

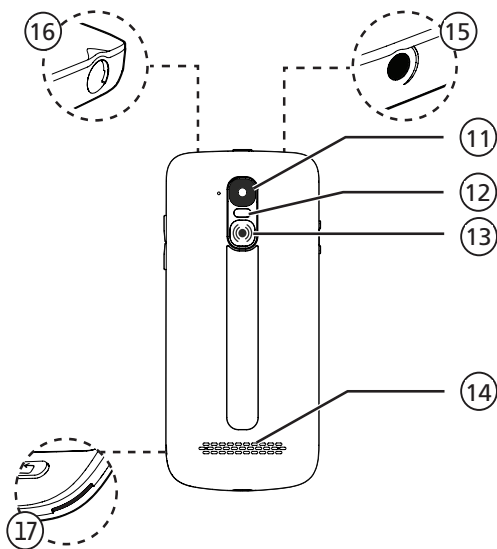
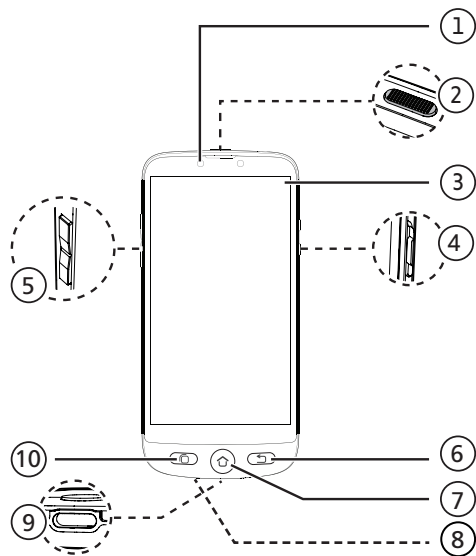
# SMARTPHONE

## S/M 510

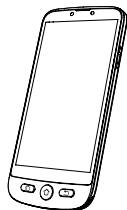
User manual



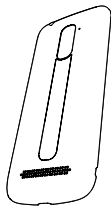
# Smartphone overview



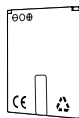
## What's in the box?



(A)



(B)



(C)



(D1)



(D2)



(F)



(G)

### S/M 510-M



(H)

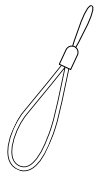
### S/M 510-C



(I)



(J)



(L)

# Smartphone overview

|   |                                                                                                                                                                   |   |                                                                                                                  |
|---|-------------------------------------------------------------------------------------------------------------------------------------------------------------------|---|------------------------------------------------------------------------------------------------------------------|
| ① | Front camera                                                                                                                                                      | ⑪ | Main camera                                                                                                      |
| ② | <b>ON/OFF button</b> <ul style="list-style-type: none"><li>Press to turn on/off the screen.</li><li><u>Press and hold</u> to switch on/off your device.</li></ul> | ⑫ | Camera flash                                                                                                     |
| ③ | Touch screen with built-in protective film                                                                                                                        | ⑬ | <b>SOS button</b> <ul style="list-style-type: none"><li>Press and hold to dial out assistance numbers.</li></ul> |
| ④ | <b>Torch switch</b> <ul style="list-style-type: none"><li>Slide up/down to switch on/off the torch.</li></ul>                                                     | ⑭ | Loudspeaker                                                                                                      |
| ⑤ | Hearing volume key (Up and Down)                                                                                                                                  | ⑮ | Headset jack                                                                                                     |
| ⑥ | <b>Return key</b> <ul style="list-style-type: none"><li>Returns to previous menu/screen.</li></ul>                                                                | ⑯ | Torch                                                                                                            |
| ⑦ | <b>Home key</b> <ul style="list-style-type: none"><li>Press to go to the main screen</li></ul>                                                                    | ⑰ | Notch to remove the battery cover                                                                                |
| ⑧ | Microphone                                                                                                                                                        |   |                                                                                                                  |
| ⑨ | USB Type-C port for charging battery                                                                                                                              |   |                                                                                                                  |
| ⑩ | Recent task key in Android mode                                                                                                                                   |   |                                                                                                                  |

## What's in the box?

|                |                                        |   |                                                              |
|----------------|----------------------------------------|---|--------------------------------------------------------------|
| Ⓐ              | Smartphone                             | Ⓗ | USB Type-C cable with detachable magnetic tip<br>(S/M 510-M) |
| Ⓑ              | Battery cover                          | Ⓘ | USB Type-C cable<br>(S/M 510-C)                              |
| Ⓒ              | Battery                                | ⓵ | Charging base<br>(S/M 510-C)                                 |
| Ⓓ1<br>or<br>Ⓓ2 | Power adaptor: UE<br>Power adaptor: UK | Ⓛ | Lanyard<br>(S/M 510-C)                                       |
| Ⓕ              | User manual                            |   |                                                              |
| Ⓖ              | Technical sheet                        |   |                                                              |

## | Getting started

### What's in the box?

Smartphone elements (All models)

