The IP address is provided to each computer for communicating with websites, Internet services, and other devices using the Internet Protocol.

**• What is SSID?**

SSID stands for Service Set Identifier. The SSID is the name of a wireless network. The wireless router or smartphone normally provides the SSID broadcast function. If you do not want others to discover your SSID, disable the SSID broadcast function.

**NOTE:**

Disabling the SSID broadcast function only makes your wireless network invisible to others. Your wireless network is still available if others get your SSID.

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