OLYMPIA

NEO MINI

GB **Smartphone for Senior Citizens**
Operating Manual

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1 Introduction

The operating manual represents a component part of the device. It contains important information regarding safety, use and disposal. Familiarize yourself with all the information concerning operation and safety of the product before starting to use it. Only use the product in the way described and within the area of application specified. If you pass the product on to third parties, be sure to hand over all the documents with it.

1.1 Notations

The following notations are used in this operating manual:

Lists	• List, point 1 • List, point 2
Instruction steps	1 Instruction step 1 2 Instruction step 2 ▸ Result of the operation
Buttons/Keys	**On/Off** button
Navigation through the menus	**Menu 1** > **Menu 2** > **Menu 3**
Display Texts	All Apps

This symbol, and other similar symbols, indicate warnings regarding certain situations which could lead to personal injuries or damage to the smartphone.

This symbol indicates information which could provide assistance or tips on using the smartphone.

1.1.1 Display Texts

In this operating manual, important functions are explained with the help of texts, illustrations and examples.

You will find display texts illustrated in many sections of this operating manual.

These display texts correspond to the texts which appear on the smartphone.

Framed texts are provided in the following operating steps.

These frames indicate texts which can appear in the display of the smartphone.

If several display texts are illustrated in succession, you must navigate to each one by tapping on the individual buttons (e.g. All Apps, then Contacts) one after the other to the display texts shown.

1.2 Intended Use

The NEO MINI smartphone, subsequently referred to as the smartphone, is designed for use within a mobile phone network.

The smartphone is only suitable for private use.

Any other use is considered unintended use. Unauthorised modification or alterations are not permitted; doing so leads to loss of rights of claims under the terms of guarantee and warranty. Under no circumstances open the smartphone or try and complete any repair work yourself.

1.3 Safety Instructions

Pay attention to the following safety instructions to protect yourself from any possible personal injury when handling and using the smartphone:

WARNING! Risk of electric shock!

- Never attempt to open and repair the smartphone or components yourself.
- Never touch bare contacts with metallic objects.
- Never connect or disconnect the power adapter with wet hands.

WARNING! Risk of suffocation! Keep out of reach of children!

- Keep packaging materials and protective foils as well as batteries out of reach of children.
- Keep the smartphone and any accessories out of reach of children. Small children can swallow small parts or batteries.
- If a battery is swallowed, seek medical attention immediately.

WARNING! Risk of suffocation through batteries.

- Keep batteries out of reach of children.
- Seek medical attention immediately if one is swallowed.

CAUTION! There are different risks involved when dealing with batteries.

- Never attempt to recharge standard batteries, never short circuit batteries and/or open batteries. Doing so leads to a potential risk of overheating, fire or explosion.
- Improper handling of batteries can put your health and the environment at risk. Batteries/Rechargeable batteries could contain toxic, environmentally hazardous heavy metals (Cd = cadmium, Hg = mercury, Pb = lead). Therefore, separate sorting, disposal and recycling of old batteries is essential for the environment and good health.
- Ensure the connection terminals are not short-circuited.
- Never throw batteries into a fire or water.
- Never expose batteries to any mechanical loads.
- Leaking batteries could cause damage to the device. If a battery should start to leak, remove it from the device immediately to prevent any further damage. Take the utmost care when handling damaged or leaking batteries and always wear protective gloves.
- Avoid any contact with the skin, eyes and mucous membranes. In the event of contact with battery acids, wash the affected area immediately with plenty of fresh water and seek medical attention straight away. Avoid extreme conditions and temperatures which could affect the batteries, e.g. by placing them on radiators or exposing them to direct sunlight.

- Only use batteries of the type specified.
- Batteries of different types or new and old batteries must not be used together.
- Ensure batteries are inserted with correct polarity.
- If the device will not be used for a longer period, switch the device off and remove the batteries.
- Empty batteries must be removed from the device and disposed of according to local regulations.
- The batteries must be removed from the device before its disposal.
- You are legally obliged to dispose of batteries at your dealer or collection points provided by the waste authorities responsible.

CAUTION! Reduce exposure to radio waves!

- Use an appropriate headset for longer calls. Do not keep the smartphone near your head.

CAUTION! Risk of injury to the retina.

- The LED for the torch is very bright and could cause damage to eyes. Never look directly into the LED torch beam when the torch is switched on.

CAUTION! The ringing tone is issued via the loudspeaker.

- Take an incoming call first and then hold the smartphone to your ear. This prevents any possible hearing damage.

IMPORTANT! Do not use the smartphone in prohibited areas! Prohibited areas could include hospitals, petrol stations, aeroplanes, etc.

- Observe local regulations!

IMPORTANT! With regard to emergencies, do not rely on the smartphone alone! For technical reasons, it is not possible to guarantee a reliable connection in every situation.

IMPORTANT! Protect the device from moisture, dust, liquids, chemicals, vapours, heat and direct sunlight. The smartphone is only waterproof to a limited degree; therefore, keep it dry.

IMPORTANT! Only use original accessories. Only connect accessories approved by the manufacturer.

IMPORTANT! Telephoning while driving is only permitted when the applicable legal regulations are observed.

1.4 Other Information:

Observe the following information when operating the smartphone:

- The descriptions in this operating manual are based on the smartphone being set to its default factory settings.
- The apps (applications) already installed on the smartphone are updated automatically. Under certain circumstances, updates can lead to apps no longer working properly. In case of doubt, please contact the service department (see Section 8.4 Warranty on Page 68).
- Modification of the apps (applications) preinstalled on the smartphone or the Android™ operating system can lead to damage to the smartphone. Please note that in such cases, the terms of warranty related to the smartphone are annulled by GO Europe GmbH.
- If you want to extend the functions provided by the smartphone, you must set-up a Google account. A Google account can provide convenient functions, such as automatic backup of your contacts. You can also install more apps (applications) via Google Play. How to set-up a Google account is explained on Page 54. The basic functions of the smartphone are available for use without a Google account.
- The automatic updating of preinstalled apps (applications), installation of other apps or downloading of picture, video or audio files may result in extra costs from your mobile service provider. Please contact your mobile service provider to draw up an appropriate tariff.

1.5 Tips Concerning the Battery

The following tips and information help to ensure the smartphone battery works optimally:

- Only use batteries and power adapters approved by the manufacturer, otherwise the battery could be damaged.
- Do not short circuit the battery. Always leave the battery in the smartphone to avoid accidentally short circuiting the battery contacts.
- Keep the battery contacts clean and free of dirt.
- The battery can be charged/discharged hundreds of times but its service life is limited. Replace the battery when the battery power has decreased noticeably.
- To prevent unnecessary power consumption via the power adapter plug, disconnect the power adapter plug from the power socket when the battery is not being charged.
- The battery only reaches its full capacity after several full charging processes.

2 First Steps

The following sections provide information on putting the smartphone into operation.

2.1 Package Contents

Check the package contents of the smartphone carefully before putting the smartphone into operation. If anything is missing or damaged, please contact our Service Department.

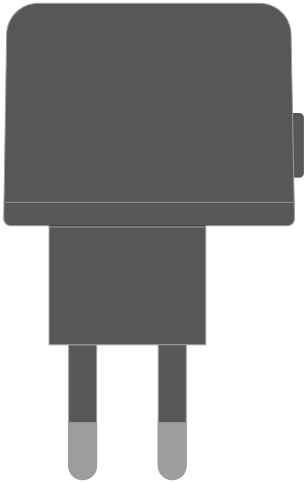
- NEO MINI smartphone
- Battery
- USB cable
- Power adapter
- Charging cradle
- Quick reference guide

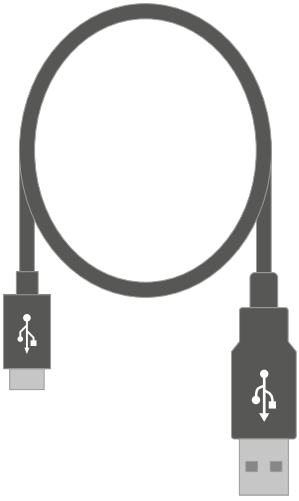
2.2 Accessories

Only connect original accessories from GO Europe GmbH to your smartphone.