Accessories (model-dependent)

### Smartphone overview

#### First installation

Install the SIM card (provided by your mobile operator)

Install the battery

Tie the lanyard (only available for S/M 510-C)

Replacing the battery cover

Charge your phone

#### Turn Smartphone ON

To turn ON

To turn OFF

#### Initial setup

#### Setup Wizard

## | Smartphone Use

### Smartphone menu/ interface Overview

Home screen overview

Call

Make a call

Answer a call/ Reject a call 20

Call a number in the phonebook 20

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Calling from the call log 20

Adjust hearing volume/ Audio boost/

Handsfree 20

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### WhatsApp (simplified access) 22

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Send a picture with WhatsApp 22

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Send a voice message through WhatsApp 22

Use regular WhatsApp interface 23

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Take a picture 23

View and share pictures 23

### Phone Book 23

Add a contact 23

Assign the 3 speed dial numbers 24

Edit contact 24

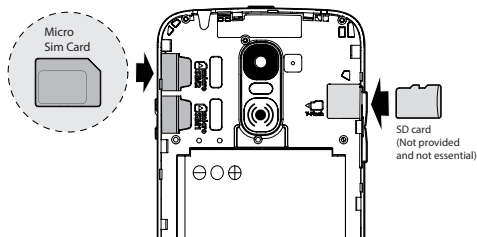
Add a photo 24

|                                     |           |
|-------------------------------------|-----------|
| <b>Fun</b>                          | <b>24</b> |
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| <b>Declaration of Conformity</b>    | <b>33</b> |

## First installation

### Install the SIM card (provided by your mobile operator)

- Insert the **micro-SIM card** as depicted. Contact your operator to get a micro-SIM card adaptor if necessary.

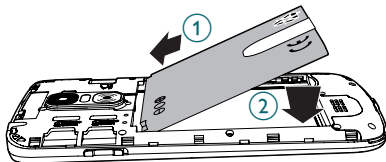


- Risk of swallowing small objects! The micro-SIM card and memory card can be removed. Small children can swallow them.
- Do not bend or scratch the micro-SIM card. Prevent any contact with water, dirt, or electrical charges.

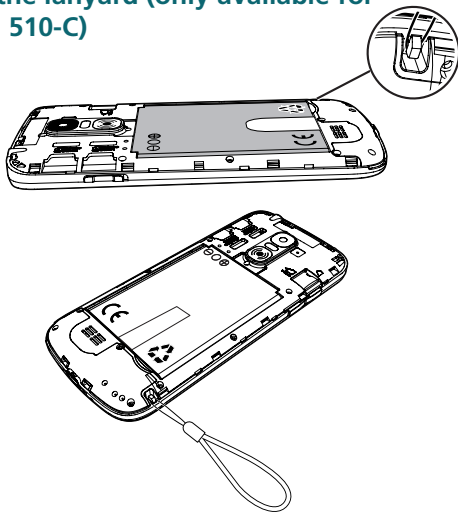
### Install the battery



Do not remove the transparent tape as it will help you to remove later the battery if needed.

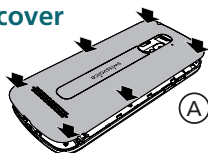


### Tie the lanyard (only available for S/M 510-C)

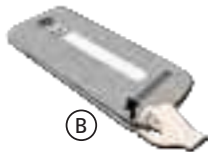


## Replacing the battery cover

Press well on each side of the cover (see arrows). (A)



In case you need to remove it: (see (17) "Smartphone overview") (B)



! Gently peel off the thin plastic film on the smartphone screen, by pulling the label (2)

## Charge your phone

Before first use, the smartphone has to be charged at least at 80%.

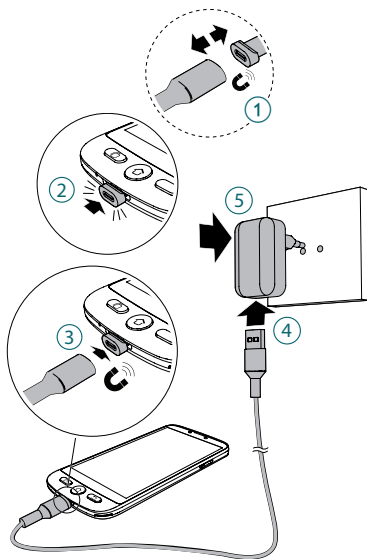
### S/M 510-M

For effortless charging, the USB cable supplied with your smartphone is fitted with a detachable magnetic tip.

To install:

1. Detach the small magnetic tip from the supplied cable.
2. Insert the tip in the smartphone USB-C port until a click is emitted.

