



RAM 10

USER MANUAL

Contact

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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

Safety Precautions

Read these simple guidelines before using. 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.

Plum Rugged Device Quick Start Guide

1. Only use approved PLUM chargers, cables & accessories.
2. Ensure the USB Port Flap is correctly sealed to protect from water& moisture.
3. Ensure that the rubber seal inside the battery door is placed correctly. Improper use can cause damage to the device.
4. IP-67/68 Certified devices are water proof in depths of 1 meter or less and can be submerged for up to 20 minutes.
5. Rinse the device with fresh water after submission in salt water, dirt, dust, etc.
6. Rugged devices are designed to withstand falls from up to 1 meter in height.

Plum Mobile& authorized service centers are responsible for determining warranty status, misuse or abuse

Phone Description





Please visit our website for User Manual

www.plum-mobile.com

Getting started

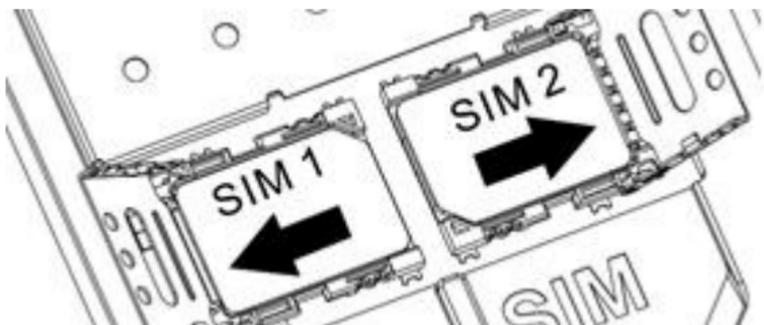
Installing the SIM and the Micro SD card

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.

To loose the screws of the battery cover, please use the coin or tools to rotate the screw of the battery cover counterclockwise

Tight the screws of the battery cover back when the SIM/ SD card are inserted

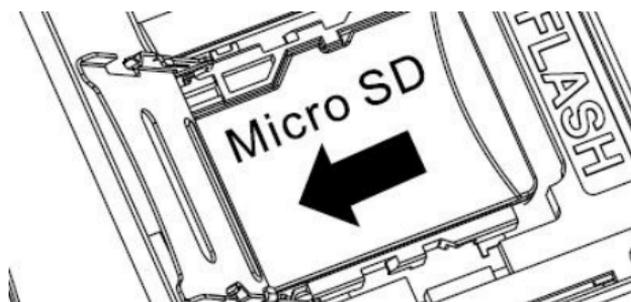
To insert the SIM card



1. Slide the Metal Left(SIM1) or Right(SIM2) to unlock the tray.
2. Lift up the cover and insert the Nano SIM
3. Put down the metal cover then slide it to the opposite side to lock the Card tray

To insert the memory card (Micro SD),

1. Slide the Metal to the left to unlock the tray.
2. Lift up the cover and insert the memory card.
3. Put down the metal cover then slide it right to lock the Card tray



Charging the Battery

You can charge the device with a travel adapter or by connecting the device to a PC with a USB cable.

Charge for 12 hours before the first using is recommended.

Warning : Please use original charger and battery. Unapproved accessories and Battery can cause explode or damage your device.

Setting up the APN data

You have to setup a usable APN before you access to the internet, contact to your network provider if you don't know these information

Go to: Settings → Connections → Network account → Options → New connection and input the correct information as the sample below:

Setting 1	
Name	CMHK_MMS
APN	CMHK
Proxy	Blank
Port	Blank
User Name	Blank
Password	Blank
Server	Blank
MMS Proxy	172.31.31.36
MMS Port	8080
MMSC (Homepage)	http://mms.hk.chinamobile.com/mms

Name	CMHK_MMS
Username	
Password	
Access Point	CMHK
Auth type	
IP Type	
Ipv4/ Ipv6	
Gateway	172.31.31.36
Port	8080
Set Homepage	http://mms.hk.chinamobile.com/mms

