User Manual

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Notice

The phone is factory unlocked and compatible with AT&T, T-mobile and all major prepaid service provider EXPECT Verizon, Sprint and Boost

If you still need help, please contact us by phone or email. Most issues are resolved quickly by contacting our tech support based in Miami Florida during business hours.

You can also search for FAQ on our website
https://www.plum-mobile.com/support/

you can also watch helpful videos of how to setup your device videos on our YouTube channel
https://www.youtube.com/user/plumsupport/videos

Contact us – support@plum-mobile.com

Tech Support – 305.640.1835

Mon – Fri 9am – 5PM EST

Email is the fastest way of contacting us

Key Description

Interface Icons

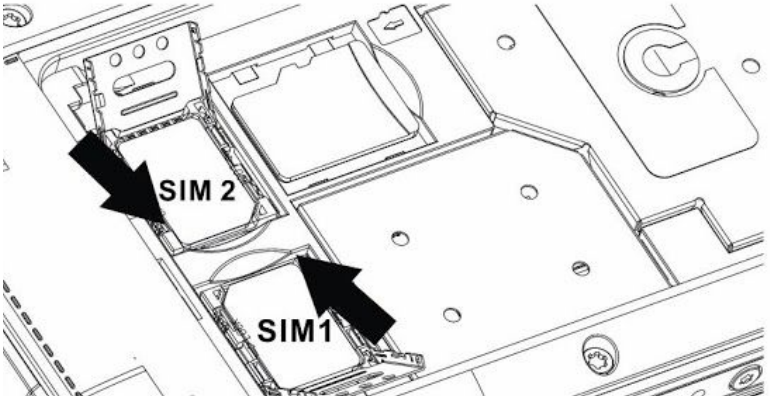
Icon	Description
	Signal strength
	User profiles
	Power indicator
	New Message (Press left soft key to view)

Getting started

Installing the SIM card(s) and the Micro SD card

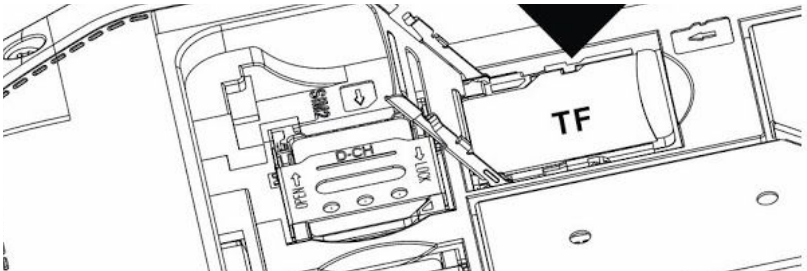
To insert the SIM card and Micro SD card, please make sure your phone is Power off, then remove the cover, battery and other external power connection.

1. To insert the SIM card, open the metal cover, insert the SIM card, then close and lock the cover:



2. To insert the memory card (Micro SD)

Push the card into the slot then close and lock the metal cover:



Charging the Battery

The lithium battery delivered with the mobile phone can be put into use immediately after being unpacked. Your mobile phone can monitor and display the battery state. You may charge the phone via the USB charger inside the package.

Normally the remaining energy of the battery is indicated by the battery level icon at the upper right corner of the display screen.

- When the battery energy is insufficient, the mobile phone prompts “Battery low”. If you have set an alert tone, an alert tone will be given off when the battery level is too low.

- A charging animation appears when the battery is being charged. When the charging is complete, the animation disappears.

- It is normal of the battery to become hot during the charging period.

- The battery icon does no longer flicker when the charging process ends.

- Use only the battery provided by the vendor. Otherwise, damages or even injuries could be caused during the charging.

- Power off the mobile phone before removing the battery.

