

# HMD XX

## User guide

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# 1 About this user guide

For important information on the safe use of your device and battery, read “Product and safety information” before you take the device into use. To find out how to get started with your new device, read the user guide.

Your HMD XX device is designed to send and receive messages over a satellite connection. Together with the HMD XX app installed on your smartphone, you can access the messaging functions, and additional features such as location tracking and SOS functions. To use the device, you need an active HMD XX subscription and a Bluetooth® connection between your phone and the satellite link. Always test the app and the satellite connection before setting out.

Product images are for reference only.

## 2 Get started

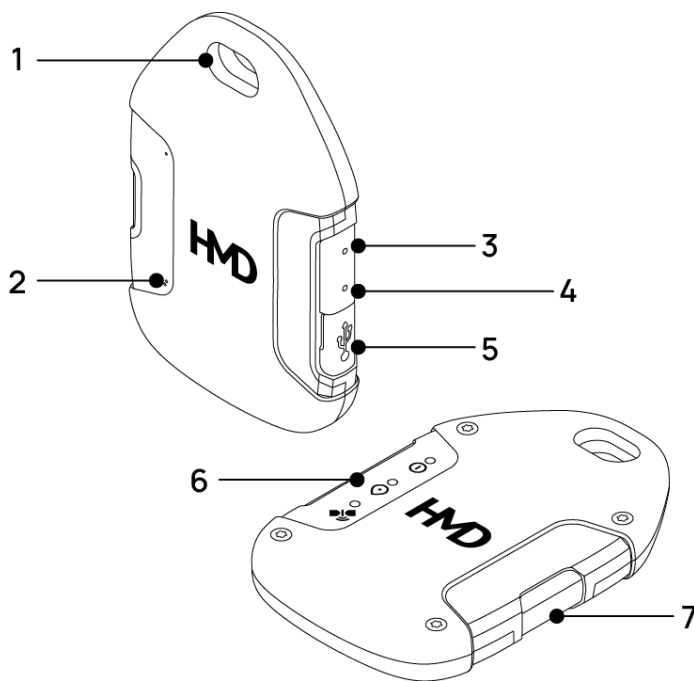
### KEEP YOUR APPLICATION UP TO DATE

#### Your app software

Keep your application up to date and accept available software updates to get new and enhanced features. Updating the software may also improve your device's performance.

### KEYS AND PARTS

#### Your device



This user guide applies to the following model: TA-1698.

- |                        |   |
|------------------------|---|
| 1. Lanyard hold        | 5. USB connector                                  |
| 2. Buzzer              | 6. Power, check-in and satellite indicator lights |
| 3. Power on/off button | 7. SOS button                                     |
| 4. Check-in button     |   |

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

#### Power indicator light

- When battery is low, the light flashes in red.

- When the device is charging, the light is red.
- After the battery has been fully charged, the light turns green.
- When the device is waiting to be paired with a phone, the light flashes orange.

### Check-in indicator light

- When a check-in is sent from the device, the check-in indicator light is green for five seconds, and then turns off. If the check-in is blocked, the light will flash red for five seconds. You must wait 90 seconds before trying to send another check-in.
- If the check-in cannot be sent because of a network issue, the light remains red for five seconds, then turns off.
- A message received on an unpaired device will cause the light to flash green every 10 seconds.


### Satellite indicator light

- If the device is not connected to a satellite, the satellite indicator light flashes red every 10 seconds.
- When a successful connection is established, the light flashes green five times, then flashes every 10 seconds to indicate that the connection remains.

## SET UP YOUR DEVICE

### Create an account and login

1. Scan the registration QR code from the card provided in the box.
2. Create your login credentials.
3. Login and select **Activate a plan**.
4. Enter the code from the activation card provided in the box.
5. Install HMD XX from App Store® or Google Play.
6. Open the app and login using your HMD XX account credentials.

 **Important:** You need an active HMD XX subscription to use the messaging, tracking and SOS functions of the device. You can purchase a subscription from the HMD XX app or by going to [xx.hmd.com](https://xx.hmd.com).


### Switch on and pair your device

1. Press and hold the power on/off button on your device until it vibrates. The power indicator light flashes blue three times.
2. Press the power on/off button again to enter Bluetooth pairing mode. When the device is in pairing mode, the power indicator light flashes blue.