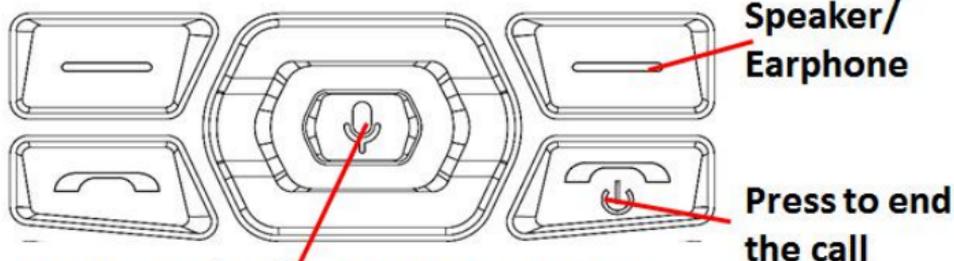
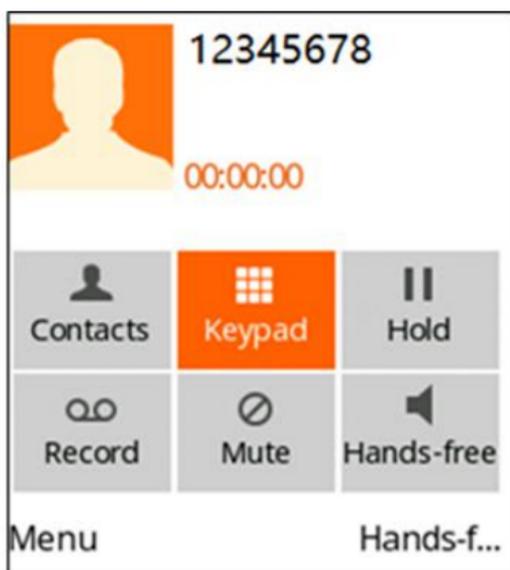
Then press Save to save the APN setting

You may also press Options → Search and choose the preloaded APN

Making Phone call

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

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



Use the navigation key to choose the Function above, then press OK to proceed

Contacts

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

To add the new Contact

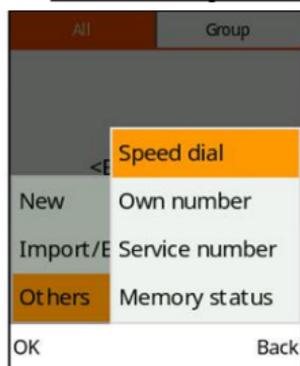
You may type the phone number directly inside **the dial interface**, then press “Options” → “Add to contacts”

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

You may press the “*” for symbol and “#” to switch the input method



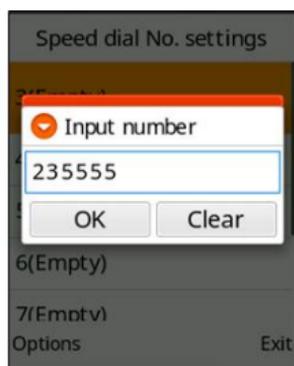
To Setup the Speed Dial



Press Option →
Others → Speed Dial



Choose the numeric
Then Option → Edit



Input the number
then press OK to save

Now you may long press the related key to proceed the Speed Dial

Call Logs

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

Advanced settings (Press Options)

You can manage the functions as below:

Add to blacklist

The phone number you select will be blocked, which mean that number cannot call or message you anymore

To manage the blacklist, Please go to
Setting → Security → Blacklist

Write Message

Switch to the Message interface, the phone number selected will become the recipient

Message

You can send or view the received messages inside this interface

Write Message (SMS)

You may send SMS message by following the instruction below:

1. Go to Messages
2. Press “Write Message”
3. Input the recipient/ number at the upper bar
4. Type the text inside the lower bar

(Press Key # to switch the input method)

5. Press Send after your message is typed

Write Message (MMS)

You may send MMS message by following the instruction below:

1. Go to Messages

2. Press “Write Message”

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

4. Press “Options” → “Add”

To add the attachment shown as below:

Picture: Choose the image stored inside the phone

Take photo: Take a photo for MMS usage

Audio: Choose the audio stored inside the phone

Record: Record an audio for MMS usage

Video: Choose the video stored inside the phone

Shoot Video: Record a Video for MMS usage

5. Press “Option” → “Send” to send the MMS

Note:

To change the MMS APN Setting, go to Message → Setting → MMS → MMS account and choose the correct APN

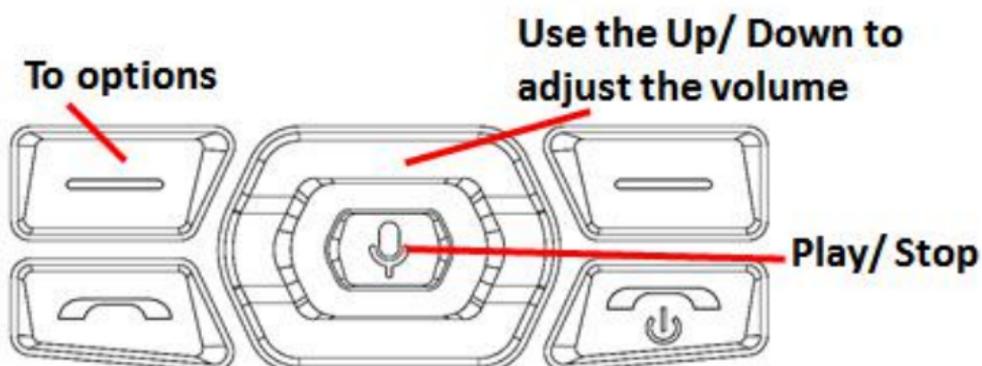
My files

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

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

Audio

Use this function to play or set the audio file as the ringtone, the keys will have the function below:



