



USER MANUAL

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Getting Started

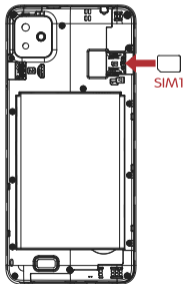
Inserting SIM card

The Vortex V20 is a Dual SIM mobile phone allowing you to use the facility of two networks.

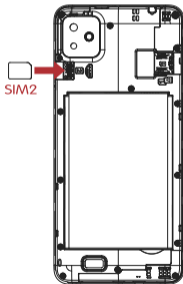
1. Switch off the mobile phone.

2. Insert the SIM card correctly in the card slot(s) (See figure below)

SIM1



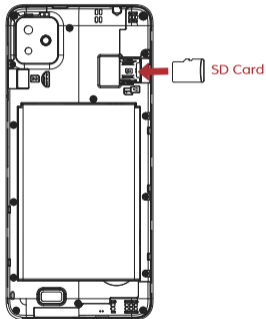
SIM2



Getting Started

Inserting Micro SD card

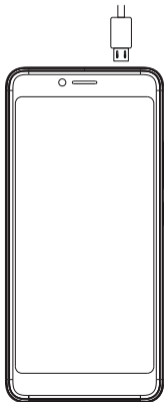
The Vortex V20 supports a Micro SD card which is a multimedia memory card used to increase available memory. The Micro SD Card can be inserted by following the instructions from Page 3.



Getting Started

Charging the battery and connecting to PC

You can charge your battery using the charger or connect the USB cable (supplied with this phone) to the computer.

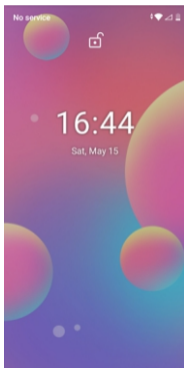


Key Parts



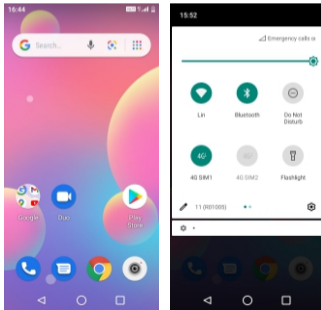
Locking and Unlocking

Press the power button to put your phone to sleep. Press the power button again to wake your phone up, then swipe upwards to unlock the screen.



Personalizing the Home Screen

The home screen is your starting point to access all of the features on your phone. It displays application icons, widgets, shortcuts, and more. At the top of the screen is the status bar that displays the time and notifications. If messages or calls are received, you can drag the status bar down to open the notification panel and select new notifications. When finished, simply drag the panel up or press “Back” to hide the notification panel again.



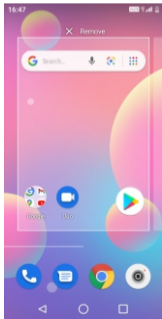
Personalizing the Home Screen

Adding Widgets and More to the Home Screen

Press and hold an icon or widget that you want to move. Drag the icon or widget on top of another icon or widget to add a folder. Remove all applications from a folder to automatically delete the folder.

Rearranging and Removing Widgets or Icons from the Home Screen

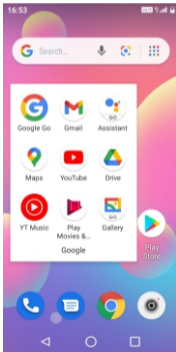
Long press/hold the widget or icon you want to move, then drag the widget or icon to a new location.



Personalizing the Home Screen

Adding folders to the Home Screen

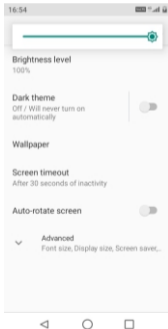
Long press/hold the widget or icon you want to move, then drag the widget or icon to a new location or icon you want to move. Once “Remove” appears, don't release your hold on the icon and drag the widget or icon to a new location on the screen.



Adjusting Brightness

Drag the notification panel down and adjust brightness. Or enter Settings->Display-> Brightness level, and adjust the brightness level here (by dragging the brightness slider to the left to decrease or to the right to increase the screen Brightness).

