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Ulefone Note 18 Pro

Ulefone Note 18 Pro Smartphone User Manual

Model: Note 18 Pro

1. Introduction

This manual provides essential information for the proper use and maintenance of your Ulefone Note 18 Pro smartphone. Please read this manual carefully before using the device to ensure optimal performance and longevity.

Figure 1.1: Ulefone Note 18 Pro Smartphone Overview

The image displays the Ulefone Note 18 Pro smartphone in white. The front shows the display with "Android 14" and "12GB+256GB" text, indicating its operating system and memory configuration. The back highlights the triple camera setup and the Ulefone branding.

2. What's in the Box

Verify that all items are present in your package:

- Ulefone Note 18 Pro Smartphone
- 1x TPU Protective Case
- 1x Type-C to Type-C Charger Cable (1m)
- 1x AC Power Charger (18W/US Plug)
- 1x Tempered Glass Screen Protector
- 1x SIM Needle

3. Initial Setup

3.1. SIM Card and TF Card Installation

The device supports dual SIM dual standby and expandable storage via a TF card.

1. Locate the SIM card tray on the side of the phone.
2. Insert the provided SIM needle into the small hole on the tray to eject it.
3. Place your Nano-SIM card(s) and/or TF card into the designated slots on the tray. Ensure correct orientation.
4. Carefully reinsert the tray into the phone.

3.2. Charging the Device

Before first use, fully charge your Ulefone Note 18 Pro.

1. Connect the Type-C end of the charger cable to the phone's charging port.
2. Connect the other end of the cable to the 18W AC Power Charger.
3. Plug the AC Power Charger into a wall outlet.
4. The charging indicator will appear on the screen. Disconnect the charger once the battery is full.

Figure 3.2.1: Charging the Ulefone Note 18 Pro

This image shows the Ulefone Note 18 Pro being charged via a USB-C cable. The screen displays a battery icon with a lightning bolt, indicating active charging, and a percentage of 98.17%. Text overlays highlight the 5450mAh battery and estimated usage times: 30 hours talk time, 295 hours standby, and 12 hours video playback.

4. Operating Your Device

4.1. Power On/Off and Restart

- **Power On:** Press and hold the Power button until the Ulefone logo appears.
- **Power Off:** Press and hold the Power button, then select "Power off" from the options.
- **Restart:** Press and hold the Power button, then select "Restart" from the options.

4.2. Display and Navigation

The Ulefone Note 18 Pro features a 6.78-inch HD+ punch-hole display with a 90Hz refresh rate, protected by Corning Gorilla Glass.

Figure 4.2.1: Display Specifications

This image highlights the display features of the Ulefone Note 18 Pro. It shows a large smartphone screen with a snowboarder,

emphasizing the 6.78-inch size. Key specifications listed are 1640*720 HD+ resolution, 90Hz refresh rate, punch-hole display design, and Corning Gorilla Glass protection.

4.3. Camera Functions

The device is equipped with a versatile camera system:

- **Main Camera:** 64MP high-resolution with Sony IMX682 sensor.
- **Ultra Wide-angle Camera:** 50MP with a 117.3° field of view.
- **Selfie Camera:** 32MP for clear front-facing photos.

Figure 4.3.1: Camera System Overview

This image illustrates the camera capabilities of the Ulefone Note 18 Pro. It shows a close-up of the rear camera module, labeling the 64MP Main Camera and 50MP Ultra Wide-angle camera. Below, a smartphone screen displays a selfie being taken, with text indicating a 32MP Selfie Camera.

4.4. Performance and Storage

Powered by the MTK Helio G91 chipset, the Note 18 Pro offers smooth performance. It comes with 12GB RAM (6GB physical + 6GB virtual) and 256GB internal storage, expandable up to 2TB via TF card.

