

VIVO XL2

USER MANUAL

FCC: YHLBLUVIVOXL2

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Safety Information

Please carefully read the terms below:

Use Safely

Do not use the phone in situations where it might cause danger.

Transportation Safety

Please observe all transportation laws and regulations.

Please drive with both hands on the wheel.

PLEASE DRIVE RESPONSIBLY - DO NOT TEXT AND DRIVE

Hospital Safety

Please follow hospital rules and limitations.

Please turn off your mobile phone when near medical instruments.

Airport Safety

Remember to follow all airport and flight safety regulations.

Chemical Warning

Do not use your mobile phone around fuels or chemicals.

Temperature Warning

Do not subject your phone to extreme temperature conditions.

Water Hazard

Your phone is not waterproof. Keep your phone away from water or liquid to avoid damage.

Emergency Calls

Make sure your mobile phone is switched on and in a service area. In home screen, tap the phone key and dial the emergency number.

Accessories and Batteries

Use only Blu authorized batteries and accessories. Avoid using charger around liquids. Unplug if exposed.

Information Backup

Remember to keep a written record of important information.

Battery Safety and Precautions

- For better performance and longer battery life, it is recommended that you charge the battery fully before using the mobile phone for the first time.
- The optimum performance of a new battery is typically achieved after two or three complete charge cycles. **Note:** Keep in mind that continuous overcharging will affect long-term battery life.
- While charging, keep the mobile phone out the reach of children.
- Store the battery in a cool and dry place away from direct sunlight and water.
- Do not expose batteries to extreme temperatures (below -8°C (18°F) or above 43°C (110°F)).
- Stop using the battery if it produces an odor, cracks, leaks, overheats, distorts or has any type of damage.

The highest SAR value for the model phone as reported to the FCC when tested for use at the ear is 0.98W/kg and when worn on the body, as described in this user guide, is 1.08 W/kg (Body-worn measurements differ among phone models, depending upon available accessories and FCC requirements.)

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

The FCC has granted an Equipment Authorization for this model phone with all reported SAR levels evaluated as in compliance with the FCC RF exposure guidelines. SAR information on this model phone is on file with the FCC and can be found under the Display Grant section of www.fcc.gov/oet/ea/fccid after searching on FCC ID: YHLBLUVIVOXL2

For body worn operation, this phone has been tested and meets the FCC RF exposure guidelines for use with an accessory that contains no metal and positions the handset a minimum of 1.5cm from the body. Use of other accessories may not ensure compliance with FCC RF exposure guidelines. If you do not use a body-worn accessory and are not holding the phone to your ear, position the handset a minimum of 1.5 cm from your body when the phone is switched on.

VIVO XL2

ELECTRICAL SPECIFICATIONS / ESPECIFICACIONES ELÉCTRICAS / ESPECIFICAÇÕES ELÉTRICAS / CARACTERISTIQUES ÉLECTRIQUES

BATTERY BATERÍA BATERIA BATTERIE			
CAPACITY CAPACIDAD CAPACIDADE CAPACITÉ	VOLTAGE VOLTAJE VOLTAGEM TENSION	BATTERY TYPE TIPO DE BATERÍA TIPO DE BATERIA TYPE DE BATTERIE	POWER POTENCIA POTÊNCIA PUISSANCE
3150 mAh	3.8 V 	Li-Ion	11.97 Wh

CHARGER CARGADOR CARREGADOR CHARGEUR			
	VOLTAGE VOLTAJE VOLTAGEM TENSION	CURRENT CORRIENTE CORRENTE COURANT	FREQUENCY FRECUENCIA FREQUÊNCIA FRÉQUENCE
INPUT ENTRADA ENTRÉE	100V-240V ~	0.3 A	50Hz/60Hz
OUTPUT SALIDA SAÍDA SORTIE	5.1 V 	2.0 A	

TELEPHONE TELÉFONO TELEFONE TÉLÉPHONE	
CONSUMPTION ALIMENTACIÓN CONSUMO CONSOMMATION	3.8 V 

Hazardous Waste – Battery Disposal

Warning: Do not throw away batteries with uncontrolled daily waste.