You can also order the optionally available headset or replacement battery.

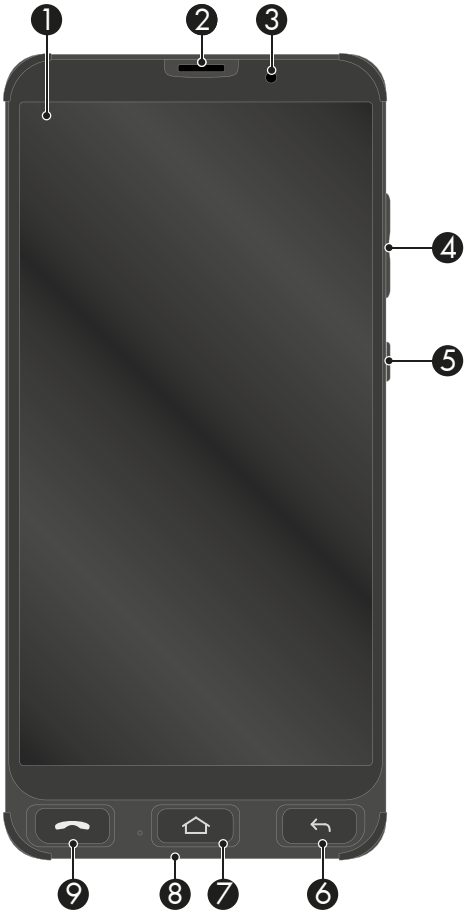
Please contact our service department for more information (see Section 8.4 Warranty on Page 68).





2.3 Overview - Front Side

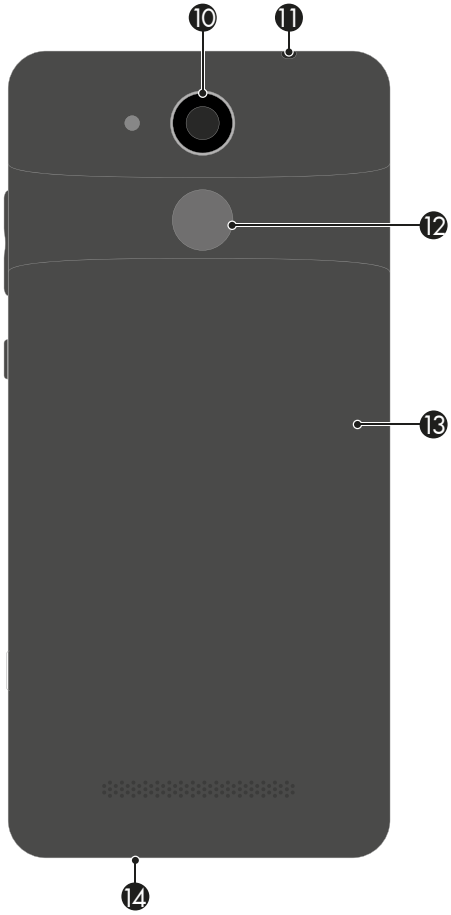
The illustration shows details of the front side of the smartphone. Familiarise yourself with all the operating elements before starting to use the smartphone.



1. Display
2. Loudspeaker
3. Camera (front)
4. Volume buttons
5. On/Off button
6. Back button
7. Home key
8. Charge contacts
9. Call button

2.4 Overview - Rear Side

The illustration shows details of the rear side of the smartphone. Familiarise yourself with all the operating elements before starting to use the smartphone.



⑩ Camera (rear)

⑪ Headphone connection

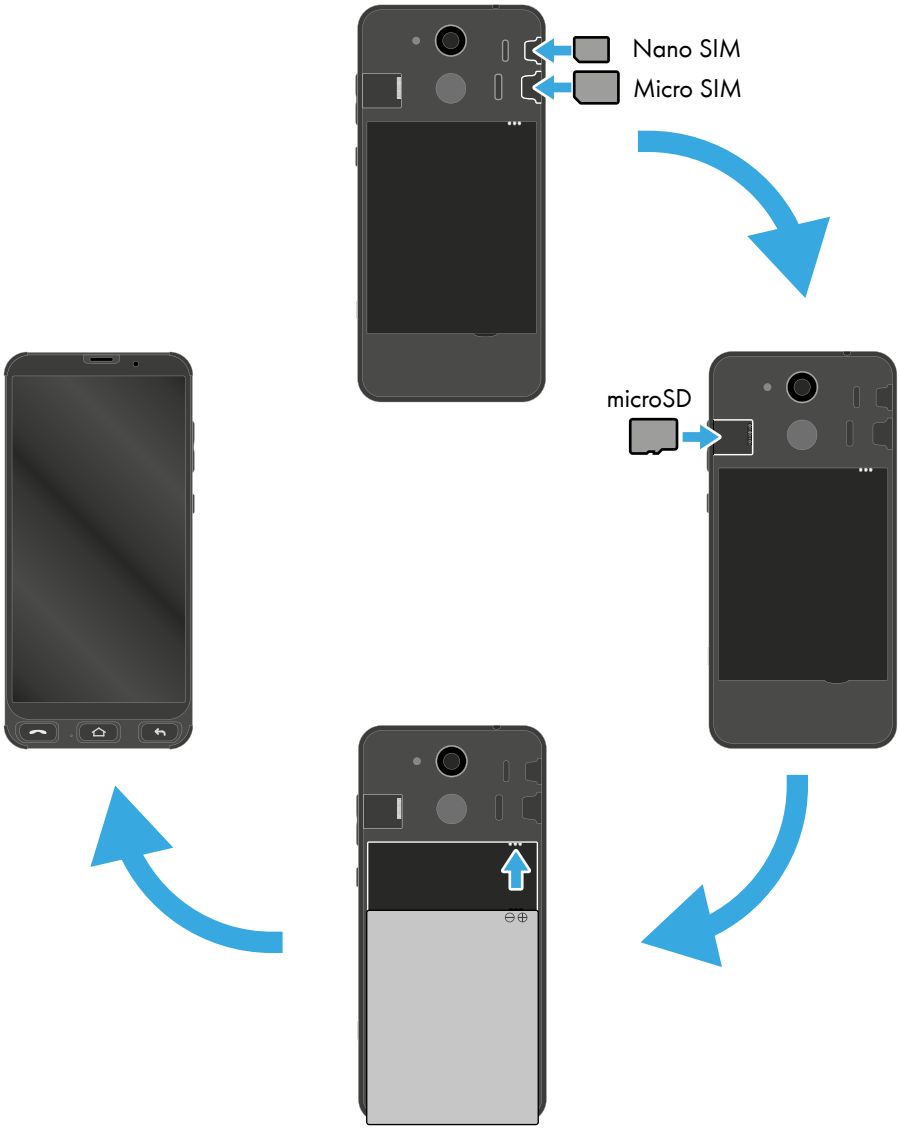
⑫ SOS key

⑬ Battery compartment cover

⑭ USB port

2.5 Putting the Smartphone into Operation

This section provides information on how to put your smartphone into operation. Your smartphone is ready for use in just a few steps.

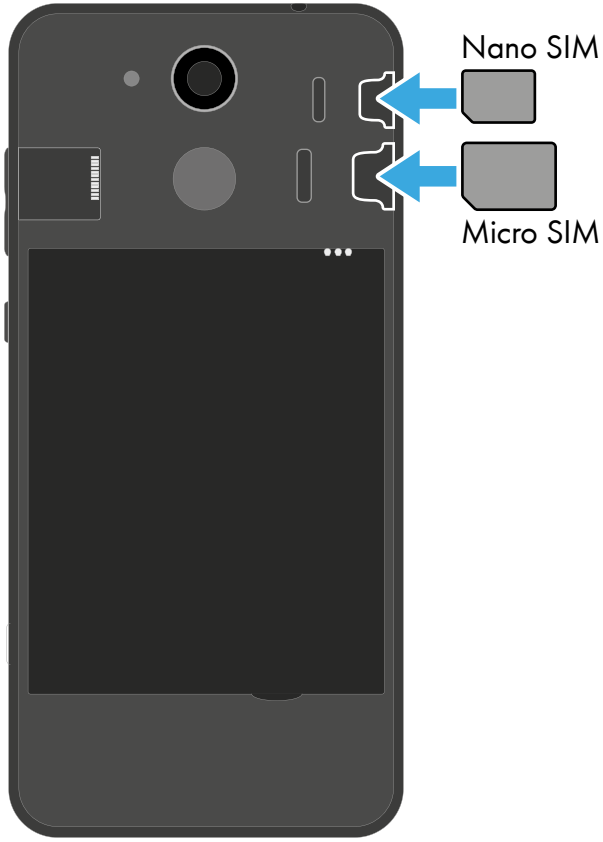


2.5.1 Inserting the SIM Card

Before you can use your smartphone, you must insert your SIM card (not included in the package purchased). The smartphone also offers the Dual SIM function, which means that you can install two SIM cards.

