



SmartFlip
4G

Operator's Manual 4.0

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Safety Information

Welcome to Opel Mobile and thanks for purchasing our products. For the best performance, we recommend you read this manual carefully, especially the "safety instructions". This will take you a couple of minutes, but it will save you time later and will allow you to enjoy all the features on your device.

How to handle and preserve your device?

- Trying to modify, disassemble or repair the device or the charger yourself will make the warranty invalid. Only certified repairers may install or repair phone equipment.
- Avoid hitting or shaking your phone.
- The warranty of this phone may be annulled if you use unauthorised accessories. To prevent this from happening and to keep your phone working properly use only the battery charger and Micro USB cable that originally comes with the device.
- Make sure the device does not get wet. To avoid possible short-circuit, electric shock or corrosion keep your phone away from rain, water splash, sweat or moisture. You must not use your device with your hands wet or immerse it in water. In case it gets wet keep the phone off and do not try to use a microwave to dry it.
- Do not use your phone when entering areas that are near flammable liquids
- Observe all local laws and regulations on the use of mobile phones. Turn off the device before entering petrol stations, oil refinery's or chemical plants.
- This product should not be used in extremely hot, cold, dusty or humid spaces. It also should not be exposed to long periods of sunshine or strong magnetic fields.
- If you have a pacemaker keep the phone at least a 20cm distance from the place it is located. This phone may cause interference to some hearing aids and other electronic devices.
- Avoid all heat sources, ovens or other appliances (including amplifiers) that produce heat or have hot surfaces.
- Switch off the phone when entering an aircraft
- Do not use a hand-held phone when operating any motor vehicles, heavy equipment or moving objects
- Excessive high-volume levels or noise may affect your hearing. To prevent this from happening use an adequate volume in your earphones when you are listening to music or employing any of the multimedia features on the phone.
- You are fully responsible for keeping your information backed up and we don't take any legal responsibility for data that is damaged or lost. It is possible to erase or interfere with the information stored in your phone by a magnetic device when using your phone. To avoid this issue, keep your phone clear from magnetic devices.
- Pointing the torch into your own or another person's eyes will cause damage and may result in blindness.

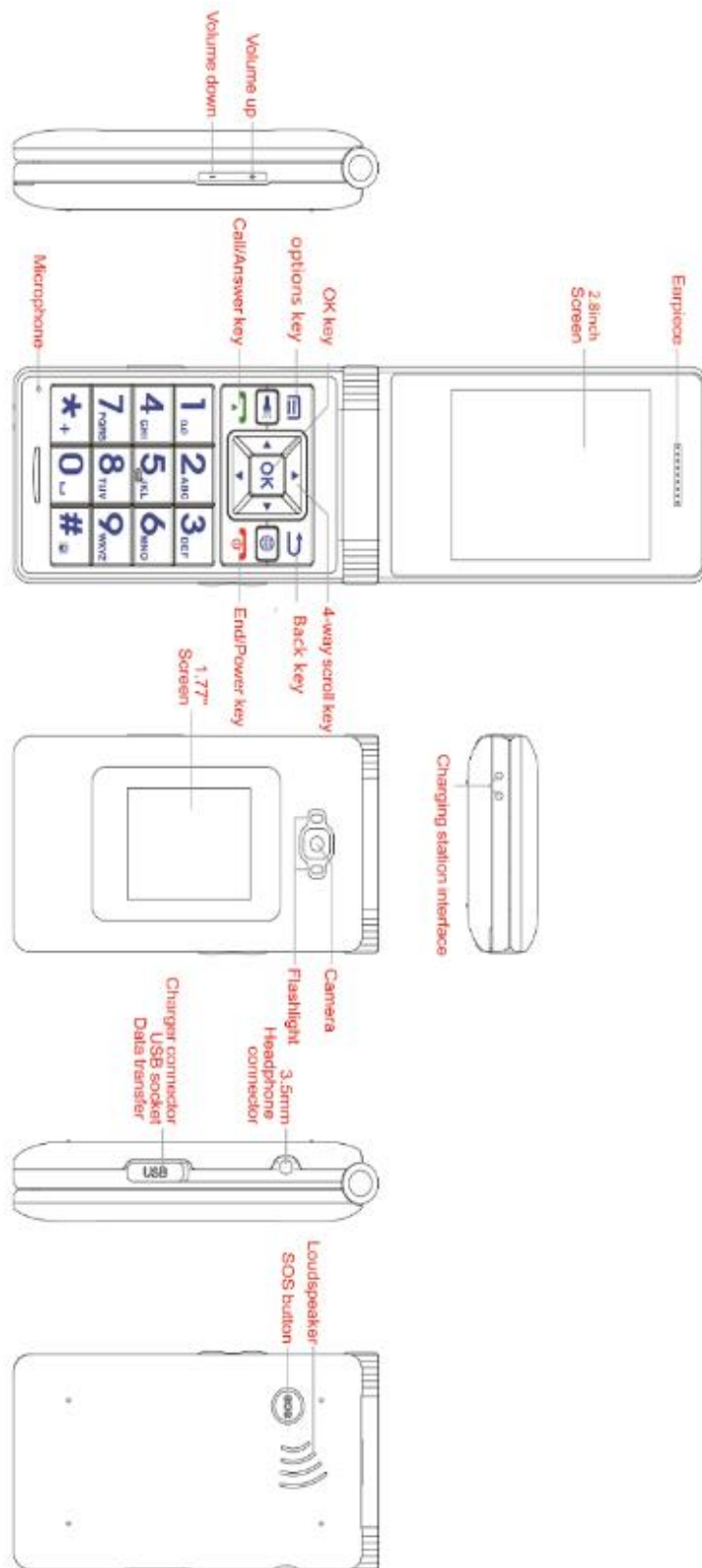
Safety recommendations for accessories

- Use only Opel Mobile accessories or chargers that came with this phone
- Be careful when handling the battery. The lithium-ion battery can be put into use immediately after being unpacked. Use only the Opel Mobile battery that came with the device. We recommend charging the battery as soon as possible once the phone has been switched on.
- Immediately stop using the battery charger if you smell an odour or overheats or a crack or swelling appears in the casing.
- In case you notice the cable, or the plug have suffered any damage, discontinue using it and contact Opel Mobile support line as soon as possible for advice.
- The optional memory card should be protected from strong shocks and static electricity. Handle with care.

Usage conditions and restrictions

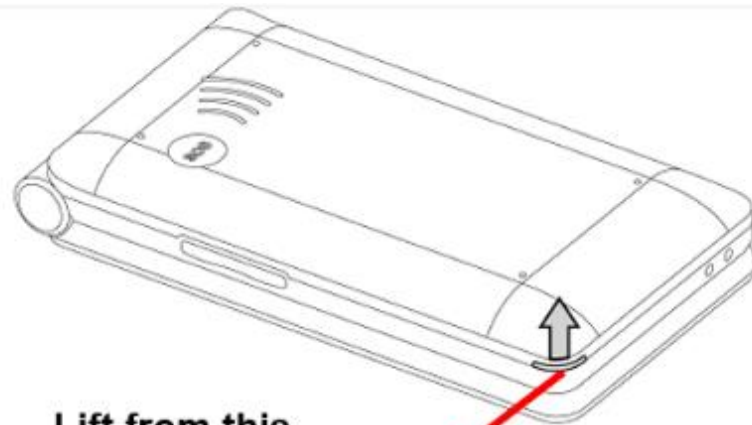
- All packaging materials, especially plastic ones, must be disposed of properly. The lack of this procedure may cause a suffocation danger to children. Any packaging must be kept out of children's reach.
- This device is not a toy and not designed for children and strict adult supervision must be adhered to at all times. Keep the phone and the accessories beyond children's reach.
- This device can be recycled. To dispose of this device properly remember to follow local regulations. Local authorities may guide you on finding appropriate facilities to this end. The battery must never be disposed of a fire.
- If this phone is lost or has been stolen please notify your network service provider as soon as possible and ask for the SIM card to be deactivated.
- You are fully responsible for any damage caused by not following these instructions or for improper use of the device. We do not accept any liability for any improper use or mishandling on this device.

Overview of the phone



Quick Setup Guide

1. Make sure your device is turned off.
2. Firmly hold the device in one hand, using your thumb lift off the cover starting from the bottom left when looking at the back of the phone. The cover will then click off. (Please note you may need to use your finger nail to lift off the cover).



Lift from this corner first, using your thumb or finger nail to remove the cover

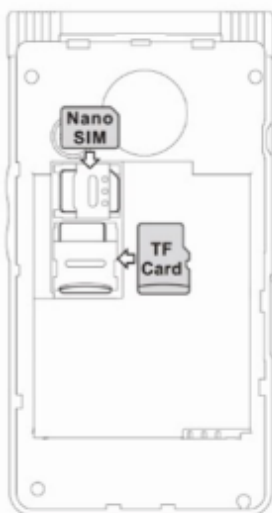
3. The SIM card holder is located in the top left-hand corner of the phone. With your finger slide the SIM card holder to the left to open the SIM card slot, place your Nano sized SIM card into the SIM card slot, ensure the cornered edge of the SIM card is located in the top right-hand corner. Once in place push the SIM card holder down and slide to the right to lock it into place.