Multimedia

Pictures

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

To set the image you want as the wallpaper, press Options → Set as → Wallpaper

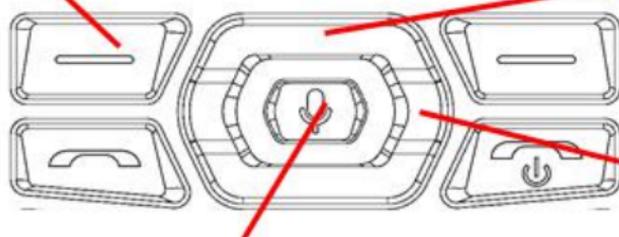
Camera

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



To options

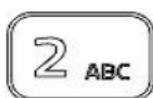
Zoom in/ out



Press to take the Picture/ Video

To more option like
Flash
Camera/ DV mode
Brightness
etc

Also you may press the key below for further functions:



To switch Camera/ DV Mode



To adjust the resolution



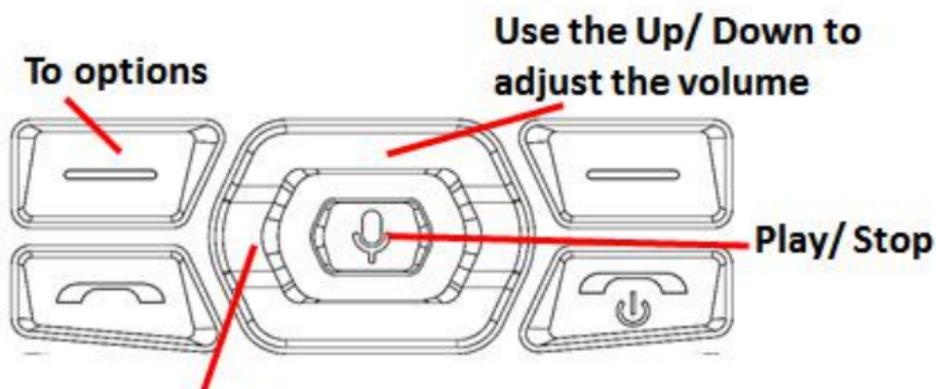
Setup delay timer



Setup Continuous capture

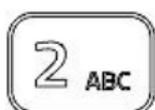
Video

Use this function to play or share the video file, the keys will have the function below:



Use the Left/ Right key to rewind/ Fast-forward

Also you may press:



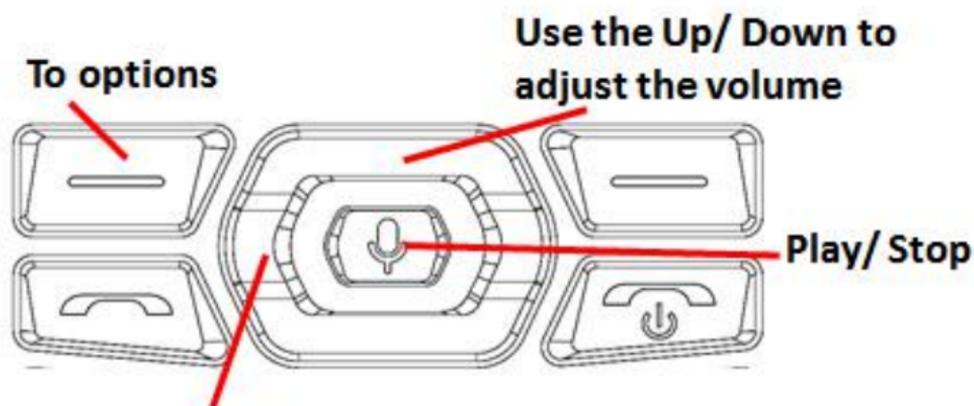
To enable/ Disable Fullscreen



To adjust the brightness

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:



Use the Left/ Right key to adjust the channel

Inside Options, you can have the following features as below:

Auto search and save

The device will search for the available FM station automatically

Channel List

You may save the specific channel to the list

Save

Save the channel you are listening to the Channel list

Record

To start the recording

Recorder

Use this function you may record the audio files. You may change the file format and storage location inside the option interface.

SOS

You can setup the SOS number and Message in this interface.

