

T-Mobile

# Welcome

## Start Guide



**ZTE** Zmax™



**ZTE Zmax™**  
**Quick Start Guide**

## Service

If you are a new T-Mobile® customer and your service has not yet been activated, call Customer Care at 1-800-937-8997 and a T-Mobile Activations representative will assist you. You will need the following information when activating service:

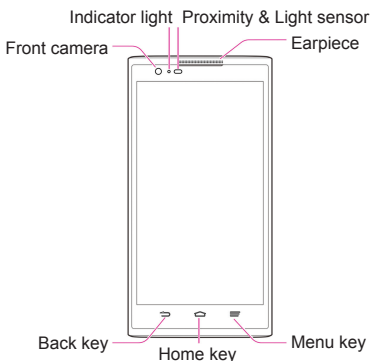
- Your Service Agreement and the agent code on your Agreement.
- Your name, home address, home phone number, and billing address.

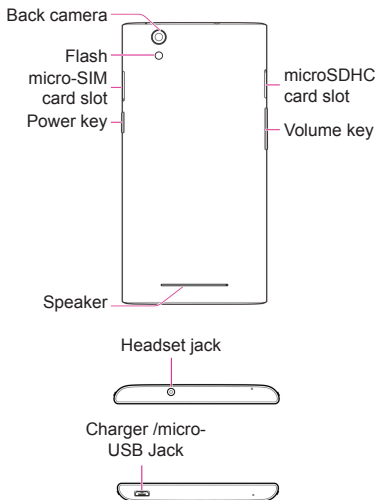
**NOTE:** For business and government accounts, please provide the name of the organization, the address, and the tax ID.

- Your Social Security number, current driver's license number, and date of birth for credit check purposes.
- Your choice of T-Mobile rate plan and services. (see [www.t-mobile.com](http://www.t-mobile.com) for the latest plan information.)
- SIM serial number and IMEI number. (located on the box barcode label.)

**NOTE:** Service or use is your agreement to T-Mobile's Terms and Conditions and your Service Agreement. **T-Mobile requires ARBITRATION of disputes UNLESS YOU OPT-OUT WITHIN 30 DAYS OF ACTIVATION.** See T-Mobile's Terms and Conditions for details at [www.T-Mobile.com/terms-conditions](http://www.T-Mobile.com/terms-conditions).

## Getting to Know Your Phone



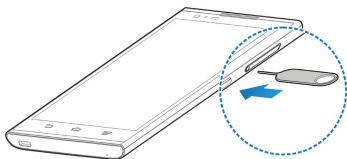


# Starting Up

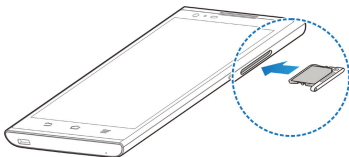
## Installing the micro-SIM Card

Switch off your phone before installing the micro-SIM card.

1. Use the tray eject tool to take out the card tray.



2. Hold the micro-SIM card with the cut corner oriented as shown and slip it into the card tray.

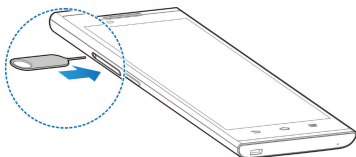


**CAUTION:** To avoid damage to the phone, please do not use other kinds of SIM cards, and do not use a non-standard micro-SIM

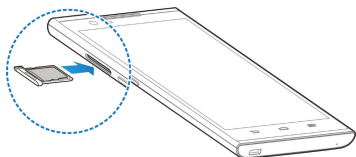
card cut from a SIM card. You can get the standard micro-SIM card from your service provider.


## Installing the microSDHC Card (sold separately)

1. Use the tray eject tool to take out the card tray.



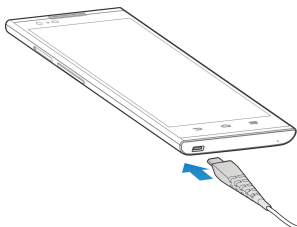
2. Hold the micro-SIM card with the cut corner oriented as shown and slip it into the card tray.