Please note: Ensure you are using a nano size SIM card, it is the smallest of the 3 SIM cards available. If you don't have a nano size SIM card contact your telco provider as they will be able to supply one for you

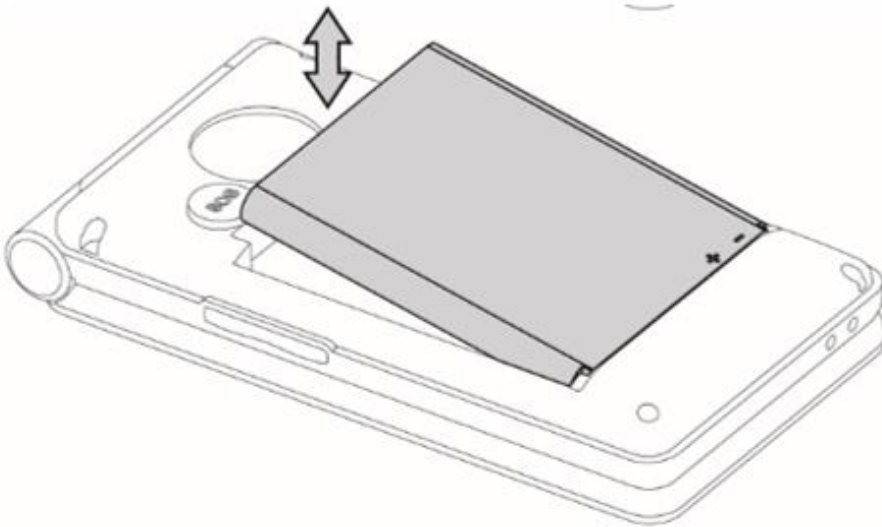
Slide the SIM card holder to the left to open, insert your SIM card, then push the SIM card holder down and slide to the right to lock it into place.



4. If you wish to use an optional Micro SD card (TF Card), using your finger, slide the TF card holder upwards to open the TF Card holder. Insert the Micro SD card into the slot. Push the TF Card holder back down and slide forwards to lock it into place. PLEASE NOTE: the maximum Micro SD size possible is 32GB.



5. Insert the lithium battery provided, ensure you insert with the gold plates facing towards the gold pins on your phone. Slide in then press down.



6. Replace the back cover, press down so it clicks in place around the phone completely.
7. Connect the charger to the phone by inserting the USB port into the USB connector in the phone and connecting the power adaptor to a wall socket and turn on

Please note: Ensure you charge the phone for at least 3 hours prior to use. To ensure long battery life.

Turning the phone on for the first time

After charging, turn the phone on by holding down the power button located on the inside of the phone. (Red hang up/Power Button)





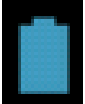


The phone will begin to boot, once finished booting, your phone is ready to be used. If your sim card is inserted and is active the time and date will be automatically set based on your location.

Powering the Device on and off

1. To power the device on simply hold down the power key for 3 seconds. Located on the inside of the phone.
2. To turn the phone off, simply hold the power button down for 3 seconds, the phone will then shutdown.

Phone Status Icons

Note: Icons are only for demonstration; they may differ in actual device.

Icons	Descriptions
	Shows the phone's network signal strength.
	Missed calls.
	Wi-Fi is ON.
	USB storage Turned on.
	Shows the phone's battery capacity.
	Unread SMS.
	Bluetooth® ON
	Flight Mode

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Key Pad Functions



How to use predictive text keypad

The phone is equipped with predictive text.

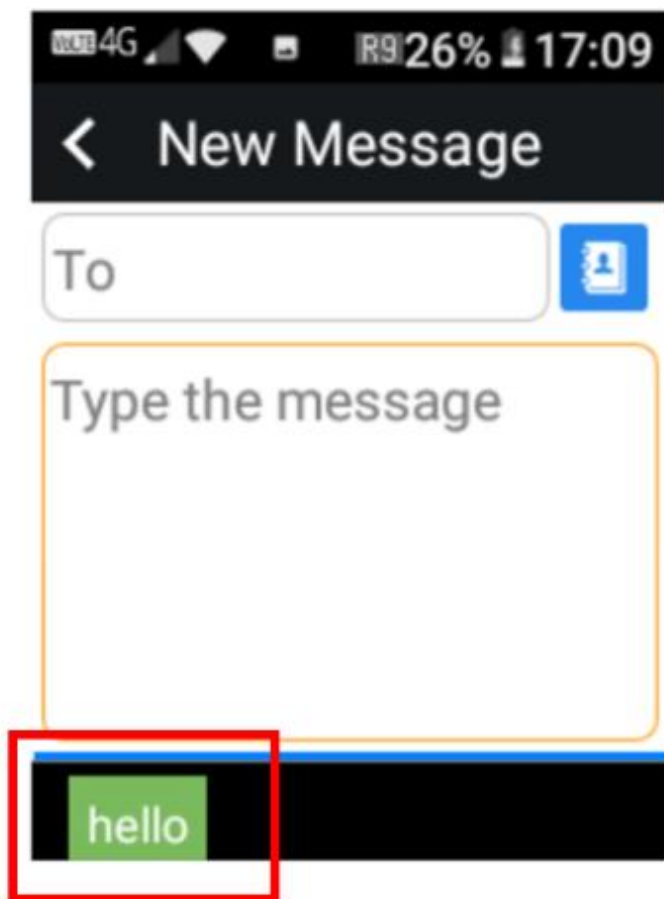
To type a word or message using the keypad. Simply click the buttons on the keypad with the letters you wish to select.

For Example: to type the word "Hello"

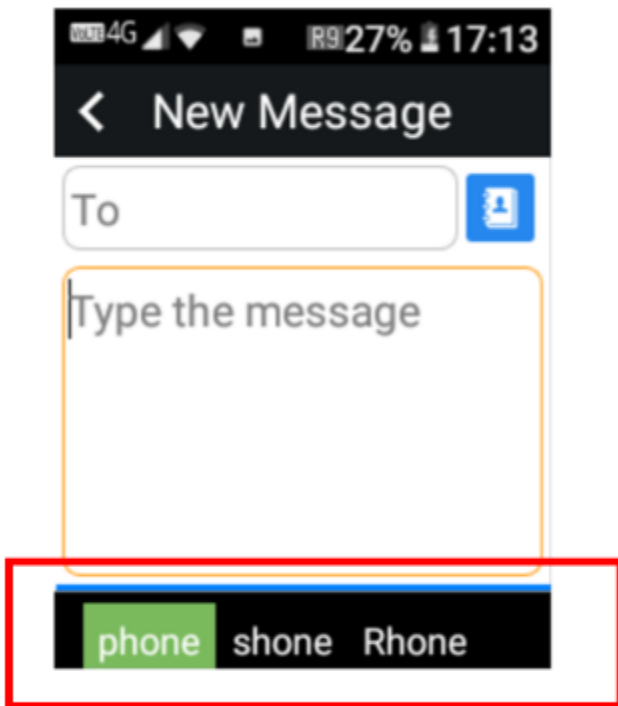
Click on keypad keys 4,3,5,5,6

The word "hello" will be seen on the predictive text panel. To choose that word simply press the "0" (Space) Key or the ok key and it will select that word.

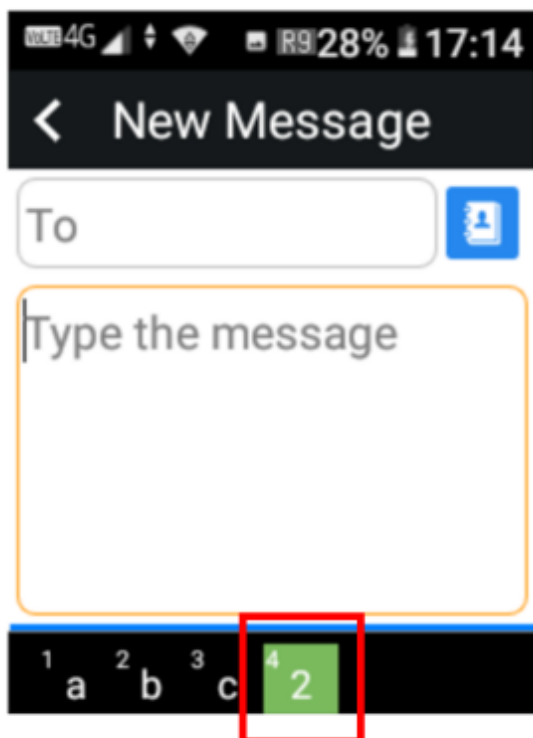
If there are other words within a selection it will show them on the panel.