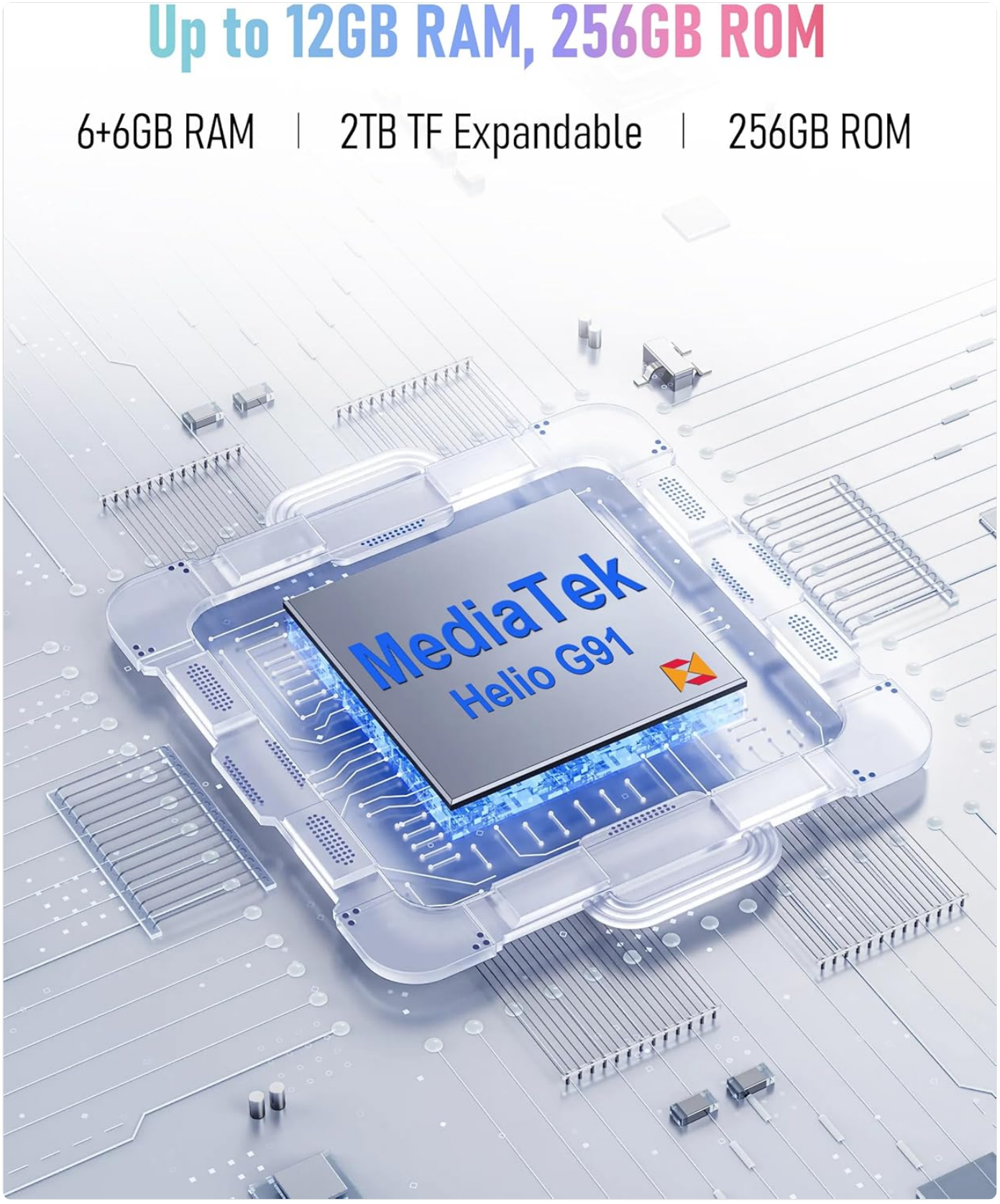

Figure 4.4.1: Processor and Memory

This image depicts the internal components of the Ulefone Note 18 Pro, focusing on the MediaTek Helio G91 processor. Text highlights the memory configuration: Up to 12GB RAM (6GB physical + 6GB virtual), 256GB ROM, and support for up to 2TB TF card expansion.

4.5. Connectivity and Special Features

- **NFC:** For contactless payments and data transfer.
- **IR Remote Control:** Transforms your phone into a universal remote for compatible appliances.
- **Global 4G Bands:** Supports dual SIM dual standby. (Note: Not compatible with AT&T, Cricket).
- **GPS:** Built-in GPS, GLONASS, BeiDou, and Galileo for accurate navigation.
- **Other Connectivity:** Bluetooth, Wi-Fi, 3.5 mm Audio Jack.
- **Headset-free FM Radio:** Enjoy radio without needing headphones as an antenna.