Long Press the OK Key to activated SOS Mode

Inside the SOS interface, you may adjust the setting as below:

SOS number list

You may enter the phone number inside this interface

The phone will dial and send the SOS message to the number inside this list when you activate the SOS mode

SOS message settings

The message which stored here will be send when the SOS Mode is activated

SOS settings

SOS: To enable/ disable SOS mode

Once the mode is enable,

Long press the OK Key to activated SOS Mode

SOS Ring Alert

During SOS Mode, the SOS alert will play loudly when this option is selected

Settings

Phone Settings

Time & date

Set time and date, format and Auto update time

Language settings

The phone supports with English, French, Spanish and Portuguese.

Shortcut settings

Customize the shortcut functions of the Up, Down, Left and Right direction keys. In the standby interface, you can press a direction key to directly enter the function menu.

Auto Power on/off

set the schedule power on/off time.

Restore factory setting

Use this function to restore factory settings.
The initial password is 1234.

Blacklist

Go to Setting → Security → Blacklist

You may input the phone number into the list,
or you can select the phone number inside the
call logs (Options → Add to blacklist)

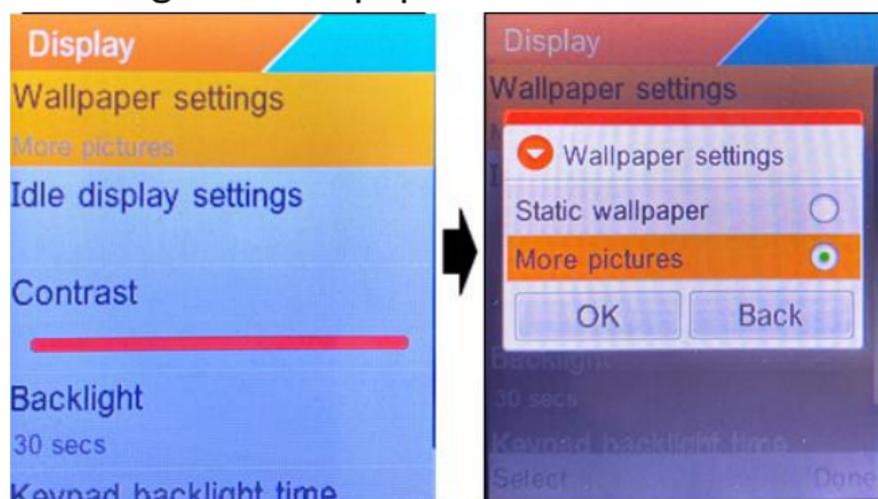
The phone number stored here cannot call or
send message to you anymore

Display

Customize the display setting in this interface

Wallpaper setting

To change the wallpaper



Go to Settings → Display → Wallpaper Settings

You may choose one of these for the wallpaper

Static wallpaper: Using the system default images

More pictures: Using the image inside the phone

Security

This function provides you with related settings about safety use.

PIN

The PIN (Personal identification number, 4 to 8 digits) code prevents your SIM card from being used by unauthorized people.

Modify PIN

In general, the PIN is supplied with SIM card by the network operator. If PIN check is enabled, you need to input the PIN each time when you power on your mobile phone. The SIM card will be locked if you input wrong PIN code for three times.

Phone locked

Password will be needed when you power on your mobile phone

Modify the cellphone password

To change the phone password in this interface
The default password is 1234

Connections

Network accounts

You can edit the APN data for the inserted SIM

Data Service

To enable/ disable the data service

VoLTE

To enable/ disable the VoLTE service

Sounds and Volume

There are some profiles which is available inside your phone, they are: General, Silent, Meeting and Outdoor

Long Press the # key to switch the phone into Normal/ Silent/ Meeting mode

You can edit the alert type, ring type, ringtones, ring volume or set the button's volume or the message tone accordingly.

For changing ringtone



You may choose one of these for the ringtone

Fixed ringtone: Using the system default ringtone

More ringtones: Using the audio inside the phone

Tools

Calendar

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

View schedules

View the select date and you can add the schedule in this interface.

All schedules

You can view all the events you scheduled

Go to date

Jump to the appointed date quickly when you input a date to search.

Clear All

Clear all the schedule

Alarm

You may setup the alarm inside this interface. For each alarm, you may set up the specific ringtone and the message.

Calculator

This phone supports function of calculator.

Using the navigation key as the Add, subtract, multiply and divide and the OK key to proceed the calculation

Flashlight

Switch on/off the Flashlight here.

In addition, when in the idle screen, you can long press the 0 key to turn on/off the flashlight.

BT

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

BT visibility

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

Paired Devices

You may connect the saved BT device inside this interface

Internet

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

Inside Options, you can have the following features as below:

Navigation: To refresh/ stop the website loading

Save: To save the current webpage as bookmark/ homepage

Send connection: Send the current webpage's URL via SMS

Setting: to adjust the setting of the Internet

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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