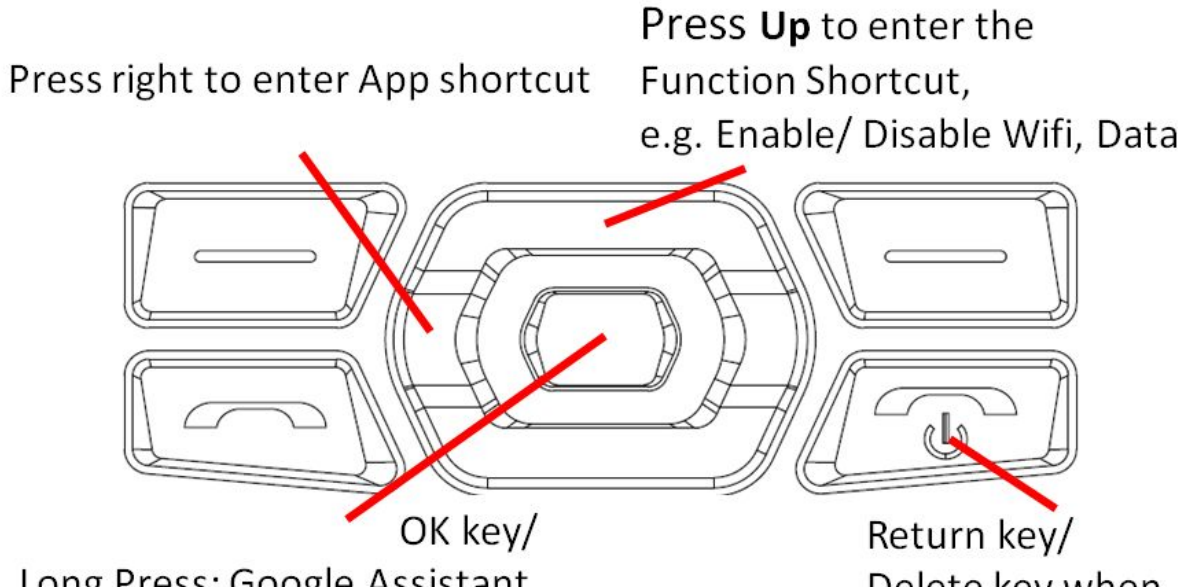
- The charging process lasts a longer time for a new battery or a battery not in use for long. If the battery voltage is too low to enable the mobile phone to be powered on, charge the battery for a longer time.

- During the charging, ensure the battery is placed in a room temperature environment or in an environment close to room temperature.

- Immediately stop using the battery if the battery produces odor, overheats, cracks, distorts or has other damage, or if the electrolyte leaks.

- The battery wears out with use. A longer charging time is required as the battery is put into use for a long time.

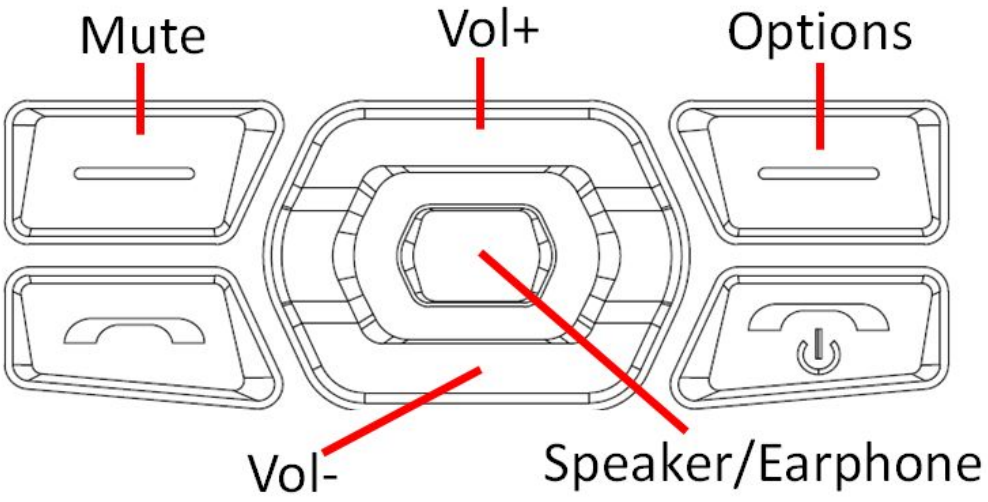
Normal Usage



Making Phone Call

You may make the phone call by choosing the contact inside the Phonebook or dial the number directly.

During the Phone call, you may proceed with the function by pressing the button in keypad as below:



Messages

You can send or view the received messages inside this interface

Write Message:

You may send SMS message by following the instruction below:

1. Go to Messages

2. Press New

3. Input the recipient or number directly at the upper bar

(Press Key # to switch the input method)

4. Type the text inside the lower bar

(Press the End key to delete the unwanted texts)

(Press the Enter (OK Key) to skip to the next line)

5. Press Send after your message is typed

If you want to send the **MMS Message**, press Options Add attachment then you can choose to add image, sound, video, etc.

Note:

Before you send the MMS Messages, you must go to Setting Network& Connectivity Mobile network& Data APN Setting – SIM1 (or 2) Message settings

And choose the correct APN.