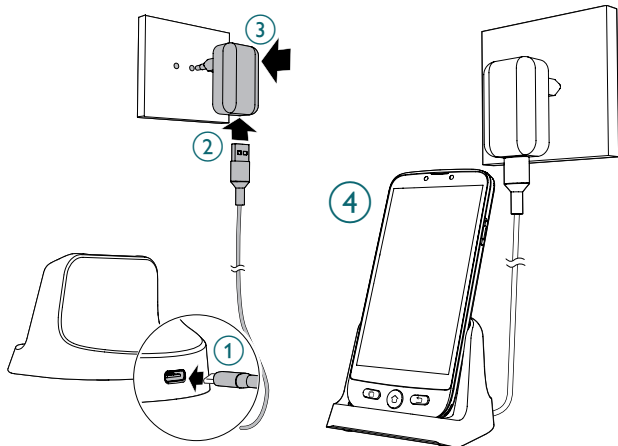
3. Bring the USB cable magnetic end close to the magnetic tip until it adheres to it.
4. Connect the other end of the USB cable to the USB outlet of the power adaptor.
5. Plug the power adaptor to the power outlet and charging starts.



**S/M 510-C model: 2 way for charging**

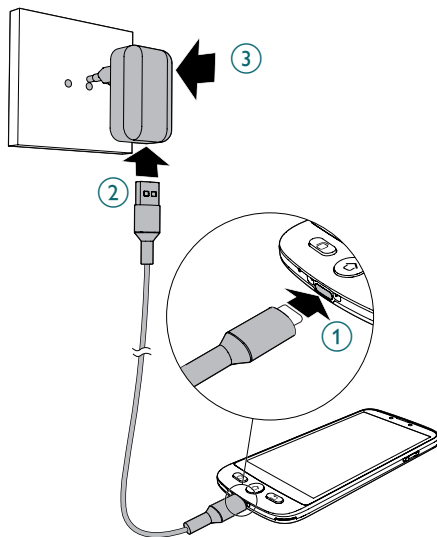
**A Using charging dock**

1. Insert the USB cable into dock's connector. Connect as shown.
2. Insert the other end of the USB cable into the adaptor.
3. Connect the power adaptor to the power outlet.
4. Place your smartphone on the charging dock to charge.



## B Using USB Type-C cable

1. Insert the USB cable directly into the phone's USB connector.
2. Connect the other end of the USB cable to the power adaptor.



3. Plug the adaptor to the power outlet.
  - While charging, the device and the charger may become hot. This usually does not affect the device's lifespan or performance, and is in the device's normal range of operation.



- To avoid injury or damage to your device, only use battery, charger and accessories that have been approved for use with this model. Connecting other accessories may be dangerous and invalidate the warranty.

## Turn Smartphone ON



### To turn ON

Press and hold the **ON/OFF** key (see ② in smartphone overview) a few seconds to turn on the smartphone, the screen lights up.

### To turn OFF

Press and hold the **ON/OFF** key a few seconds, and the display shows **Power off**. Tap on it to **Turn off**.



## Initial setup

The display lights up when the smartphone is on. You can now setup the smartphone.

- If your SIM card has a PIN code, enter it.
- Tap  to confirm.



- **Important:** If the screen displays System update, select **Update > Download > Click to update**.
- The phone will reboot automatically and install the update.
- The process can last a few minutes.

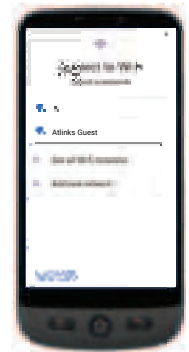
1. To change the language, point and tap **ENGLISH (UNITED KINGDOM)**.
2. Scroll to the desired language, and tap it to select.



- If you have a WiFi router at home, connect your smartphone to it to save mobile data consumption.

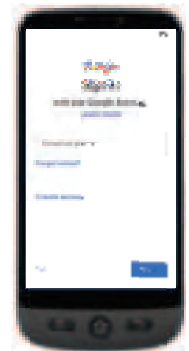
3. Select your WiFi access point, and enter its password.

- If there is no WiFi access point available, tap **Continue**, and you can select Setup Offline. You can change this setting later.



4. If you have a Google account:

Enter your credentials > Tap **Next** > Enter your password > **Next**.

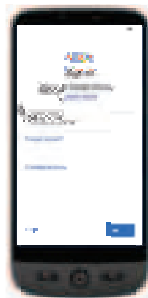


## 5. If you don't have yet a "Google account"

It is recommended to have one as it is required to download new applications from Google Play store, receive apps and software updates or send and receive emails through Gmail.

### on page 22

- To create one: Tap **Create account** > Follow the on-screen instructions to fill in your information >



### Tap Next.

- Choose a password (with 8 characters minimum).
- Enter your telephone number. You will receive a verification code on your smartphone and your Google account is

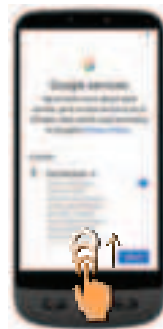


created.

- Tap **I agree** after going through Google

agreement details.