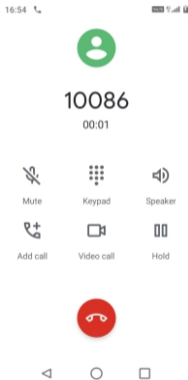
Note: Lower the brightness of the screen to prolong the battery life.



Managing Phone Calls

Making a Call

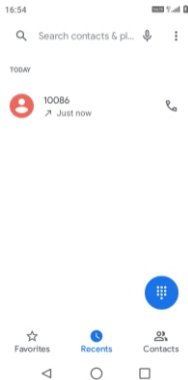
Open the dial pad by selecting the phone icon from the home screen, then enter a complete phone number to make a call.



Managing Phone Calls

Viewing the Call Log

You can check detailed call logs in Recents. In call log options you can make calls, create a new contact, send messages, etc.





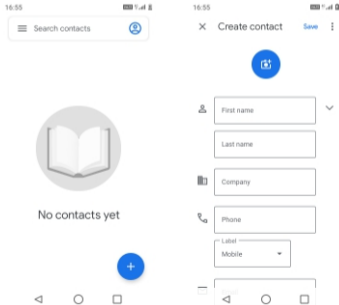
Managing Phone Calls

Rejecting Incoming Calls

When unable to accept an incoming call, you can send a busy message to reject the call. Tap the message icon and select a message to reply with.

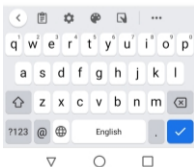
Adding a Contact

Tap  and enter Contacts and then add a contact (see figure below). Tap  to add a new contact to Phone.



Messaging

Enter Messaging, and then compose new message. Touching any text field will open your keyboard.



Messaging

Receiving a New Message

When you receive a new message, an icon will appear in the notification area of the status bar. To open the message, press and hold the status bar, and then slide the status bar down to open the Notifications panel. Alternatively, you can open Messaging to read the message directly.

Editing SMS and MMS

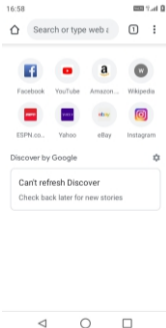
When you are composing a new text message, you can select text for cutting or copying. Touch the text field or portion that contains text. You can select all contexts, copy, cut and share. The selected text is highlighted in Blue. A multimedia message may contain video, pictures, audio, etc. You can add videos, pictures and more to SMS to change to MMS.

Viewing Conversations

Text and multimedia messages that are sent to and received from a contact (or a number) are grouped into conversations or message threads in the All messages screen. Threaded SMS or MMS let you see exchanged messages (similar to a chat program) with a contact on the screen.

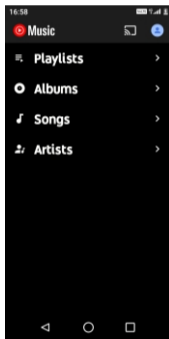
Browsing the Web with Google Chrome

Open Google Chrome and either enter a website address or search by using the text field at the top. The browser is fully optimized and comes with advanced features that make browsing the web easy. You must have an active data or Wi-Fi connection to access the internet.



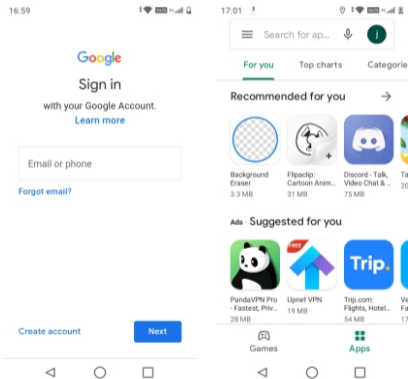
Playing Music with YouTube Music

When you copy music to your device, you can access them via YouTube Music. You sort all music files by albums, songs, artists, or even create a playlist.



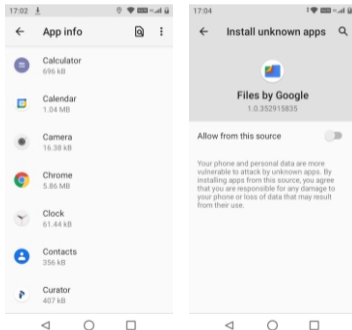
Downloading Apps from Google Play

Add a Google™ account and then Enter Google Play Store and download apps.