The marking in this manual indicates that the batteries in this product should not be disposed with household trash at the end of its working life. If the batteries are not disposed of properly, the substances included can cause harm to human health and the environment. Please follow environmental laws and guidelines for proper waste disposal.



Cleaning and Maintenance

- Avoid using the handset and accessories in excessively moist areas to avoid malfunction.
- Use a soft dry cloth to clean the handset, battery, and charger.
- Do not use alcohol, thinner, benzene or any other solvent to clean the handset.

Introduction

Power On and Off

On - Please ensure the SIM card is inserted into the phone. Long press the Power key to turn the phone

on.

Off - In standby mode, long press on Power key until an options menu appears. Select Power Off in the menu to turn off the phone.

Navigation Bar

The navigation bar is a dedicated area that displays device navigation buttons. These system buttons allow the user to control the phone seamlessly.



Back

Returns to the previous screen; Closes the keyboard, any open program, or any menu option.



Home

The home button pauses any current action and returns to the home screen.



Recent Apps

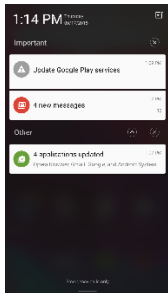
Opens a list of recently opened applications that allows you to switch conveniently between them. This option can also close any open applications by swiping to the side.

Notifications Bar

The notification bar is located on the top of the screen that contains useful and important information regarding your phone and the applications installed.



On the notification bar, several icons will appear such as signal bar, battery indicator, data indicator, Bluetooth and Wi-Fi. You may slide the notification bar down with your finger to display any pending notifications or actions.



**Clear
Notification
Button**

**Pending
Notifications and
Applications**



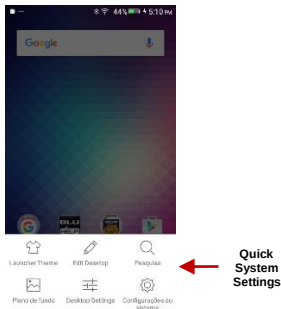
**Quick
Notification
Settings**

To clear notifications, drag down the notification bar and click the clear notification icon on the upper right hand part of the notification screen (an X as shown in the figure).

Quick Notification Settings

The notification settings window provides shortcuts to different phone settings for quick access. Click on

any of the shortcut notification icons to power on or off. The quick notification settings menu is accessed by dragging your finger upward from the navigation bar. Some settings include Wi-Fi, Bluetooth, Location, Sound, and Vibrate.



Quick System Settings

To access system settings, drag your finger upward from the home screen. This option allows you to change wallpaper, set theme, edit desktop, and adjust desktop settings.

Call Functions

At the dialing interface, enter the phone number and then click the dial key.

Placing a Call

» Click the phone icon to open the dial keyboard. At the dial keyboard, enter the phone number you wish to dial.

You may also press and hold the 0 key to add a (+) sign when adding an international dialing prefix.

» Click the dial button to make the call.

If dialing an extension, you may click on the keypad button to open the keypad interface and enter the number of the extension.

» Click the end button to end the call.

Call Options

There are different options that can be used in the call log and dialing interface. Clicking on the More key while in the dial pad brings up the dial menu option which gives access to Blacklist, Speed Dial, and Call Settings options.



To maintain organized, the call log has Recent Calls and Contact set up in quick tabs.

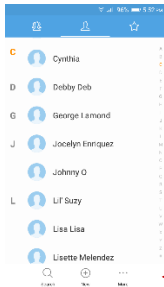
Call Logs

Every telephone number called and received will be saved in the phone's call log. All numbers in the call log can be dialed by clicking the dial icon on the screen. When the number appears on the list, click it to view details. To delete a call from the call history, press the menu key and select delete call log.

Contacts

Enter: Click on the applications menu and select contacts.

- The default display is the phone contacts and SIM card contacts.
- The contacts are organized alphabetically by default.



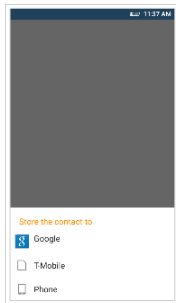
Note: Saving your contacts to your Google account facilitates both storage and synchronization with multiple entries across different handsets and tablets. When synchronizing your Gmail with a new phone, all your stored Google contacts are automatically synced with the new phone.