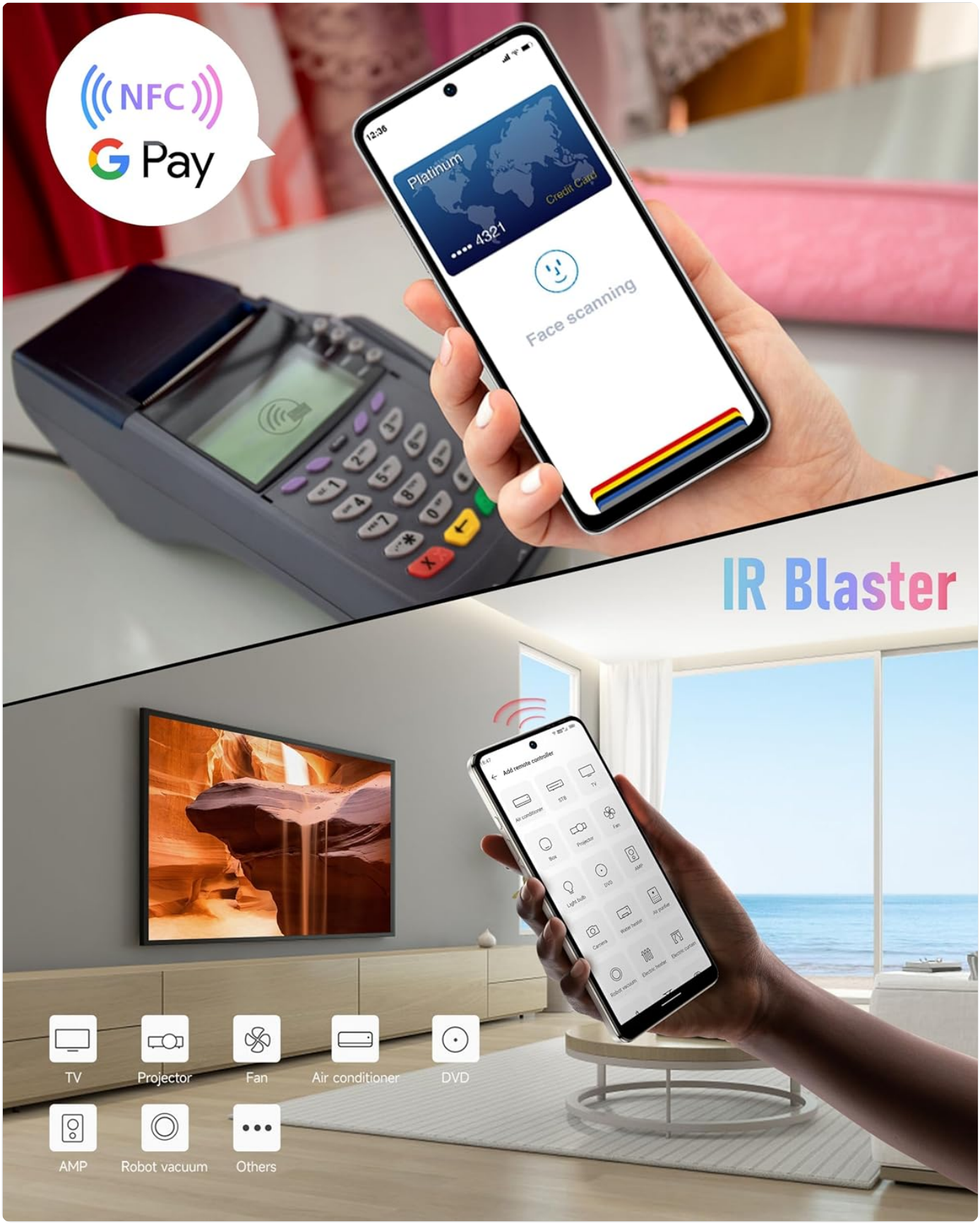

Figure 4.5.1: NFC and IR Blaster

This image illustrates two key connectivity features. The top section shows a hand holding the Ulefone Note 18 Pro near a payment terminal, with the NFC and G Pay logos, indicating contactless payment capability. The bottom section shows the phone being used as an IR remote control for a television, with icons for various compatible appliances like TV, projector, fan, and air conditioner.

4.6. Custom Key

The programmable Custom Key allows you to assign various functions for quick access with a single click, double click, or long press.

- **One Click:** Start Sound recording, Open flashlight, Screenshots, Open Zello, Open SOS, Open Game Mode.
- **Double Click:** Assignable to various functions.
- **Long Press:** Assignable to various functions.