Managing Applications

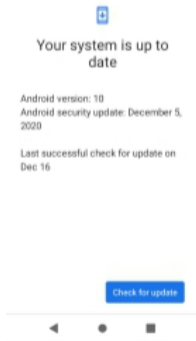
Enter Settings > Apps & notifications, then manage the applications. Tap any app to view the information of the applications, and you can force stop or uninstall any applications here. You will need to give Files by Google access to your device in order to install Apps. or uninstall the apps. To install Apps, you need switch on “Allow from this source” in device.



System Updates

The device will automatically find and install the newest version of software. Your device will enter Recovery mode and restart to update the new software. Once the reboot is complete, you will be notified that the update was successful.

Note: Ensure you are connected to Wifi before downloading update.





Network and Internet

WiFi

Using Wi-Fi you can now surf the Internet without using your SIM card whenever you are in the range of a wireless network. Simply enter the Wi-Fi settings and connect your phone to a wireless network.

Mobile network

Data roaming

If you don't need to transmit data on other provider's mobile networks, unmark the checkbox to avoid incurring significant roaming charges.

Enhanced 4G LTE mode

Tap to enable 4G functionality and improve voice and data communications.

Access Point Names

You can select your preferred network with this menu.

Network carriers

You can select a network carrier.

System Settings

Data saver

By enabling Data saver, you can reduce data usage by preventing some apps from sending or receiving data in the background.

Tethering & portable hotspot

This function allows you to share your phone's mobile data connection via USB or as a portable Wi-Fi access point.

VPN

A Virtual Private Network (VPN) allows you to connect to a private secured network from your device. You will need the connection information from your VPN administrator.

Airplane mode

Airplane mode disconnects your device from all networks and turns off connectivity features.

System Settings

Connected devices

Touch to set the connected devices for your phone, such as Bluetooth, Cast, Printing, USB, etc.

APPS & notifications

APPS

You use the Apps settings to view details about the applications installed on your phone, to manage their data and force them to stop, and to set whether you want to permit installation of applications that you obtain from websites and emails.

Notifications

Touch to manage apps notification. You can set permission of apps notification, the authority to show the notifications on locked screen, etc.

System Settings

Battery

In the Battery screen you can select whether to display battery percentage in the status bar or to enable intelligent power saving.

Display

In this menu, you can adjust your screen brightness, wallpaper, sleep time, font size, etc. To rotate screen contents when device is rotated, touch **Advanced > Auto-rotate screen**.

Sound

Touch to adjust call and notification ringtones, music, and other audio settings.

Storage

This menu displays the amount of internal phone storage. It shows the amount of internal phone storage used by applications (including those you downloaded), images, videos, etc. Touch the items to view details.

System Settings



Security

Screen lock

Select one method such as Swipe, Pattern, PIN, Password, or Fingerprint to unlock the screen.

Face unlock

Face unlock allows you to unlock your device with your facial data. Set it according to the on-screen steps. Ensure that you are facing the phone screen when using face recognition.

NOTE: you need to set a pattern, PIN, or password before using face key.

Smart Lock

Smart Lock keeps your device unlocked when it's safe with you and locked when it detects that it's been put down.

NOTE: you need to set a pattern, PIN, or password before using Smart lock.



Location

Tap to set whether to allow an app to access your device's location. You can set allowing continual access, or only while the app is in use.

System Settings



Accounts

Touch to add, remove, and manage your email and other supported accounts. You can also use these settings to control how and whether all applications send, receive, and synchronise data on their own schedules, and whether all applications can synchronise user data automatically. Touch Add account to add an account for the selected app.



Accessibility

Use the Accessibility settings to configure any accessibility plug-ins you have installed on your phone.



Google

Touch to configure your Google account and services settings.

System Settings

System

Language & input

Touch to configure language settings, the on-screen keyboard, voice input settings, pointer speed, etc.

Gestures

Touch to set gestures for Camera.

Backup

Turn on the icon to back up your phone's settings and other application data to Google servers. If you replace your phone, the settings and data you've backed up will be restored onto the new phone when you sign in with your Google account. If you mark this option, a wide variety of settings and data are backed up, including your Wi-Fi passwords, bookmarks, a list of the applications you've installed, the words you've added to the dictionary used by the on-screen keyboard, and most of the settings that you configure in the Settings application. If you unmark this option, you stop backing up your settings, and any existing backups are deleted from Google servers.