Search & Add Contact

Click the Search icon to enter the contact search interface. Any numbers or letters associated with any of the contacts saved in the list will be shown in the search results.

Add New Contact

- Click the add contact icon (+) to add contact icon in the bottom.
- Select to save your contacts to your Google account, the phone or the SIM card.
- You may enter different contact details that include adding a picture, name, telephone number, group, address, and email among other options.
- Click to save contact.

A screenshot of a mobile application interface for creating a new contact. At the top, the status bar shows the time as 11:38 AM. The header has two buttons: 'Discard' and 'Save'. Below the header is a profile picture placeholder (a blue circle with a white silhouette) and a 'Name' input field. Underneath is a section titled 'PHONE' with a 'Mobile' label and a 'Type number' input field. Below that is a section titled 'EMAIL' with a 'Home' label and a 'Type email address' input field. Further down is a section titled 'OTHER' with two rows: 'Groups' with 'Group name' and a right arrow, and 'Ringtone' with 'Default' and a right arrow. At the bottom is a button labeled 'Add another field'.

**Contact
information
entry field**

Delete Contact

- Click on the Contacts icon to enter the phonebook.
- Click the menu key to access the Contacts menu.
- Click on Batch Operation and scroll to select which contact(s) you wish to delete.

Batch operation

Import/Export

Blacklist

Merge contacts

Import / Export Contacts

The phone allows you to import and export contacts to synchronize information between different storage types that include the SIM card, Gmail account and your phone.

To import or export contacts:

1. Press the Contacts icon to enter the phonebook.
2. Press the menu key and select Import / Export
3. Select the source you want to copy the contacts. Once selected click next and select the destination where you want the contact to be copied to then select the desired contacts to be copied.

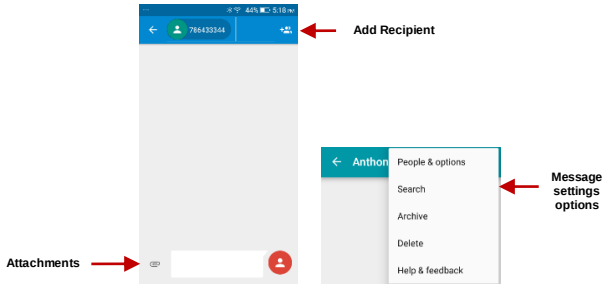
Messaging

You may use this function to exchange text messages and multimedia messages with your family and

friends. The messages to and from the same contact or phone number will be saved into a single conversation so you may see the entire message history conveniently.

Open Messaging

To access » Click on the Application Menu then on the Messaging icon.



Sending an SMS

Application Menu > Messaging > New message

- » Click the contact icon to enter text message recipient
- » Compose Text Message and click Send

Sending an MMS

When creating message, the default message style is SMS. The message will automatically convert to MMS when adding an attachment or when surpassing 10 pages of SMS messages.

- » Click the attachment icon in the messaging interface.
 - » Click to add attachments and create an MMS message

Bluetooth & Wi-Fi

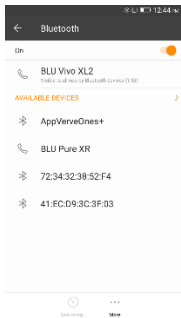
Bluetooth is a short-range wireless communications technology that devices can use to exchange information and connect to different types of devices that include headsets and other devices.



Power on Bluetooth

Settings » Bluetooth and select to power on Bluetooth.

- The Bluetooth icon will appear in the notification bar. The Bluetooth will then start to scan for all devices within its range and will start display all available devices.
- Once the scan is complete, all the devices found will be displayed in a list under available devices. Once the device has been identified, click on it to connect.



**List of available
Bluetooth devices**

**Note: The maximum
detecting time of the
phone is 2 minutes**

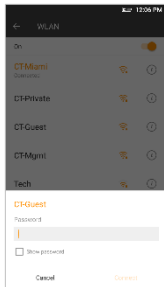
Power on Wi-Fi

Settings » Wi-Fi and select to power on Wi-Fi

- Click on the desired Wi-Fi network to be connected.

Note: Unsecured networks can be connected to directly - secured networks require a password or credentials prior to connection.