Figure 4.6.1: Custom Key Functionality

This image details the "Innovative Custom Key" feature of the Ulefone Note 18 Pro. It shows the side of the phone with the custom key, and

a list of actions that can be assigned to "One Click", "Double Click", and "Long Press" gestures. Examples include "Start Soundrecording", "Open flashlight", "Screenshots", "Open Zello", "Open SOS", and "Open Game Mode".

4.7. Security Features

The device supports both Face Unlock and Fingerprint ID for secure and convenient access.

Figure 4.7.1: Biometric Security
This image displays various features of the Ulefone Note 18 Pro. In the bottom right, it highlights "Fingerprint Reader + Face Recognition" with an icon of a face and a fingerprint, indicating the phone's biometric security options.

5. Maintenance and Care

- **Cleaning:** Use a soft, lint-free cloth to clean the screen and body. Avoid harsh chemicals.
- **Protection:** Utilize the provided TPU protective case and tempered glass screen protector to guard against drops and scratches.
- **Temperature:** Avoid exposing the device to extreme temperatures (hot or cold).
- **Water Resistance:** The device is splash-proof. Avoid submerging it in water or exposing it to high-pressure water jets.

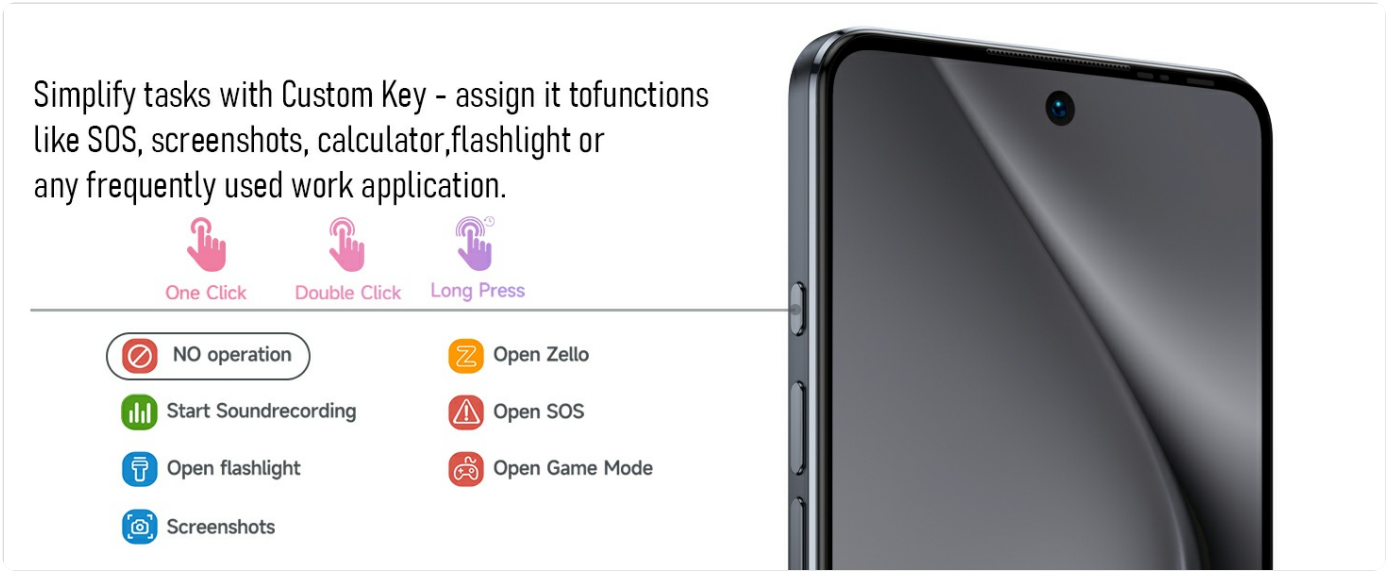

Figure 5.1: Protection and Splash Resistance
This image showcases two protective aspects of the Ulefone Note 18 Pro. On the left, it displays the phone alongside a clear TPU protective case, labeled "Free TPU Phone Case". On the right, the phone is shown with water droplets on its surface, indicating its "Splash

Waterproof" capability.

6. Troubleshooting

If you encounter issues with your device, try the following common solutions:

- **Device not turning on:** Ensure the battery is charged. Connect to the charger for at least 10 minutes before attempting to power on.
- **Screen frozen/unresponsive:** Press and hold the Power button for about 10-15 seconds to force a restart.
- **Poor network signal:** Check if your SIM card is properly inserted. Move to an area with better network coverage.
- **Apps crashing:** Clear the cache of the problematic app or reinstall it. Ensure your system software is up to date.
- **Battery draining quickly:** Reduce screen brightness, close unused apps, disable unnecessary background processes, and limit location services.