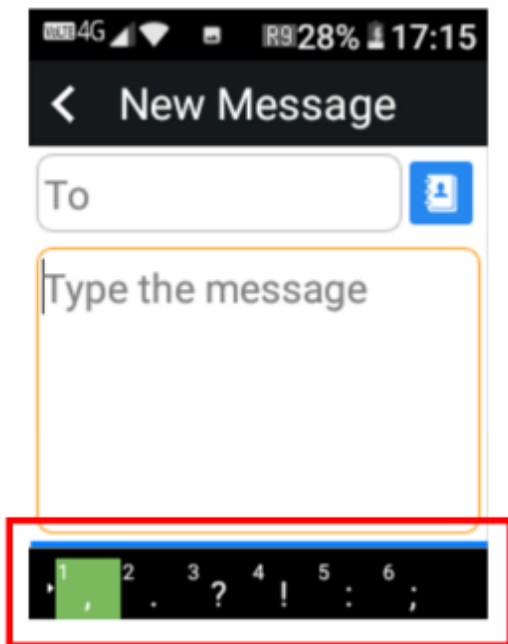
To choose the other words simply scroll across using the right cursor key to select which word you wish to use then press ok or space (0) key to select that word.



To select numbers – click the keypad number you wish to use then scroll across to select that number.



To select symbols – Click the 1 Key or the star key. Using the right cursor key, you can scroll through to select the symbol you wish to use.



How to change keypad modes

If you wish to change keypad modes you can do this while you are about to type a word or message within an app.

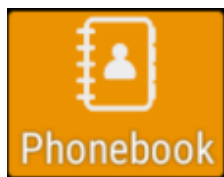
1. Simply click the Hash key and you will see in the top middle of the screen next to your battery icon it will change between keypad modes.



R9 = Predictive text
123 = Numbers Only (no predictive text)
abc = Lower-case letters (no predictive text)
Abc = Letters start upper-case (no predictive text)
ABC = All upper-case letters

How to add contacts

1. Using the keypad Cursors or the Touch screen click on the Phonebook Icon



2. Then click on the + Add icon using the touch screen or keypad



3. Type in their name and phone number. Using the Keypad

4. If you wish to add a portrait (Photo) of this contact. Tap on the Portrait Icon.

5. Select either Camera (to take a photo now to add) or select a photo that is already saved on the phone.

6. If choosing to take a photo, follow these steps. Take a photo of the person you want to save by using the ok key or touch screen to take the photo. Once you have taken the photo. Click on the options key to save the photo to this contact

7. If choosing to select an already saved photo, follow these steps. After clicking on Select the photos, select which photo you wish to use, then click on the options key to save this photo to this contact.

8. Once finished completing the details click the done button to save the contact

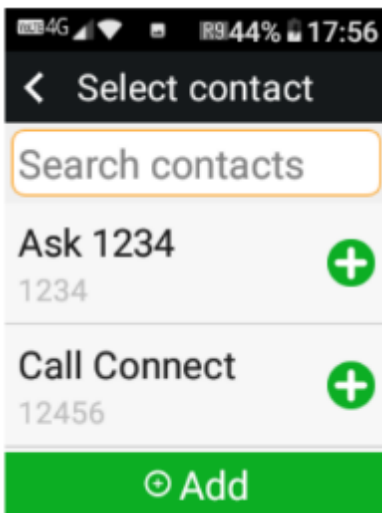
How to setup photo contact shortcuts

You can add 6 photo contact shortcuts to the phones Interface.

To access this function, scroll across the screen to the left using the touch screen or the cursors.



1. Click on 1 of the 6 Photo contact icons using the touch screen or keypad functions.
2. You can add a contact here from your phonebook contacts, using the touch screen or keypad down key you can scroll through to select the contact you wish to add. You can also search for the contact by typing in their name.



3. To add the contact simply click on your contact and select ok.
4. You can also add a new contact by taping on the + Add button, then fill in the contacts details following the same steps as "How to add contacts"



5. Follow the same steps to add 6 photo contacts

How to make, answer and reject phone calls

How to make a phone call:

1. Select which contact you wish to call, using the phonebook icon, Photo contact shortcuts, call logs or using the green call key which will open the most recent call logs. You can also search for contacts by clicking the Retrieve button on Phonebook



2. Once you have selected the contact you wish to call, click on the Call Icon by using the touch screen or using the keypad.



How to answer a phone call:

1. When someone calls you, simply flip open the phone and it will automatically answer the call for you.
2. If your phone is already flipped open. Simply click the green answer key to answer the call.

To end a phone call:

1. Simply close the phone or press the red hang up button to end the call.

How to reject or silent a phone call:

1. When someone is calling you, simply press the volume keys located on the right-hand side of the phone to reject and silence the phone call coming through.

How to use the hands-free loudspeaker

When on an active call you have the option of turning on the hands-free loudspeaker by pressing the Speaker icon on the touch screen

How to navigate automated phone messaging systems e.g. add credit card details, top up credit on your SIM card, etc

When on an active call and you're prompted to enter numbers to navigate through automated phone messaging systems such as entering in your phone number or credit card details, etc simply press the Keypad icon on the touch screen and then enter the number accordingly

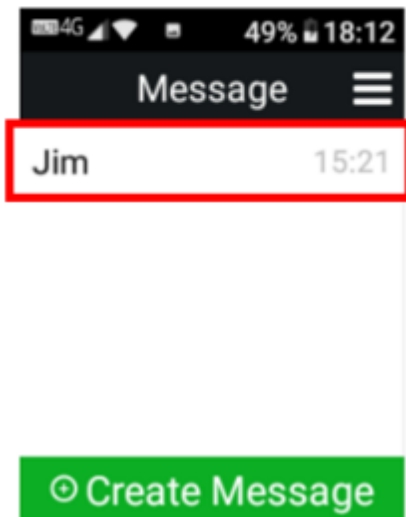
How to text message and view messages

How to text message

1. Click on the message's icon



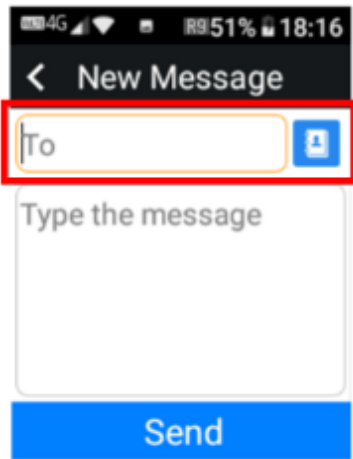
2. Here will show previous message conversations from contacts. You can click on an existing conversation to view those messages and type your reply message.



3. You are also able to create a new message, by clicking on “Create Message”



4. Once selected choose which contact you wish to message simply by typing in their name or clicking on the Phonebook icon to open your phonebook contacts and scroll through to select the contact.



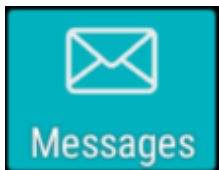
5. Once you have selected your contact, you can begin typing your message using the keypad.

6. Once you have completed your message click on the send button to send the message.



How to view messages:

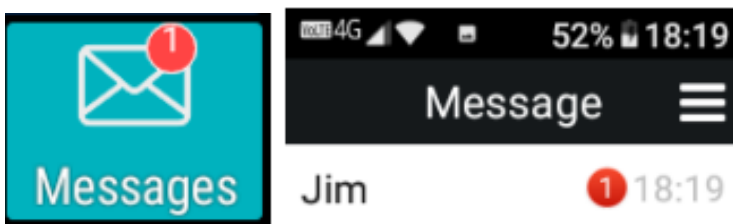
1. Click on the message icon



2. It will then show all your text message conversations.

3. Simply click on one of your conversations to view and read the message

4. A number icon will be displayed on messages that have not been viewed yet



How to send images via text message (MMS)

In order to send images via text message (MMS) please be sure you have the latest software update and that your data is switched on in settings. To do a software update ensure the phone is connected to a Wi-Fi network and that the battery is greater than 80% full. Then go to > Settings > Android set > system > about phone > wireless upgrade > detection of upgrade

How to increase the font size of text messages

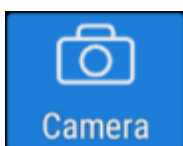
You can change the font size of messages within the message app itself. When in the Messaging app press the menu option button on the top right of the keypad or the 3 dots on the top right of the touch screen > then press Settings > General > Message font size. Here you can adjust the font size.

How to use the Camera

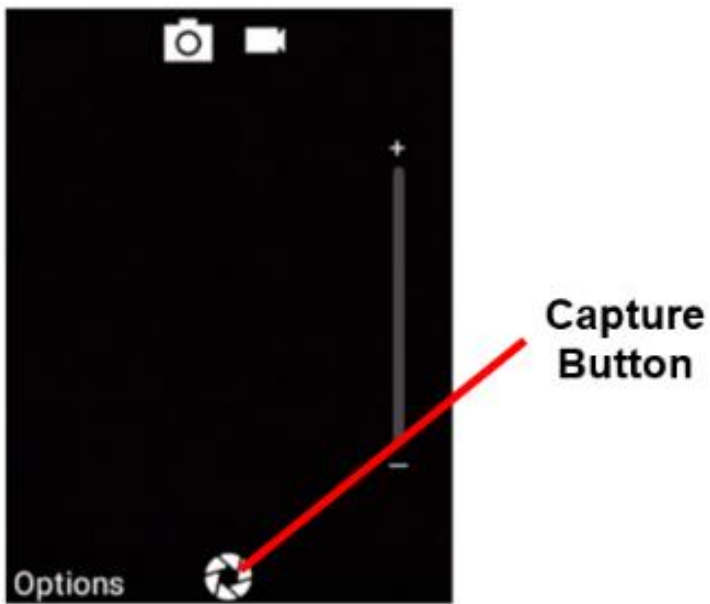
The camera is located on the front panel of the camera. To access and take photos using the camera, the phone must be flipped open.