The smartphone can be fitted with SIM cards of the following formats: 1 × micro SIM card, 1 × nano SIM card

1. Remove the battery compartment cover ⓭.
2. Insert the SIM card in the corresponding slot. Ensure the SIM card is aligned correctly.

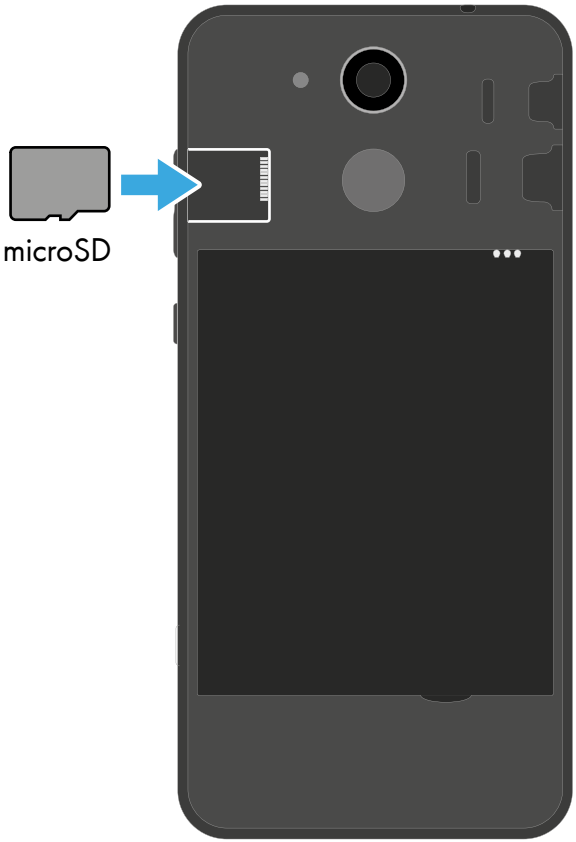


2.5.2 Inserting a MicroSD Memory Card (Option)

If you want to increase the memory capacity of the smartphone, you can insert a microSD memory card (not included in the package purchased) with a memory of up to 128 GB in the smartphone.

You need a microSD memory card, for example, if you want to take lots of photos or record lots of videos with the camera.

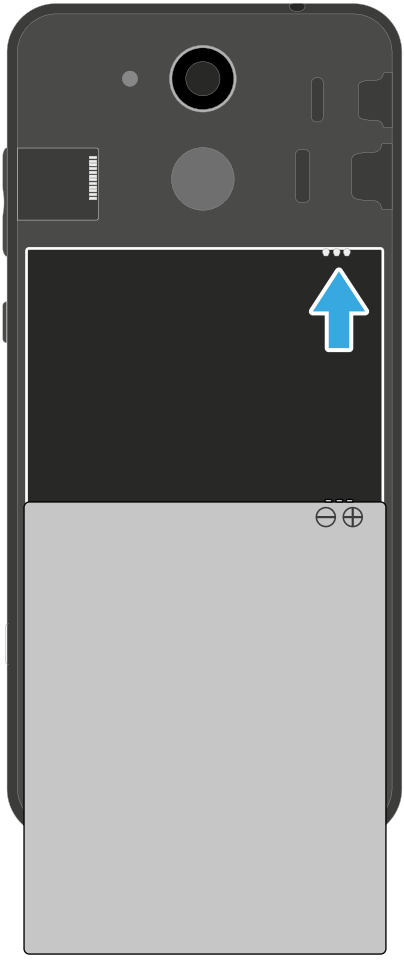
1 Place the microSD memory card in the compartment with the contacts facing down, as illustrated. Pay attention that the microSD memory card is aligned correctly.



2.5.3 Inserting the Battery

Before you can use your smartphone, you must insert the rechargeable battery supplied.

1. Insert the battery as shown. When doing so, ensure the battery is aligned correctly.
2. Replace the battery compartment cover ⓭. The battery compartment cover ⓭ latches audibly into place.



2.5.4 Charging the Smartphone (Power Adapter)

You can charge the smartphone using the USB cable and power adapter plug contained in the package purchased.

1. Connect the USB cable to the power adapter.
2. Connect the USB cable to the USB port ⓮ on the smartphone.
3. Connect the plug on the power adapter to a properly installed power socket.

CAUTION! Do not remove the battery while the smartphone is being charged. This could damage the smartphone. Disconnect the plug of the power adapter from the smartphone before changing or removing the battery.

2.5.5 Charging the Smartphone (Charging Cradle)

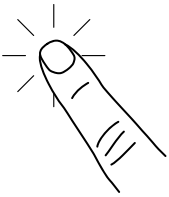
You can charge the smartphone using the charging cradle contained in the package purchased.

1. Connect the USB cable to the power adapter.
2. Connect the USB cable to the charging cradle.
3. Connect the plug on the power adapter to a properly installed power socket.
4. Insert the smartphone in the charging cradle with the charge contacts ❽ facing down.

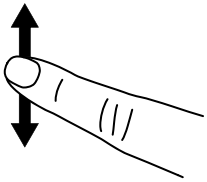
INFO: Insert the smartphone in the charging cradle without the protective cover, otherwise the charge contacts ❽ will be covered.

3 Operating the Smartphone

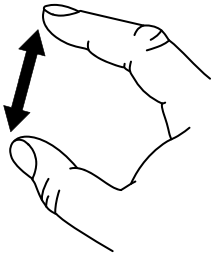
The smartphone is generally operated using the touch-sensitive display. Touch and swipe your fingers directly on the screen in order to navigate through the menus and start functions. Alternatively, you can use an appropriate stylus. The following overview indicates the finger movements to use:



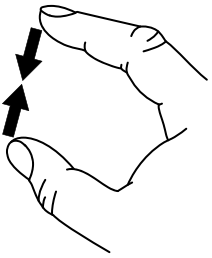
Tap your finger on the buttons or elements to start functions.



Swipe your finger through lists and views to scroll in them.



Draw two fingers apart on an element or view on the screen to zoom in. This finger movement is not available in all applications.



Move two fingers towards each other on an element or view on the screen to zoom out. This finger movement is not available in all applications.

3.1 Function Keys

The following overview indicates the function keys/buttons available. There is also an SOS key on the rear side of the smartphone.

Call button
Open the telephone function, take a call and end a call in progress.

Home key
Switch to the start screen and switch between applications (keep pressed).

Back button
Navigate one menu step back.

Increase volume button
Increase the volume of ringing tones, conversations and media playback (louder).

Lower volume button
Lower the volume of ringing tones, conversations and media playback (quieter).

On/Off button
Switch the smartphone on/off, restart it or create a screenshot.

3.2 Switching the Smartphone On

1 Press the **On/Off** ⏻ button for 3 seconds.

- The smartphone is switched on.
  The start screen appears after a short time.

INFO: When starting up the smartphone for the first time, please continue with the initial setup routine (see Section 3.5 Starting the Smartphone for the First Time on Page 26).

3.3 Switching the Smartphone Off

1 Press the **On/Off** ⏻ button for 3 seconds.

2 Tap on the Off button.

- The smartphone is switched off. The screen display goes out.

3.4 Screen Lock

The screen lock on the smartphone ensures that functions cannot be started accidentally via the elements in the display. When the screen lock is activated, only the screen is switched off, the smartphone can still be reached. The standard setting causes the screen lock to be activated automatically after 1 minute if there is no input within that time.

3.4.1 Locking the Screen

1. Press the **On/Off** ⏻ button briefly.
   - ▶ The screen goes out, the screen lock is activated.

3.4.2 Unlocking the Screen

1. Press any button briefly.
   - ▶ The screen lock display appears.
2. Depending on the type of screen lock you have selected:
   - draw the pattern you have defined,
   - enter your PIN or password.
   - swipe your finger over the display from bottom to top.

3.4.3 Defining the Screen Lock

1. Navigate to the All Apps > Settings > Security > Screen lock menu option.
2. Define the type of screen lock you want.

3.5 Starting the Smartphone for the First Time

After switching on the smartphone for the first time, you are assisted by a set-up wizard through all the necessary steps to configure the Android operating system.

1. Press the **On/Off** ⏻ button for 3 seconds.
2. Enter the PIN for your SIM card.

INFO: PIN for your SIM card is enclosed with the contractual documents provided by your mobile service provider. If you have any queries, contact your mobile phone provider.

3. Select the language required in the start screen.
4. Option: Tap on the Settings for visually impaired button if you want to use any operating aids (e.g. altering the font sizes or display size, read aloud function).
5. Tap on the START button.
6. If you are within the connection range of a wireless home network (WIFI/WLAN), select the required wifi network and log on. Then tap on the Connect button.
   - The smartphone then searches for updates. This process can take a few minutes.
7. Option: Transfer apps and data from a different smartphone to your new smartphone. Follow the subsequent instructions displayed.
8. Optionally: Log on using your Google account. Follow the subsequent instructions displayed.

9 Select a method (pattern, PIN, password) to define the screen lock on your smartphone. Define the pattern or enter the required PIN or password. Alternatively, tap on the Skip button.

10 Option: Adapt it in other steps provided by Google Services, such as Google Assistant, voice control or Google Play.

11 Follow the subsequent instructions provided by the set-up wizard. If the smartphone has an internet connection, the smartphone performs an update after the set-up is completed successfully. This process can take a few minutes.

- When the configuration work is completed successfully, the start screen appears.

3.6 Start Screen

The start screen displays the following elements:

❶	Status bar	❸	All Apps (applications)
❷	Apps (Applications)	❹	Time and Date

Swipe with your finger on the screen from right to left to open other pages of the start screen and display more apps.

3.6.1 Adding or Removing Apps on the Start Screen

You can change the apps displayed on the start screen.
Select other apps which you want to display on the start screen or delete from the start screen.

1. Press the **Home** ⌂ button.
   - ▶ The start screen appears.
2. Tap on the All Apps button.
3. Tap on the **+** button beside an app.
   - ▶ The app is added to the start screen.
4. Tap on the **-** button beside an app.
   - ▶ The app is removed from the start screen.

3.6.2 Moving the Apps on the Start Screen

You can shift the positions of the apps displayed on the start screen.

1. Press the **Home** ⌂ button.
   - ▶ The start screen appears.
2. Tap on the app that you want to move and keep it presses for approx. 2 seconds.
   - ▶ The app can now be moved and you can drag it to a new position.
3. Drag the app to the required position.

INFO: You can also drag the app to the edge of the screen in order to open the next page of the start screen.

4. Release the app at the required position.
   - ▶ You have moved the app.

3.7 Status Bar

The status bar is at the top margin of the screen and displays messages and provides quick access to selected functions.

The following overview indicates the icons which can appear:

Mobile phone network Indicates the connection quality of the mobile phone network. More bars = better connection.

Wifi Indicates the connection quality to the wifi (wireless network). More bars = better connection.

Bluetooth Indicates whether Bluetooth is switched on and if a device is connected.

Flight mode/Offline mode Indicates that all communication functions (mobile phone, wifi, Bluetooth) are switched off.

Settings necessary Indicates that certain settings must still be defined on the smartphone.

GPS Indicates a connection to the global navigation satellite system for determining your position. Important for navigation apps.

Call in progress
Indicates that a call is currently in progress.

Missed call
Indicates that one or more phone calls have been missed.

Call forwarding
Indicates that call forwarding is activated.

Headset (with microphone)
Indicates that a headset is connected.

Headphones (without microphone)
Indicates that headphones have been connected.

Data transfer (Download/Upload) Indicates that data transfer is in progress via the mobile network or wifi connection.

Error/Warning message Indicates that a problem has occurred. The message contains further information regarding the cause of the problem.

Charge status indicator
Indicates the current charge status of the battery.

No SIM card Indicates that no SIM card has been installed or that the SIM card has not been detected.

Firmware update available Indicates that an update of the firmware of the Android operating system is available.

Alarm clock/Timer switched on
Indicates that the alarm clock or a timer is switched on.

Unread e-mails Indicates that one or more e-mails received have not been read (Google-Mail).

Unread messages Indicates that one or more messages received (SMS, MMS) have not been read.

Roaming Indicates that the smartphone is connected to a different mobile phone network. This occurs when abroad, for example.

Vibration Indicates that the smartphone will vibrate, not ring, when a call is received. The call is also indicated on the screen.

Do not disturb Indicates that the smartphone neither rings nor vibrates when calls are received. The call is only indicated on the screen.

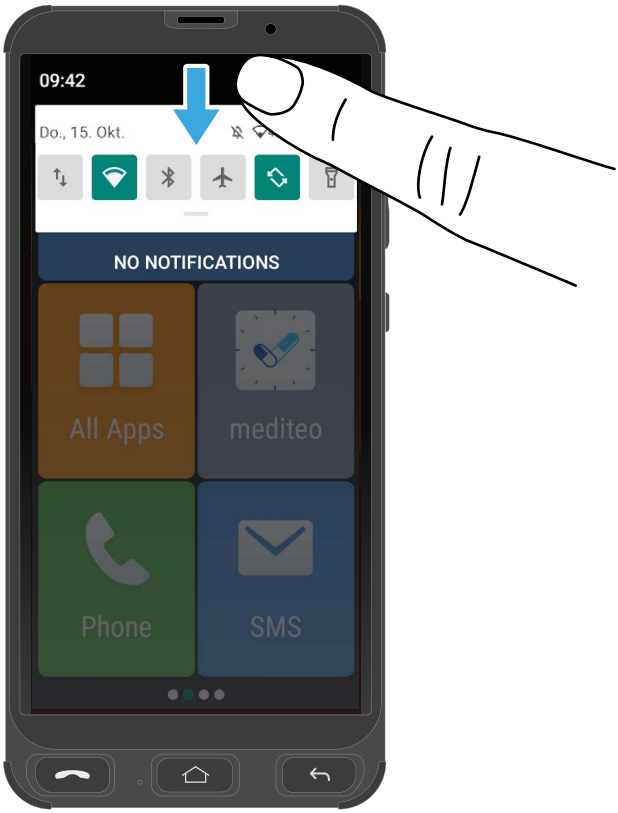
Weather Indicates the weather prevailing in your current location (condition: GPS is activated).

3.7.1 Opening the Quick Access Menu

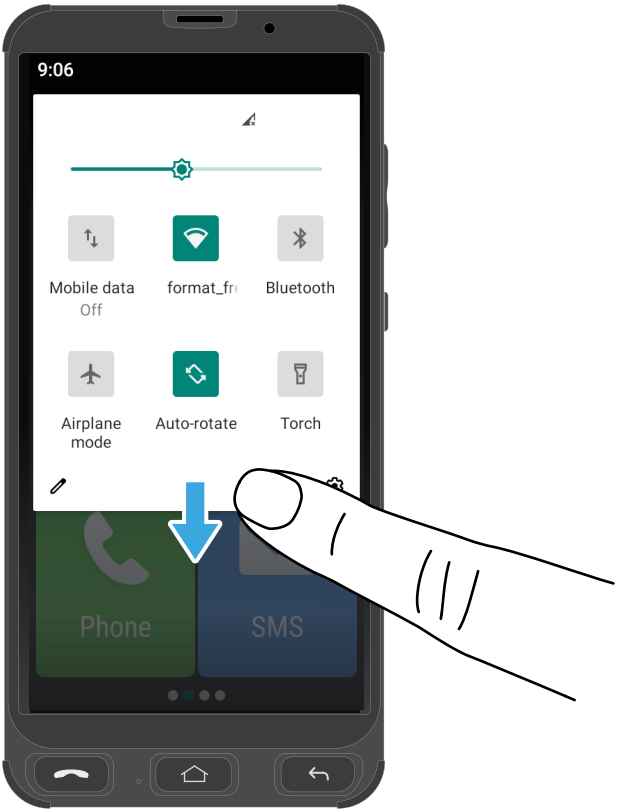
You can use the status bar to open out the Quick Access menu and view further information on notifications and define more settings:

1 Tap a finger on the status bar and swipe downwards on the screen.

- The Quick Access menu opens out.



2 Tap a finger on the Quick Access menu and swipe downwards on the screen. The Quick Access menu is extended and displays even more functions.



3.8 Screen Keyboard

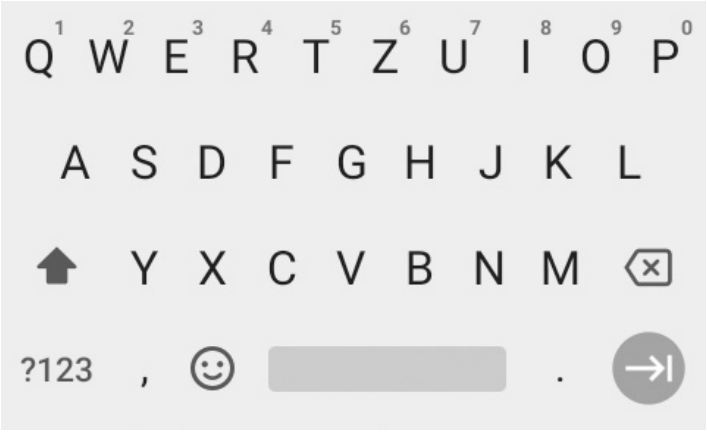
In order to enter characters and digits, you can use the screen keyboard which appears in the display.

The screen keyboard appears in the smartphone display as soon as you tap on a corresponding input field.

1. Tap on any input field on the screen. The screen keyboard appears.
2. Tap on the screen keyboard to enter the relevant characters and digits.

INFO: Press and hold on a character to select further characters/special characters.

3. Optionally: Press on the **Back** button to clear the screen keyboard from the display.



3.9 Smartphone Menu

The smartphone menu is divided into topically organised groups (submenus).

The following descriptions always assume that the starting point for the operation is the smartphone's start screen (press the **Home** ⌂ button).

The higher level menus - e.g. Contacts, Messages or Settings - can be accessed using the All Apps button.

4 Using the Main Functions

This section explains how to use the main functions of the smartphone.

Information on other useful functions is provided in Section 6 Useful Functions on Page 54.

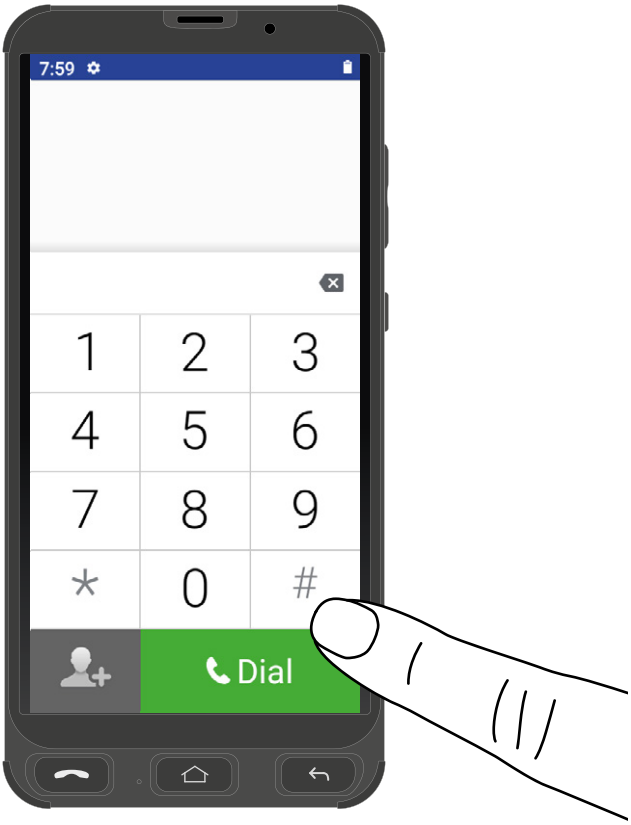
Information on the settings defined for the smartphone is provided in Section 5 Smartphone Settings on Page 52.

The sections below describe the functions and indicate the symbols assigned to the individual apps. This simplifies orientation when using the smartphone.

4.1 Making a Call

1 Press the **Call** button.
   - The phone app appears.

2 Tap on the Dialpad dialling keyboard.
   - The dialling keypad (dialpad) appears.



3 Enter the required phone number using the keys on the dialpad.

INFO: Incorrect entries can be cleared using the X button.

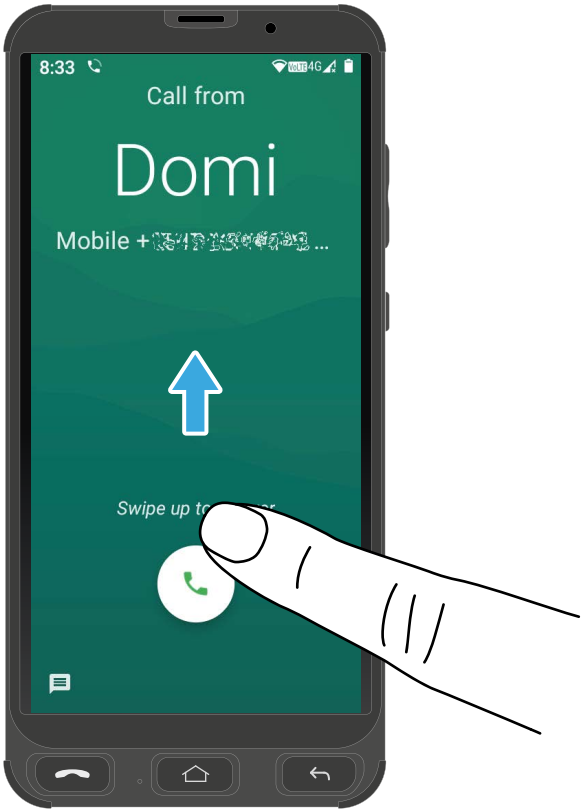
4 Tap on the Call button.
   - The phone number is dialled.

4.2 Taking a Call

The smartphone need not be unlocked in order to receive a call.

1 Swipe your finger from the bottom to the top of the screen.

- The incoming call is taken.



1 Alternatively, press the **Call** button.

- The incoming call is taken.

4.3 Rejecting a Call

1 Swipe your finger from the middle to the bottom of the screen.

- The incoming call is rejected. The caller hears the busy signal.

4.4 Functions Available During a Call

While a call is in progress, it is possible to change the volume, activate the handsfree function, mute the microphone and activate a conference with other call participants.

4.4.1 Adapting the Volume During a Call

Adapt the volume while a call is in progress by pressing the **Increase volume** [▲] or **Lower volume** [▼] button.

4.4.2 Handsfree Function

You can select whether to hear the caller via the loudspeaker.

1. When a call is in progress, tap on the [Speaker] button.
   - The microphone is switched off, the caller cannot hear you.
2. Tap on the [Speaker] button again.
   - The microphone is switched on, the caller can hear you again.

4.4.3 Muting the Microphone

You can switch the microphone off while the call is in progress. Muting the phone means that the call continues to be connected, you can still hear the caller but the caller can no longer hear you.

1. When a call is in progress, tap on the Mute button.
   - The microphone is switched off, the caller can no longer hear you.
2. Tap on the Mute button again.
   - The microphone is switched on, the caller can hear you again.

4.4.4 Putting a Call on Hold

You can select whether to put the call in progress on hold. Putting a call on hold means putting it into holding mode.
The caller is put on hold enabling you to call someone else. The first caller cannot hear this call.

1. When a call is in progress, tap on the Hold button.
   - The caller is put on hold.
2. Tap on the Hold button again to resume the call.

4.4.5 Conference Facility

You can set up a conference call, meaning communicating with at least two other parties at the same time.

1. When a call is in progress, tap on the Add button and dial the phone number of another person.
2. Tap on the Call button.
   - The new person is called.

During this time, the call with the first caller is held until the second person has taken the call and you start the conference.

3. Wait until the new person has taken the call and then tap on the Merge button.
   - The conference call facility is activated and you can talk to both parties (or more).
4. Tap on the Hangup all button.
   - The conference call is ended.

4.5 Contacts (Phone Book)

You can store contacts in the phone book provided by the smartphone. The contacts stored are arranged in alphabetical order.

4.5.1 Adding a Contact

You can save your contacts in the phone book in order to be able to contact them quickly or assign them as picture dialling contacts.

1. Navigate to the All Apps > Contacts menu option.
2. Tap on the + button.
3. Enter the name and phone number, at least.
4. Tap on the Save button.
   - The new contact has been saved.

4.5.2 Editing a Contact

You can edit contacts in the phone book.

1. Navigate to the All Apps > Contacts menu option.
2. Select the required contact.
3. Tap on the Edit contact button.
4. Edit the information concerning the contact.
5. Tap on the Save button.
   - The contact has been saved.

4.5.3 Assigning a Picture to the Contact

You can assign a picture to the contact. The picture is then displayed in the picture dialling list and in the phone book.

1. Navigate to the All Apps > Contacts menu option.
2. Select the required contact.
3. Tap on the Edit contact button.
4. Tap on the **Camera** button.
5. Use the camera to take a photo (Take photo button) or select a photo from the gallery on the smartphone (Choose photo button).
6. Define the size of the picture and tap on the Done button.
7. Tap on the Save button.
   - A picture has been defined for the contact.

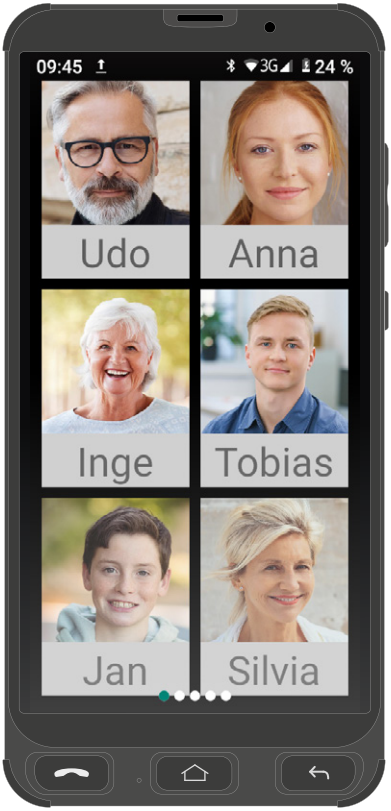
4.5.4 Deleting a Contact

You can delete contacts from the phone book.

1. Navigate to the All Apps > Contacts menu option.
2. Select the required contact.
3. Tap on the **Menu** button.
4. Tap on the Delete button.
5. Tap on the Delete button to confirm the prompt.
   - The contact has been deleted.

4.6 Speed Dialling Via Picture

The speed dialling via picture function enables you to call your favourite contacts conveniently and directly. You can define up to six contacts for the speed dialling via picture function.



4.6.1 Adding Contacts to the Picture Dialling List

1. Press the **Home** ⌂ button.
   - ▶ The start screen appears.
2. Swipe your finger from left to right on the screen.
   - ▶ The picture dialling list appears.
3. Tap on an empty speed dialling contact (1 - 6).
4. Select a contact from the phone book and tap on the + button.
5. Alternatively, tap on the Add button to create a new contact in the phone book.

4.6.2 Making a Call Using the Picture Dialling Function

1. Press the **Home** ⌂ button.
   - ▶ The start screen appears.
2. Swipe your finger from left to right on the screen.
   - ▶ The picture dialling list appears.
3. Tap on the contact required.
4. Tap on the Call button.
   - ▶ The contact is called.

4.6.3 Writing a Text Via the Picture Dialling List

1. Press the **Home** ⌂ button.
   - The start screen appears.
2. Swipe your finger from left to right on the screen.
   - The picture dialling list appears.
3. Tap on the contact required.
4. Tap on the SMS button.
5. Enter the required text in the input field using the screen keypad.
6. Tap on the SMS button.
   - The text message is sent.

4.7 Messages (SMS/MMS)

The smartphone can be used to create text messages such as SMS (Short Message Service) and MMS (Multimedia Messaging Service) using the **Messages** menu option.

4.7.1 Writing Messages (SMS/MMS)

1. Tap on the SMS/MMS button.
2. Tap on the Write button.
3. Enter the name or phone number of the recipient using the screen keyboard.
4. Enter the required text in the input field using the screen keypad.
5. Tap on the Send button.
   - The text message is sent.

4.7.2 Viewing Messages (SMS/MMS)

1. Tap on the SMS/MMS button.
2. Tap on the message to be viewed. Messages which have not yet been read appear in **bold** print.
   - The message is opened.

4.7.3 Deleting Messages (SMS/MMS)

1. Tap on the SMS/MMS button.
2. Tap on the message to be deleted and hold it for approx. 2 seconds.
   - The message is selected.
3. Tap on the **Delete** button.
   - The message selected is deleted.

4.8 Using the Camera

The camera in the smartphone can be used to take photos and record videos.

When using the camera, observe local regulations and respect other peoples' rights of privacy.

4.8.1 Using the Camera (Photos)

1 Tap on the Camera button.

- The camera app opens. The subject in front of the camera lens appears on the smartphone screen.

2 Tap on the Picture button.

- The camera activates the photo mode.

INFO: Tap on the **Flash** button in order to set the flash function as required (Off / Automatic / On).
Tap on the **Change camera** button to switch to the front camera (selfie cam).

3 Tap on the camera button below the Picture button.

- The image currently displayed is saved as a photo.

4.8.2 Using the Camera (Video)

1. Tap on the Camera button.
   - The camera app opens. The subject in front of the camera lens appears on the smartphone screen.
2. Tap on the Video button.
   - The camera activates the video mode.

INFO: Tap on the **Flash** button in order to set the flash function as required (Off / Automatic / On).
Tap on the **Change camera** button to switch to the front camera (selfie-cam).

3. Tap on the camera button below the Video button.
   - Recording begins. The current recording time is displayed in the top section of the screen.
4. Tap on the camera button below the Video button again.
   - Recording is stopped and the video is saved.

4.8.3 Adjusting Camera Settings

You can adjust the settings defining the photo and video quality (e.g. image size).

1. Tap on the Camera button.
   - The camera app opens.
2. Tap on the top left of the button .
3. Tap on the **Settings** button.
4. Define and adjust the settings as required.

4.9 SOS Key (Emergency Call Function)

You can initiate an emergency call by using the SOS key. You will hear an SOS signal first of all. Then the SOS messages are sent to the phone numbers defined in succession. Following that, the numbers are dialled, in succession, via the handsfree function. You can assign up to 5 phone numbers to the SOS key.

NOTE: Never assign official emergency call numbers (e.g. 112). A false alarm can lead to considerable costs which could be charged to you.

4.9.1 Assigning Phone Numbers to the SOS Function

1. Navigate to the All Apps > SOS menu option.
2. Tap on the SOS Numbers button.
3. Select one of the free locations (SOS phone numbers 1-5).
4. Enter the required phone number using the screen keyboard and confirm it with the OK button.
   - The phone numbers have been assigned for the SOS function.

5 Smartphone Settings

This section explains which settings you can define in the smartphone menus.

5.1 Organisation of the Settings Menu

Menu	Description
Network & Internet	Settings and information regarding wifi (WLAN), mobile networks, data usage, hotspots and SIM cards
Connected devices	Settings for Bluetooth
Apps	Settings for the apps installed
Notifications	Settings for notifications on apps
Battery	Current battery charge and remaining time, settings for the battery (e.g. save-energy mode)
Memory	Memory capacity and occupied memory, settings for memory card
Display	Settings for the display screen, such as screensaver, standby mode and font sizes
Tones	Settings for ringing tones, volumes, vibration and silent.
Background	Settings for the background of the start page and screen lock
Operating assistance	Reading aids, display gesture control, settings for persons with dyschromatopsia or other visual impairment
Security	Screen lock (PIN, pattern, fingerprint)

Data protection	Settings and information on permissions related to apps, account activities, personal data
Location	Switching on/off position tracking, location access
Security and emergency situations	Settings for emergency SOS, medicat information and warnings
Passwords and accounts	Account overview (Email, social media etc.), switch automatic synchronisation of data on/off
Digital wellbeing & youth protection settings	Device usage duration, app timer, sleep time programme, digital wellbeing &
DuraSpeed	Settings on performance optimization of apps
Google	Services and settings for Google
System	Language, gestures, date and time, backup, resetting to factory settings
About the phone	Model and hardware, IMEI numbers, legal information, Android version

NOTE: Please note that the name and position of settings could be altered by automatic update of the Android operating system. This operating manual describes the state of the smartphone on delivery. In case of doubt, use the Search function in the Settings section.

6 Useful Functions

Your smartphone provides other useful functions.

6.1 Setting Up a Google Account

You can set-up a Google account at a later date in order to receive further helpful functions and have access to other apps (applications) via Google Play.

1. Navigate to the All Apps > Settings > Passwords and accounts menu option.
2. Tap on the Add Account button.
3. Tap on the Google button.
4. Register using your existing Google account or tap on the Create account button to set-up a new Google account.
5. Follow the instructions to create the Google account.
   - ▸ You have successfully created a Google account.

6.2 Blocked Numbers

It is possible to select phone numbers and block them, whereby you cannot then receive calls or texts from the blocked numbers.

1. Navigate to the All Apps > Contacts menu option.
2. Tap on the **Menu** button.
3. Tap on the Settings button.
4. Swipe your finger through the menu to the bottom and then tap on the Blocked numbers button.
5. Tap on the Add number button.
6. Enter the phone number in the input field.
7. Tap on the BLOCK button.
   - ▸ The phone number entered is blocked.

6.3 Setting Up E-mail Accounts

You can set-up several e-mail accounts on your smartphone.

1. Navigate to the All Apps > Settings > Accounts menu option.
2. Tap on the Add Account button.
3. Tap on the IMAP or POP button, depending on the e-mail protocol you use. In case of doubt, inquire at your e-mail provider.
4. Follow the subsequent instructions displayed.
   - ▸ You have set-up an e-mail account.

Complete the sequence of steps again to set-up a new e-mail account.

6.4 Calendar

A calendar is already installed on your smartphone.

1. Navigate to the All Apps > Calendar menu option.
2. Tap on the button and select the view required.

6.4.1 Entering Events in the Calendar

You can enter various forthcoming events in the calendar and set-up a reminder for them, if required. The following actions can be entered: destination, reminder, task, appointment.

1. Tap on the button.
2. Tap on the corresponding button (e.g. for an appointment) to enter the required action.
3. Enter any details, such as beginning and end times for the appointment.
4. Tap on the Save button.
   - ▸ The action has been entered.

6.5 Surfing in Internet

A web browser (Chrome) is already installed on the smartphone which can be used to surf in internet and visit web sites.

NOTE: To avoid extra costs, you need access to a wireless network (WIFI/WLAN) or a reasonable tariff from your mobile phone provider.

1 Navigate to the All Apps > Chrome menu option.

NOTE: When opening the web browser for the first time, you must read the site policy and accept it, if you agree.

2 Enter the search term you require or the specific web site in the input field.

- The result of the search or web site specified is displayed.

6.6 Calculator

A calculator is already installed on your smartphone.

1 Navigate to the All Apps > Calculator menu option.

2 Tap on the required operation.

NOTE: The blue arrow enables you to use the functions assigned to a scientific calculator.

6.7 YouTube

The YouTube app is already installed on the smartphone. This provides direct access to videos and streams from YouTube.

1 Navigate to the All Apps > YouTube option.

2 Enter a search term in the search bar or select the required video directly.

6.8 Torch

A torch app is already installed on your smartphone. The torch app uses the flash function of the smartphone.

1 Navigate to the All Apps > Torch menu option.

2 Tap on the ON button.

- The torch is switched on.

3 Tap on the OFF button.

- The torch is switched off.

6.9 WhatsApp

WhatsApp is already installed on your smartphone. WhatsApp is a messenger service which you can use to send messages to your contacts. The messages are sent via an active data connection.

NOTE: To avoid extra costs, you need access to a wireless network (WIFI/WLAN) or a reasonable tariff from your mobile phone provider.

1 Navigate to the All Apps > WhatsApp menu option.

NOTE: When opening WhatsApp for the first time, you must read the site policy and accept it, if you agree.

2 Follow the instructions to set-up a WhatsApp account.

- You have successfully set-up a WhatsApp account.

INFO: Further information is available online at:
www.whatsapp.com

6.10 mediteo

Mediteo, a medication reminder app certified by the TÜV, is already installed on the smartphone. You can use this app to scan your medication and set-up a reminder for when to administer it.

1 Navigate to the All Apps > mediteo menu option.

NOTE: When opening mediteo for the first time, you must read the site policy and accept it, if you agree.

2 You can register for a CGM LIFE account, if required, or start without an account.

3 Follow the instructions provided to set-up and use mediteo.

INFO: Further information is available online at:
www.mediteo.com

6.11 Creating a Screenshot

1 Press the **On/Off** ⏻ button for 3 seconds.

2 Tap on the Screenshot button.

- A photo of the current screen content is created.

3 Alternatively: Press the **On/Off** ⏻ button and **Lower volume** ▼ buttons simultaneously, only briefly. A photo of the current screen content is made.

7 Troubleshooting

Even in the case of the smartphone, it is possible that something does not work as it should.
The following information should help to solve the problem.

7.1 Restarting the Smartphone

1. Press the **On/Off** ⏻ button for 3 seconds.
2. Tap on the Restart button.
   - ▶ The smartphone is restarted.
3. Wait until the start screen appears in the display.

If the smartphone cannot be restarted in this way, proceed as follows:

1. Remove the battery from the smartphone and wait a moment.
2. Insert the battery back in the phone (see 2.5.3 Inserting the Battery on Page 19).
3. Press the **On/Off** ⏻ button for 3 seconds to switch the smartphone on.

7.2 Restoring the Default Factory Settings

If the problem cannot be solved otherwise, it may be helpful to reset the default factory settings. Please note that after being reset the smartphone must be set-up and configured again.

1 Navigate to the All App > Settings > System > Reset options menu option.

IMPORTANT! As a result of resetting the default factory settings, all your personal settings and data will be deleted from the smartphone!

2 Tap on the Erase all data (factory reset) button.

3 Wait a few minutes until the process has finished.

4 Set-up your smartphone again (see Section 3.5 Starting the Smartphone for the First Time on Page 26).

7.3 Questions and Answers (FAQ)

This chapter contains answers to frequently asked questions and possible solutions to problems.

The smartphone cannot be switched on?

There is no battery inserted or the battery is not sufficiently charged. Insert or charge the battery, whichever is necessary. Further information is provided in Section 2.5 Putting the Smartphone into Operation on Page 16.

If the battery charge drops below a minimum status, the mobile The smartphone is automatically off. Charge the battery in the smartphone.

Neither the signal strength nor my mobile phone network are displayed on the start screen.

There is no mobile communication connection. Your smartphone could be in a location without any network coverage. Move to a different location or contact your mobile phone provider.

Check that the SIM card is inserted correctly. Further information is provided in Section 2.5 Putting the Smartphone into Operation on Page 16.

If you use the Dual SIM function offered by the smartphone, the network availability and name of each mobile phone network used are displayed. Some mobile phone networks offer better coverage than others in different areas.

Why doesn't the SIM card fit in the slot in my smartphone?

The smartphone can be fitted with SIM cards of the following formats: 1 × micro SIM card, 1 × nano SIM card

If your SIM card has a different format, please contact your smartphone provider. They can transfer the data on the SIM card to a card with a suitable format.

The display of my smartphone has "frozen" and the smartphone does not react when buttons are pressed.

