

## For your safety

Read these simple guidelines. Not following them may be dangerous or against local laws and regulations. For further information, read the complete user guide.

## SWITCH OFF IN RESTRICTED AREAS

Switch the device off when mobile phone use is not allowed or when it may cause interference or danger, for example, in aircraft, in hospitals or near medical equipment, fuel, chemicals, or blasting areas. Obey all instructions in restricted areas.

## ROAD SAFETY COMES FIRST

Obey all local laws. Always keep your hands free to operate the vehicle when driving. Your first consideration while driving should be road safety.

## INTERFERENCE

All wireless devices may be susceptible to interference, which could affect performance.

## AUTHORIZED SERVICE

Only authorized personnel may install or repair this product.

## BATTERIES, CHARGERS AND OTHER ACCESSORIES

Use only batteries, chargers, and other accessories approved by HMD Global for use with this device. Do not connect incompatible products.

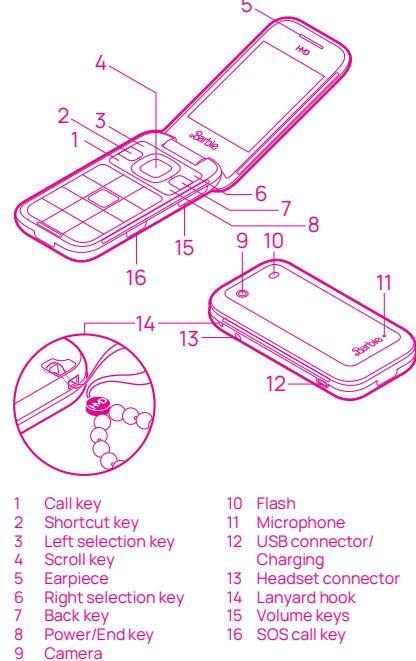
## KEEP YOUR DEVICE DRY

Your device is not water-resistant. Keep it dry.

## PROTECT YOUR HEARING

To prevent possible hearing damage, do not listen at high volume levels for long periods. Exercise caution when holding your device near your ear while the loudspeaker is in use.

## Keys and parts

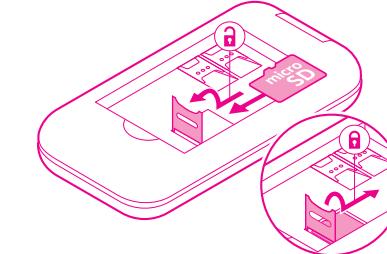
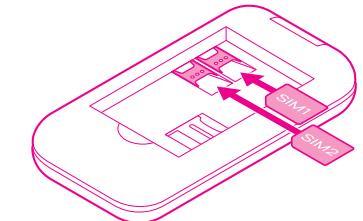


Do not connect to products that create an output signal, as this may damage the device. Do not connect any voltage source to the audio connector.

Some of the accessories mentioned in this user guide, such as charger, headset, or data cable, may be sold separately.

**Note:** You can set the phone to ask for a security code. Select **Menu > Settings > Security > Keypad > Security code**, and enter a code. Note, however, that you need to remember the code, as HMD Global is not able to open or bypass it.

This phone cannot be located or locked remotely if lost.



## Insert the SIM and memory card



**Note:** On dual SIM capable devices, both SIM1 and SIM2 slots support 4G networks. For more information on your SIM cards, contact your service provider.

**Switch your phone on or off**  
Press and hold the power key.

**Charge the battery**  
1. Plug the charger into the wall outlet.

Do not dismantle, cut, crush, bend, puncture, or otherwise damage the battery in any way. If a battery leaks, do not let liquid touch skin or eyes. If this happens, immediately flush the affected areas with water, or seek medical help. Do not modify, attempt to insert foreign objects into the battery, or immerse or expose it to water or other liquids. Batteries may explode if damaged.

Use the battery and charger for their intended purposes only. Improper use, or use of unapproved or incompatible batteries or chargers may present a risk of fire, explosion, or other hazard, and may invalidate any approval or warranty. If you believe the battery or charger is damaged, take it to a service center or your phone dealer before continuing to use it. Never use a damaged battery or charger. Only use the charger indoors. Do not charge your device during a lightning storm.

To unplug a charger or an accessory, hold and pull the plug, not the cord. Additionally, the following applies if your device has a removable battery:  
• Always switch the device off and unplug the charger before removing any covers or the battery.  
• Accidental short-circuiting can happen when a metallic object touches the metal strips on the battery. This may damage the battery or the other object.

**Small children**  
Your device and its accessories are not toys. They may contain small parts. Keep them out of the reach of small children.

