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### Maxwest NEO FLIP (MWNFLPGO128BTGMB)

# MAXWEST Flip Phone 4G LTE VoLTE User Manual

MODEL: NEO FLIP (MWNFLPGO128BTGMB)

## Introduction



Image: The MAXWEST NEO FLIP phone in its distinctive gold color, presented in an open, ready-to-use state.

This manual provides comprehensive instructions for the operation and maintenance of your MAXWEST NEO FLIP 4G LTE VoLTE phone. Please read this manual carefully before using your device to ensure proper function and longevity. The MAXWEST NEO FLIP is a compact and user-friendly flip phone designed for reliable communication. It supports 4G LTE and VoLTE for clear calls and efficient data, features a dual Nano SIM slot, and includes essential functions like Bluetooth and FM Radio.

## Package Contents

Upon opening the package, please verify that all items are present:

- MAXWEST NEO FLIP Phone
- Charger
- USB Cable
- Lithium Ion Battery (1000 mAh)

## Setup

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### 1. Inserting the SIM Card and Battery

The MAXWEST NEO FLIP supports dual Nano SIM cards. Ensure the phone is powered off before inserting or removing SIM cards or the battery.

1. Gently remove the back cover of the phone.
2. Locate the SIM card slots. Insert your Nano SIM card(s) into the designated slots with the gold contacts facing down, following the diagram on the phone.
3. Insert the battery into its compartment, ensuring the contacts align.
4. Replace the back cover until it clicks securely into place.



Image: The MAXWEST NEO FLIP phone in both open and closed positions, illustrating the overall design and indicating the area where the back cover can be removed for SIM and battery installation.

## 2. Charging the Battery

Before first use, fully charge the phone's battery. Use only the provided charger and USB cable.

1. Connect the USB cable to the charger adapter.
2. Plug the small end of the USB cable into the phone's charging port.
3. Plug the charger adapter into a standard electrical outlet.
4. The battery indicator on the screen will show charging status. Disconnect the charger once the battery is full.

## 3. Powering On/Off

- To power on: Press and hold the Power/End Call button (**red button**) until the screen lights up.
- To power off: Press and hold the Power/End Call button (**red button**) until the power off options appear, then select "Power off".

## Operating Instructions

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### Basic Navigation

Use the navigation keys (up, down, left, right) and the central OK/Select button to move through menus and confirm selections. The left soft key typically accesses the "Menu" and the right soft key accesses "Contacts" from the home screen.



Image: Two MAXWEST NEO FLIP phones, one black and one blue, displayed open. The image highlights the main 2.4-inch TFT display for easy readability and the 1.3-inch external display for caller ID and notifications.

### Making and Receiving Calls

- To make a call: Dial the number using the keypad and press the Call button (**green button**).
- To answer a call: Press the Call button (**green button**) when the phone rings.
- To end a call: Press the End Call button (**red button**).

### Messaging (SMS)

- Navigate to "Messages" from the main menu.
- Select "Write message" or "New SMS".
- Enter the recipient's number or select from contacts.
- Type your message using the keypad.
- Press "Send".

### Bluetooth Connectivity

The phone supports Bluetooth v4.2 for connecting to compatible devices like headsets or car kits.

1. Go to "Settings" > "Bluetooth".
2. Turn Bluetooth "On".

3. Select "Search for devices" or "Pair new device".
4. Select your desired device from the list and follow on-screen prompts to pair.

## FM Radio

The phone includes an FM Radio function. An earphone (not included) may be required to act as an antenna for optimal reception.

- Navigate to "FM Radio" from the main menu.
- Scan for available stations.
- Select your desired station.

## SOS Function

The SOS function allows you to quickly contact pre-set emergency numbers by pressing a dedicated button. This feature is designed for safety and quick access to help.