For more complex issues, refer to the official Ulefone support website or contact customer service.

7. Specifications

Feature	Specification
Model Name	Note 18 Pro
Operating System	Android 14
Processor	MTK Helio G91 (2 GHz CPU Speed)
RAM	12 GB (6GB physical + 6GB virtual)
Internal Storage	256 GB
Expandable Storage	Up to 2TB TF card
Screen Size	6.78 Inches
Resolution	1640x720 HD+ (1080P Scanner Resolution)
Refresh Rate	90 Hz
Main Camera	64MP
Ultra Wide-angle Camera	50MP
Front Camera	32MP
Battery Capacity	5450 mAh
Charging	18W Fast Charging
Talk Time	30 Hours
Standby Time	295 Hours
Video Playback Time	12 Hours
Connectivity	Bluetooth, Wi-Fi, Infrared, NFC, GPS, GLONASS, BeiDou, Galileo

Feature	Specification
Audio Jack	3.5 mm
Dimensions	6.65 x 3.02 x 0.35 inches
Item Weight	7.8 ounces
Color	White

8. Warranty and Support

Your Ulefone Note 18 Pro comes with a US Warranty. For specific warranty terms and conditions, please refer to the warranty card included in your product packaging or visit the official Ulefone website.
For technical support, troubleshooting assistance, or service inquiries, please contact Ulefone customer support through their official channels. Keep your purchase receipt and product serial number (found on the device or packaging) handy when contacting support.

Figure 8.1: Product Information Labels

This image shows the back of the Ulefone Note 18 Pro smartphone, displaying various regulatory and product information labels. These labels include the product marketing name "Note 18 Pro", FCC ID, IC, IMEI numbers, and manufacturer details, which are important for warranty and support purposes.

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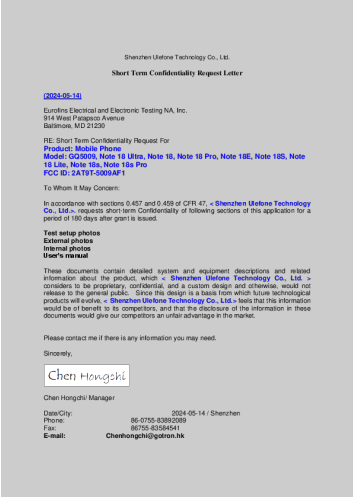
This manual is subject to change without prior notice.

Documents - Ulefone – Note 18 Pro


Shenzhen Ulefone Technology Co., Ltd.

Short Term Confidentiality Request Letter

(2024-05-14)

Eurofins Electrical and Electronic Testing NA, Inc.
914 West Patapsco Avenue
Baltimore, MD 21230

RE: Short Term Confidentiality Request For
Product: Mobile Phone
Model: GQ5009, Note 18 Ultra, Note 18, Note 18 Pro, Note 18E, Note 18S, Note 18 Lite, Note 18s, Note 18s Pro
FCC ID: 2AT9T-5009AF1

To Whom It May Concern:

In accordance with sections 0.457 and 0.459 of CFR 47, **< Shenzhen Ulefone Technology Co., Ltd.>**, requests short-term Confidentiality of following sections of this application for a period of 180 days after grant is issued.

Test setup photos
External photos
Internal photos
User's manual

These documents contain detailed system and equipment descriptions and related information about the product, which **< Shenzhen Ulefone Technology Co., Ltd. >** considers to be proprietary, confidential, and a custom design and otherwise, would not release to the general public. Since this design is a basis from which future technological products will evolve, **< Shenzhen Ulefone Technology Co., Ltd.>** feels that this information would be of benefit to its competitors, and that the disclosure of the information in these documents would give our competitors an unfair advantage in the market.

Please contact me if there is any information you may need.

Sincerely,

Chen Hongchi

Chen Hongchi/ Manager

Date/City: 2024-05-14 / Shenzhen
Phone: 86-0755-83892089
Fax: 86755-83584541
E-mail: Chenhongchi@gotron.hk

[pdf] Confidentiality Request Letter

ntek205 Short term Confidentiality Letter Shenzhen Ulefone Technology Co Ltd 5009AF1 Mobile Phone 2AT9T 2AT9T5009AF1 5009af1

Shenzhen Ulefone Technology Co., Ltd. Short Term Confidentiality Request Letter 2024-05-14 Eurofins Electrical and Electronic Testing NA, Inc. 914 West Patapsco Avenue Baltimore, MD 21230 RE: Short Term Confidentiality Request For Product: Mobile Phone Model: GQ5009, Note 18 Ultra, Note 18, Note 1...