How to take a Photo:

1. Click on the Camera icon to open the camera

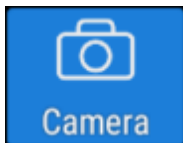


2. To take a photo simply press the ok key twice. Or press the capture icon using the touch screen



How to take a Video:

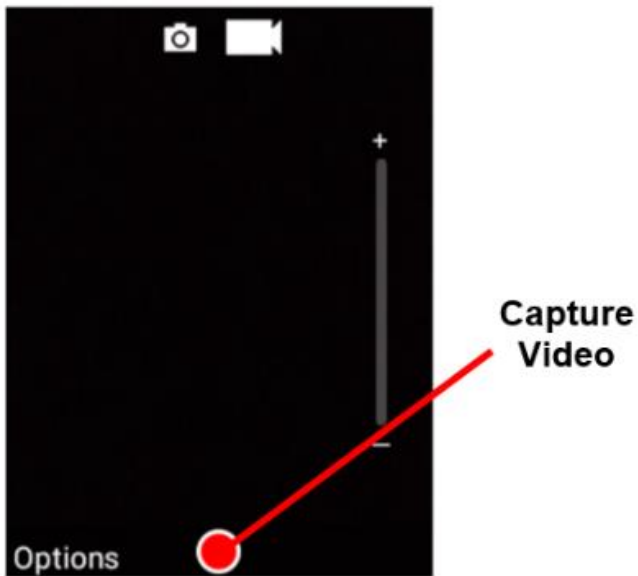
1. Click on the Camera icon to open the camera



2. Switch to video mode by touching the video button on the touch screen, clicking on options and scrolls across to modes and click on video record.

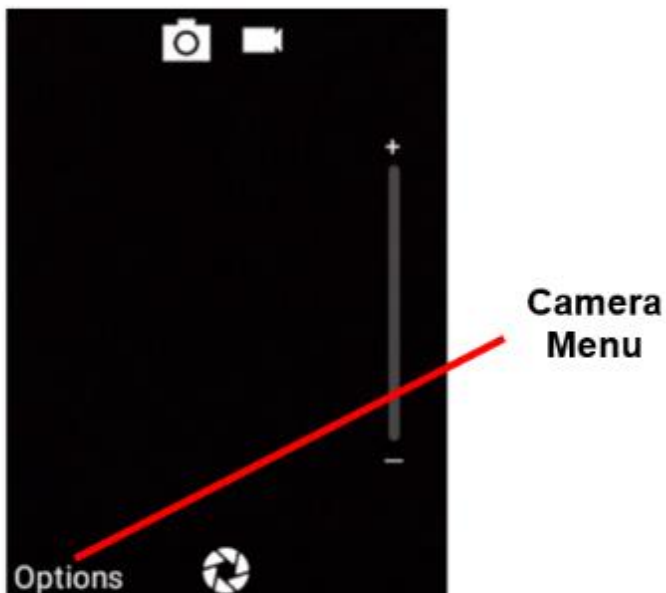


3. Once in video mode click on the record button or the OK key to start recording. To stop recording click on the record button or the OK key to stop recording.



Camera settings

1. Click on the options button on the keypad or touch the options word on the touch screen to open camera settings while in camera mode



2. Once opened you can scroll across using the keypad or touch screen to go through each camera settings.

You can turn the Flash on or off, go to video or photo gallery, change camera modes from Photos to Video Record and change the picture size.

3. Then scroll down to Send Message. If you wish for a text message to be sent to your emergency contacts when you activate SOS, tap or click ok to turn this function on, it will show a tick symbol when activated.

How to setup SOS feature

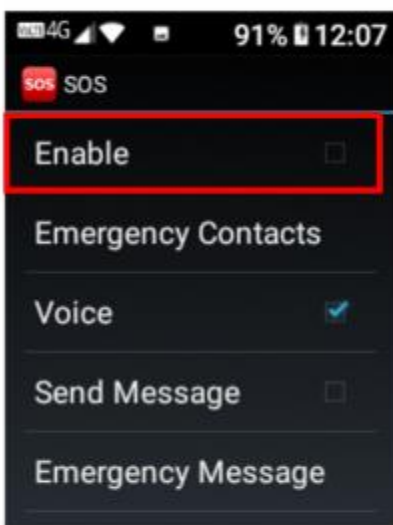
To activate SOS in an emergency, hold down the SOS button for 3 seconds on the back of the phone, a siren will sound (if enabled) and will call and text emergency contacts.

Ensure you follow the below steps to setup SOS if you wish to use this feature

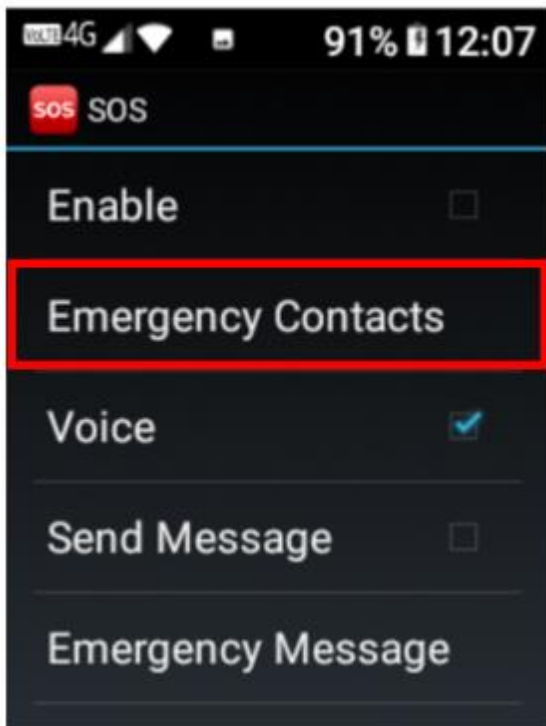
1. Scroll across the home screen until you see the SOS application and then click on the SOS application to open it.



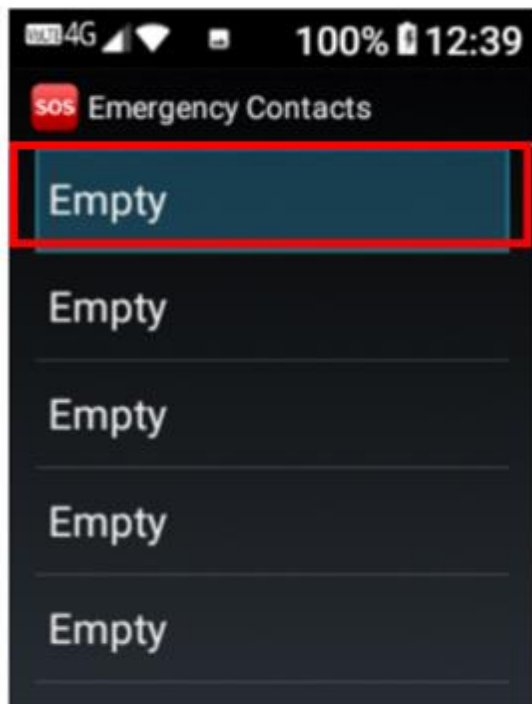
2. Once opened enable SOS mode. By clicking ok or tapping on enabled. It will show a tick symbol when it is enabled.



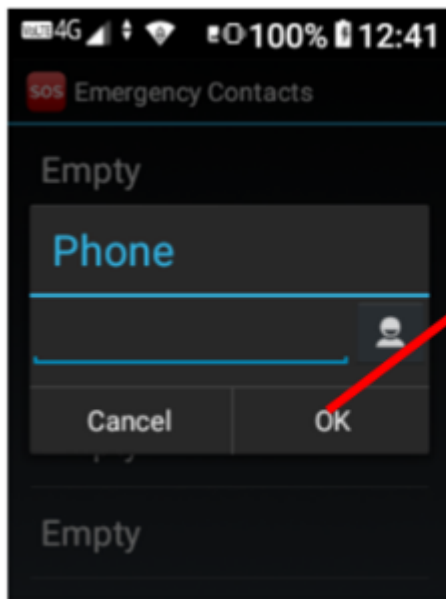
3. Then tap or click ok on emergency contacts to add your contacts you wish to call and message in case of an emergency.