**NOTE:** microSDHC logo  is a trademark of SD-3C, LLC.

## Charging the Battery

Before turning on your device, charge it fully. Be sure to use the charger that came with the device.



## Turning Your Phone On and Off

Make sure the micro-SIM card is in your device and the battery is charged.

- Press and hold the **Power Key** to turn on your phone.
- To turn it off, press and hold the **Power Key** to open the options menu. Touch **Power off** and then touch **OK**.

# Touchscreen and Navigation



## Touchscreen

Your phone's touchscreen lets you control actions through a variety of touch gestures.




- Touch: Use your finger tip to lightly touch the screen.
- Touch and hold: To open the available options for an item (for example, a message or link in a Web page).
- Swipe or Slide: Use quick flicks of your finger on the touch screen to swipe up, down, left, and right.
- Pinch: Spread two fingers apart or pinch them together on the screen to zoom in or out on a web page or a gallery image.

## Navigating Your Phone

The navigation bar is usually at the bottom of the screen.

- Touch  to return to the previous screen.
- Touch  at any time to return to the main home screen.

Touch and hold  to access Google search.


- Touch  to access menu options for the current screen.  
Touch and hold  to access your recent apps.
- Touch  to access applications on your phone.


## Managing Shortcuts and Widgets

### Applying new Wallpaper

1. Touch and hold a blank part of the home screen.
2. Touch **Gallery**, **Live Wallpapers**, **Photos** or **Wallpapers** and choose the image or animation you want to use as the wallpaper.
3. For Gallery images, touch **OK**.  
For Photos images, touch **SET WALLPAPER**. For Live wallpapers or Wallpapers, touch **Set wallpaper**.

### Adding Shortcuts or Widgets

1. Touch  from the Home screen, and then choose **APPS** or **WIDGETS**.
2. Touch and hold an app icon or a widget you wish to add and then drag it to a home screen.

**TIP:** To move an icon, press and hold it and drag it to a new location. To delete it, drag it to .

## Organizing Your Home Screens

1. Touch and hold a shortcut on the home screen.
2. Drag the shortcut icon over another and release your finger. A new folder is created and both shortcuts are added into the folder.
3. If needed, drag more shortcuts and drop them into the folder.



## Setting a Screen Lock

1. From the Home screen, touch the **Menu Key > System settings > Security > Screen lock**.
2. Touch **Long press, Face Unlock, Pattern, PIN or Password**.
  - ▶ Touch **Long press** to enable unlock with a 'touch and hold' gesture. You can unlock the screen by touching and holding any blank area of the screen.
  - ▶ Touch **Face Unlock** to let the phone capture your face. You can unlock

the screen by looking at the front camera.

- ▶ Touch **Pattern** to create a pattern that you must draw to unlock the screen.
- ▶ Touch **PIN** or **Password** to set a numeric PIN or a password you must enter to unlock your screen.

## Access account information

1. From the Home screen, touch  > .
2. Follow the on-screen prompts to view what's new in the app.
3. Choose from an available category such as: **Account**, **Device Support**, **Notifications**, and others.

## Connections

### Connecting to Bluetooth®

1. From the Home screen, touch the **Menu Key > System settings > Bluetooth**.
2. Slide the **Bluetooth** switch to the **ON** position.

3. If necessary, touch **SEARCH FOR DEVICES**. Review all available Bluetooth devices in range.
4. Touch the device you want to pair with.
5. Confirm that the Bluetooth passkeys are the same between the two devices and touch **Pair**.
6. Pairing is successfully completed when the other device accepts the connection or the same passkey is entered.

## Connecting to Wi-Fi

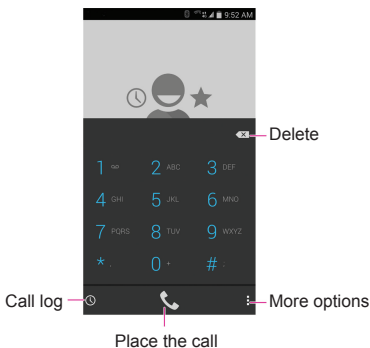
1. From the Home screen, touch the **Menu Key > System settings > Wi-Fi**.
2. Slide the **Wi-Fi** switch to the **ON** position.
3. Touch the **Menu Key > Scan** to display a list of Wi-Fi networks in range.
4. Touch a network name to connect to it.
5. If the network is secured, enter the password and touch **Connect**.