6. Swipe up and choose the Google services you want to enable



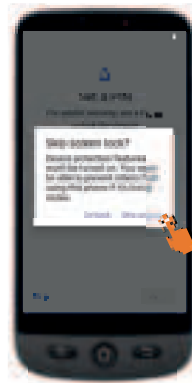
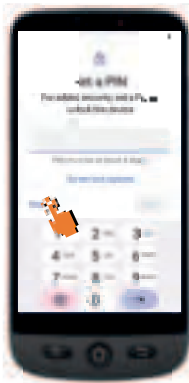
or disable, and tap **Accept**.

7. Select your preferred search engine for searches over the internet (For example

Chrome, Yahoo,..) and tap **Next**.

8. You will be asked to set a screen lock code.

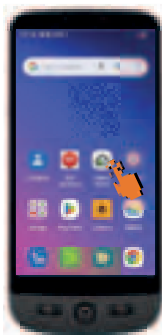
❗ Tap **Skip** to move to next step.



Tap **Skip anyway** (highly recommended).

9. Tap on **Select Home**

icon . You will get the following options:



- Select simple smartphone to access the simplified menu which we recommend for beginners.
- The following instructions refer only to this easy-to-use menu (Simple Smartphone).
- Select Android mode if you want to use this smartphone as a regular one (not detailed in this user guide).

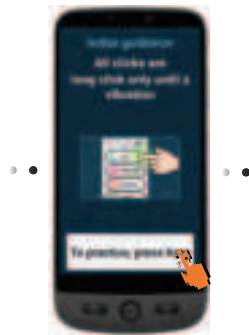


10. Tap on **SIMPLE Smartphone** and press **OK**. The phone will restart.



*Note: At any time once you have selected Simple Smartphone mode, a notification may invite you to install a new version. If so, tap **Install**. The phone may restart. Enter the SIM card PIN code if asked.*

11. To experiment the default long press on menu keys, Tap on **Press here**



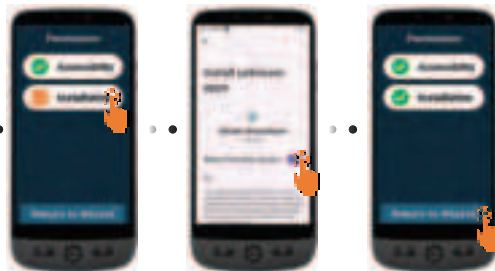
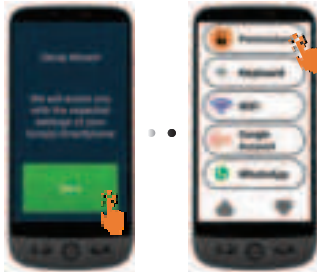
## Setup Wizard

This menu will help you to program quickly main features.

Follow each Wizard menu option one by one. (Minimum recommended steps:

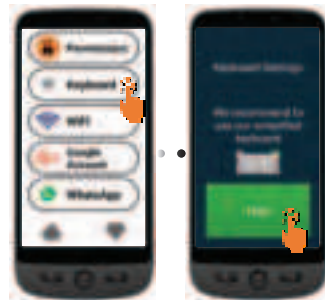
1. Permissions through 5. WhatsApp)

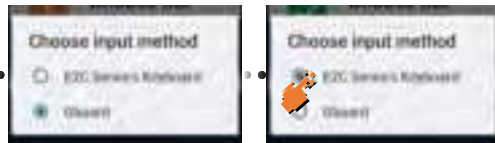
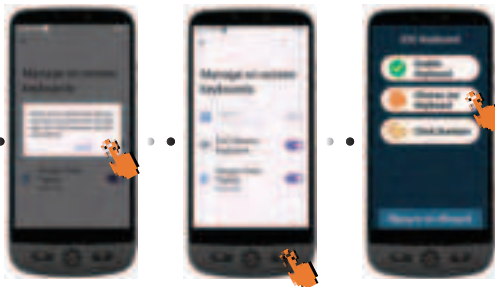
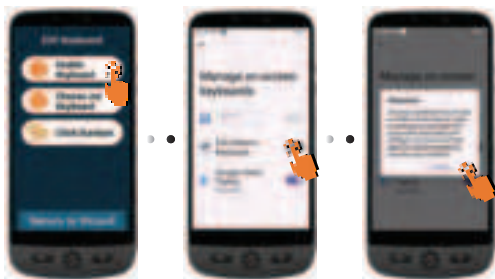
### 1. Permissions - Tap Next > Permission



- **Accessibility** and **Installation** have to be in green .
- If one of them is in orange , tap on that function to activate and authorize it. It will turn into green. Tap **Return to Wizard**.

### 2. Keyboard - Tap Keyboard > Next



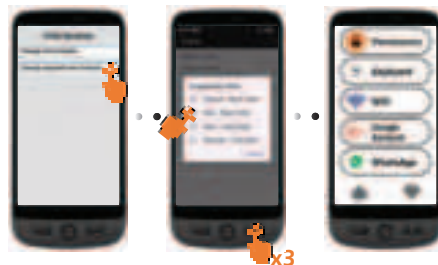


## Click Duration

- To set up your preferred click choice for both menu and keyboard
- Tap **Click Duration** (menu) > **Change Click Duration** > Select one of the durations (according to user dexterity) > **OK**.