System Settings

Date & time

Use Date & time settings to customise your preferences for how date and time are displayed.

Reset options

Touch to reset Wi-Fi, mobile & Bluetooth, Reset app preferences , or Erase all data.

Software Update

Touch to check for Software updates.



About phone

This contains information such as Legal information, Model number, Android version, Android security patch level, Baseband version, Kernel version, Build number, and Custom build version.

Maintenance and Safety

Please read and observe the following information for safe and proper use of your phone and to prevent damage. Also, keep the user guide in an accessible place at all the times after reading it.

1. After sales service

Kindly refer to the Warranty Card provided in the sales package box.

2. Charger and Adapter Safety

Charger and adapter are designed for indoor use only.

3. Battery Information and Care

- Please use the specific battery, otherwise it will cause explosion.
- Please dispose of your battery properly.
- Do not disassemble or short-circuit the battery.
- Keep the battery's metal contacts clean.
- Recharge the battery after long periods of non-use to maximize battery life.
- Battery life will vary due to usage patterns and environmental conditions.
- The self-protection function of the battery cuts the power of the phone when its operation is in an abnormal status. In this case, remove the battery from the phone, reinsert it, and turn the phone on.

4. General Notice

Maintenance and Safety

- Using a damaged battery or placing a battery in your mouth may cause serious injury.
- The suitable temperature for the phone and accessories is $-10^{\circ}\text{C}\sim 45^{\circ}\text{C}$.
- When charging, please place the phone in an environment that has a normal room temperature and good ventilation. It is recommended to charge the phone in an environment with a temperature under 40°C . Please ensure to use only the charger offered by the manufacturer. Using unauthorized charger may cause danger and violate the authorization of the phone and the guarantee article.
- Do not place items containing magnetic components such as a credit card, phone card, bank book, or subway ticket near your phone. The magnetism of the phone may damage the data stored in the magnetic strip.
- Talking on your phone for long period of time may reduce call quality due to heat generated during use.
- When the phone is not used for a long period time, store it in a safe place with the power cord unplugged.
- Using the phone in proximity to receiving equipment (i.e. TV or Radio) may cause interference to the phone.
- Do not immerse your phone in water. If this happens, remove the battery and take it to an Authorized Service Center.
- Do not paint your phone.

Maintenance and Safety

- The data saved in your phone might be deleted due to careless use, repair of the phone, or upgrade of the software. Please backup your important phone numbers. (Ring tones, text messages, voice messages, picture, and videos could also be deleted.) The manufacturer is not liable for damage due to the loss of data.
- Do not turn your phone on or off when the phone is close to your ear.

Warning: Company will not bear any responsibility for any incompliance with the above guidelines or improper use of the mobile phone. Our company keeps the right to make modifications to any of the content here in this user guide without public announcement in advance. The content of this manual may vary from the actual content displayed in the device. In such case, the latter shall govern.

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FCC Regulations:

This mobile phone 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.

This mobile phone 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 radiated 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.

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

The antenna(s) used for this transmitter must not be educated or operating in conjunction with any other antenna or transmitter

▶ **RF Exposure Information (SAR)**

This mobile phone meets the government's requirements for exposure to radio waves. This phone is designed and manufactured not to exceed the emission limits for exposure to radio frequency (RF) energy set by the Federal Communications Commission of the U.S. Government.

The exposure standard for wireless mobile phones employs a unit of measurement known as the Specific Absorption Rate or SAR. The SAR limit set by the FCC is 1.6 W/kg. Tests for SAR 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. This is because the phone is designed to operate at multiple power levels so as to use only the power required to reach the network. In general, the closer you are to a wireless base station antenna, the lower the power output.

The highest SAR value for the model phone as reported to the FCC when tested for use at the ear is 1.34 W/kg and when worn on the body, as described in this user guide is 1.34 W/kg (Body-worn measurements differ among phone models, depending upon available accessories and FCC requirements.)

While there may be differences between the 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: 2A2EB-V20**

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 the positions the handset a minimum of 1.0 cm 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 at the ear, position the handset a minimum of 1.0 cm from your body when the phone is switched on.