Contacts

You can check or edit all the contacts which stored in the phone and SIM cards.

To add the new Contact, you may type the phone number directly inside the dial interface press “Options” then press “Create new contact”

To search the contact, you may input the text or number in the upper bar.

You may press the “＊” for symbol and “#” to switch the input method during your typing the text/ number

Call Log

You can view all the phone call record in this interface.

Advanced settings:

You can manage the functions as below:

Create new contact:

Create a new contact with the selected phone number

Send Message:

Switch to the Message interface, the phone number selected will

become the recipient

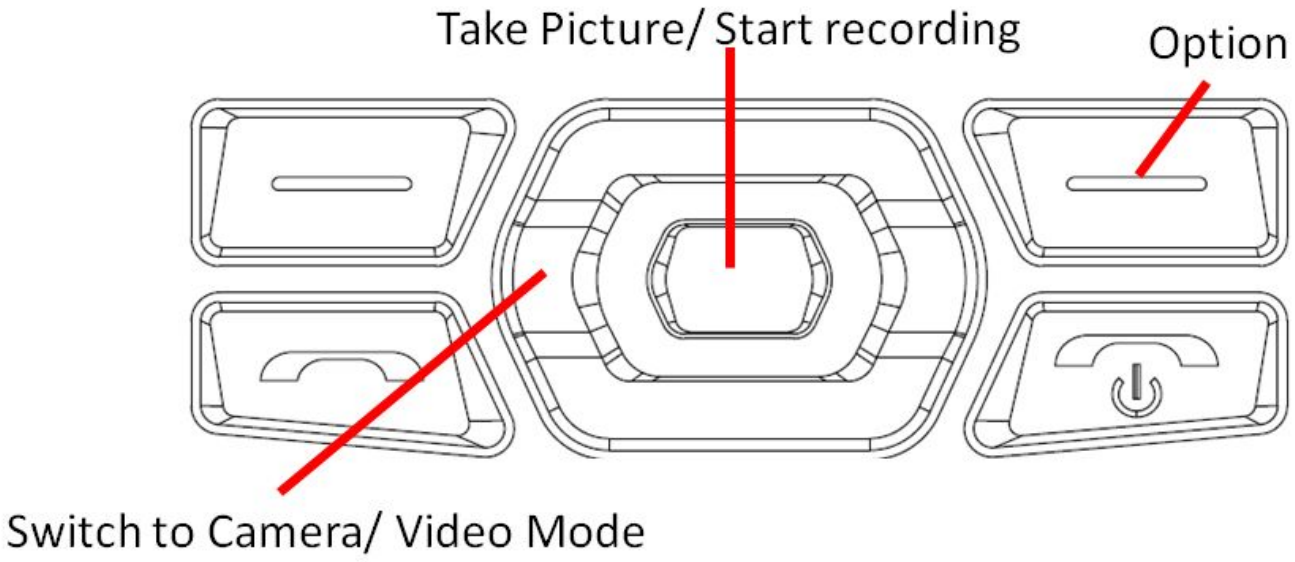
File Manager

You can access the Phone memory/ SD card inside this interface.

Inside “Option”, you can choose to open, search or copy the selected file.

Camera

You can capture pictures or videos by this function. The key will have



the function below:

Gallery

You can view, share or edit the images inside the device through this function.

Music

Use this function to play, share the audio files or set the audio file as the ringtone, the Arrow key will have the function below:

Press up and down key to adjust the volume
Press left and right key for the backward and fast forward

Video player

Use this function to play, share the video files, the Arrow key will have the function below:

Press up and down key to adjust the volume
Press left and right key for the backward and fast forward

Recorder

The Recorder is located inside the Utilities folder.

Use this function you may record the audio files. You may adjust the recording size inside the option interface.

FM radio

This phone supports FM radio, you can use it directly or plug in the earphone for better sound quality. During FM radio, the Arrow key will have the function below:

Press OK key for Turn the radio on/ off
Press the Up and down key for changing the channel

To adjust the volume, go to Option Volume

Clock

You may setup the alarm, using the Timer or Stopwatch function inside this interface. For each alarm, you may set up the specific ringtone or enable the vibration.

Calendar

Once you enter this menu, there is a monthly-view calendar for you to keep track of important appointments, etc.

QR Reader

You can scan the QR code by taking photo in this interface

Settings

Press left and right key to slide to different manual

Network& Connectivity

You may enable/ Disable the Mobile network, Wi-Fi, Bluetooth Geolocation in this interface

Wi-Fi: To turn on/ off the Wi-Fi function, or change the Wi-Fi connection.