- Tap **Click Duration** (keyboard) > **Change keyboard click duration** > **Long-press time** > Select one of the durations (according to user dexterity) Tap ↻ 3 times to return to wizard.



3. **WiFi** (if available) - for WiFi setup (if it has not been done previously and if available)

4. **Google Account** - If it has not been done previously, see page 12

*If you did not set it up during Initial Setup steps, you can do it through the Wizard now.*

## 5. WhatsApp

This menu offers a simplified interface for most used functions in WhatsApp.

- Tap **Setup** and follow the instructions. Once Setup done, icon turns green ✓.
- Tap **Permissions** and follow instructions
- Then, you need to allow Camera / Microphone / Phone / Contacts / Files & media in WhatsApp application: **App info > Tap Permissions >** and for each item, tap and authorize
- Press **Return to Wizard**

Once you are inside Whatsapp application, short tap may apply.



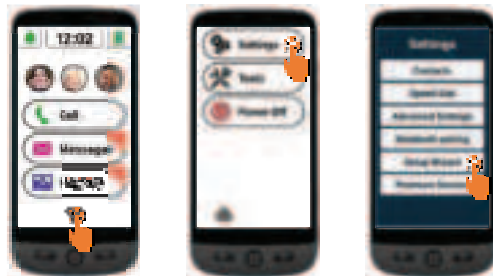
## | Getting started

6. **Copy Contacts** from your SIM
7. **New Contact**, see page 23
8. **SOS and Support** to set your SOS and assistance numbers, see page 25
9. **Speed Dial** to set the Home page speed dials, see page 24
10. **Favorite Contacts** to select which contacts are displayed at the top of the list.
11. **ZoomLy** - to get ready to participate in Zoom group calls easily.
12. **Advanced Settings**
13. **Exit Setup**

! To exit from Setup Wizard menu at any step, Tap twice ⬇ and select **Exit Setup**. Main **Simple menu** will appear.

To reach **Setup Wizard** later from Home screen.

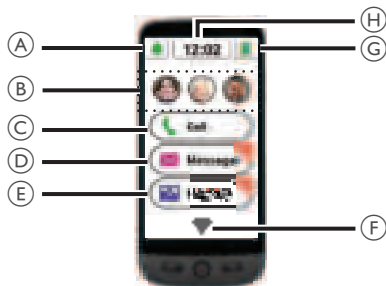
1. Tap ⬇ until **Settings** displays.
2. Tap **Settings** > **Setup Wizard**.



# Smartphone menu/ interface Overview

When ***SIMPLE Smartphone*** mode is selected, your phone will look simpler and easier to use than regular smartphones.

## Home screen overview



- A. Silent/Vibrate only/ Normal mode;
- B. One Touch Speed Dial buttons (photo memories);
- C. Call menu - **Dial number, Phonebook, Call Log;**
- D. Message menu - **SMS, Missed calls, WhatsApp, etc.;**
- E. Picture menu - **View photos and videos, Use the camera;**

- F. - Press this arrow to move to next menu, like **Whatsapp, Phonebook, Applications, Settings, Listening to Internet radio, etc.;**



- G. Battery status- tap to see charging level;
- H. Time clock - tap to see time and date in large characters and set alarms.
- You can always return to the main screen by pressing (see 7 in "Smartphone overview").

Use a simple tap to access each menu on the screen. You will feel a vibration whenever tap is valid. You can decide how long the tap should last to be valid, among 4 different values.

For details, go to **Click duration** in **Setup Wizard** menu page 16.

- For some menu buttons, you need to scroll (press and hold while sliding up) to view all applications.

## Call

### Make a call

1. Tap  and then tap **Dial Number**.
2. Use the dialpad (0-9) to enter the telephone number.
  - Tap **Del** to delete.
3. Tap  to call.
  - Tap  to end the call.

### Answer a call/ Reject a call

- Tap  to answer a call.
- Tap  to end or reject a call.

### Call a number in the phonebook

1. Tap  and then select the name (or tap  to reach other pages and then select the name).
2. Tap  to dial.
  - Tap  to end the call.

### Calling on of the 3 speed dial icons

1. Press one of the 3 One-Touch speed dials directly
2. Press  to end the call

### Calling from the call log

1. Press 
2. Press **Call Log** to view the call log.
3. Press the chosen number and press call back.

### Adjust hearing volume/ Audio boost/ Handsfree

During a call, press Volume keys (see ⑤ in “Smartphone overview” on page 2 to adjust the loudness between levels 1 and 7 (default level is 5).

For extra sound amplification, use volume level 6 and 7. The display will show

**BOOST ON**



- Excessive exposure to loud sounds may cause hearing damage.
- To activate handsfree mode, tap  on the screen.

- Tap  again to deactivate handsfree mode.