3. In the HMD XX app, tap the Bluetooth icon to connect to your device.
4. Tap [Link](#) to connect your device to your account.

### Connect to a satellite

1. Open the HMD XX app.
2. Tap the Bluetooth icon to begin the connection process. If you are connecting your device to a satellite for the very first time, the process may take up to 10 minutes. After the first connection, the process takes around 90 seconds.
3. Successful connection is indicated in the app. The satellite indicator light on the device flashes green every 10 seconds when the connection is active.

 **Important:** Connecting to a satellite requires a clear view of the sky. Avoid heavy coverage, such as tall buildings or trees.

## CHARGE YOUR DEVICE

### Charge the battery

1. Plug a compatible charger into a wall outlet.
2. Connect the cable to your device.

Your device supports the USB-C cable. You can also charge your device from a computer with a USB cable, but it may take a longer time.

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

### Charger model

Charge your device with the xx charger. HMD Global may make additional battery or charger models available for this device. Charging time can vary depending on device capability.

When charger is not included in the sales box, charge your device using the data cable (included) and a USB power adaptor (may be sold separately). You can charge your device with third-party cables and power adaptors that are compliant with USB 2.0 or later and with applicable country regulations and international and regional safety standards. Other adaptors may not meet applicable safety standards, and charging with such adaptors could pose a risk of property loss or personal injury. It is recommended to use a power adaptor with an input of 100-240V~50/60Hz xxA and output of xxV/xxA to optimise the charging of your device.

## **SWITCH YOUR DEVICE OFF**

### **Switch your device off**

To switch your device on off, press and hold the power on/off button until the device vibrates and beeps once.



## 3 Connections

### SOS BUTTON

- ❗ **Important:** Only use the SOS button in life-threatening circumstances. You are responsible for any additional fees that may apply to the emergency services, or any inappropriate use of the SOS function.
- ❗ **Important:** You must connect to a satellite before you can use the SOS button.

#### Sending an SOS

Press and hold the SOS button on the device for five seconds, or tap the SOS icon in the HMD XX app, then press and hold the displayed icon for three seconds. Once activated, the global SOS response center receives your SOS and location information. You may be prompted to provide additional information by the SOS response center.

#### Cancelling an SOS

You can cancel the SOS by pressing and holding the SOS button on your device, or through the HMD XX app.

### MESSAGES

- ❗ **Important:** You must connect to a satellite before you can send messages.

#### Send messages

You can send messages with the satellite link when mobile or network data is not available.

1. Open the HMD XX app.
2. Tap **Message**.
3. Add the desired contact and write your message. You can add your location information to be delivered together with your message by tapping the location icon.
4. Tap **Send**.

#### Receive messages

[Description of functionality available?]



**Tip:** You can use the HMD XX app to send and receive messages with Wi-Fi or mobile data without extra fees. A small amount of data is consumed when cellular data is used for messaging.

## LOCATION

### Find your location

[Description of functionality available? Can you do this in the app?]

### Share your location

Share your location to your predefined list of contacts by pressing the check-in button on your device. You can change the list of contacts or add a short message to be sent with the location by adjusting your settings in the HMD XX app by tapping [CONFIRM UI PATH?]

## BLUETOOTH

Since devices with Bluetooth wireless technology communicate using radio waves, they do not need to be in direct line-of-sight. Bluetooth devices must, however, be within 10 meters (33 feet) of each other, although the connection may be subject to interference from obstructions such as walls or from other electronic devices.

### Remove a pairing

[Description of functionality available?]

## 4 Updates

### UPDATE YOUR APP/DEVICE SOFTWARE

#### Install available updates

[Description of functionality available? Applies only to the application?]

## 5 Product and safety information

### FOR YOUR SAFETY

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

#### SWITCH OFF IN RESTRICTED AREAS



Switch the device off when the use of transmitting devices 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.

#### 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 Oy for use with this device. Do not connect incompatible products.

## KEEP YOUR DEVICE DRY



If your device is water-resistant, see its IP rating in the device's technical specifications for more detailed guidance.

## NETWORK SERVICES AND COSTS

You need an active HMD XX service plan subscription and the HMD XX app to use the SMS messaging, location tracking, SOS functions and communication features of the device. For more information about available service plans, visit [xx.hmd.com](https://xx.hmd.com).