**NOTE:** Your phone automatically connects to previously used Wi-Fi networks when they are in range.

# Phone Calls


You can place calls from the Phone app, the Contacts app, or other apps or widgets that display contact information.

## Making a Call





1. From the Home screen, touch  > .
2. In the dialer tab, enter the phone number with the on-screen keypad. Touch  to delete incorrect digits.
3. Touch the  icon below the keypad to place the call.



## Ending a call

- During a call, touch  **End** on the screen.

## Answering a call

- When you receive a phone call, drag  over  to answer the call.



## Rejecting a call

- When you receive a phone call, drag  over  to reject the call.

## Voicemail


If you have set the phone to divert certain calls to the voicemail, callers can leave voicemail messages when they cannot reach you.

## Checking Voicemail

- From the Home screen, touch  > .
- Touch and hold **1 Key** in the dialer.
- Follow the voice prompts to listen to and manage your voicemail messages.

## Visual Voicemail

Visual Voicemail allows users to view, listen to and save all voicemails in any order directly from the phone, without the need of calling the voicemail system.

1. From the Home screen, touch >  .
2. The inbox with all voicemail messages will be displayed.

If this is the first time accessing Visual Voicemail, you may be prompted to enter a new PIN code and touch **Next** to activate Visual Voicemail.

3. Touch a voicemail to listen to it.

## Wi-Fi Calling

To use Wi-Fi Calling please use the micro-SIM card shipped with your device. A different micro-SIM card may not work with the Wi-Fi Calling feature. You must also have a 911 emergency address registered with your account.

Please note: Corporate accounts may require administrator assistance for 911 Address registration.

## To enable Wi-Fi Calling

1. From the Home screen, touch the **Menu Key > System settings > More....**
2. Slide the **Wi-Fi Calling** switch to the **On** position.

## To disable Wi-Fi Calling

1. From the Home screen, touch the **Menu Key > System settings > More....**
2. Slide the **Wi-Fi Calling** switch to the **Off** position.

## To change the connection preference for Calling

1. From the Home screen, touch the **Menu Key > System settings > More....**
2. Touch **Wi-Fi Calling** and select your connection preference.



## About Wi-Fi Calling

Wi-Fi Calling can improve your coverage and allows you to make phone calls and send messages over a Wi-Fi network (when a Wi-Fi network is available). Unless your rate plan provides otherwise, Wi-Fi Calling minutes count the same as cellular calling minutes on your phone bill.



# Contacts

You can add contacts and manage your contacts information on your phone.



## Creating a new contact

1. From the Home screen, touch .
2. Touch  to add a new contact.
3. Touch the account field near the top of the screen to choose where to save the contact. If a sync account is selected, the contacts will be synced automatically with your account online.
4. Enter the contact name, phone numbers, email addresses, and other information.
5. Touch **DONE** to save the contact.

## Editing a Contact

1. From the Home screen, touch .
2. Touch a contact you need to edit and then touch .
3. Edit the contact and touch **DONE**.

## Delete a Contact

1. From the Home screen, touch .
2. Touch a contact you want to delete and touch  > **Delete** > **OK**.

# Smartphone Mobile HotSpot


This feature allows you to turn your device into a Wi-Fi hotspot. The feature works best when used in conjunction with 4G and 4G LTE data services (although 3G service can also be used).

**NOTE:** The Smartphone Mobile HotSpot service cannot be active when device is connected to Wi-Fi. Please disconnect your Wi-Fi connection prior to activating this service.

**NOTE:** You must have qualifying service on your account in order to use the Mobile HotSpot.

## To active the Smartphone Mobile HotSpot service for the first time:



1. From the Home screen, touch the **Menu Key > System settings > More... > Tethering & Mobile HotSpot**.
2. Check **Mobile HotSpot** zone to turn it on.