## Ringer mode

In idle mode, tap the ringer icon  and select

-  - RINGER OFF (silent) - Red color
-  - Vibration only (no ringer) - orange color
-  - Ringer on - green color

**Note:** to modify the ringer melody and volume, see **Other settings** chapter, page 28.

## Messages

All types of messages (SMS, WhatsApp, missed calls, etc.) are consolidated in  **Messages**. When there is a new message, the button will be highlighted with a  indication.

To read the message, tap on the new items to read the details or tap **Read old message.....**

- Pictures received through MMS will be directly stored in **Pictures** center  **Pictures**.

## Write a new message

### Method 1

1. Tap  **Messages**, and then tap **Write a new message**.
2. Tap **Dial number** to enter the correspondent number and tap **Next**, or tap on one existing contact.
3. Tap **Keyboard**.
  - The screen will rotate.
4. Type your message with the keyboard.
  - Tap **Del** to correct if needed
5. Tap **Send**.
6. Tap **Yes** to confirm, or **No** if not.

### Method 2

1. Follow steps 1 and 2 above to choose destination number.
2. Tap one of the predefined messages.
3. Tap **Yes** to confirm.

## WhatsApp (simplified access)

### Write a WhatsApp message

Tap  **WhatsApp** > Write a new message.

- Follow the same steps as described page 21

### Send a picture with WhatsApp

*If there is already a picture*

1. Tap  .
2. Tap **View Pictures**.
3. Tap right arrow icon to select a picture.
4. Tap **Options** > **Send** > **WhatsApp** > Tap on desired contact > Tap **Yes** to confirm.
  - The picture will be sent directly.

*If there is no picture*

1. Tap **Take a Picture**.
2. Tap **Camera** or **Selfie** > **Capture** > **Save & Send** (or **Del** to delete) > **WhatsApp** > Tap on desired contact > Tap **Yes** to confirm.
  - The picture will be sent directly.

### Place a Call with WhatsApp (Voice or Video call)

1. Tap  **WhatsApp** > **Voice Call** (or **Video Call**).
2. Select a contact.
  - Tap  to go through the list, or tap **Search** and enter the first character of the contact name to select a contact.
3. Tap on the name of the contact.

To end the call, tap .

To switch from Voice call to Video call, tap **Camera** during the Voice call.

### Receive a WhatsApp call (or video call)

The screen shows **Incoming Voice (or Video) Call from ... Do you wish to accept this call?**

- Tap **Yes** to accept, or **No** to reject.

### Send a voice message through WhatsApp

1. Tap  **WhatsApp** > **Voice Message** > **Rec.** to record your message.

- Maximum recording time: 60 seconds.
2. Tap **Stop** when complete, and then tap **Send**.
  3. Select a contact:
    - Tap ▼ to go through the list, or tap **Search** and enter the first character of the contact name to select a contact.
  4. Tap on the name of the contact.
  5. Tap **Yes** to confirm.

## Use regular WhatsApp interface

Tap , and then **WhatsApp** app.

## Pictures

### Take a picture

1. Tap  > **Take a picture**.
2. Tap **Camera** or **Selfie**, and then
  - **Capture** to take a photo, or a selfie
  - **Record** for video recording,
3. Select **Save**, **Save & Send**, or **Delete**.

## View and share pictures

1. Tap  > **View Pictures**.
2. Tap ► to move to the next.....
  - Tap **All images** to see all pictures;
  - Tap ▲/▼ to scroll through them.
3. Tap **Options** > **Send**.
4. Select **WhatsApp** / **SMS** / **Apps** to share.
5. Select a contact. Tap **Yes** to confirm.

## Phone Book

### Add a contact

1. Tap  > **New Contact**.
2. Tap **Name**, and then enter the name. (the keyboard will rotate to facilitate typing).
3. Tap **Next**.
4. Tap **Number**, and enter the number. Tap **Next**.
5. Tap **Save**.
  - You will be asked if you wish to add a photo from **Images** or from **Camera**.
  - Press **Yes** or **No**. Then, follow the on-screen instructions.

## Assign the 3 speed dial numbers

- The contacts for the 3-speed dial buttons on the home screen, have first to recorded in the phonebook.
1. Tap on an empty speed dial profile button on home screen.
  2. Select an empty button.
  3. Choose the name from the contact list.
    - Tap ▼ to go to next page if needed.
  4. Tap **Add contact to list**.
    - To add a photo on this speed dial number, Tap **Phonebook** then **Photo**, select the name, choose a photo **from gallery** or **take a picture** (camera + capture), select picture, press **Save**.

## Edit contact

Tap  **Phonebook** > **Edit**.

1. Tap on the contact to edit, and then edit the name. Tap **Next**.
2. Tap **on the number**, and then edit it. Tap **Next**.
3. Tap **Save**.

## Add a photo

1. To associate a photo to a contact, tap  **Phonebook** > **Photo**.
2. Tap on the contact, and then select **From Gallery** or **Camera**.
3. Choose or take a picture, and press **Save**.

## Fun

- Wi-Fi or mobile data are required to use these features.
- Google account and sign-in to Google play required for **Weather** and **Games**.