**Medical devices**  
Operation of radio transmitting equipment, including wireless phones, may interfere with inadequately shielded medical devices' function. Consult a physician or the medical device's manufacturer to determine if it is adequately shielded from external radio energy.

**Implanted medical devices**  
To avoid potential interference, manufacturers of implanted medical devices (such as cardiac pacemakers, insulin pumps, and neurostimulators) recommend a minimum separation of 15.3 centimeters (6 inches) between a wireless device and the medical device. Persons who have such devices should:  
• Always keep the wireless device more than 15.3 centimeters (6 inches) from the medical device.  
• Not carry the wireless device in a breast pocket.  
• Hold the wireless device to the ear opposite the medical device.

2. Connect the charger to the phone. When done, unplug the charger from the phone then from the wall outlet.

If the battery is completely discharged, it may take several minutes before the charging indicator is displayed.

Your device has a removable, rechargeable lithium-ion battery. For safe removal of the battery, read the safety information.

## Set which SIM card to use

1. Select **Menu > Settings > Connectivity > Dual SIM**.
2. To choose which SIM to use for calls, select **Preferred SIM for calls and the SIM**.

## Find your model number and serial number (IMEI)

If you need to contact your care point or your service provider, you may need info such as the model number and the serial number (IMEI). To see the model number, dial \*#0000#. To see the serial number, dial \*#06#. If you have a dual SIM phone, only IMEI1 is needed. You can also find the info on your phone label, which is located under the battery. The IMEI is also visible on the original sales box.

## Product and safety info

For info on HMD Global Privacy Policy, go to [www.hmd.com/privacy](http://www.hmd.com/privacy). For a product-specific online user guide, safety instructions, warranty information, and troubleshooting help, or finding the nearest authorized service facility, go to [www.hmd.com/support](http://www.hmd.com/support).

## Network services and costs

You can use your device on the GSM 850, 900, 1800, 1900; WCDMA 1, 2, 4, 5, 8; LTE 1, 2, 3, 4, 5, 7, 8, 20, 28, 38, 39, 40, 41 (120MHz) networks. You need a subscription with a service provider. Using some features and services, or downloading content, including free items, require a network connection. This may cause the transfer of large amounts of data, which may result in data costs. You may also need to subscribe to some features.

## Emergency calls

**Important:** Connections in all conditions cannot be guaranteed. Never rely solely on any wireless phone for essential communications like medical emergencies.

Before making the call:

- Switch the phone on.
- If the phone keys are locked, unlock them.
- Move to a place with adequate signal strength.
- 1. Press the end key repeatedly, until the home screen is shown.
- 2. Type in the official emergency number for your present location. Emergency call numbers vary by location.
- 3. Press the call key.
- 4. Give the necessary info as accurately as possible. Do not end the call until given permission to do so.

You may also need to do the following:

- Put a SIM card in the phone.
- If your phone asks for a PIN code, type in the official emergency number for your present location, and press the call key.
- Switch the call restrictions off in your phone, such as call barring, fixed dialling, or closed user group.

## Take care of your device

Handle your device, battery, charger and accessories with care. The following suggestions help you keep your device operational.

- Keep the device dry. Precipitation, humidity, and all types of liquids or moisture can contain minerals that corrode electronic circuits. If your device gets wet, remove the battery, and let the device dry.
- Do not use or store the device in dusty or dirty areas.
- Do not store the device in high temperatures. High temperatures may damage the device or battery.
- Do not store the device in cold temperatures. When the device warms to its normal temperature, moisture can form inside the device and damage it.
- Do not open the device other than as instructed in the user guide.
- Unauthorized modifications may damage the device and violate regulations governing radio devices.
- Do not drop, knock, or shake the device or the battery. Rough handling can break it.
- Only use a soft, clean, dry cloth to clean the surface of the device.
- Do not paint the device. Paint can prevent proper operation.

## Recycle

When this device has reached the end of its working life, all of its materials can be recovered as materials and energy. Recycle packaging and user guides at your local recycling scheme. When you cooperate and deliver all these materials to one of the available collection sites, you contribute in helping the environment and help to ensure the health of future generations.

All electrical and electronic products and batteries may contain recyclable metals and other potentially hazardous substances and must be taken to their respective collection sites at the end of their working life. Under no circumstances should you break open a battery or other related materials. Do not dispose of these products as unsorted municipal waste, as this may cause contamination of the environment or risks to human health. All HMD Global products are in compliance with the applicable industry international production standards and to all requirements defined by the competent government agencies.

