Vortex

Tech Specs

6.39" HD + IPS Display
Android 12 (Go edition)
3G 2/4/5
4G Bands 2/4/5/12/66
8MP + 0.8MP Rear + 5MP Front Camera
Finger print sensor
2GB RAM + 32GB ROM
3000mAH Li-ion battery
Dimension: 159mm x 76mm x 3.5mm
Micro SD card slot, expands storage capacity up to 64GB
(Not included)

General and Safety Information

Profile

Please read this manual carefully to help you make the most of your phone. Vortex Mobile may change features of this mobile phone without prior written notice and reserves the final right to interpret the performance of this mobile phone. Due to different software and network operators, display on your phone may be different, please refer to your phone for details.

Lost Device

If your phone has been lost or stolen, notify your network service provider and ask for the SIM card to be disabled (network support is required). This can avoid economic loss caused by unauthorised use.

Safety Warning - Road safety comes first!

Do not use the mobile phone in hand-held mode while driving. Use hands-free fittings when calls are unavoidable while driving. In some countries/states, dialling or receiving calls while driving is illegal, regardless of hands-free status. You will need to ensure you are obeying road safety laws by checking the laws of the state/country you are driving in.

Switch off in aircraft

Wireless devices can cause interference in aircraft. Please make sure to only use your phone when switched to aeroplane mode when in an aircraft. Go to Settings > Network Settings and tap on Aeroplane mode to switch it off.

Switch off before entering risk areas

Strictly observe the relevant laws, codes, and regulations on the use of mobile phones in risk areas. Turn off your mobile phone before entering a place susceptible to an explosion, such as an oil station, or tank, chemical plant, or a place where a blasting process is under way.

Observe all special regulations

Follow any special regulations in force in any areas such as hospitals and always switch off your phone whenever it is forbidden to use it or when it may cause interference or danger. Use your mobile phone carefully near medical apparatuses, such as pacemakers, hearing aids and some other electronic medical devices, as it may cause interference to such apparatus.

Interference

The conversation quality of any mobile phone may be affected by radio interference. An antenna is built inside the mobile phone and located near the microphone. Do not touch the antenna area during a conversation, this will cause conversation quality to deteriorate.

Accessories and batteries

The Vortex V23 box will come with an Vortex charger and battery. The recommended charging time for the Vortex V23 is three to four hours when the battery is low or depleted. We recommend to not leave it charging overnight, as this may damage or deteriorate the battery over time. Please note the device is only overcharged when used with Vortex authorised cables, plugs, and batteries supplied for this device.

Headset earphones

The Vortex V23 box will include a pair of earphones. It will show a headphones icon at the top right of screen when you insert the earphones. Ensure that the earphones are plugged into the jack correctly to ensure clarity in the audio, and that the audio jack is clear of any obstructions or material.

Emergency calls

Ensure the phone is switched on and has service reception, enter the emergency number (e.g. 000), then press the Dial key. Give your location and state your situation briefly and do not end the call without permission of the service personnel. Do not end the call until told to do so. The emergency number can be dialled with or without a sim card installed.

Precautions

This mobile phone has an intricate design, so please exercise special care when using it. The following suggestions will help your mobile phone survive the warranty period and extend its service life:

Keep the mobile phone and all its fittings beyond young children's reach.
Keep the mobile phone dry. Keep away from rain, moisture, liquid or other substances that may corrode electronic circuits.
Do not use or store the mobile phone in dusty places, so active parts of the mobile phone may be damaged.
Do not store the mobile phone in a high-temperature location. High temperature may shorten the life of electronic circuits and damage the battery and some plastic parts.
Do not store the mobile phone in extreme cold places. This will cause moisture to form inside the mobile phone and may damage electronic circuits when the mobile phone is moved to a constant temperature place.
Do not throw, knock or shock the mobile phone, as that may cause damage to the internal circuits and high-precision components of the mobile phone.

Device Temperature

The Vortex V23 can become warm when completing different operations. These operations include, but are not limited to:
Utilising these videos and mobile data functionalities for a multitasked purposes, including but not limited to video-streaming, video recording, accessing the internet, tethering, and more.
Using the GPS function for navigation or location services
Using the device in areas with weaker and/or no reception
If the device becomes warm, we recommend closing applications that are not in use, and to let the phone cool down naturally.

What's in the Box

The Vortex V23 comes with the handset, earphones, USB cable, charging adapter, user guide.
Earphones - V23 has a standard 3.5mm head jack, allowing for audio functions including music, videos and calls. The earphones also have a built-in microphone.
USB cable – Can be used with the wall plug to charge the phone. Can also be used to connect your device to a Windows computer for file transfers and further functionality.
Charging adapter – Connects to a power outlet and used in conjunction with the USB cable to charge the phone.

Getting Started

Please ensure the phone is switched off before removing the back panel or battery.

Removing the back cover
Apply gentle force on the indent located on the bottom left-hand side of the back panel. Lift slowly from the corner and sides until the entire panel is detached from the phone.
To re-attach, place the panel over the back of the phone and apply gentle pressure starting from the indent by each corner, until all sides of the panel have clicked into place.

Removing/Re-inserting the battery
Place your fingertip in the indent below the battery and lift to remove.
To insert the battery, begin by lining up the battery connection pins on the top left-hand side and lower into its position.

Inserting a SIM card
The Vortex V23 takes a nano SIM sized card in the first slot,
and a nano size SIM in the second slot. Either slot can be used.
Insert the nano SIM into the first slot in the orientation shown by the phone (as shown by (1) in the diagram).
Please ensure that the nano SIM is orientated correctly and inserted fully.
You can also optionally insert a second SIM card, as the Vortex V23 is a dual-SIM phone. The second SIM slot is a nano size SIM. Please ensure when inserting the second SIM that it is orientated correctly and inserted fully, as shown by
(2) in the diagram.
You can optionally insert a micro-SD card to expand the storage on the V23. This can be inserted into the (3) slot, following the orientation as given in the diagram.
You may now turn on the phone to begin the Android setup process.

Please make sure the Vortex V23 has charge before beginning the setup process.
Press and hold the power button for five seconds, and the phone will begin the start-up process. Let go of the power button at this stage.
After the phone has finished starting up, it will display a Welcome screen. Select the language you wish to use on the phone, then tap "Start".
If the SIM card has not been inserted correctly, it will ask you to insert the SIM card. If there is no SIM card in the phone, you can skip this step.
After reading the terms and conditions to continue setup or skip this step if you do not wish to pursue any backup/restoring options for now.
If you do not connect to a wireless network, you will need to manually adjust date and time, and setup
the device "as new" from the list of Google Services presented.
If you do connect to a wireless network, the phone will need to check for necessary updates, and this may take some time.
If you do decide to connect to a wireless network, you will have the option of Copying Apps & Data over to the Vortex V23.

If you decide to setup the device as new:
Select "Do Not Copy"
You can opt to sign into a Google Account, or skip this selection.
There will be a list of Google Services, you can enable or disable some of these to your choosing by tapping on the radio button. Tap "Next" to continue.
You may choose to setup a security measure, including a pattern, PIN, password, and/or fingerprint method.
Warning: Please keep a note of the PIN, Password, or Pattern used to lock/unlock the phone. If you lose this, you may lose access into the device due to the security protocols of Android.
Your device is ready to be used.