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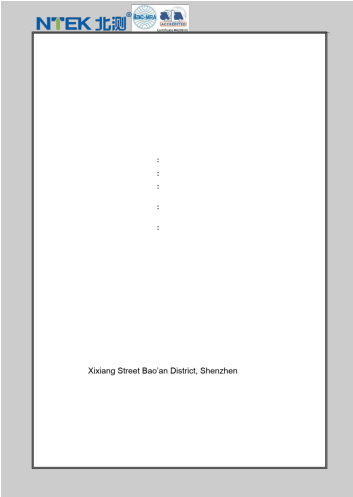
NTEK 北测

Xixiang Street Bao'an District, Shenzhen

[pdf] Test Report

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Report No.: S24032202401008 FCC Test Report FCC ID: 2AT9T-5009AF1 Product: Mobile Phone Trade Mark: ulefone Model Number: GQ5009 Note 18 Ultra, Note 18, **Note 18 Pro**, Family Model: Note 18E, Note 18S, Note 18 Lite, Note 18s, Note 18s Pro Report No.: S24032202401008 Prepared for Shenzhen Ulefone Techn...

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Shenzhen Ulefone Technology Co., Ltd.

Family models difference declaration

Mobile Phone

Model: GQ5009, Note 18 Ultra, Note 18, Note 18 Pro, Note 18E, Note 18S, Note 18 Lite, Note 18s, Note 18s Pro
Difference declaration:
All the model are the same circuit and RF module, except the model names.

Regards,

Signature

Chen Hongchi

Chen Hongchi/ Manager

Date/City: 2024-05-14 / Shenzhen
Phone: 86-0755-83892089
Fax: 86755-83584541
E-mail: Chenhongchi@gotron.hk

[pdf] Decleration of Conformity

tom Model Difference Shenzhen Ulefone Technology Co Ltd 5009AF1 Mobile Phone 2AT9T 2AT9T5009AF1 5009af1

Shenzhen Ulefone Technology Co., Ltd. Family models difference declaration Mobile Phone Model: GQ5009, Note 18 Ultra, Note 18, **Note 18 Pro**, Note 18E, Note 18S, Note 18 Lite, Note 18s, Note 18s Pro Difference declaration: All the model are the same circuit and RF module, except the model names. Regar...

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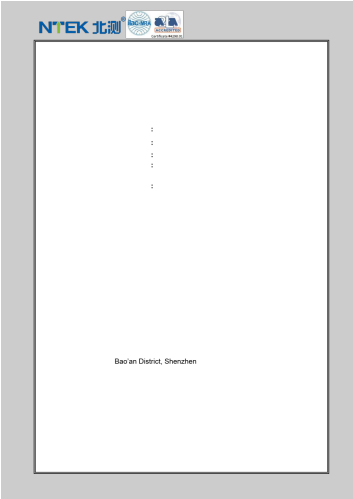

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Measurement Report Kent Test Shenzhen Ulefone Technology Co Ltd 5009AF1 Mobile Phone 2AT9T 2AT9T5009AF1 5009af1

Page 1 of 27 Report No.: S24032202401007 FCC RADIO TEST REPORT FCC ID: 2AT9T-5009AF1 Product Mobile Phone Trade Mark ulefone Model Name GQ5009 Family Model Note 18 Ultra, Note 18, **Note 18 Pro**, Note 18E, Note 18S, Note 18 Lite, Note 18s, Note 18s Pro Report No. S24032202401007 Issue Date: Apr 25, 202...

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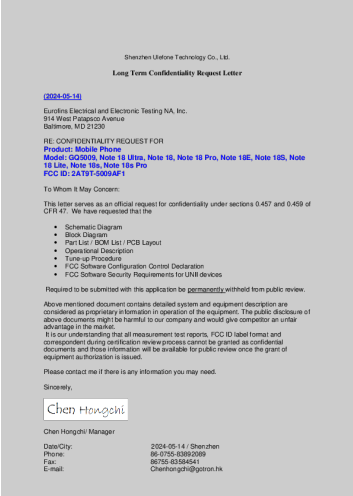
Shenzhen Ulefone Technology Co., Ltd.

Long Term Confidentiality Request Letter

(2024-05-14)

Eurofins Electrical and Electronic Testing NA, Inc.
914 West Patapsco Avenue
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RE: CONFIDENTIALITY REQUEST FOR
Product: Mobile Phone
Model: GQ5009, Note 18 Ultra, Note 18, Note 18 Pro, Note 18E, Note 18S, Note 18 Lite, Note 18s, Note 18s Pro
FCC ID: 2AT9T-5009AF1

To Whom It May Concern:

This letter serves as an official request for confidentiality under sections 0.457 and 0.459 of CFR 47. We have requested that the

- Schematic Diagram
- Block Diagram
- Part List / BOM List / PCB Layout
- Operational Description
- Tune-up Procedure
- FCC Software Configuration Control Declaration
- FCC Software Security Requirements for UNII devices

Required to be submitted with this application be permanently withheld from public review.

Above mentioned document contains detailed system and equipment description are considered as proprietary information in operation of the equipment. The public disclosure of above documents might be harmful to our company and would give competitor an unfair advantage in the market.
It is our understanding that all measurement test reports, FCC ID label format and correspondent during certification review process cannot be granted as confidential documents and those information will be available for public review once the grant of equipment authorization is issued.

Please contact me if there is any information you may need.

Sincerely,

Chen Hongchi

Chen Hongchi/ Manager

Date/City: 2024-05-14 / Shenzhen
Phone: 86-0755-83892089
Fax: 86755-83584541
E-mail: Chenhongchi@gotron.hk

[pdf] Confidentiality Request Letter

FCC Form 731 Federal Communications Commission Fcc Application For Equipment Authorization DB Long term Confidentiality Letter Shenzhen Ulefone Technology Co Ltd 5009AF1 Mobile Phone 2AT9T 2AT9T5009AF1 5009af1

Shenzhen Ulefone Technology Co., Ltd. Long Term Confidentiality Request Letter 2024-05-14 Eurofins Electrical and Electronic Testing NA, Inc. 914 West Patapsco Avenue Baltimore, MD 21230 RE: CONFIDENTIALITY REQUEST FOR Product: Mobile Phone Model: GQ5009, Note 18 Ultra, Note 18, **Note 18 Pro**, Note ...

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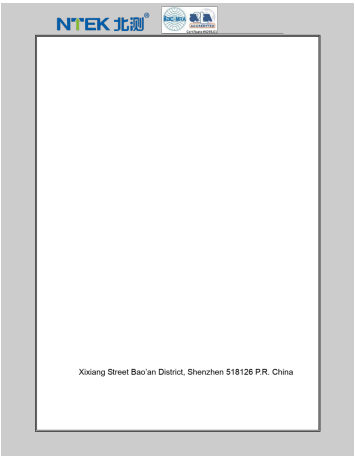

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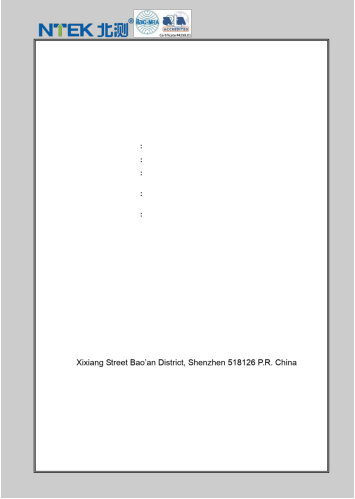

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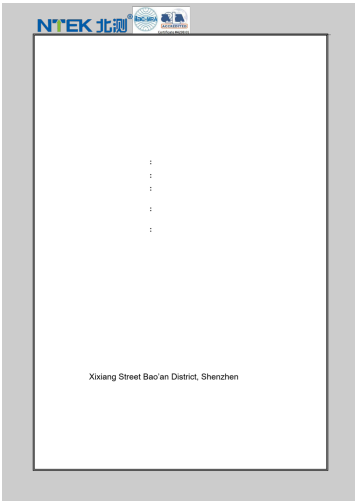

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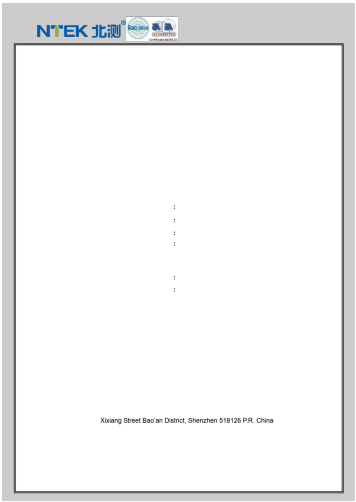