Bluetooth: You may connect the phone with other Bluetooth devices after you enable this function

Visible to all:

Other users can find your phone after this function is on.

Nearby devices:

You may search and connect with other devices inside this interface

Paired Devices:

You may connect the saved Bluetooth device inside this interface

SIM Manager

You may set the default SIM for the Outgoing Messages, Calls or

Data usage according your needs.

Personalization

Inside this interface, You can adjust the **Sound**, Display, Date& Time or language setting according your needs.

Privacy& Security

This function provides you with related settings about safety use.

Screen Lock: This function allow you to set a 4 digit password, to prevent unauthorized user.

Do not Track: To Allow/ Disable the application or website to track with your behavior

App Permission: You may enable/ disable the permission for each installed application inside this interface

Storage

You may check the memory usage inside this interface.

USB Storage: You must enable this function before the phone connect to the computer.

Device

Inside this interface, You may check the device information, proceed the software update or adjust the accessibility function.

Browser

In this menu, you can access to internet, enter the URL and you can start to browse the web.

Press Key 1/3 to Zoom in or zoom out
Press Key 2 to switch the mode to sliding/ Mouse Mode
To close the Browser, go to Options Quit

Store

Inside this interface, you can download or update the Application you want

Email

Inside this interface, you may access, view or send email with your email account

Facebook

You may access, view and edit your Facebook account inside this interface, to close the Browser, go to Options Quit

WhatsApp

You may use the WhatsApp by enter this interface

Press left Soft key for adding the attachment like Photo, Emoji etc,

Press OK Key for making voice message

Safety Precautions

Read these simple guidelines before using your device. Not following them may be dangerous or illegal.

Aircraft

Switch off in aircraft and follow any restrictions. Wireless devices can cause interference in aircraft.

Vehicles

Never use your device while driving. Place it in a safe place.

Position your device within easy reach. Be able to access your device without removing your eyes from the road.

Electronic devices

In some circumstances your device may cause interference with other devices.

Potentially explosive environments

Switch off your device when in any area with a potentially explosive atmosphere, and obey all signs and instructions. Sparks in such areas could cause an explosion or fire resulting in bodily injury or even death.

Pacemakers and other medical devices

Pacemaker manufacturers recommend that a minimum separation of

8 inches be maintained between a wireless device and a pacemaker to avoid potential interference with the pacemaker.

Operation of any radio transmitting equipment, including wireless phones may interference with the functionality of inadequately protected medical devices. Consult a physician or the manufacturer of the medical device to determine if they are adequately shielded from external RF energy or if you have any questions.

Switch off your device in health care facilities when any regulations posted in these areas instruct you to do so.

Operating environment

When connecting to other device, read its user guide for detailed safety instructions. Do not connect incompatible products.

Do not place your device in the air bag deployment area.

Use the device only in its normal operating positions as explained in the product documentation.

Always switch off your device when its use is prohibited or when it may cause interference and danger.

Areas with posted regulations

Switch off your device when any regulations posted in these areas

instruct you to do so.

Care & Maintenance

Use only manufacturer-approved accessories. Use general accessories may shorten the life of your device or cause device to malfunction.

Do not use or store the device in dusty, dirty areas.

Do not store the device in hot or cold areas.

Do not store your device near magnetic fields.

Do not store your device with such metal objects as coins, keys and necklace.

Do not drop your device or cause impacts to your device.

Other Warning

Any Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

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

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

—Reorient or relocate the receiving antenna.

—Increase the separation between the equipment and receiver.

—Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.

—Consult the dealer or an experienced radio/TV technician for help.

SAR tests are conducted using standard operating positions accepted by the FCC with the phone transmitting at its highest certified power level in all tested frequency bands, although the SAR is determined at the highest certified power level, the actual SAR level of the phone while operating can be well below the maximum value, in general, the closer you are to a wireless base station antenna, the lower the power output.

Before a new model phone is available for sale to the public, it must be tested and certified to the FCC that it does not exceed the

exposure limit established by the FCC, Tests for each phone are performed in positions and locations (e.g. at the ear and worn on the body)as required by the FCC.

For body worn operation, this model phone has been tested and meets the FCC RF exposure guidelines when used with an accessory designated for this product or when used with an accessory that contains no metal and that positions the handset a minimum of 1.0 cm from the body.

Non-compliance with the above restrictions may result in violation of RF exposure guidelines.

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