To display advanced options, click on the available option tab.



The network connection screen displays the password field

Opera Browser

Opera is the fast and secure way to navigate with your Android phone.

Quick Access Tab

History

Displays your recent browsing history

Speed Dial

Displays your favorite sites, bookmarks, and saved pages as a gallery of images. Add folders or reorganize your Speed Dial with the swipe of a finger

Discover

Get recommendations for top stories, arts, business, entertainment, and other popular categories based on your preferences.

Menu Options

App Layout

» This option changes the layout of the browser

New Tabs

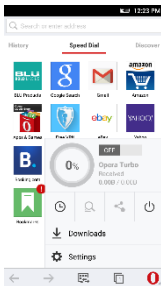
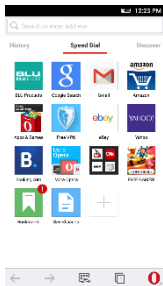
» This option adds additional tabs

Data Savings

» This option enables/disables data savings mode

Clear Browsing Data

» This option clears any data stored



Click menu to access
the Opera internet
browser options

Gmail

Gmail is Google's free email service. To access the Gmail program, click the applications menu and click on the Gmail icon and either sign in with your existing account or follow the instructions to create a new account.

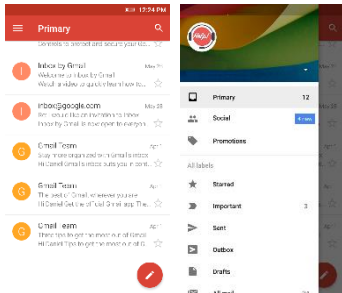
Note: In order to keep accounts streamlined with Google services, your Gmail account user name and password will be used for some Google programs that include Google Play Store, Google Drive, Google Photos, Google +, Google Calendar, and Google Wallet.

Open Gmail

To access » Click on the Gmail icon.

Sending an Email

- » Click the Compose button to create a new email.
- » Enter the recipient's email address.
- » Enter a subject
- » Compose your message. Click the attachment button to add an attachment.
- » Click the Send button to send the email.



The Gmail inbox is separated by default in three different categories.

These categories include primary inbox, social inbox where all your Facebook, Twitter, and social media emails are separated to and your Promotions inbox where all your commercial emails are separated.

You may adjust these categories in Gmail settings

Play Store

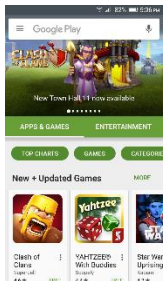
Google Play allows you to download music, movies, and games directly to your device.

To access the Google Play Store, click on the applications menu and then the Play Store icon.

Note: You will need to log in to your Google account when configuring the phone or entering the Play Store for the first time.

Open the Play Store

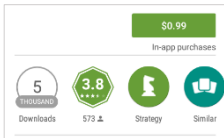
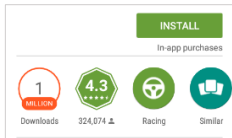
To access » Click on the Play Store icon



Search and select
between different Play
Store categories

Installing an Application

- » Browse through the categories available or enter the name on the search text box to find your desired application.
- » Click on the application.
- » Click on **INSTALL** (for free applications) or click on the **PRICE** (for paid applications).
- » Follow the on-screen instructions to complete the installation.



Amazon Services

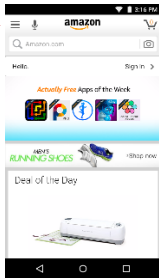
The Amazon Shopping app lets you shop millions of products and manage your Amazon orders from anywhere. You can browse, shop by department, compare prices, read reviews, share products with friends, and check the status of orders already placed. You can compare prices and availability by

scanning a barcode, through an image with your camera, or using your voice.

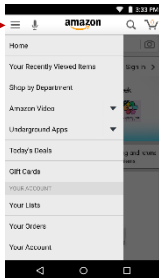
Amazon Shopping

To access » Click the applications menu then on the Amazon Shopping icon.

Amazon
search bar



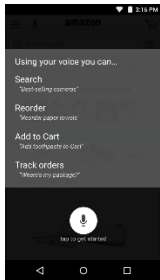
Click on the menu
bar for additional
options



Amazon Search Options

You may search the Amazon Shopping app through practical and convenient methods such as voice

recognition and picture recognition.