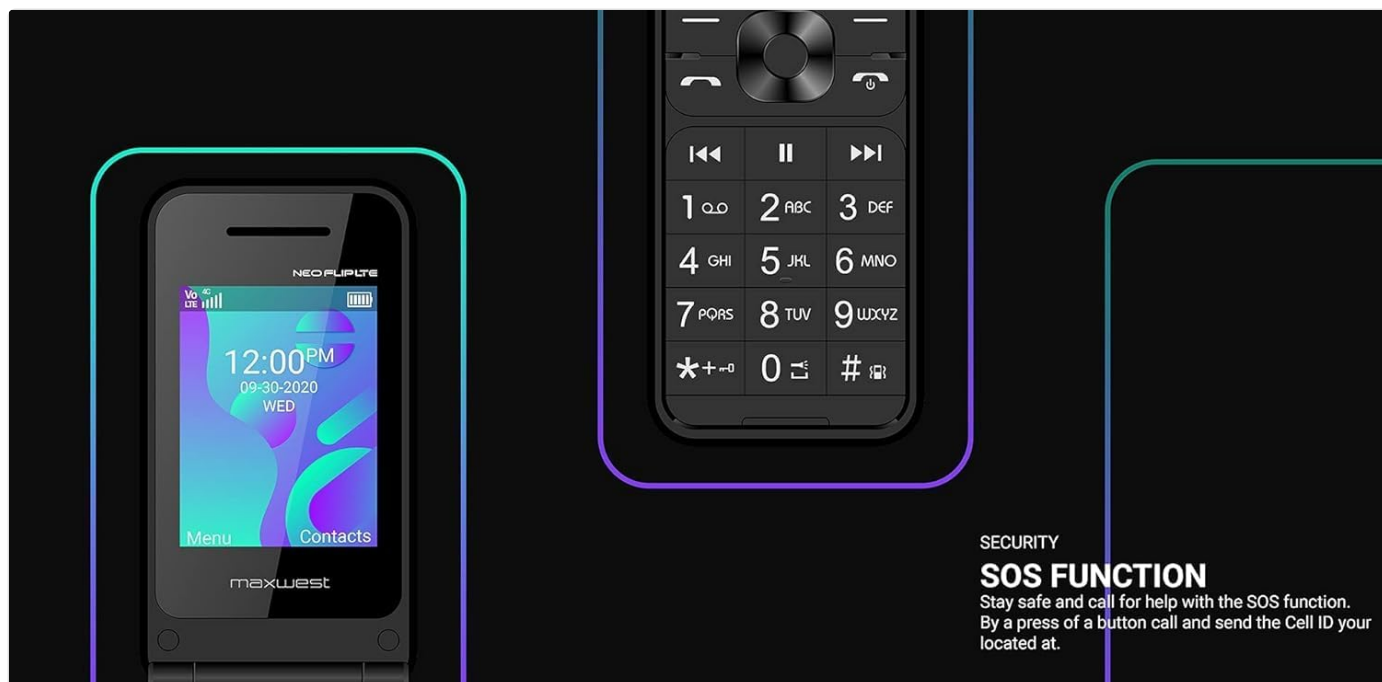


Image: A close-up of the MAXWEST NEO FLIP phone's display, illustrating the SOS function interface. This feature allows for quick emergency calls.

Refer to the phone's settings under "SOS" or "Emergency Call" to configure emergency contacts and enable this feature.

## Network Compatibility

The MAXWEST NEO FLIP is an unlocked 4G LTE VoLTE phone compatible with various GSM carriers worldwide. It supports the following network bands:

- **4G LTE:** Bands 2/4/5/12/17/66
- **3G H+:** 850/1700/1900
- **2G:** Quad Band

It is compatible with GSM providers such as T-Mobile, Mint Mobile, Metro PCS, and other GSM networks in the USA, Latin America, Caribbean, and Europe. **Note: This phone is NOT compatible with CDMA carriers like Verizon, Sprint, Net10, or Tracfone, and is NOT compatible with AT&T.**



Image: A visual representation of the MAXWEST NEO FLIP phone's network compatibility, showing various phone colors and logos of compatible carriers like T-Mobile and Metro PCS. It emphasizes 4G LTE and VoLTE support.

## Maintenance

### Battery Care

- Avoid exposing the battery to extreme temperatures (hot or cold).
- Do not puncture, disassemble, or short-circuit the battery.
- If the battery appears damaged or swollen, discontinue use and dispose of it properly.
- For optimal battery life, avoid frequent full discharges and charges.