## Crossed-out wheelie-bin symbol



The crossed-out wheelie-bin symbol on your product, battery, literature, or packaging reminds you that all electrical and electronic products and batteries must be taken to separate collection at the end of their working life. Remember to remove personal data from the device first. Do not dispose of these products as unsorted municipal waste: take them for recycling. For info on your nearest recycling point, check with your local waste authority, or read about HMD's take-back program and its availability in your country at [www.hmd.com/support/topics/recycle](http://www.hmd.com/support/topics/recycle).

## Battery and charger info

Use your device only with an original BL-4E rechargeable battery. Charge your device with the HAC-18 charger, if provided in the sales box. HMD Global may make additional battery or charger models available for this device. Charging time can vary depending on device capability.

## Electrical Information of the Charger

The following electrical information corresponds to the above-mentioned charger models:

Input: 100-240 V, 50/60 Hz; 0.1 A

Output: 5 V, 0.55 A

## Charger safety instructions

The charger is suitable to be used only with compatible devices. The charger should not be used in extremely high or low temperatures.

Ventilation should not be obstructed by covering the charger with magazines, blankets, curtains etc.

Open flames, such as candles, should not be placed above the charger.

The charger and the wall outlet shall be easily accessible at all times.

In case the cable or the plugs are damaged, stop using them. The charger requires very low maintenance. If you want to clean it, use a dry cloth or a brush.

## Meaning of the symbols:

- For internal use only
- The charger should not be disposed as unsorted municipal waste. It should be recycled.

## Battery and charger safety

Once charging of your device is complete, unplug the charger from the device and electrical outlet. Please note that continuous charging should not exceed 12 hours. If left unused, a fully charged battery will lose its charge over time.

Always keep the battery between 15°C and 25°C (59°F and 77°F) for optimal performance. Extreme temperatures reduce the capacity and lifetime of the battery. A device with a hot or cold battery may not work temporarily.

Obey local regulations. Recycle when possible. Do not dispose as household waste.

Do not expose the battery to extremely low air pressure or leave it to extremely high temperature, for example dispose it in a fire, as this may cause the battery to explode or leak flammable liquid or gas.

- Switch the wireless device off if there is any reason to suspect that interference is taking place.
- Follow the manufacturer directions for the implanted medical device.
- If you have any questions about using your wireless device with an implanted medical device, consult your health care provider.

#### Hearing

⚠ Warning: When you use the headset, your ability to hear outside sounds may be affected. Do not use the headset where it can endanger your safety. Some wireless devices may interfere with some hearing aids.

#### Nickel

The surface of this device is nickel-free.

#### Vehicles

Radio signals may affect improperly installed or inadequately shielded electronic systems in vehicles. For more info, check with the manufacturer of your vehicle or its equipment. Only authorized personnel should install the device in a vehicle. Faulty installation may be dangerous and invalidate your warranty. Check regularly that all wireless device equipment in your vehicle is mounted and operating properly. Do not store or carry flammable or explosive materials in the same compartment as the device, its parts, or accessories. Do not place your device or accessories in the air bag deployment area.

#### Potentially explosive environments

Switch your device off in potentially explosive environments, such as near gas pumps. Sparks may cause an explosion or fire resulting in injury or death. Note restrictions in areas with fuel; chemical plants; or where blasting operations are in progress. Areas with a potentially explosive environment may not be clearly marked. These usually are areas where you are advised to switch your engine off, below deck on boats, chemical transfer or storage facilities, and where the air contains chemicals or particles. Check with the manufacturers of vehicles using liquefied petroleum gas (such as propane or butane) if this device can be safely used in their vicinity.

#### Certification information (SAR)

This mobile device meets guidelines for exposure to radio waves as set forth by the Federal Communications Commission (FCC). Refer to the following.

(ii) For countries where such renewal or extension is not mandated by local law, replacement Product or accessories provided under this Warranty will be covered by this Warranty for the remainder of the original Warranty period or for ninety (90) days from the date the replacement Product or accessory is returned to you, whichever is longer;

(iii) Original Product or accessories not found to be defective will not be replaced and will be covered by this Warranty for the remainder of the original Warranty period; and

(iv) The Product or all accessories that have been replaced become seller's property.

Manufacturer does not warrant that software preinstalled by or on behalf of Manufacturer in the Product (or subsequent updates and upgrades) (together "Manufacturer Software") will meet your requirements, work in combination with any hardware or software not provided by Manufacturer, be uninterrupted or error free or that errors are correctable or will be corrected. For Manufacturer Software related errors, Manufacturer will make available the latest version of the Manufacturer Software for reinstallation on your Product or, if that would not be possible, another remedy, which in Manufacturer's reasonable discretion, satisfactorily addresses the error. Some Manufacturer Software may be subject to separate license terms that are available with the Software.