Your smartphone can occasionally crash. Remove the battery, wait 30 seconds, replace the battery in the smartphone and start it up again. Further information is provided in Section 3.2 Switching the Smartphone On on Page 24.

The battery cannot be charged or is empty within a short time.

Charge the smartphone for at least 2 hours. Please note that the battery only reaches its full capacity after several full charging processes.

If the problem continues, the battery may be defective and need to be changed. Please contact our service partners in such cases (see Section 8.4 Warranty on Page 68).

The caller is too quiet or difficult to understand.

Increase the volume of the caller using the volume button on the smartphone. While a call is in progress, press the **Increase volume** ▲ button.

How can I install more apps (applications) on the smartphone?

You can download and install other apps from Google Play. A condition for using Google Play is that you have a Google account. If you do not currently have a Google account, you can register free of charge. Further information is provided in Section 6.1 Setting Up a Google Account on Page 54.

How can I activate the wifi or Bluetooth function on the smartphone?

The settings for wifi (WLAN) or Bluetooth are in various menus. To switch on the wifi and define settings, navigate to the All Apps > Settings > Network & Internet. Then switch on the Bluetooth function and define settings, navigate to the All Apps > Settings > Connected devices menu option.

How can I find a specific setting in the smartphone?

The smartphone has a convenient Search function which enables you to access the required setting quickly. Navigate to the All Apps > Settings menu option. Enter the required search term in the search bar. The appropriate settings are displayed.

How can I change the brightness of the smartphone screen?

The brightness of the smartphone screen can be adjusted easily using the slider control in the Quick Access menu. Further information is provided in Section 3.7.1 Opening the Quick Access Menu on Page 32.

Alternatively, navigate to the All Apps > Settings > Display menu option. Tap on the Brightness button and adjust the brightness with the slider control.

How can I change the ringing tone of the smartphone?

Navigate to the All Apps > Settings > Sounds menu option. Tap on the Phone ringtone button and select the ringing tone required. The respective ringing tone selected plays briefly. Confirm the selection by tapping the OK button.

How can I change the notification sound (e.g. SMS text) of the smartphone?

Navigate to the All Apps > Settings > Sounds menu option. Tap on the Default notification sound button and select the notification tone required. The respective notification sound selected plays briefly. Confirm the selection by tapping the OK button.

How can I switch the vibration function of the smartphone on or off?

Navigate to the All Apps > Settings > Sounds menu option. Tap on the Vibrate for calls button to switch the vibration function on or off.

The camera on my smartphone works but I cannot save any pictures or videos.

Expand the memory of the smartphone by inserting a microSD memory card. You can purchase a suitable microSD memory card from specialist retailers. Pay attention to the technical specifications in Section 8.8 Technical Properties on Page 69.

Is it possible to backup the data and apps on the smartphone?

The Google account on the smartphone provides the option of backing up data and apps from the smartphone. A condition for using the data backup function is that you have a Google account. If you do not currently have a Google account, you can register free of charge. Further information is provided in Section 6.1 Setting Up a Google Account on Page 54.

To save data and apps, navigate to the All Apps > Settings > System menu option. Tap on the Backup button and activate the Backup to Google Drive button.

How can I transfer data and apps (applications) from my old smartphone to my new smartphone?

If your old smartphone has an Android operating system with an active Google account, it is sufficient to register the existing Google account on your new smartphone. Further information is provided in Section 6.1 Setting Up a Google Account on Page 54.

If, however, you have not used a Google account on your old smartphone, you can transfer the data via Bluetooth. Unfortunately, it is not possible to transfer apps.

8 Appendix

This section contains further important information related to the smartphone.

8.1 Symbols

The following symbols are provided on the packaging of the smartphone. The symbols and their significance are listed below:

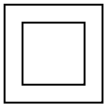
Hearing aid compatible (HAC)

SOS function

Medication reminder app (mediteo) is preinstalled

Android 13

Only use the power adapter indoors.



The symbol indicates that the design of the product complies with Protection Class II (double insulation). A safety connection to the electrical earthing (ground) is not necessary.

8.2 Disposal

Delete any personal data on the device before disposing of it (see Section 7.2 Restoring the Default Factory Settings on Page 60).

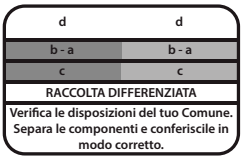
Familiarize yourself with the options available concerning the return of old equipment and used batteries free of charge through your dealer.

The adjacent symbol indicates that electrical and electronic apparatus and batteries no longer required must be disposed of separate from domestic waste in accordance with legal directives. Dispose of the device at a collection point provided by your local waste authorities.

Defective and used batteries must be recycled in accordance with the Directive 2006/66/EC and its amendments. Return batteries and/or the device via the collection points provided.

Packaging materials must be disposed of according to local regulations.

Pay attention to the identifications on the packaging materials when sorting waste; they are identified by the abbreviations (b) and numbers (a) which have the following significance: 1–7: plastics / 20–22: paper and cardboard / 80–98: composite materials.



The logo is only applicable to Italy.

8.3 Declaration of Conformity

We, GO Europe GmbH, Zum Kraftwerk 1, 45527 Hattingen, DEUTSCHLAND, declare in sole responsibility, that the product is compliant with the EU Directives: 2014/53/EU and 2011/65/EU. The full EU Declaration of Conformity is available online at the following website or by scanning the QR code:

CE The CE mark on the devices confirm their conformity.

The Declaration of Conformity for this product is available at: **http://productip.com/?f=22df95**

8.4 Warranty

Dear customer,

We are delighted that you have chosen this equipment.

In the case of a defect, please return the device together with the receipt and original packing material to the point of sale.

8.5 Care Instructions

Clean the housing surfaces of the device with a soft, dry, lint-free cloth. Do not use any cleaning agents or solvents.

8.6 Manufacturer

GO Europe GmbH
Zum Kraftwerk 1
D-45527 Hattingen
Germany
www.go-europe.com

8.7 Legal Information

Google, Android, Google Play and other brands are trademarks of Google LLC.

8.8 Technical Properties

Mobile communication frequency range	WCDMA 850/900/1800/1900 MHz (B1/B5/B8) LTE 900/2100 MHz (B1/B3/B7/B20)
Mobile communication transmission rate	100 MBps download; 50 MBps upload
Mobile communication transmission power	2G: 900 MHz 31 dBm, 1800 MHz 29 dBm, 3G: 2100 MHz 21dbm, 900 MHz 20 dBm LTE: BAND1 20 dBm, BAND3 20.1 dBm, BAND7 19.8 dBm, BAND8 20 dBm, BAND20 20 dBm
Wifi standard	IEEE 802.11n
Wifi frequency range	2.412 GHz - 2.472 GHz
Wifi transmission rate	IEEE 802.11n 2.4 GHz with 72 MBit/s (20/40 MHz) IEEE 802.11n 5 GHz with 150 MBit/s (20/40 MHz)
Wifi transmission power	Under 10 dBm: 100 mW Over 20 dBm: 500 mW
Wifi encryption	WEP
Bluetooth standard	BT 4.0
Bluetooth frequency range	2.402 GHz - 2.480 GHz
Bluetooth transmission rate	24 MBps
Bluetooth transmission power	1 mW
GPS receiver	GPS with 1575.42 MHz
Camera	2 MP (front), 5 MP (rear)
Processor (CPU)	Model: MT6739, 4 cores @ 1.3 GHz
Working memory (RAM)	2 GB
Memory	16 GB (internal), up to 128 GB (external)
USB port	Type C
Display	5" IPS, 480*854 pixel
SIM card types	1 × microSIM, 1 × nanoSIM
Weight	121.1 g (without battery)
Dimensions (h × w × d)	148.3 × 74.2 × 10.5 mm
Permissible ambient conditions	-10° to 50°C at 30 to 60% humidity
Battery	2400 mAh (lithium-ion)
Power adapter	Model: ES006C, input: 100 - 240 V, 50/60 Hz, output: 5 V - 1 A, 5 W

Subject to change without prior notice.

Manufacturer
GO Europe GmbH
Zum Kraftwerk 1
D-45527 Hattingen
Germany

V 1.15.2
10/2023
ID: 2289