### Cleaning Your Phone

- Use a soft, lint-free cloth to wipe the phone's exterior.
- Do not use harsh chemicals, cleaning solvents, or strong detergents.
- Avoid getting moisture into openings.

### Storage

When not in use for extended periods, store the phone in a cool, dry place away from direct sunlight and extreme temperatures. It is advisable to charge the battery to about 50% before long-term storage.

## Troubleshooting

Problem	Possible Solution
Phone does not power on.	Ensure the battery is correctly inserted and fully charged. Try charging the phone for at least 30 minutes.
No network signal.	Check if the SIM card is properly inserted. Verify that your carrier is supported by the phone (GSM only). Move to an area with better network coverage.
Cannot make/receive calls.	Check network signal strength. Ensure your SIM card is active and has sufficient balance/plan. Verify call barring settings.



Problem	Possible Solution
Battery drains quickly.	Reduce screen brightness. Close unused applications. Limit background data usage. Consider replacing the battery if it's old.
Phone freezes or is unresponsive.	Remove and reinsert the battery to perform a soft reset. If the issue persists, a factory reset may be necessary (back up data first).

If problems persist after attempting these solutions, please contact customer support.

## Specifications



Image: A visual summary of the MAXWEST NEO FLIP's technical specifications, including details on its processor, memory, display, and camera.

Feature	Detail
Model Name	NEO FLIP
Item Model Number	MWNFLPGO128BTGMB
Operating System	Proprietary
Cellular Technology	4G LTE, VoLTE
Wireless Carrier	Unlocked for All GSM Carriers (Not Verizon, Sprint, AT&T)
Main Display Size	2.4 Inches TFT
External Display Size	1.3 Inches TFT
Resolution	854 x 480
RAM	64 MB
Memory Storage Capacity	8 GB (Internal 128MB/64MB RAM, Micro SD up to 32GB)





Feature	Detail
Battery Capacity	1000 mAh Lithium Ion
Camera	VGA Rear Camera
Connectivity	Bluetooth v4.2, MicroUSB V2.0
Special Features	SOS Function, FM Radio
Form Factor	Flip
Color	Gold
Item Weight	10.2 ounces
Package Dimensions	5.79 x 5.39 x 1.54 inches

## Warranty and Support

For warranty information and technical support, please refer to the documentation included with your purchase or visit the official MAXWEST website. Keep your proof of purchase for warranty claims.

For common questions and troubleshooting, please consult the troubleshooting section of this manual or the manufacturer's online resources.

### Related Documents - NEO FLIP (MWNFLPGO128BTGMB)

	<p><a href="#">Maxwest Neo Flip LTE User Manual - Device Features and Compliance</a></p> <p>Comprehensive user guide for the Maxwest Neo Flip LTE, covering device layout, call functions, messaging, settings, browser usage, and important FCC/IC compliance and SAR information.</p>
	<p><a href="#">Maxwest NEO FLIP LTE User Manual</a></p> <p>User manual for the Maxwest NEO FLIP LTE mobile phone, covering device layout, basic operations, calling, messaging, contacts, and settings.</p>
	<p><a href="#">Maxwest Uno Flip 4G User Manual</a></p> <p>Comprehensive user manual for the Maxwest Uno Flip 4G mobile phone, detailing device layout, features, settings, calling, messaging, SOS functions, and safety information.</p>
	<p><a href="#">MaxWest Nitro 5P Installation Guide: SIM Card Setup</a></p> <p>Step-by-step guide for installing SIM cards in the MaxWest Nitro 5P smartphone, including dual SIM and 4G LTE support information.</p>





[Maxwest ASTRO A63 SIM Card & Micro SD Card Installation Guide](#)

A concise guide for installing SIM and Micro SD cards into the Maxwest ASTRO A63 smartphone, covering card types, slot locations, and removal procedures.



[Maxwest NEO M1 User Manual - Mobile Phone Guide](#)

Comprehensive user manual for the Maxwest NEO M1 mobile phone. Learn about device layout, status icons, keyboard functions, phone settings, network, and more.