Please always back up all data and content stored on your Product before taking your Product in for replacement since all data in your Product will be lost.

Manufacturer and its authorized service providers are not responsible for the loss of the data, programs or confidential information.

#### 3. What this Warranty does not cover

Manufacturer does not provide any Warranty for the following:

- (i) errors or damages caused by:
- (a) exposure to liquid (unless the Product is declared to be water-resistant under certain conditions as specified by the Manufacturer), to extreme electromagnetic field (such as damages caused by microwave oven), to dampness, to extreme thermal or environmental conditions or to rapid changes in such conditions, corrosion, oxidation, spillage of food or liquid, or to influence from chemical products;
- (b) physical damage, cracks, dents or scratches caused by a drop or by external forces occurring in or on the product including but not limited to the cover, display, camera lenses, buttons (unless specified otherwise by the Manufacturer under certain conditions);

#### FCC RF Exposure Information

Your handset is a radio transmitter and receiver. It 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 guidelines are based on standards that were developed by independent scientific organization through periodic and thorough evaluation of scientific studies. The standards include a substantial safety margin designed to assure the safety of all persons, regardless of age and health. The exposure standard for wireless handsets 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. The tests are performed in positions and locations (e.g. at the ear and worn on the body) as required by the FCC for each model. The highest SAR value for this handset model as reported to the FCC when tested for use at the ear is 1.04 W/kg, and when worn on the body in a holder or carry case, is 1.41 W/kg.

**Body-worn Operation:** This device was tested for typical body-worn operations with the handset kept 1.0 cm from the body. To maintain compliance with FCC RF exposure requirements, use accessories that maintain a 1.0 cm separation distance between the user's body and the handset. The use of belt clips, holsters and similar accessories should not contain metallic components in its assembly. The use of accessories that do not satisfy these requirements may not comply with FCC RF exposure requirements, and should be avoided. The FCC has granted an Equipment Authorization for this handset model with all reported SAR levels evaluated as in compliance with the FCC RF emission guidelines. SAR information on this handset model is on file with the FCC and can be found under the FCC ID Search section of [www.fcc.gov/oet/ea/](http://www.fcc.gov/oet/ea/) after searching on FCC ID **2AJOTTA-1681**.

Additional information on Specific Absorption Rates (SAR) can be found on the FCC website at [www.fcc.gov/general/radio-frequency-safety-0](http://www.fcc.gov/general/radio-frequency-safety-0).

To send data or messages, a good connection to the network is needed. Sending may be delayed until such a connection is available. Follow the separation distance instructions until the sending is finished.

During general use, the SAR values are usually well below the values stated above. This is because, for purposes of system efficiency and to minimise interference on the network, the operating power of your mobile is automatically decreased when full power is not needed for the call. The lower the power output, the lower the SAR value.

Device models may have different versions and more than one value. Component and design changes may occur over time and some changes could affect SAR values. For more info, go to [www.sar-tick.com](http://www.sar-tick.com). Note that mobile devices may be transmitting even if you are not making a voice call.

#### Copyrights and other notices

##### FCC notice:

This device complies with part 15 of the FCC rules and standard(s). 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. For more info, go to [www.fcc.gov/engineering-technology/electromagnetic-compatibility/division-radio-frequency-safety/faq/rf-safety](http://www.fcc.gov/engineering-technology/electromagnetic-compatibility/division-radio-frequency-safety/faq/rf-safety). Any changes or modifications not expressly approved by HMD Global could void the user's authority to operate this equipment. 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.

Manufacturer and/or importer in EU: HMD Global Oy, Bertel Jungin aukio 9, 02600 Espoo, Finland.

HMD Global Privacy Policy, available at <http://www.hmd.com/privacy>, applies to your use of the device.

TM and © 2024 HMD Global. All rights reserved.

BARBIE™ and associated trademarks and trade dress are owned by, and used under license from, Mattel. © Mattel 2024.

The Bluetooth word mark and logos are owned by the Bluetooth SIG, Inc. and any use of such marks by HMD Global is under license. This product includes open source software. For applicable copyright and other notices, permissions, and acknowledgements, select \*#6774# on the home screen.

#### Manufacturer's limited warranty

##### 1. General

HMD Global Oy (hereinafter "Manufacturer") provides this Manufacturer's Limited Warranty ("Warranty") for the genuine HMD mobile phone ("Product") which has been released for sale in Latin America and Caribbean.