3. Edit the **Network SSID** field and then create a new Network SSID name.
4. Touch **Frequency band** field to select the frequency.
5. Touch **Channel** field to select the channel.
6. Verify the **Security** field is set to **WPA2 PSK**.
7. Enter a new password then write it down.
8. Enable the **Broadcast network name(SSID)** field if you would like to broadcast your SSID name to nearby devices.
9. Touch **Save** to store the new settings.
10. Confirm the Mobile HotSpot active icon  appears at the top of the screen.

**NOTE:** By default, during the initial setup process, the connection is not secure. It is recommended that you maintain a secure connection by using a password for communication.

**NOTE:** Using your 4G service and Smartphone Mobile HotSpot drains your phone's battery at a much faster rate than when using any other feature combination. The best way to keep using the phone as a HotSpot is to have it connected to a power supply.

## To change the Mobile HotSpot password:

1. From the Home screen, touch  > .
2. Touch **Mobile HotSpot settings** > **Configure Mobile HotSpot**.
3. Touch the **Security** field and select **WPA2 PSK**.
4. With security enabled, delete the previous **password** and enter a new one into the Password field.


**NOTE:** The more complex the password, the harder it will be for intruders to break your security. It is recommended that you not use names, birthdays, or other personal information.

5. Touch **Save** to store the new settings.

# Email

Access your Gmail™, corporate email and personal email wherever you are.

## Set Up the First Email Account


1. From the Home screen, touch  .
2. When you open **Email** for the first time, enter your email address and password.
3. Touch **Next** to let the phone retrieve the network parameters automatically.


**NOTE:** You can also enter these details manually by touching **Manual setup** or when automatic setup fails.


4. Follow the on-screen instructions to finish the setup.

Your phone will show the inbox of the email account and start to download email messages.

## Writing and Sending an Email

1. Open your email Inbox and touch  .
2. Enter a contact name or email address in the 'To' field. Separate each recipient






with a comma. You can also touch  to select recipients from your contacts, groups or history.

3. Enter the email subject and compose the email text.
4. Touch the **Menu Key > Attach file** to add images, videos and other types of files as attachments.
5. Touch  at the top right of the screen to send the message.

# Messaging

You can use Messaging to exchange text messages (SMS) and multimedia messages (MMS).




## Writing and sending a message

1. From the Home screen, touch .
2. On the **Messaging** screen, touch  at the bottom.
3. Add recipients by one of the following ways.
  - ▶ Touch the **To** field and manually enter the recipient's number the contact name. If the phone presents a few suggestions, touch the one you want to add.
  - ▶ Select recipients from your contacts by touching .
4. Touch the **Type message** field and enter the content of your text message.
5. Touch  to attach a file to the message (such as pictures, videos, audio files, etc...).
6. Touch .

# Maps



To find your location on Google Maps, you must have location services turned on on your phone.

## Getting Your Location




1. From the Home Screen, touch  > .
2. Touch  at the bottom.


The map centers on a blue blinking dot that indicates your location.

## Searching for a Location

1. From the Home Screen, touch  > .
2. Enter the place you're looking for in the search box at the top.
4. Touch the search icon on the keyboard. Red points indicating search results appear on the map.
5. Touch a red point to open a card at the bottom with summary information about the location.

## Getting Directions to Your Destination

1. From the Home Screen, touch  > .
2. Touch  beside the search box.
3. Select the mode of transportation and then enter a start and end point.  
As suggested routes appear, touch one to see it on the map. Slide the bottom card up to see the route directions in a list.





**NOTE:** Touch  (Start) to use Google Maps Navigation (beta) and get turn-by-turn voice directions.

## Play Store

There are tens of thousands of games and applications in the Google Play Store for you to download and install.

Before you begin, make sure that you have signed in to your Google account.

## Installing Apps

1. From the Home screen, touch . The first time you launch **Play Store**, accept the Google Play Terms of Service.
2. Find the apps you need either by category or by touching .
3. Touch the app to see detailed description.
4. Touch **INSTALL** (free apps) or the price (paid apps). If the app is not free, you need to sign in to your Google Wallet account and select a payment method.
5. Wait for the app to be downloaded and installed automatically. Payment needs to be authorized before paid apps start downloading.
6. The app is successfully installed when the  icon appears in the status bar. You can find the new app after touching the **Home Key** > .