## EMERGENCY SERVICES

Pressing the SOS button triggers immediate communication with emergency response services, which may initiate search and rescue operations. Only use the SOS button in life-threatening circumstances. Misuse of the SOS function for testing or non-emergency purposes is strictly prohibited and may result in additional fees to the user.

## 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.
- Do not store the device in dusty or dirty areas.
- Do not open the device.
- Unauthorized modifications may damage the device and violate regulations governing radio devices.
- Do not drop, knock, or shake the

- 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.
- 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.
- Keep the device away from magnets or magnetic fields.

During extended operation, the device may feel warm. In most cases, this is normal. To avoid getting too warm, the device may automatically slow down, switch off charging, and if necessary, switch itself off. If the device is not working properly, take it to the nearest authorized service facility.

## RECYCLE



Always return your used electronic products, batteries, and packaging materials to dedicated collection points. This way you help prevent uncontrolled waste disposal and promote the recycling of materials. Electrical and electronic products contain a lot of valuable materials, including metals (such as copper, aluminum, steel, and magnesium) and precious metals (such as gold, silver, and palladium). All materials of the device can be recovered as materials and energy.

## 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.

## BATTERY AND CHARGER INFORMATION

Do not attempt to remove the battery, as you may damage the device. The battery can be charged and discharged hundreds of times, but it will eventually wear out. When the talk and standby times are noticeably shorter than normal, to replace the battery, take the device to the nearest authorized service facility.

Charge your device with a compatible charger. Charger plug type may vary. Charging time can vary depending on device capability.

### Battery and charger safety info

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.

Extreme temperatures reduce the capacity and lifetime of the battery. Always keep the battery between 15°C and 25°C (59°F and 77°F) for optimal performance. A device with a hot or cold battery may not work temporarily. Note that the battery may drain quickly in cold temperatures and lose enough power to switch off the phone within minutes. When you are outdoors in cold temperatures, keep your phone warm.

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 that may cause the battery to explode or leak flammable liquid or gas.

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 centre 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.

When charger is not included in the sales pack, charge your device using the data cable (included) and a USB power adaptor (may be sold separately).

You can charge your device with third-party cables and power adaptors that are compliant with USB 2.0 or later and with applicable country regulations and international and regional safety standards. Other adaptors may not meet applicable safety standards, and charging with such adaptors could pose a risk of property loss or personal injury.

Third-party chargers that comply with the applicable CTIA requirements and bear the USB-IF logo, and can connect to your device USB connector, may also be compatible.

Only use the battery with a charging system that has been qualified with the system per CTIA Certification Requirements for Battery System Compliance to IEEE 1725. Use of an unqualified battery or charger may present a risk of fire, explosion, leakage, or other hazard.

Replace the battery only with another battery that has been qualified with the system per this standard, IEEE-Std-1725. Use of an unqualified battery may present a risk of fire, explosion, leakage or other hazard.

The device recognizes the battery via the battery model name on the battery label.

Avoid dropping the device or battery. If the device or battery is dropped, especially on a hard surface, and the user suspects damage, take it to a service center for inspection.

Improper battery use may result in a fire, explosion or other hazard.

To unplug a charger or an accessory, hold and pull the plug, not the cord.

## **SMALL CHILDREN**

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

## **NICKEL**

The surface of this device is nickel-free.

## **MEDICAL DEVICES**

Operation of radio transmitting equipment 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.
- 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

Some wireless devices may interfere with some hearing aids.

## 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.

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 gasoline 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

### **This device meets guidelines for exposure to radio waves.**

SAR tests are carried out with the device in standard operating positions, transmitting at its highest certified power level, in all its frequency bands.

This device meets RF exposure guidelines when used against the head or when positioned at least 5/8 inch (1.5 centimetres) away from the body. When a carry case, belt clip or other form of device holder is used for body-worn operation, it should not contain metal and should provide at least the above stated separation distance from the body.

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 minimize interference on the network, the operating power of your mobile device 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.

The World Health Organization (WHO) has stated that current scientific information does not indicate the need for any special precautions when using mobile devices. If you are interested in reducing your exposure, they recommend you limit your usage or use a hands-free kit to keep the device away from your head and body. For more information and explanations and discussions on RF exposure, go to the WHO website at [www.who.int/health-topics/electromagnetic-fields#tab=tab\\_1](http://www.who.int/health-topics/electromagnetic-fields#tab=tab_1).

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