4. Then tap or click ok on an empty emergency contact

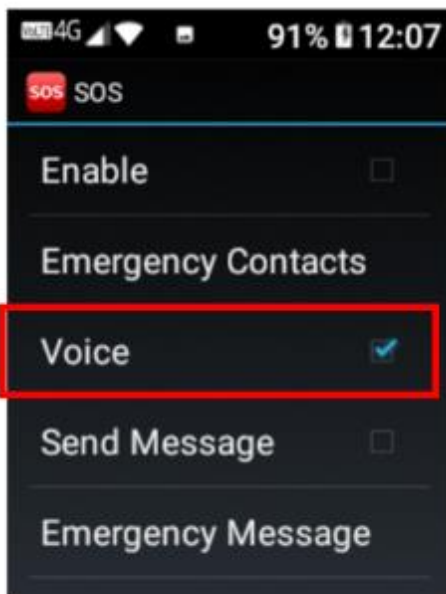


5. Then type in the contacts phone number, or you can tap or click ok on the phonebook icon to add a contact already saved in your phonebook

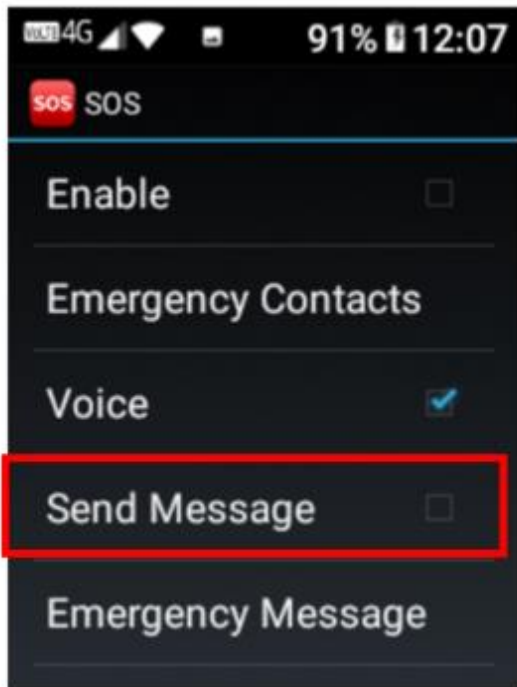


Tap or click ok to add a contact saved in phonebook

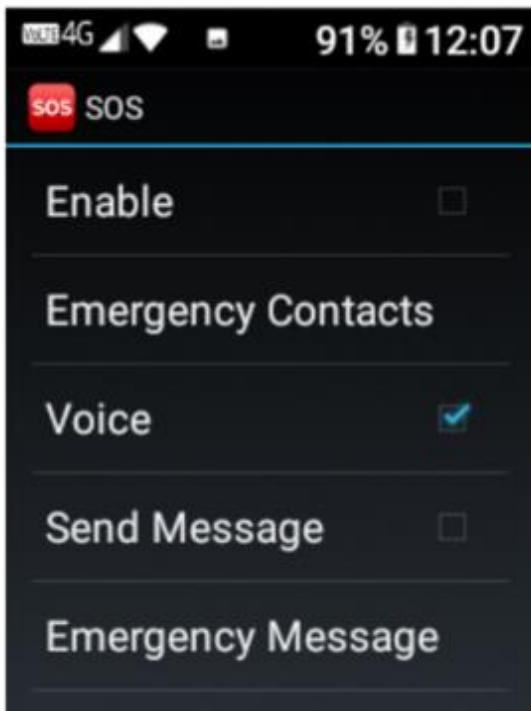
6. Once added tap on the ok button on the screen to save. Or scroll down to ok on the screen to save.
7. Follow the same process to add all your emergency contacts.
8. Once complete click on the back key to go back to SOS settings.
9. Scroll down to voice, this setting is default on. You can turn this off by tapping on voice or clicking ok to turn it off. This function is your alert sound when you activate SOS in an emergency.



10. Then scroll down to Send Message. If you wish for a text message to be sent to your emergency contacts when you activate SOS, tap or click ok to turn this function on, it will show a tick symbol when activated.



11. Now scroll down to Emergency Message. Tap or click on this setting to open it to type in your emergency text message using the keypad.



12. Once finished tap or scroll down to the OK icon on the screen to save.



Your SOS emergency help feature is now all setup.

We recommend you test the SOS feature after initially setting it up so you are aware on how to use this feature if you ever in an emergency.

How to use Facebook and WhatsApp

How to access and use Facebook

1. Scroll across to the Facebook App and tap or click ok on it.



2. It will then open the Facebook App.
If you already have a facebook account, enter in your details to login, or if you do not have an account select "Create a new account" and enter your information to create your account.

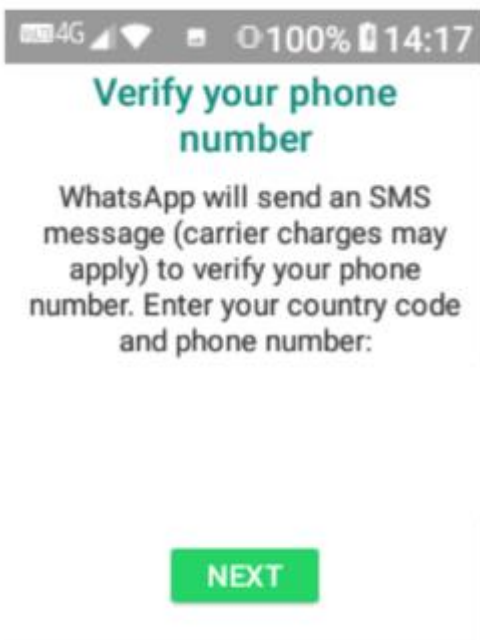


How to access and use WhatsApp

1. Scroll across the screen to the WhatsApp App and tap or click ok on it.



2. Once opened it will ask you to agree and continue with their terms and conditions. Tap or click ok on “agree and continue.”
3. Type in your phone number to activate your WhatsApp account, it will then send you a code to your phone to enter to access the app.



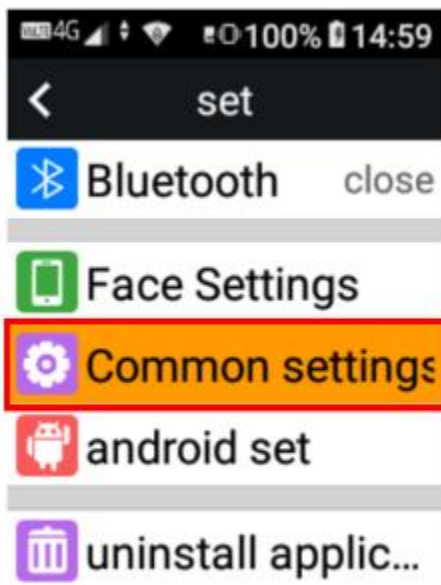
How to change ringtones and message tones

How to change ringtone

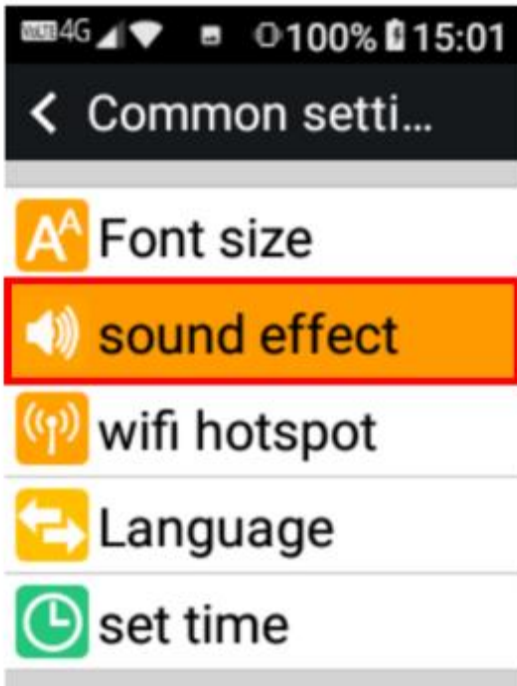
1. Scroll across until you see settings then tap or click ok on settings



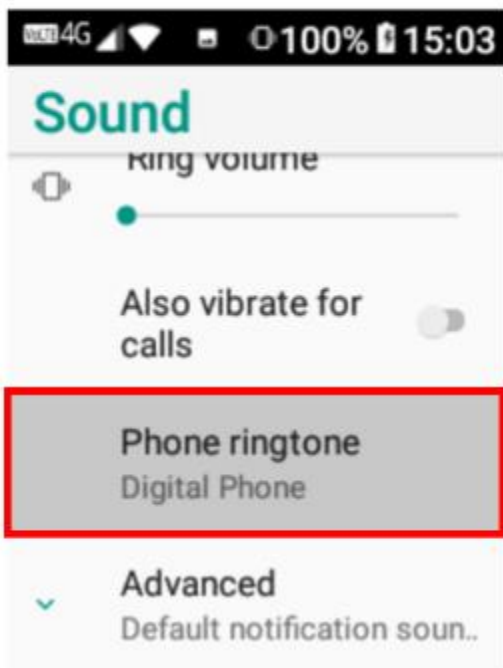
2. Then scroll down until you see common settings, then tap or click ok.