[pdf] SAR Rating

Measurement Report Kent RF Exposure Info 1 Shenzhen Ulefone Technology Co Ltd 5009AF1 Mobile Phone 2AT9T 2AT9T5009AF1 5009af1

Page 1 of 220 Report No.: S24032202402001 FCC SAR EVALUATION REPORT In accordance with the requirements of FCC 47 CFR Part 2 2.1093 and IEEE Std 1528-2013 Product Name Mobile Phone Brand Name ulefone Model Name GQ5009 Family Model Note 18 Ultra, Note 18, **Note 18 Pro**, Note 18E, Note 18S, Note 18 L...

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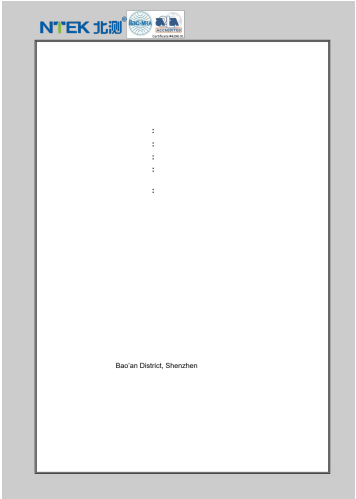

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Measurement Report Kent Test Shenzhen Gotron Electronic CO LTD 5009 Mobile Phone 2AOWK 2AOWK5009

Page 1 of 27 Report No.: S24080905906007 FCC RADIO TEST REPORT FCC ID: 2AOWK-5009 Product Mobile Phone Trade Mark ulefone Model Name GQ5009TH Family Model **Note 18 Pro**, Note 18, Note 18E, Note 18S, Note 18 Lite, Note 18s, Note 18s Pro Report No. S24080905906007 Issue Date: Oct. 09, 2024 Prepared for ...

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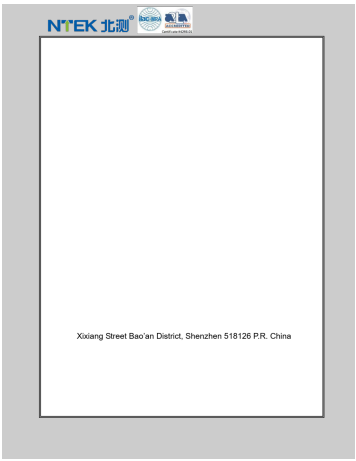

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Report No.: S24080905906002 RADIO TEST REPORT FCC ID: 2AOWK-5009 Product: Mobile Phone Trade Mark: ulefone Model No.: GQ5009TH Family Model: **Note 18 Pro**, Note 18, Note 18E, Note 18S, Note 18 Lite, Note 18s, Note 18s Pro Report No.: S24080905906002 Issue Date: Oct. 09, 2024 Prepared for Shenzhen Gotr...

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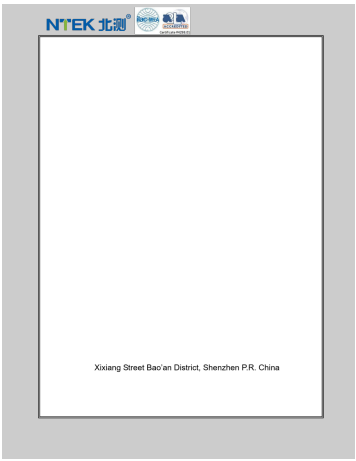

[pdf] Test Report

ELECTROMAGNETIC EMISSIONS COMPLIANCE REPORT fly Test Report 10 Shenzhen Gotron Electronic CO LTD 5009 2AOWK 2AOWK5009

Report No.: S24080905906005 FCC RADIO TEST REPORT FCC ID: 2AOWK-5009 Product: Mobile Phone Trade Mark: ulefone Model No.: GQ5009TH **Note 18 Pro**, Note 18, Note 18E, Family Model: Note 18S, Note 18 Lite, Note 18s, Note 18s Pro Report No.: S24080905906005 Issue Date: Oct. 09, 2024 Prepared for Shenzhen...

lang:tl score:9 filesize: 1009.14 K page_count: 45 document date: 2024-11-06