**Picture
recognition scans
whatever is
displayed and
automatically
searches for it**



**Click to
start voice
recognition**



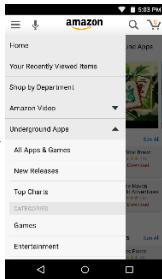
Amazon App Store

To access » Click the applications menu then on the Amazon App Store icon.



Search
available Apps
and Games

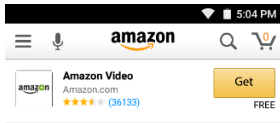
Click on the menu
bar for additional
options



Installing an Application

- » Browse through the categories available or enter the name on the search text box to find your desired application.
- » Click on the application.
- » Click on **Get / Download** (for free applications) or click on **Buy App** (for paid applications).

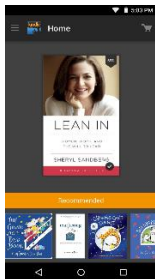
» Follow the on-screen instructions to complete the installation.



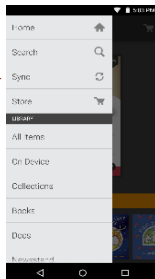
Do not forget to download and try the App of the Day!

Amazon Kindle

To access » Click the applications menu then on the Amazon Kindle icon.



Click the menu
bar for additional
options



Kindle
recommended
options tailored
for you



Camera

Prior to use: It is suggested that you insert SD card before using the camera or video camera. All photos or videos taken by the phone should be typically stored in the memory card for storage of large capacity images and videos.

Open the Camera

To access » Click the on the Camera icon

Note: You may place a camera shortcut icon on any of the screens

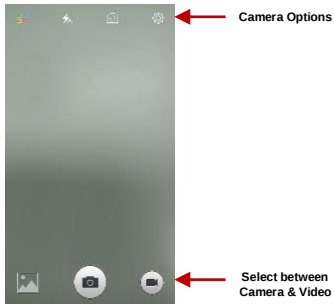
Taking a Picture

- » Aim at the object or scene that the picture will be taken.
- » Click the Shutter button on the screen to capture the image.
- » After taking the picture, the file will be saved in the cameras gallery folder.
- » You can view the photos by clicking the preview box button.

Recording a Video

- » Aim at the object or scene that the video will be taken.
- » Click the Video button to start recording.
- » Click on the Video button to stop recording.

You may adjust various settings for the camera by pressing Menu while in the camera interface. When in the standard camera mode, you can switch to video to record or click the gallery preview box.

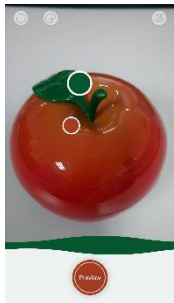


Chameleon

Theme Color

Take a picture of any scene or object and change the phone's theme colors to match the picture that was

taken.



Take a picture and
move the circle
around to select the
color or shade. Once
selected click preview

Preview the color
selected



Gallery

The gallery organizes all your pictures and videos in a single application.

Open the Gallery

To access » Click on the Gallery icon

Viewing Pictures and Videos

» Click on an image to view in full screen. To play a video clip, click the play button.

» To navigate through the gallery, slide your finger to the left or right.



Pictures and videos are organized by date

Share Pictures

You may share pictures by sending them through different types of installed applications. You may also send pictures through the MMS message function by attaching a picture and via Bluetooth.

Adjust Image

Press Menu and select edit to adjust images. You may select from different effects that may include Vintage, Black and White, Instant, Latte, Litho, X-Process, Crop, Rotate, Mirror, Straighten, Vignette,

Contrast, Exposure, Auto color, Shadows, and Vibrancy among other options.

Crop Pictures

Click menu and crop to adjust the size of the picture. Once the picture appears, pinch your fingers in or out to adjust the size. To keep proportion, hold down any of the four corners of the image and adjust.

Music

Open Music

Click on the Music icon to open the Music Player

Song Status



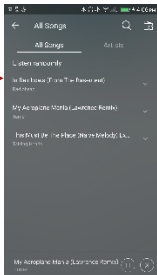
Track Controls



Search Music

You may choose to search for music from media folder through artist name, song name, album name. The following formats are available: AMR, MIDI, MP3, WAV, and OGG.