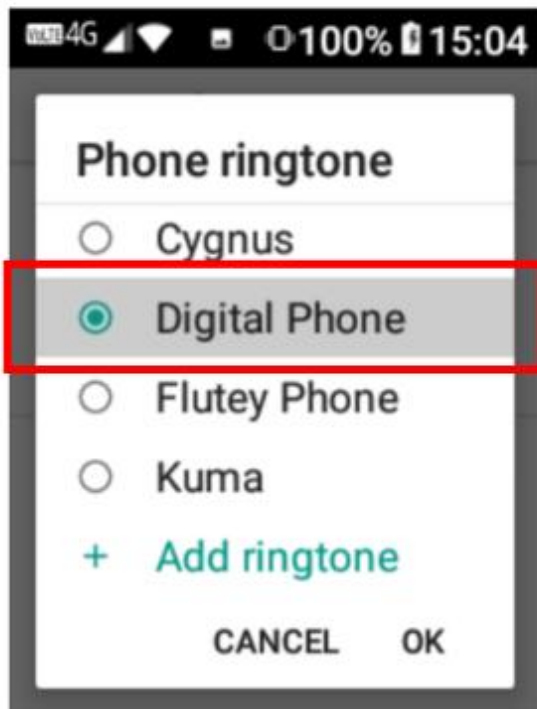
3. Then scroll down to sound effect and tap or click ok.



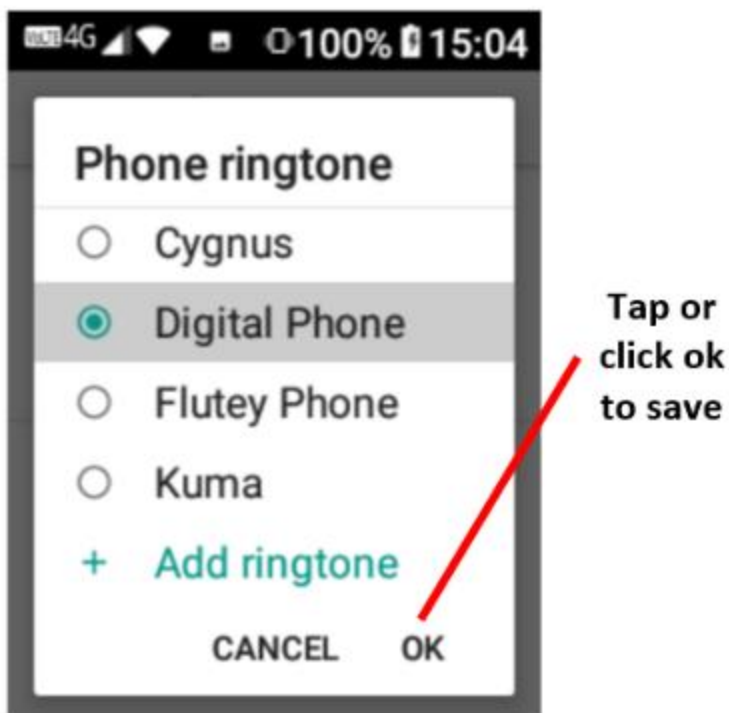
4. Then scroll down until you reach Phone ringtone, tap or click ok.



5. To select a ring tone, scroll up or down to select which ringtone you would like to use. Then tap or click ok on that ringtone.



6. Once selected tap ok on the screen or scroll down to ok, then press the ok key.

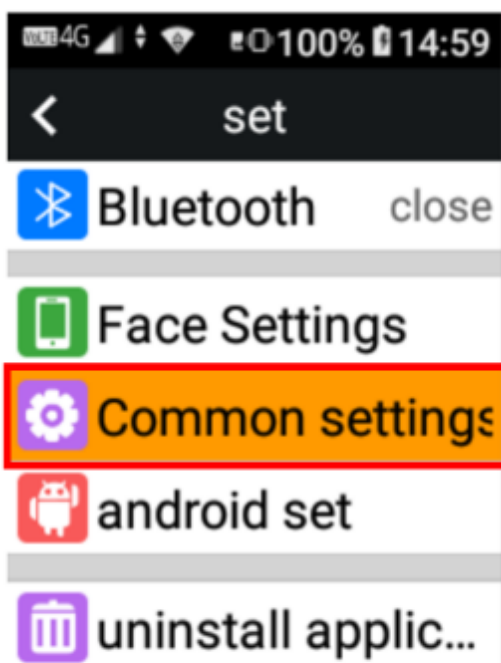


How to change message tones

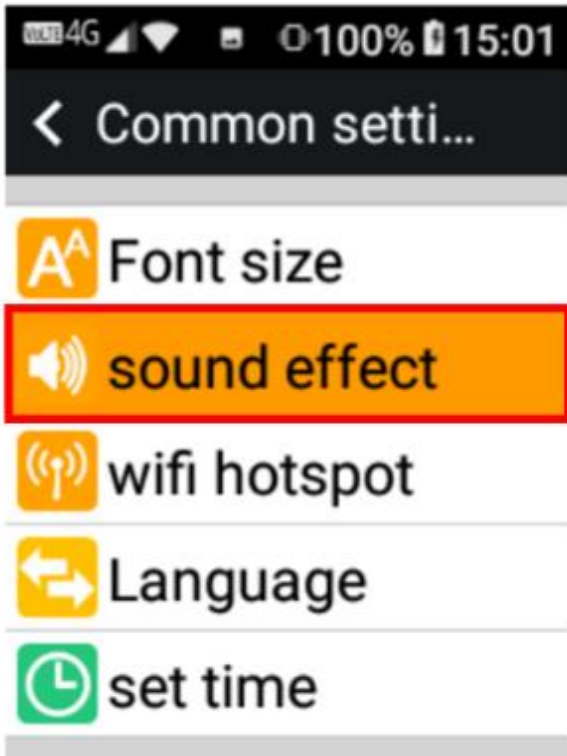
1. Scroll across until you see settings then tap or click ok on settings



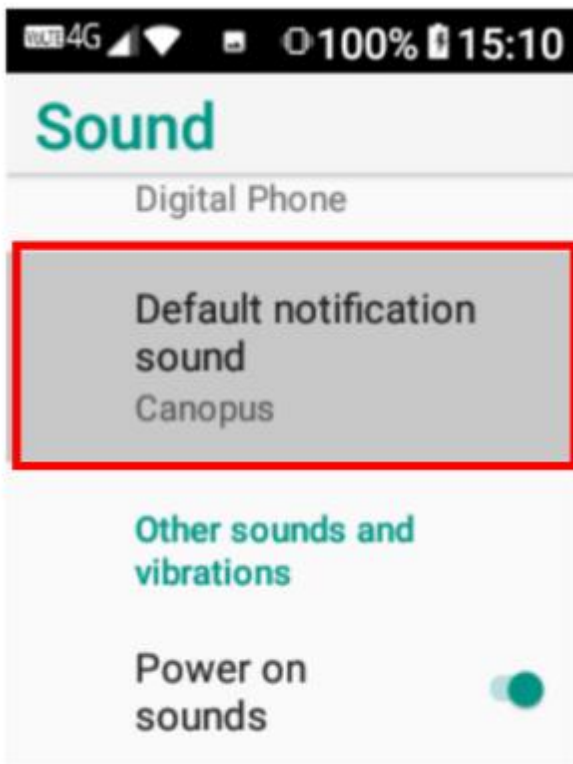
2. Then scroll down until you see common settings, then tap or click ok.



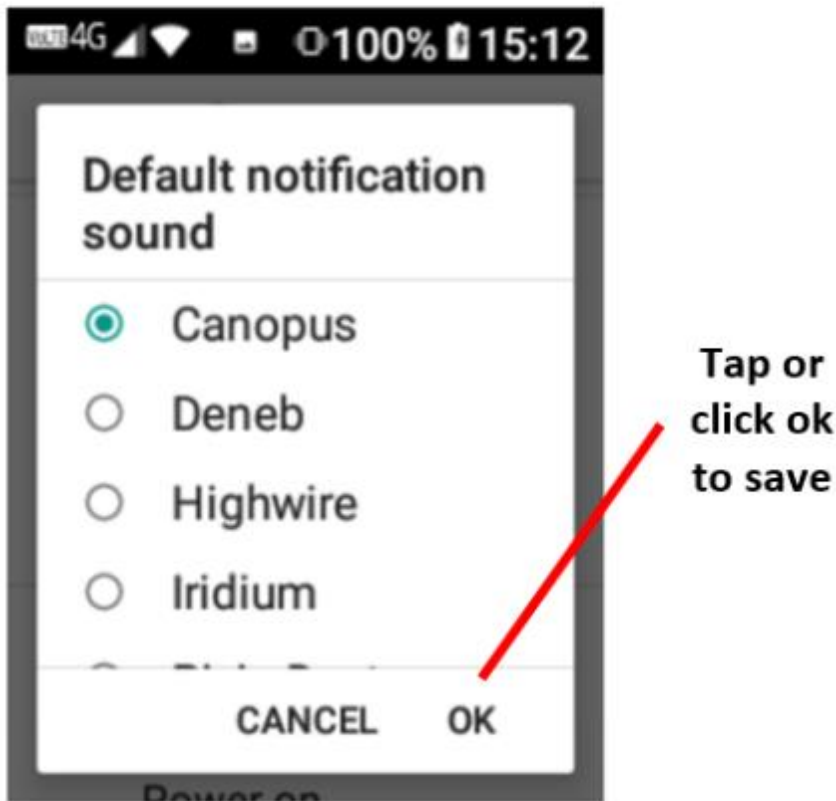
3. Then scroll down to sound effect and tap or click ok.