# Camera

Take pictures and record videos right from your phone with the camera and camcorder.

Switch between the front and back camera

Turn on or off flash

Color effect

Settings






View photos and videos

Capture a picture





Start recording


Scene mode

## Taking a Picture

1. From the Home screen, touch  > .
2. Aim the camera at the subject and make any necessary adjustment.
3. Touch  to take a photo.

## Recording a Video


1. From the Home screen, touch  > .
2. Aim the camera at the subject and make any necessary adjustment.
3. Touch  to start recording.
4. Touch  to stop recording.

**TIP:** While the recording is in progress, you can touch  to save the frame as a separate photo.








## Chrome

Use Chrome to view web pages and search for information.

### Open a Web Page

1. From the Home screen, touch .
2. Touch the address box.
3. Enter the address (URL) of a web page, and touch Go on the keyboard.

### Working With an Opened Page

- Go back: Touch  > .
- Go forward: Touch  > .
- Refresh the page: Touch .
- Open another browser tab: Touch  > **New tab**.
- Switch between tabs: Touch .

# Emergency Alert

Wireless Emergency Alert (“WEA”), also known as Commercial Mobile Alert System (“CMAS”), is a personalized emergency alert system designed to alert you of nearby threats or emergencies. Your phone is capable of receiving three kinds of alert messages:

- Presidential Alerts
- Imminent Threats to Safety Alerts
- Amber Alerts

Your phone notifies you in the following ways:

- Transmit a unique tone
- Vibrate with a unique cadence
- Display the alert message

Opt out of WEA alerts


You cannot turn off the Presidential Alert, but you can turn off the Imminent Alerts and Amber Alerts. To turn off, see “Changing Emergency Alert Messaging Settings” below.

Additional Information

There is no additional charge to receive WEA alerts. Alerts may not be available: (1)

while on active calls; (2) if a subscriber is outside the T-Mobile coverage area; or (3) due to interference concerns. You cannot forward or reply to WEA alerts. Currently, WEA alerts will only be in English (no other languages available). Occasionally, a duplicate of a previously received alert may display again. For more information and FAQs see [www.t-mobile.com/CMAS](http://www.t-mobile.com/CMAS).

## Checking a Emergency Alert Message

1. Touch  in the Home Screen and select **Messaging**.
2. On the **Messaging** screen, touch the thread that has the emergency alert message.

## Changing Emergency Alert Messaging Settings

Touch the **Menu Key > Settings** in the Messaging screen to change emergency alert messaging settings.

# LEGAL INFORMATION

**Copyright © 2014 ZTE CORPORATION.**

**All rights reserved.**

**Approved Firmware Versions:** This device will only operate with firmware versions that have been approved for use by T-Mobile and the device manufacturer. If unauthorized firmware is placed on the device it will not function.

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.

ZTE Corporation reserves the right to correct typographical errors, misprints or update specifications in this guide without prior notice.

The Bluetooth® trademark and logos are owned by the Bluetooth SIG, Inc. and any use of such trademarks by ZTE Corporation is under license. Google, Gmail, Google Maps, Play Store, Chrome are trademarks

of Google, Inc. T-Mobile and the magenta color are registered trademarks of Deutsche Telekom AG.

We offer self-service for our smart terminal device users. Please visit ZTE official website (at [www.ztedevice.com](http://www.ztedevice.com)) for more information on self-service and supported product models. Information subject to the website.

## **INFORMATION ABOUT SAFEGUARDING HANDSETS**

T-Mobile encourages customers to take appropriate measures to secure their devices and invites them to take advantage of the features available on this device to help secure it from theft and/or other unauthorized access and use. This device has a locking function (e.g., user-defined codes or patterns) that can serve as a first line of defense against unauthorized use or access to stored information. Preloaded security applications that allow customers to track

or locate misplaced devices can be found on several T-Mobile devices. Lost or stolen devices should be immediately reported to T-Mobile so that proper measures can be taken to protect accounts.

