

## ZTE Z828

# ZTE Avid Plus Z828 Smartphone User Manual

## 1. PRODUCT OVERVIEW

The ZTE Avid Plus Z828 is a 4G LTE GSM unlocked smartphone designed for reliable communication and everyday use. It features a 5.0-inch Full HD display, a 5MP rear camera, and is powered by a 2300 mAh battery. This manual provides essential information for setting up, operating, maintaining, and troubleshooting your device.



Image 1.1: Front and rear view of the ZTE Avid Plus Z828 smartphone. The front displays the screen with a digital clock and 'Emergency Calls Only' message, while the rear shows the camera and ZTE branding.

## 2. SETUP GUIDE

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## 2.1. SIM Card Installation

The ZTE Avid Plus Z828 requires a Nano-sized SIM card for cellular service. This device is GSM unlocked and compatible with GSM network providers. A SIM card is not included with the device. Please contact your GSM network provider to obtain a compatible SIM card.

1. Locate the SIM card tray on your device.
2. Insert the SIM ejector tool (if provided) or a small paperclip into the small hole on the SIM card tray to open it.
3. Place your Nano SIM card into the tray with the gold contacts facing down, ensuring it is correctly oriented.
4. Carefully push the tray back into the slot until it is flush with the phone's side.

## 2.2. Battery Charging

Your device includes a 2300 mAh Lithium Ion battery. Before initial use, it is recommended to fully charge the battery.

1. Connect the USB cable (included) to the charging port on your phone.
2. Connect the other end of the USB cable to a compatible USB power adapter (sold separately) and plug it into a wall outlet.
3. The charging indicator will appear on the screen. Allow the device to charge until the battery icon shows a full charge.

## 2.3. Initial Power On and Setup

1. Press and hold the Power button until the ZTE logo appears.
2. Follow the on-screen prompts to select your language, connect to a Wi-Fi network, set up your Google account, and configure other initial settings.

## 2.4. Network Compatibility

This device supports the following frequency bands:

- **2G (GSM):** 850, 900, 1800, 1900 MHz
- **3G (HSDPA):** 850, 1700 (AWS), 1900 MHz
- **4G (LTE):** Bands 2 (1900), 4 (1700/2100), 12 (700) MHz

The ZTE Avid Plus Z828 is compatible with GSM carriers such as AT&T and T-Mobile, and with GSM SIM cards from providers like H2O and Straight Talk. It will **not** work with CDMA carriers such as Sprint, Verizon, Boost, or Virgin. Please verify with your network provider that they support these GSM frequencies in your area before use.

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## 3. OPERATING YOUR DEVICE

### 3.1. Basic Navigation

Your ZTE Avid Plus Z828 runs on Android 7.0+ and features a responsive touchscreen for navigation.

- **Tap:** Touch an icon or option to open or select it.
- **Swipe:** Drag your finger across the screen to scroll through lists or switch between home screens.

- **Pinch:** Use two fingers to zoom in or out on photos and web pages.
- **Long Press:** Press and hold an item to access additional options or move icons.

### 3.2. Making Calls and Sending Messages

- To make a call, tap the Phone icon, enter the number, and tap the Call button.
- To send a message, tap the Messages icon, start a new conversation, enter the recipient and your message, then tap Send.

### 3.3. Connecting to Wi-Fi

To connect to a Wi-Fi network:

1. Go to **Settings > Wi-Fi**.
2. Toggle Wi-Fi **On**.
3. Select your desired network from the list and enter the password if prompted.

### 3.4. Using the Camera

Your device features a 5MP rear camera and a front camera for photos and videos.

1. Tap the Camera icon to open the camera application.
2. Tap the Shutter button to take a photo.
3. Switch between front and rear cameras using the camera switch icon.

### 3.5. Face Recognition

The ZTE Avid Plus Z828 includes a Face Recognition feature for unlocking your device. To set this up:

1. Go to **Settings > Security & Location > Face Unlock**.
2. Follow the on-screen instructions to register your face.
3. Ensure you are in a well-lit environment when using Face Recognition.

## 4. MAINTENANCE

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### 4.1. Screen Care

The device screen is protected by Dragontrail glass, offering scratch resistance. To maintain its condition:

- Avoid placing the phone with sharp objects.
- Clean the screen gently with a soft, lint-free cloth. Do not use harsh chemicals.

### 4.2. Battery Care

- Avoid exposing the battery to extreme temperatures.
- Use only ZTE-approved chargers and cables.
- Do not puncture or damage the battery.

### 4.3. Software Updates

Periodically check for software updates to ensure optimal performance and security. Go to **Settings >**

4.4. Cleaning Your Device

Use a soft, slightly damp cloth to clean the exterior of your phone. Avoid getting moisture into ports.

5. TROUBLESHOOTING

5.1. Device Not Powering On

- Ensure the battery is sufficiently charged. Connect the device to a charger for at least 30 minutes.
- Press and hold the Power button for 10-15 seconds to perform a forced restart.

5.2. No Network Signal / SIM Card Not Detected

- Verify that the SIM card is correctly inserted into the tray.
- Restart your device.
- Check your network settings to ensure mobile data is enabled.
- Confirm with your network provider that your SIM card is active and that the device's supported frequency bands (GSM 850/900/1800/1900, HSDPA 850/1700/1900, LTE Bands 2/4/12) are compatible with their network in your area.

5.3. Wi-Fi Connection Issues

- Ensure Wi-Fi is enabled on your device and the router is powered on.
- Try forgetting the network and reconnecting.
- Restart your Wi-Fi router and your phone.

5.4. Device Freezing or Unresponsive

- Close any unresponsive applications.
- Perform a forced restart by holding the Power button for 10-15 seconds.

6. SPECIFICATIONS

Feature	Specification
Model Name	Avid Plus Z828
Operating System	Android 7.0+
Display	5.0 Inches
RAM Memory	1 GB
Storage Capacity	8 GB
Rear Camera	5 MP
Battery Capacity	2300 mAh Lithium Ion

Feature	Specification
Connectivity	4G LTE, Wi-Fi, GSM
Special Features	Face Recognition, Dragontrail Glass
Dimensions	7 x 5 x 4 inches
Item Weight	1.25 pounds
Included in Box	USB Cable
Date First Available	November 17, 2016

## 7. WARRANTY INFORMATION

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Specific warranty details for the ZTE Avid Plus Z828 are not provided in this manual. For information regarding your product's warranty, please refer to the warranty card included with your purchase, contact the retailer where the device was purchased, or visit the official ZTE website for the most current warranty terms and conditions.

## 8. CUSTOMER SUPPORT

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If you encounter issues not covered in this manual or require further assistance, please contact ZTE customer support or the retailer from whom you purchased the device. You may find contact information on the ZTE official website or on your purchase documentation.