## Weather

Tap ▼ >  **Fun** > **Weather** to check the weather in your area of choice.

- A weather forecast app can be installed from Google Play Store first time you access.

## Games

Tap ▼ >  **Fun** > **Games** to see a list of popular games.

- Tap on the game you wish to play.
- The game can be installed from Google Play Store first time you select it.

## Internet Radio

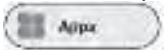
Tap  >  > **Radio** to see a list of popular internet radio stations, according to your smartphone language.

Press on the desired radio to listen it.  
Tap back to return to the radio menu.

## Apps

To launch any applications installed in your smartphone, you can use Apps menu.

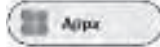
1. From Home page, tap  >



2. Swipe with your finger to scroll the list of apps.
3. Tap on the application you wish to open.
  - You can change the order in which your apps are listed. See **Advanced Settings**.

## Add new applications

Once you have logged in to your Google account, you can download extra applications from the Google Play Store.

1. From Home page, tap  then . Scroll down and tap **Google Play Store**.
  2. Type the application name in the search bar and follow instructions.
- See “**Google account**” on page 12 if you have not associated a Google account to your phone yet.

## SOS Assistance button

- Make sure the desired phone number exists in the phonebook
- One SOS number will be called and receive an emergency SMS with phone location.
- The five other SOS numbers will only receive an emergency SMS with phone location.
- Make sure to inform the recipient that you have set their numbers as your SOS Assistance numbers
- Additional cost may be charged for SMS messages.

## Set SOS Assistance number

1. Tap  > **Advanced Settings**.
2. Tap **SOS and Support** > **SOS numbers**.
3. To select the SOS number which will be called : Tap on **Not selected** and select the number from the Phonebook.



4. Tap **Save**.
  - A confirmation SMS is sent to the selected person to inform that He/She is the contact in case of emergency.
5. For the five other SOS numbers, repeat as above and tap **Save**.
  - You may also assign a contact to receive alerts when your battery is low, in **SOS and Support** and then **Caregiver Support Numbers**.

## Call SOS Assistance number

- You must set the SOS Assistance numbers first, in order to dial out.
- Network service must be active in order for SOS Assistance to work normally.
- Additional cost may be charged for SMS messages.

Press and hold SOS button  for **3 seconds** to dial out assistance numbers.

- The smartphone automatically enters handsfree mode and you can hear/speak to your SOS contact.
- SMS is sent to 5 recipients, including the recipient of this assistance call.

To stop the SOS action, press and hold **CANCEL** during the countdown .

## Advanced Settings

Select  to access the following options in **Advanced Settings** menu.

- Initial setting
- Contacts
- Personal Info
- SOS and Support

Tap  > **Advanced Settings**.

## Talking Digits

By default, while tapping the dialpad numbers, the smartphone will announce the digits, (except in silent mode).

To disable this feature: **Advanced Settings > Display & Sound Settings > Sound Settings > Read dialed digit out loud, Tap No > Tap Save**

## Rearrange applications in Apps menu

You can change the order in which apps are displayed in Apps menu.

1. Go to **Advanced settings> Display & Sound settings > Application filter**.
2. For each app, tap the arrow on the right side, scroll up or down to select the desired position, then tap **Back**.

## Rearrange the menu buttons

You can change the order in which menu buttons (WhatsApp, Phonebook, Fun, ...) are displayed.

1. Go to **Advanced settings> Display & Sound settings > More menu sorter**.
2. For each element, tap the small arrow on the right side and scroll up or down to select the desired position, then tap **Back**

## Manage messages filter

You can manage which apps will generate notifications in Messages menu.

1. Go to **Advanced settings> Display & Sound settings > Messages Filter**.
2. For each app, tap on the left square to allow or disallow the notification.

## Android settings

There are several ways you can access Android settings.

### Method 1

Go to **Advanced settings> Android settings**;

### Method 2

**Advanced settings> Exit system settings > once in Android tap Settings (or any other);**

### Method 3

From Home page, use the down arrow and tap **Tools > Exit system**.

To return to the main screen, simply press Home key (see ⑦ "Smartphone overview").

## FAQ's

| Questions                                      | Answers                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
|------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| I would like to change my smartphone language. | <p>Language is part of Android System Settings.<br/>From Simple Smartphone home page:</p> <ol style="list-style-type: none"><li>1. Tap ▼ twice &gt; <b>Settings</b> &gt; <b>Advanced Settings</b> &gt; <b>Android Settings</b>.</li><li>2. Scroll down &gt; tap <b>System</b> &gt; <b>Languages &amp; Input</b> &gt; <b>Languages</b>.</li><li>3. Add your desired language. <u>Press and hold</u> the language name and drag it to the top of the list.</li></ol>                                                                                                                                                              |
| How can I modify ringer volume and melody?     | <p>From Simple Smartphone home page:</p> <ol style="list-style-type: none"><li>1. Tap ▼ twice &gt; <b>Settings</b> &gt; <b>Advanced Settings</b> &gt; <b>Android Settings</b>.</li><li>2. Scroll down &gt; tap <b>Sound</b>.</li><li>3. To modify ringer volume, scroll to <b>Ring &amp; notification volume</b> and select the desired volume.<ul style="list-style-type: none"><li>• By default the middle level is used.</li></ul></li><li>4. To modify ringer melody, scroll to <b>Phone Ringtone</b>. Select one ringtone and tap <b>OK</b>.</li><li>5. As usual, press Home key ⑦ to return to the main screen.</li></ol> |
|                                                |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |

| Questions                                                                                      | Answers                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
|------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p>How can I modify the listening volume for radio or videos in Simple Smartphone mode?</p>    | <p>You can easily adjust Media volume while music or videos are playing, with the Volume keys.</p> <p>You can also do it through Android System Settings:<br/>From Simple Smartphone home page:</p> <ol style="list-style-type: none"> <li>1. Tap  twice &gt; <b>Settings</b> &gt; <b>Advanced Settings</b> &gt; <b>Android Settings</b>.</li> <li>2. Scroll down &gt; tap <b>Sound</b>.</li> <li>3. Use the sliding bar to adjust <b>Media volume</b> to your needs. <ul style="list-style-type: none"> <li>• By default the middle level is used.</li> </ul> </li> <li>4. As usual, press Home key  to return to the main screen.</li> </ol> |
| <p>I have received on my smartphone a notification for updating it. What should I do?</p>      | <p>Tap <b>Download</b> and follow instructions.</p> <ul style="list-style-type: none"> <li>• Once the download is done, phone will restart.</li> </ul> <p>If you have seen the notification but missed to install it, then press: <b>Tools</b> &gt; <b>Exit System</b> &gt; <b>Settings/ About phone</b> &gt; <b>System Update</b>. Tap <b>Download</b>.</p> <ul style="list-style-type: none"> <li>• Once the download is done (can take few minutes), press: <b>Install now</b> &gt; <b>OK</b>. The phone will restart.</li> </ul>                                                                                                                                                                                                                                                                             |
| <p>I would like to use S/M 510 as a regular smartphone. Can I change back to Android mode?</p> | <p>Yes, you can always change mode.</p> <p>From Simple Smartphone home page:</p> <ol style="list-style-type: none"> <li>1. Tap  &gt; <b>Apps</b> &gt; <b>Select Home</b>.</li> <li>2. Tap <b>Android</b>.</li> </ol> <p><b>Select Home</b> is also available in Android mode, in case you want to switch back to Simple mode.</p>                                                                                                                                                                                                                                                                                                                                                                                               |

## Troubleshooting

| Issues                                                                                          | Solutions                                                                                                         |
|-------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------|
| The mobile phone cannot be switched on.                                                         | No battery inserted; Battery is not charged.                                                                      |
| The phone is requesting a PUK when I switch on the phone.                                       | If you do not have the PUK for your SIM card, please contact your service provider.                               |
| A message appears in the display for some functions, indicating execution/ use is not possible. | Some functions can only be used after the respective service has been applied for. Contact your service provider. |
| Screen frozen or no response when pressing keys.                                                | Remove the battery for 3 minutes and try again.                                                                   |
| No connection to the mobile telecommunication network.                                          | Contact your service provider.                                                                                    |
| The <b><i>Insert SIM</i></b> message appears in the display.                                    | Make sure that the SIM card has been installed correctly. Contact your service provider.                          |

| Issues                                                                           | Solutions                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
|----------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| The battery cannot be charged or is empty within a short time (S/M 510-M).       | <ul style="list-style-type: none"><li>• Battery may be defective.</li><li>• Make sure the magnetic tip is properly inserted into your smartphone USB jack.</li><li>• Approach the magnetic side of the USB cable to the magnetic tip, until they stick together.</li><li>• If you cannot hear any sound or you cannot see the charging icon on the phone screen, then make sure the power adaptor is properly connected to the mains.</li><li>• Charge the mobile phone for 4 hours.</li></ul> |
| The easy-charging dock does not work. I cannot charge my smartphone (S/M 510-C). | <ul style="list-style-type: none"><li>• Place the smartphone on the easy-charging dock.</li><li>• If you cannot hear any sound or you cannot see the charging icon on the phone screen, then make sure the power adaptor is well connected and the smartphone properly positioned on the dock.</li></ul>                                                                                                                                                                                       |
| The mobile phone has accidentally got wet.                                       | Switch off the phone immediately, and remove the battery to allow the unit to dry completely before powering it on again.                                                                                                                                                                                                                                                                                                                                                                      |



# Declaration of Conformity

The logo CE printed on the products indicates the conformity with all essential requirements (RED directive: 2014/53/EU).



The logo UKCA printed on the products indicates the conformity with all essential requirements (Radio Equipment regulations 2017).



You can download the Declaration of Conformity from our websites:

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## **UG S/M 510 UK ATL1426649**

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