Even though one or more countries may be mentioned herein, this Warranty is valid only in the country where the Product was purchased through Manufacturer's authorized sales channels, provided that the Product was intended for sale in that country ("Covered Country").

This Warranty covers and includes any statutory rights under any mandatory consumer protection laws of the Covered Country applicable to you, and also grants you specific, and as the case may be, additional rights, within the limits of what is permissible under such law. This Warranty does not limit the rights you may have under applicable consumer protection laws. You may have other rights based on local laws during or after the Warranty period. These rights are not excluded by this Warranty.

The Product and its accessories shall be used in accordance with the instructions provided in the user guides and leaflets that come in the Product package and are also available at [www.hmd.com/product](http://www.hmd.com/product).

##### 2. Warranty

The Warranty period starts on the date the Product is sold to an end user for the first time, as evidenced by the original proof of purchase. Said first purchaser and anyone who subsequently acquires the Product during the original Warranty period will be entitled to the warranty rights.

Manufacturer agrees to cover under warranty defects in materials and workmanship employed in Product manufacturing ("Defect") for:

- (i) Twelve (12) months for the main device; and
- (ii) Six (6) months for the battery, charger, headset and any other accessory included in the sales package of the main device,

unless the law requires that the Manufacturer offers a longer period, in which case the Warranty period is extended to cover the minimum period required by the law.

The Warranty period described above includes any mandatory Warranty term you may have in the Covered Country. As a consequence, the first month(s) of the Warranty period described above correspond to the mandatory Warranty term in the Covered Country and the remaining months until completion of the period described above correspond to the contractual Warranty term granted by the Manufacturer.

During the Warranty period, any Defect covered by this Warranty will be remedied within a reasonable time, free of charge, through the replacement of the Product or accessory affected by the Defect.

During the Warranty period, in case you suspect that your Product or any accessory has a Defect, please take it back to the point of sale where the Product has been purchased. The seller will perform a preliminary analysis on the Product or accessory and if found to be defective, the Product or accessory will be replaced. When replacing your Product, Manufacturer may use new or re-conditioned parts or Product except where the use of such re-conditioned parts or Product is barred by local law. In case local law should require the end user to be informed about the use of re-conditioned parts or Product, this Warranty document can be considered as the necessary notice in that regard. In case local law requires consent from the end user for the use of re-conditioned parts or Product, then such parts or Product will not be used till such consent has been obtained.

When making a Warranty claim, you must present:

(i) The Product or accessory that has allegedly presented a Defect; and

(ii) To the extent permitted by applicable laws, this warranty text, duly stamped by the seller, or the invoice, receipt or other legible and original proof of purchase, clearly indicating the name and the address of the seller, the place and date of purchase, the Product model and the serial number.

This Warranty covers all parts and components of the Product and includes labor costs. Manufacturer will bear the costs of transporting the Product within its support network as part of the fulfilment of Warranty obligations.

To the fullest extent permitted by applicable law:

(i) No replacement will renew or extend the Warranty period unless such renewal or extension is mandated by local law, in which case the Warranty period is extended by the minimum time required by law;

#### 4. Limitation of Manufacturer's liability

To the extent permitted by applicable law(s), Manufacturer shall not under any circumstances be liable, either expressly or implicitly, for any:

(i) Damages or losses of any kind whatsoever resulting from or relating to loss of, damage to, or corruption of, content or data or the re-creation or transfer thereof even if such loss, damage, or corruption was a result of:

(a) A Defect in your Product; or  
(b) An attempt to repair your Product; and/or

(ii) Loss of profit, productivity, functionality, business, contracts,

revenues or anticipated savings, increased costs or expenses, or for any indirect, consequential or special loss or damage.

To the extent permitted by applicable law, Manufacturer's liability shall be limited to the purchase value of your Product.

The limitations in this clause 4 shall not apply in case of Manufacturer's negligence or intentional misconduct or in case of death or personal injury resulting from Manufacturer's proven negligence.

#### 5. Other important notices

For any further information related to your Product and how to enforce the Warranty, please visit [www.hmd.com/support](http://www.hmd.com/support).

Your Product may contain country-specific elements, including software. Also, if your Product has been re-exported from its original destination to another country, your Product may contain country specific elements that are not considered a Defect under this Warranty even if those elements or the Product would not be operational.

#### 6. Additional information

Manufacturer and Warranty provider: HMD Global Oy (address: Bertel Jungin aukio 9, 02600 Espoo, Finland)

Information to be filled in by the seller if required by local law:

Product model and IMEI:

Seller name and address:

Product acquisition and delivery date(s):

End user name and address: