

A103ZT

User Guide

1

Images and screenshots used in this manual may differ from the actual product. Content in this manual may differ from the actual product or software.

Trademarks

ZTE and the ZTE logos are trademarks of ZTE Corporation.

Android™ is a trademark of Google LLC.

The *Bluetooth*® word mark and logos are registered trademarks owned by the Bluetooth SIG, Inc. and any use of such marks by ZTE Corporation is under license.

 microSDXC Logo is a trademark of SD-3C, LLC.



For DTS patents, see <http://patents.dts.com>. Manufactured under license from DTS Licensing Limited. DTS, the Symbol, & DTS and the Symbol together, DTS:X, the DTS:X logo, and DTS:X Ultra are registered trademarks or trademarks of DTS, Inc. in the United States and/or other countries. © DTS, Inc. All Rights Reserved.

Other trademarks and trade names are those of their respective owners.

Version No.: R1.0

Edition Time: July 2, 2021

3

About This Guide

Thank you for choosing this ZTE mobile device. In order to keep your device in its best condition, please read this guide and keep it for future reference.

Copyright

Copyright © 2021 ZTE CORPORATION

All rights reserved.

No part of this publication may be quoted, reproduced, translated or used in any form or by any means, electronic or mechanical, including photocopying and microfilm, without the prior written permission of ZTE Corporation.

Notice

ZTE Corporation reserves the right to make modifications on print errors or update specifications in this guide without prior notice. This manual has been designed with the utmost care to ensure the accuracy of its content. However, all statements, information and recommendations contained therein do not constitute a warranty of any kind, either expressed or implied.

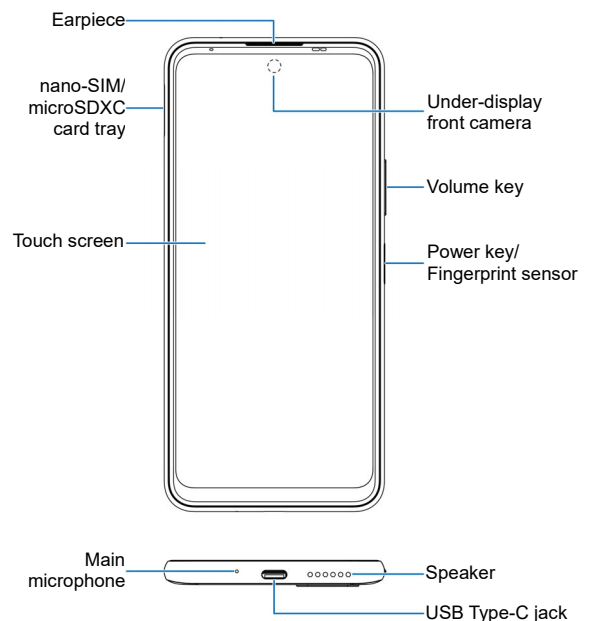
We offer self-service for our smart terminal device users. Please visit the ZTE official website (at <http://www.ztedevices.com>) for more information on self-service and supported product models. Information on the website takes precedence.

Disclaimer

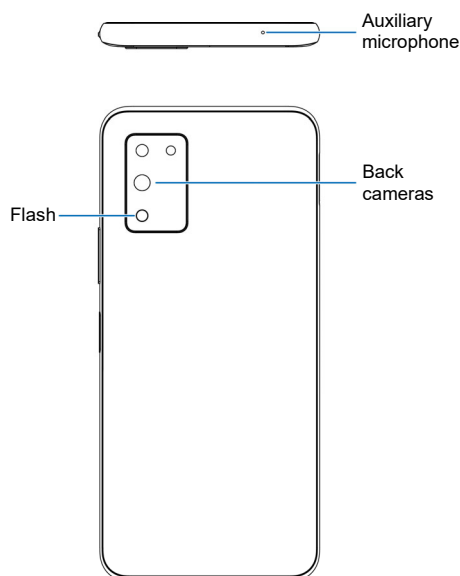
ZTE Corporation expressly disclaims any liability for faults and damages caused by unauthorized modifications of the software.

2

Getting to Know Your Phone



4



5

For Your Safety

General Safety

	Don't make or receive handheld calls while driving. Never text while driving.		Don't use at petrol stations.
	Keep your phone at least 5 mm away from your body while making calls.		Your phone may produce a bright or flashing light.
	Small parts may cause choking.		Don't dispose of your phone in fire.
	Your phone can produce a loud sound.		To prevent possible hearing damage, do not listen at high volume levels for long periods. Exercise caution when holding your phone near your ear while the loudspeaker is in use.

6

	Avoid contact with anything magnetic.		Avoid extreme temperatures.
	Keep away from pacemakers and other electronic medical devices.		Avoid contact with liquids. Keep your phone dry.
	Turn off when asked to in hospitals and medical facilities.		Do not attempt to disassemble your phone.
	Turn off when told to on aircraft and at airports.		Only use approved accessories.
	Turn off when near explosive materials or liquids.		Don't rely on your phone as a primary device for emergency communications.
	For pluggable equipment, the socket-outlet shall be installed near the equipment and shall be easily accessible.		

7

Radio Frequency (RF) Energy

General Statement on RF Energy

Your phone contains a transmitter and a receiver. When it is ON, it receives and transmits RF energy. When you communicate with your phone, the system handling your call controls the power level at which your phone transmits.

Specific Absorption Rate (SAR)

Your mobile device is a radio transmitter and receiver. It is designed not to exceed the limits for exposure to radio waves recommended by international guidelines. These guidelines were developed by the independent scientific organization ICNIRP and include safety margins designed to assure the protection of all persons, regardless of age and health.

The guidelines use a unit of measurement known as Specific Absorption Rate, or SAR. The SAR limit for mobile devices is 2 W/kg and the highest SAR value for this device when tested at the head was **xxxx**W/kg, and when tested at the body was **xxxx**W/kg with 5 mm distance. As mobile devices offer a range of functions, they can be used in other positions, such as on the body as described in this user manual*.

As SAR is measured utilising the device's highest transmitting power, the actual SAR of this device while operating is typically below that indicated above. This is due to automatic changes to the power level of the device to ensure it only uses the minimum power required to communicate with the network.

8

* Please see body worn operation.

Body Worn Operation

Important safety information regarding radio frequency radiation (RF) exposure:

To ensure compliance with RF exposure guidelines the phone must be used with a minimum of 5 mm separation from the body.

Failure to observe these instructions could result in your RF exposure exceeding the relevant guideline limits.

Limiting Exposure to Radio Frequency (RF) Fields

For individuals concerned about limiting their exposure to RF fields, the World Health Organisation (WHO) provides the following advice:

Precautionary measures: Present scientific information does not indicate the need for any special precautions for the use of mobile phones. If individuals are concerned, they might choose to limit their own or their children's RF exposure by limiting the length of calls, or using 'hands-free' devices to keep mobile phones away from the head and body.

Further information on this subject can be obtained from the WHO home page <http://www.who.int/peh-emf> (WHO Fact sheet 193: June 2000).

be found under the Display Grant section of www.fcc.gov/oet/ea/fccid after searching on FCC ID: SRQ-A103ZT.

For this device, the highest reported SAR value for usage against the head is 1.47 W/kg, and for usage near the body is 1.19 W/kg.

While there may be differences between the SAR levels of various phones and at various positions, they all meet the government requirements.

SAR compliance for body-worn operation is based on a separation distance of 0.6 inches (15 mm) between the unit and the human body. Carry this device at least 0.6 inches (15 mm) away from your body to ensure RF exposure level compliant or lower to the reported level. To support body-worn operation, choose the belt clips or holsters, which do not contain metallic components, to maintain a separation of 0.6 inches (15 mm) between this device and your body.

RF exposure compliance with any body-worn accessory that contains metal was not tested and certified, and use of such body-worn accessory should be avoided.

FCC Regulations

This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

FCC RF Exposure Information (SAR)

This phone is designed and manufactured not to exceed the emission limits for exposure to radio frequency (RF) energy set by the Federal Communications Commission of the United States.

During SAR testing, this device was set to transmit at its highest certified power level in all tested frequency bands, and placed in positions that simulate RF exposure in usage against the head with no separation, and near the body with the separation of 0.6 inches (15 mm). Although the SAR is determined at the highest certified power level, the actual SAR level of the device while operating can be well below the maximum value. This is because the phone is designed to operate at multiple power levels so as to use only the power required to reach the network. In general, the closer you are to a wireless base station antenna, the lower the power output.

The exposure standard for wireless devices employing a unit of measurement is known as the Specific Absorption Rate, or SAR. The SAR limit set by the FCC is 1.6 W/kg.

The device is complied with SAR for general population/uncontrolled exposure limits in ANSI/IEEE C95.1-1992 and had been tested in accordance with the measurement methods and procedures specified in IEEE 1528.

The FCC has granted an Equipment Authorization for this model phone with all reported SAR levels evaluated as in compliance with the FCC RF exposure guidelines. SAR information on this model phone is on file with the FCC and can

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

Distractions

Driving

Full attention must be given to driving at all times in order to reduce the risk of an accident. Using a phone while driving

(even with a hands-free kit) can cause distraction and lead to an accident. You must comply with local laws and regulations restricting the use of wireless devices while driving.

Operating Machinery

Full attention must be given to operating the machinery in order to reduce the risk of an accident.

Product Handling

General Statement on Handling and Use

You alone are responsible for how you use your phone and any consequences of its use.

You must always switch off your phone wherever the use of a phone is prohibited. Use of your phone is subject to safety measures designed to protect users and their environment.

- Always treat your phone and its accessories with care and keep them in a clean place.
- Keep the screen and camera lens clean. An unclean screen or camera lens may slow down the phone's reaction to your operations or interfere with the image quality.
- Clean your phone and its accessories with a soft material such as cleaning cloth for eyeglass lenses. Do not use alcohol or other corrosive substances for cleaning or allow them to get inside.
- Do not expose your phone or its accessories to open flames

13

temperatures can damage the device and reduce the charging capacity and lifespan of your device and battery.

WARNING!

Do not remove the back cover. The battery is not removable. Removal may cause fire or explosion.

- Do not change or replace the built-in rechargeable battery in your device by yourself. The battery can only be changed or replaced by ZTE or ZTE authorized service provider.
- Do not place the device or the battery in or near heating equipment, such as microwave ovens, stoves or radiators. Keep the device and the battery away from excessive heat and direct sunlight. If not, the device or the battery may overheat and cause explosion or fire.
- Do not disassemble, squeeze or puncture the device, as this can cause explosion or fire.
- Do not throw the device into a fire to avoid explosion.
- Please disconnect the charger when the battery is fully charged. Overcharging may shorten the battery life.
- When not using the device for a long period, please charge the battery about half and then store the device in a cool dry place.
- If the battery damages or shows signs of swelling or leakage, please stop use immediately and contact ZTE or ZTE authorized service provider for replacement.

15

or lit tobacco products.

- Do not expose your phone or its accessories to liquid, moisture or high humidity.
- Do not drop, throw or try to bend your phone or its accessories.
- Do not use harsh chemicals, cleaning solvents, or aerosols to clean the phone or its accessories.
- Do not paint your phone or its accessories.
- Do not attempt to disassemble your phone or its accessories. Only authorized personnel can do so.
- Do not place your phone inside or near heating equipment or high-pressure containers, such as water heaters, microwave ovens, or hot cooking utensils. Otherwise, your phone may be damaged.
- Please check local regulations for disposal of electronic products.
- Do not carry your phone in your back pocket as it could break when you sit down.

Battery Safety

- Using ZTE-unapproved or incompatible battery, charger or power adapter may damage your device, shorten its lifespan or cause a fire, explosion or other hazards.
- The recommended operating temperatures are 0 °C to 35 °C and the storage temperatures are -20 °C to +45 °C. Extreme

14

Small Children

Do not leave your phone and its accessories within the reach of small children or allow them to play with it. They could hurt themselves or others, or could accidentally damage the phone.

Your phone contains small parts with sharp edges that may cause an injury or may become detached and create a choking hazard.

Demagnetization

To avoid the risk of demagnetization, do not allow electronic devices or magnetic media close to your phone for a long time.

Electrostatic Discharge (ESD)

Do not touch the metallic connectors of the nano-SIM card and the microSDXC card.

Antenna

Do not touch the antenna unnecessarily.

Normal Use Position

When placing or receiving a phone call, hold your phone to your ear, with the bottom towards your mouth.

Airbags

Do not place a phone in the area over an airbag or in the airbag

16

deployment area, as an airbag inflates with great force and serious injury could result. Store the phone in a safe and secure area before driving your vehicle.

Seizures/Blackouts

Your phone can produce a bright or flashing light. A small percentage of people may be susceptible to blackouts or seizures (even if they have never had one before) when exposed to flashing lights or light patterns such as when playing games or watching videos. If you have experienced seizures or blackouts or have a family history of such occurrences, please consult a physician. To reduce the risk of blackouts or seizures, use your phone in a well-lit room and take frequent breaks.

Repetitive Strain Injuries

To minimize the risk of Repetitive Strain Injury (RSI) when texting or playing games with your phone:

- Do not grip the phone too tightly.
- Press the buttons lightly.
- Use the special features which are designed to minimize the times of pressing buttons, such as Message Templates and Predictive Text.
- Take frequent breaks to stretch and relax.

Emergency Calls

This phone, like any other wireless phone, operates using radio

17

Faulty and Damaged Products

Do not attempt to disassemble the phone or its accessories. Only qualified personnel can service or repair the phone or its accessories. If your phone (or its accessories) has been submerged in water, punctured, or subjected to a severe fall, do not use it until you have taken it to be checked at an authorized service center.

Radio Frequency Interference

General Statement on Interference

Care must be taken when using your phone in close proximity to personal medical devices, such as pacemakers and hearing aids.

Please consult your doctor and the device manufacturers to determine if the operation of your phone may interfere with the operation of your medical devices.

Pacemakers

Pacemaker manufacturers recommend that a minimum separation of 15 cm be maintained between a mobile phone and a pacemaker to avoid potential interference with the pacemaker. To achieve this, use the phone on the opposite ear to your pacemaker and do not carry it in a breast pocket.

Hearing Aids

People with hearing aids or other cochlear implants may

19

signals, which cannot guarantee connection in all conditions. Therefore, you must never rely solely on any wireless phone for emergency communications.

Loud Noise

This phone is capable of producing loud noises, which may damage your hearing. Turn down the volume before using headphones, Bluetooth headsets or other audio devices.

Phone Heating

Your phone may become warm during charging and during normal use.

Electrical Safety

Accessories

Use only approved accessories.

Do not connect with incompatible products or accessories.

Take care not to allow metal objects, such as coins or key rings, to contact or short-circuit the USB Type-C jack. Never puncture the surface of the phone with sharp objects.

Connection to Vehicles

Seek professional advice when connecting a phone interface to the vehicle electrical system.

18

experience interfering noises when using wireless devices or when one is nearby.

The level of interference depends on the type of the hearing device and the distance from the interference source. Increasing the separation between them may reduce the interference. You may also consult your hearing aid manufacturer to discuss alternatives.

Medical Equipment

Switch off your wireless device when you are requested to do so in hospitals, clinics or healthcare facilities. These requests are designed to prevent possible interference with sensitive medical equipment.

Aircraft

Switch off your wireless device whenever you are instructed to do so by airport or airline staff.

Consult the airline staff about the use of wireless devices onboard the aircraft and enable aeroplane mode of your phone when boarding an aircraft.

Wi-Fi

The device is restricted to indoor use only when operating in the 5150 to 5350 MHz frequency range.

20

Interference in Vehicles

Please note that because of possible interference with electronic equipment, some vehicle manufacturers forbid the use of mobile phones in their vehicles unless a hands-free kit with an external antenna is included in the installation.

Explosive Environments

Petrol Stations and Explosive Atmospheres

In locations with potentially explosive atmospheres, obey all posted signs to turn off wireless devices such as your phone or other radio equipment.

Areas with potentially explosive atmospheres include fuelling areas, below decks on boats, fuel or chemical transfer or storage facilities, and areas where the air contains chemicals or particles, such as grain, dust, or metal powders.

Blasting Caps and Areas

Power off your mobile phone or wireless device when in a blasting area or in areas where signs are posted to power off “two-way radios” or “electronic devices” to avoid interfering with blasting operations.

E-labelling

Settings > About phone > E-labelling information.