4. Then tap or click ok on Advanced. Then tap or click ok on "Default Notification sound"



5. Then tap or click the ok key on the notification sound you wish to choose.
6. Then tap ok on the screen to save this setting



How to do a software upgrade/update

From time to time we'll send out software updates that will ensure your phone is running at its optimal level. These updates will improve the usability of the applications as well as the phone itself. In order to keep your phone up to date with the latest software and upgrades please go to: Settings > Android set (settings) > system > about phone wireless upgrade > detection of upgrade

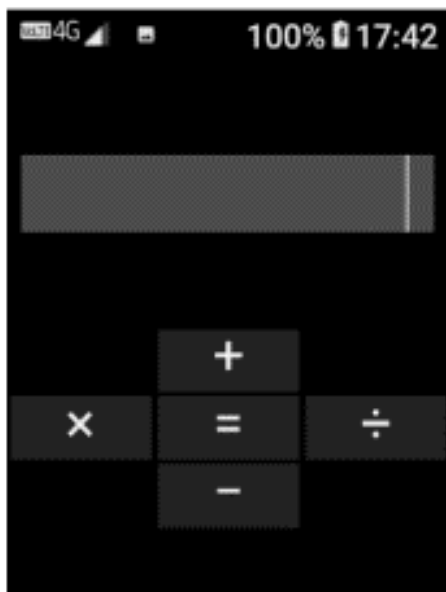
Additional Features and settings

Tools folder

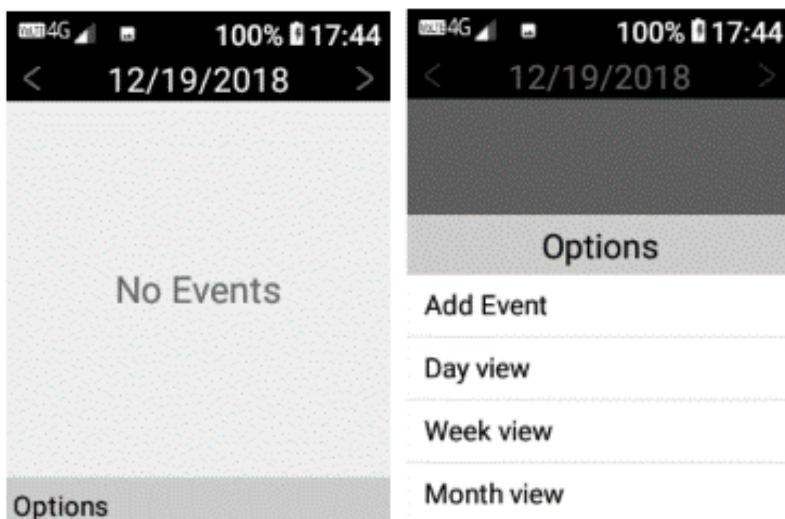
Flashlight - To activate the flashlight located on the front of the device, you can simply press the flashlight button on the keypad to turn it on or off, or tap on the tools folder then flashlight to turn it on or off



Calculator - To access the calculator, tap on the tools folder, then tap on calculator. To use the calculator simply press the numbers on the keypad, then tap the touch screen on the functions you wish to use to calculate.



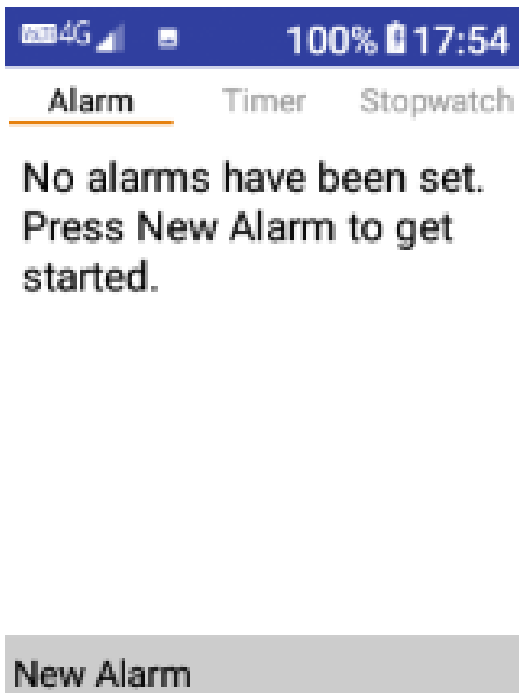
Calendar – To access the calendar. Tap on the tools folder, then tap on calendar. You can select and search for a date to see events on that day you have inputted. Tap on go to Date to select a date to search. You can also add events to your calendar. Simply press on a date you wish to add an event, then tap options then add an event, type in the information about the event you wish to save. In options you are also able to view the calendar in day view, week view or month view.



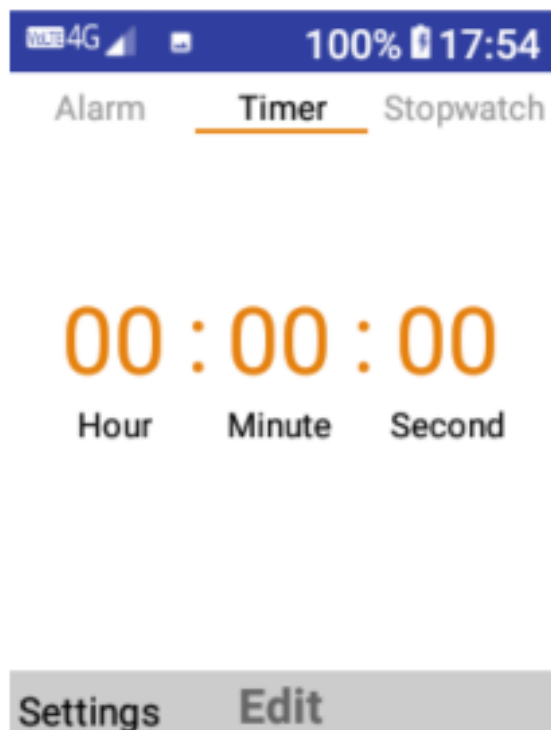
Alarm – To access the alarm, tap on the tools folder, then tap on alarm.

The alarm tool has alarm, timer and stopwatch, simply scroll across the screen to choose which function you wish to use.

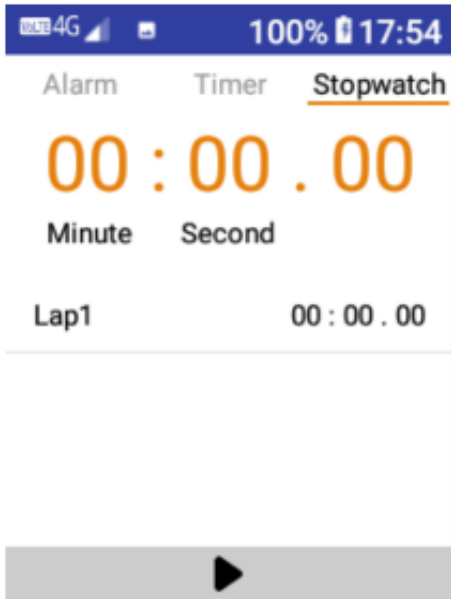
To set a new alarm, tap on the new alarm button located in the bottom left hand corner, choose an alarm name, set the time, whether you want to repeat this alarm, sound type and vibrate on or off. Then tap save when complete to save this alarm.



To set the timer, tap on edit then tap on the Hour, Minute and/or Seconds to adjust the timer.



To use the stopwatch, simply press the play button located on the bottom of the screen, to set lap times, tap on the lap icon.



Gallery

To access the gallery, slide across the screen until you see the gallery app. If you tap on the gallery it will show all your photos you have taken. You can tap on the photos to view, share, rotate, delete, crop, set as wallpaper and also do a slide show. These functions can be accessed by tapping on a photo then clicking the options button on the keypad to show these features.

Browser

To access the browser, you can use the browser button on the keypad or tap on the Browser app on the screen. This will open the web browser.

You can search for webpages via google, or type in the webpage address you wish to access, by using the keypad.



File Manager

To access file manager, scroll across and tap on file manager app. Within file manager you can scroll through and open all the files you have saved on your phone. Like photos and videos.

Multimedia

Within the multimedia folder you can access videos, FM Radio, Music and Sound Recorder.

Videos – If you tap on videos, this will show you all the videos you have recorded. You can tap on those videos to watch them

FM Radio – If you tap on FM Radio, you can listen to FM Radio channels. Pressing the left and right buttons will scroll through all the FM radio channels. If you click the options button on the keypad, you can pause, add that channel to favourites, Switch to earphone mode, Auto search and save and edit favourites.

Music – Within the music folder, you can access any saved music you have on your phone. You can search by song, artist and album. By clicking the options button on the keypad, it will open the music player for you to play your stored music.

Sound Recorder – You can use the sound recorder to record your own sounds, notes, music etc. Taping on the record button will activate record, you can then press pause or stop when you have finished recording. It will then save that recording. To access the saved recordings, press the options button on the keypad and tap on recording file list. You can then scroll up and down your recordings. Taping on a recording will automatically play that recording.

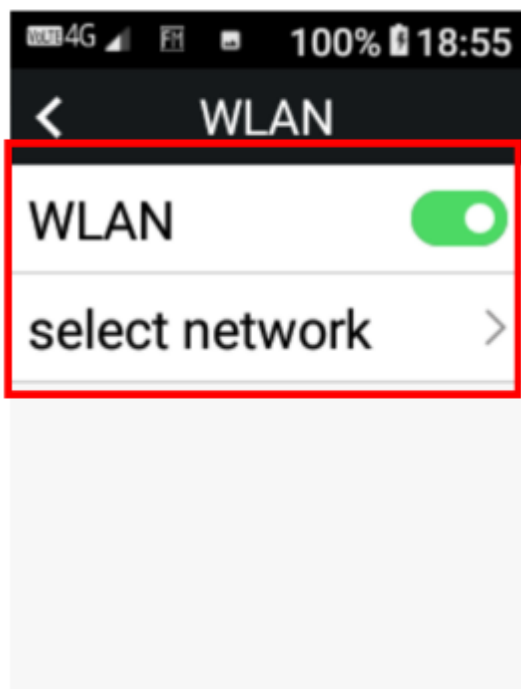
Settings

To access additional settings for your phone scroll across to the settings icon and tap on it

There are many different options in settings, like, WLAN (Wi-Fi) Cellular, Bluetooth and android settings.

WLAN (Wi-Fi Settings) – Tap on WLAN to open the Wi-Fi settings. To turn on Wi-Fi tap on WLAN, it will show if it's activated when the button turns green.

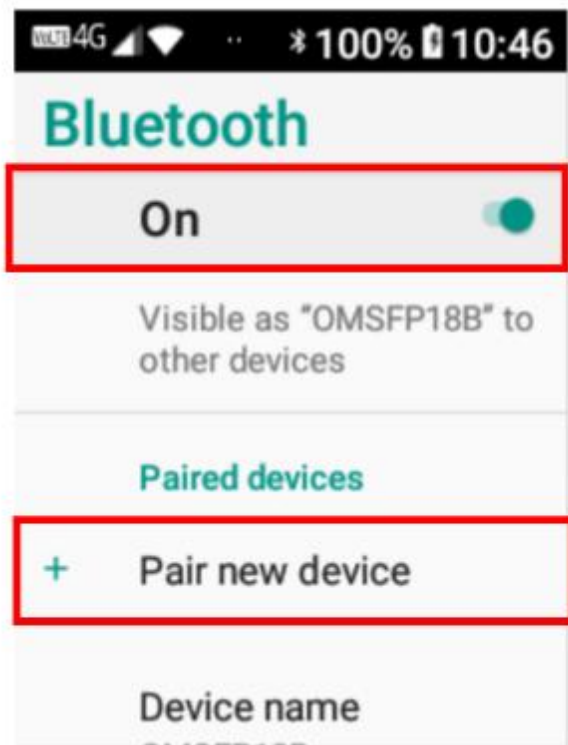
Once activated tap on select network, this will then show which Wi-Fi networks you can access. Tap on the Wi-Fi network you wish to access and enter the password if applicable. The network will then say connected and the Wi-Fi signal will appear at the top of the phone.



Cellular settings – Within cellular settings, you can turn mobile data on or off and also adjust your mobile network settings.

Bluetooth® settings - To access Bluetooth, open the settings menu and tap on Bluetooth. To turn Bluetooth on, tap on the off icon, it will then say on.

To pair to another Bluetooth device, tap on pair new device, tap on which device you wish to connect with and it will begin to connect. You may need to enter a password (try either 0000 or 1234) and accept the connection on the other device to connect.



Face Settings – Face (theme) settings are located in the settings folder. You can choose 2 different themes for your device. Simply click on the one you would like and tap apply to save that theme.

Common Settings – Common settings, are shortcuts to frequently used settings for quick and easy access. You can change sound effect, Wi-Fi hotspot, language and set the time.

Sound Effect – By tapping on sound effect, it will open the sound menu settings. You can adjust the media volume, alarm volume, ring volume, vibrate for calls, change ringtones, change notification (message) tones, power on sounds, folder sound and sound enhancement settings.

Wi-Fi hotspot – By tapping on Wi-Fi hotspot, you can use your phones data as a Wi-Fi hotspot on another device. Tap the off icon to turn hotspot on. From your other device you can search for this device to connect and use it as a Wi-Fi hotspot. To turn Wi-Fi hotspot off, simply tap the on icon to turn it off.

Language – By tapping on language, you can change the language on the device. Simply scroll through the list to choose the language you wish to use.

Set time – By tapping on set time, you can adjust your time and date settings. Automatic date and time, automatic time zone, 24hr format, or set the date and time manually.

Android Settings – You can access android settings, via the setting menu. Android settings will display all the phones additional settings you can adjust.

Network and Internet – Here you can connect to Wi-Fi, adjust mobile network settings like roaming, Preferred network type, 4G LTE mode and network operators. Hotspot and tethering settings and flight mode.

Connected Devices – Here you can use and connect devices via Bluetooth and this will show any other connected devices.

Apps and notifications – Here you can adjust your app and notification settings. You can turn notifications on or off and change app permissions.

Battery settings – Within battery settings, you can change the battery % icon and change sleep timer settings.

Display Settings – Here you can adjust screen brightness levels, sleep timer settings and turn auto rotate screen on or off.

Sound Settings – Within sound settings, You can adjust the media volume, alarm volume, Ring Volume, Vibrate for calls, change ringtones, Change notification (message) tones, Power on sounds, folder sound and sound enhancement settings.

Storage settings – In storage settings, you can see how much storage you have left available on your device. It will also show which function on your phone is using the most storage/

Security and location – Within security and location and you can turn location settings on or off, turn show passwords on or off and sim card lock settings.

System settings – Here you can change language and input settings, date and time settings and reset settings like factory reset.

How to factory reset your device

To factory reset your device tap on settings, then android settings then system settings, then reset settings, then tap on Erase all data (Factory reset), it will then ask for a password to factory reset the device. The password is 0000. Then tap ok, the phone will then factory reset, and the device will begin to reboot.

How to move apps on the interface

To move an app on the interface, simply hold your finger on an app and move your finger around the screen to move the app to the position you prefer

Troubleshooting and support

If you are experiencing difficulties with your mobile phone, please go through the following troubleshoots

The Mobile Phone will not power on:

1. Ensure the battery is inserted correctly
2. Ensure you have removed the battery sticker.
3. Ensure you are pressing and holding the power button for 5 seconds.
4. Ensure you have charged the phone for at least 10 minutes

The phone is asking for a PUK code:

1. This means you have input the incorrect password 3 times or more. Contact your Telco provider to retrieve your PUK code to unlock your phone as only your Telco provider can help unlock your SIM

SIM card error or no SIM card:

1. Ensure you have inserted the SIM card correctly and are using the correct size SIM card. Follow instructions in the quick set up guide for installing the SIM Card
2. Your SIM card may be damaged or dirty, ensure you replace your SIM with your Telco provider if this error occurs.

Failure to connect to the network:

1. Your network signal may be weak or out of range. Contact your Telco provider or try the phone in a different location to check your signal
2. Your SIM card may be damaged, invalid or has no credit. Contact your telco provider for support

Failure to make an outgoing call:

1. Ensure you have entered the correct phone number you wish to dial.
2. Ensure you have enough credit on your provider's account. Contact your provider for support
3. Your signal strength may be weak. Check your signal strength and contact your provider

Cannot hear anyone on the call:

1. Ensure your call volume is adjusted to your requirements. Using the volume keys on the right side of the phone
2. Ensure you have sufficient signal strength

Cannot receive calls:

1. Ensure your mobile phone is switched on.
2. You have enough signal strength to receive calls.
3. Ensure you do not have the phone in flight mode.
4. Ensure your SIM card is installed correctly.

The other party cannot hear you on the call:

1. Ensure your hand or fingers are not covering the Microphone. Located at the bottom right of the phone
2. Ensure you are speaking directly into the microphone
3. Ensure the other party has their volume turn up to their desired level

Mobile Phone wont charge:

1. Ensure the power plug is inserted in the wall socket correctly and the wall switch is turned on
2. Ensure the wall power socket is working by testing another device or a separate power socket
3. Ensure you have inserted the mini USB cord into the phone correctly
4. Ensure there is no dirt or dust accumulated in the phones power socket
5. Ensure you have left the phone on charge for at least 10 minutes as the battery may have run out of charge completely

Mobile phone won't connect via Bluetooth:

1. Ensure you have turned on and activated the Bluetooth setting. See Bluetooth guide in manual.
2. Ensure the other device has Bluetooth enabled
3. Your Bluetooth device may be too far away from the other device to connect. Ensure you are within range of this device to connect
4. Ensure you follow the Bluetooth instructions above

Mobile phone won't connect to Wi-Fi:

1. Ensure you have turned on and activated Wi-Fi on your phone. See Wi-Fi guide in the manual.
2. Ensure the Wi-Fi you are connecting to is working.
3. Your device may be too far away from the Wi-Fi Router. Ensure you are within range of this device to connect

Mobile phone won't connect to the internet:

1. Ensure you have turned on and activated mobile data
2. Ensure you have enough signal strength to access the internet
3. Ensure you don't have the phone on flight mode