For additional information, visit: [www.t-mobile.com / devicesecurity](http://www.t-mobile.com/devicesecurity) and [http://www.t-mobile.com/Company/ PrivacyResources.aspx](http://www.t-mobile.com/Company/PrivacyResources.aspx).

## ADDITIONAL INFORMATION

Use of some content or features may incur separate, additional charges and/or require qualifying service, or access to a Wi-Fi connection.

**Wi-Fi:** Device will not transition between Wi-Fi and the cellular network. Devices using wireless connections may be vulnerable to unauthorized attempts to access data and software stored on the device. Plan data allotment applies to use by connected devices sharing Wi-Fi. Use of connected devices subject to T-Mobile's Terms and Conditions.

**Wi-Fi Calling:** Wi-Fi connection required for Wi-Fi Calling; may decrement plan minutes. Most devices will not transition between Wi-Fi and the wireless network. See your selected service for details.

**Smartphone Mobile Hotspot:** Qualifying service required. Plan data allotment applies. Roaming and on-network data allotments differ; see your selected service for details. Use of connected devices subject to T-Mobile Terms and Conditions. Must use device manufacturer or T-Mobile feature.

**Messaging/Data:** You will be charged for all messaging and data sent by or to you through the network, regardless of whether or not data is received. Character length / file size of messages / attachments may be limited. T-Mobile is not liable for content of messages/attachments or for any failures, delays or errors in any T-Mobile generated alerts or notifications. Your data session, plan, or service may be slowed, suspended, terminated, or restricted if you use your service in a way that interferes with or impacts our network or ability to provide

quality service to other users, if you roam for a significant portion of your usage, or if you use a disproportionate amount of bandwidth during a billing cycle. You may not use your plan or device for prohibited uses.

**Downloads/Applications:** T-Mobile is not responsible for any third party content or Web site you may be able to access using your device. Additional charges may apply; not all downloads available on all devices. You obtain no rights in downloads; duration of use may be limited and downloads may be stored solely for use with your device. T-Mobile is not responsible for any download lost due to your error. T-Mobile is not responsible for Apps, including download, installation, use, transmission failure, interruption or delay, third party advertisements you may encounter while using an App, alterations any App may make to the functionality of your device, **including any changes that may affect your T-Mobile plan, service, or billing, or any content or website you may be able to access through an App.**

**Hearing Aid Compatibility:** This phone has

been tested and rated for use with hearing aids for some of the wireless technologies that it uses. However, there may be some newer wireless technologies used in this phone that have not been tested yet for use with hearing aids. It is important to try the different features of this phone thoroughly and in different locations, using your hearing aid or cochlear implant, to determine if you hear any interfering noise. Consult your service provider or the manufacturer of this phone for information on hearing aid compatibility. If you have questions about return or exchange policies, consult your service provider or phone retailer.

Devices and screen images are simulated.

See brochures and **Terms and Conditions (including arbitration provision)** at

T-Mobile.com, for rate plan information, charges for features and services, and restrictions and details, **including important limitations on availability and reliability of 9-1-1 emergency service when using Wi-Fi calling.**

# Electrical Safety

## Accessories

Use only approved accessories.

Do not connect with incompatible products or accessories.

Take care not to touch or allow metal objects, such as coins or key rings, to contact or short-circuit in the battery terminals.

Never puncture the surface of the battery with sharp objects.

## Connection to a Car

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

## 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 the phone in close proximity to personal medical devices, such as pacemakers and hearing aids.

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

The level of interference will depend on the type of 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 Devices

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

## Hospitals

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

# Notes

**T-Mobile®**

**ZTE**

**ZTE CORPORATION**

NO. 55, Hi-tech Road South, ShenZhen, P.R.China

Postcode: 518057

<http://www.ztedevice.com>   [mobile@zte.com.cn](mailto:mobile@zte.com.cn)

Service Hotline: 1-877-817-1759

---

The information on the package is only for your reference. Images are for your reference only. Please check the product model before purchasing.  
ZTE reserves the rights to change specifications and parameters of the products without further notice.

**TCS524005.1   P/N: 079584506686**