**You may search
music from Artist
or Song**



**You may also save, play,
and organize music
through playlists**

Set Music Player in the Background

Click on the Home key to move the Music Player to the background. You will see an icon on the status bar indicating that the music player is active.

Music icon while the music player is in the background

Scroll down on the notification bar for music player controls while on background



Next Radio

Next Radio is an Android app that combines local FM radio via your device's built-in tuner with enhanced content via the Internet to show you album art, station logos, and song & program details in an engaging display. If you like a song, you can purchase it instantly as you are listening.

Open the Radio

To access » Click the applications menu then on the radio icon.

Note: Next Radio uses wired headphones that work as an antenna to receive signal.



Click to
select radio
stations

Click to
BUY SONG



Click to add
to favorite
radio stations

FM Radio as Background

Click on the Home key to move the radio to the background.

Favorite Channels

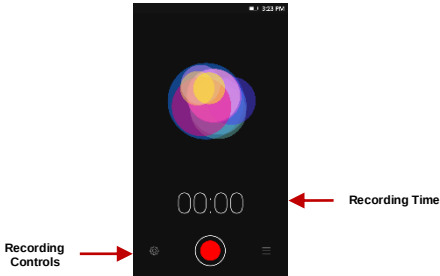
Click the heart to add any radio station to your favorites.

Sound Recorder

You may send any recorded audio via the File Manager by selecting any of the default share options that include Bluetooth, MMS, Google Drive and Gmail.

Record

- Keep the phone's microphone near the sound source.
- Click the record button to record the audio and click the stop button to end the recording.



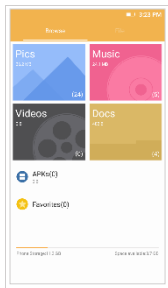
It is suggested that you save all your recordings in your SD card for maximum storage capacity.
Please ensure the SD card is installed for extended storage space

File Explorer

The file manager allows you to search and organize your stored phone files conveniently and efficiently through one program.

Open the File Explorer

To access » Click on the File Manager icon.



**Scroll and search through
the File Manager for
stored phone files.**

McAfee Mobile Security

McAfee Mobile Security offers award winning mobile protection from viruses and malware. It also secures your device, websites, and applications while helping maintain battery life and system storage. Experience features that enhance your Android phone or tablet's performance with leading and cutting edge Antitheft,

Device Location, App Privacy Protection, Antivirus, Performance Optimization, and Security features from Intel Security.

Open McAfee Mobile Security

To access » Click the applications menu then on the McAfee icon.

Note: Please enter a valid email address when registering with McAfee Mobile Security for the first time. Upon registration, you will receive a free 14-Day trial with premium features. After the 14-day trial is complete, you can choose to continue with McAfee's premium content or keep Mobile Security with its free standard features.



Enter your email and click next to start the registration process.

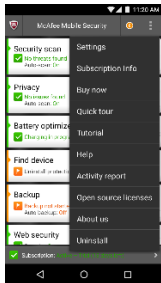
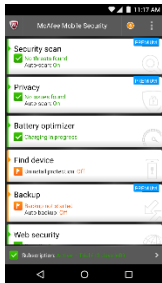
Any current McAfee subscriptions will automatically receive premium features at no additional charge.

McAfee Premium Services

Services with the premium subscription include:

- **Security Scan:** The security scan feature provides your device with real-time protection from the latest virus threats.

- **Privacy:** The privacy control service allows you to lock apps, block calls, and check data exposure to find out how much personal information your apps can access and share.
- **Backup:** The backup option protects your personal information in the event that your device is lost, stolen, or damaged. The restore option allows you to restore your data, while the wipe option deletes all personal information and files.



Clicking the menu button displays settings and other options

McAfee Standard Services

Free standard features included with your BLU device include:

- **Battery Optimizer:** The Battery Optimizer fine-tunes your device for improved power and performance.

This option also allows you to clean system memory by closing any active or inactive apps.

- **Find Device:** In the event that you lose your device, the Find Device feature will find it, lock it, and even takes a Capture Cam that silently takes a photo of the person taking your device and emails it to you.
- **Web Security:** The Web Security feature allows you to avoid dodgy Wi-Fi networks so you can connect, surf, and search the web with no worries

Calendar

The calendar helps keep track of your life's most important moments in one application.

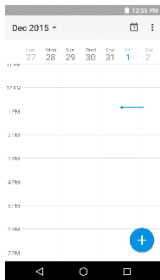
Open the Calendar

To access » Click on the Application Menu then on the Calendar icon.

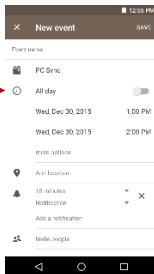
Creating an Event

» Long press on the specific date to add a new event. In the new event window, click Edit.

- » Enter the new event details including name, location, start date and time.
- » Click to save the settings.



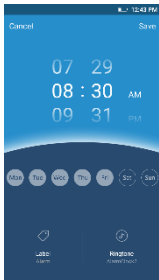
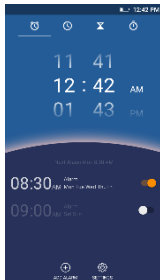
Enter Calendar information that ranges from Name, Location, Date among other options



Click to add a new event

Alarm Clock

Click on the Clock icon then click the alarm tab to enter the alarm clock interface.
This option allows you to add and edit alarms.



Click to add, edit or delete alarms

Then click on the specific hour and minute to set the alarm.

Settings

Wireless & Networks

Mobile Networks

- Mobile Data Connection settings (APN, Preferred Networks)

Wi-Fi

- **Settings » Wi-Fi** to power on. When on, the Wi-Fi will automatically search for available networks. Any unsecured network can be used directly and any secured network requires a password or credentials prior to connection

Bluetooth

- Power on Bluetooth. Once on, Bluetooth will automatically scan for any nearby open devices
- Click to connect device

More Wireless & Networks

- Tethering, Portable Hotspot, VPN
- Airplane Mode

Note: *Airplane mode will turn off all network connections automatically.*

Basic Settings

Display

- Brightness, Wallpaper, Sleep, Daydream, Font Size, and Rotation

Sound & Vibration

This option sets the phone ring tones for receiving calls and notifications. Some of the settings include:

- Vibrate, volume, ring tones, ring tones notification, dial touchpad, and haptic feedback and tones

Do Not Disturb

- Set times to silence incoming calls and alerts.

Security

Set up basic screen locks: Use slide, pattern, PIN or password to lock the screen.

- Pattern: The initial set up will include simple unlock instructions and examples. Click to continue the security pattern step. **Note:** You can add additional pattern security at power on.
- PIN: Enter a PIN number to unlock the screen
- Password: Use a password to unlock the screen

Note: *You may stop this security feature at any time.*

Set up SIM card PIN lock

- SIM card PIN (Personal Identification Number) is used to prevent unauthorized use of SIM card.

To change a blocked PIN code, you will need to unlock the SIM lock then go to the Change Password screen. The phone will automatically prompt you enter the old PIN code and ask to enter a new PIN code twice. The phone will then prompt you that the change was successful. If you enter the PIN incorrectly three times, the SIM and PIN codes will be automatically locked.

You will need the PUK code to unlock the phone that is available through your service provider. If you enter the PUK code incorrectly 10 times, the SIM card will be permanently locked. Please see your service

provider for a new SIM card

- Unknown Sources – Allow installation of apps from unknown sources

Notification and Control Center

- Manage alert and update notifications for installed applications
- Setup quick settings permissions

Apps

- Manage Applications - Manage and delete installed applications

Operation

Smart Gestures

- Set Smart Gesture configuration. Click on the gesture and follow the on-screen instructions.

Suspend Option

- Sets a quick access button on the home screen. You may long the press the button to hide it in notification bar.

Edge Bar

- Slide your finger on the fingerprint sensor to open a quick settings menu.

Hardware

LED Indicator

- Set LED reminders.

Storage & USB

- View phone storage usage information and set default write disk.

Memory

- Click to view phone's memory usage.

Manage Battery

- View general power consumption information.

Personal

Location

- High Accuracy – Use Wi-Fi and Mobile Networks to determine location.
- Battery Saving – Use Mobile Networks to determine location.
- Device Only – Use GPS to determine your location.

Accounts

- Add and manage accounts (IMAP, POP3, Corporate, and application accounts)

Google

- Manage Google Apps and Services settings

Language & Input

- Language – Change the language of the phone
- Personal Dictionary - Add or delete words to the custom dictionary keyboard,
- Spell checker, voice typing, text-to-speech, Google voice typing.

Backup & Reset

- Backup Data – Will back up all application data, WLAN passwords, and other settings to Google's servers
- Restore to Factory Settings – Restores phone and erases all stored data completely.

System

Date & Time

- Date and Time adjustment.

Scheduled power on & off

- Set the phone to automatically turn on or off at a specific time.

Accessibility

- Power button ends call, auto rotate screen, Talk Back, speak passwords and large text

Printing

- You may print files via Cloud Ready printers

(Please check Google Cloud Print website for printer compatibility information)

Developer Options

If the phone does not display Developer options, press build number seven (7) times in the about phone tab.

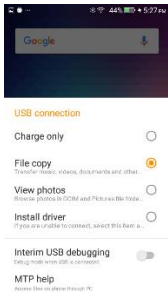
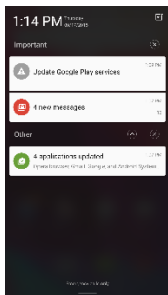
- The developer option gives access to USB Debugging and other developer tools.

About Device

- Phone information status and firmware updates

Storage

Connect the phone with the USB cable provided. Once connected, a connection interface will appear. In the connection mode interface, select one of the available options to transfer files to your computer.



You may select to transfer files through File Copy. For pictures or images, select View Photo

Troubleshooting

Below is a list of common problems that may occur when using your mobile phone. Try these easy troubleshooting steps to resolve any type of issues you may encounter.

The phone does not power on

- Press and hold the power key until the startup sequence appears on the display.
- Check the battery level and ensure there is sufficient charge.

The phone does not respond after several minutes

- Remove and insert the battery – If the phone has an internal battery, please press and hold the power button.

The phone powers off by itself

- Check if the screen lock of the phone is enabled.
- Check if the phone needs to be charged.

The battery will not charge

- Check if the battery is already fully charged.
- Make sure that the battery is inserted correctly.
- Ensure that the battery being used is a BLU approved battery.
- Double check if the charger connector is properly connected to the phone.

Note: Connect charger only after the battery has been inserted.

The standby time is too short

- Please keep in mind that standby time relates directly to phone usage (Internet, Text, Voice Calls, Maps, etc.).
- Batteries typically have to be replaced after a year of use.

The phone cannot connect to the network (Voice or Data)

- Verify if you have active service with your service provider.
- Contact your local network service provider and verify if you are within its network coverage area.

The phone displays a SIM Error

- Make sure the SIM is properly inserted and in its intended slot.
- Make sure that the SIM card is not damaged or scratched.

The PIN code was entered incorrectly three times

- The SIM card will lock and you will need to enter the PUK code (PIN Unlock Code). Please contact your local service provider to obtain the PUK.

I cannot make calls

- Make sure that the number you dialed is correct and the dial key has been pressed.
- Use the full national area code when dialing out of your area or when abroad, use country-specific international access codes.

I cannot receive calls

- Make sure that your phone is connected to a network.

The caller ID does not display on incoming calls

- Contact your local network service provider and verify you have the caller ID feature enabled on your account or verify if the caller may have blocked his number from appearing.

The caller cannot leave a voicemail message

- Contact your local network service provider and verify if the voicemail service is active on your account or check if the network is busy.

The phone does not connect to the internet

- Ensure with your service provider that your account has the appropriate internet/data plan enabled.
- Ensure internet APN settings are configured (Carrier dependent).

Text Messages cannot be Sent / Received

- Ensure text messaging is enabled with your service provider.
- Ensure APN settings are configured (Carrier dependent).

The information provided in this user manual is subject to change without notice and BLU Products reserves the right to modify the manual at any given time. BLU Products has made every effort to ensure that this user manual is accurate and disclaims responsibility and liability for any inaccuracies or omissions.