

# Safety Information Guide

## Safety Information

The topics in this section will introduce how to use your mobile device safely.

### Please read before proceeding

THE DEVICE IS NOT FULLY CHARGED WHEN YOU TAKE IT OUT OF THE BOX. DO NOT ATTEMPT TO REMOVE THE BACK COVER OR BATTERY.

### Important health information and safety precautions

When using this product, the safety precautions below must be taken to avoid possible legal liabilities and damages. Retain and follow all product safety and operating instructions. Observe all warnings in the operating instructions on the product. To reduce the risk of bodily injury, electric shock, fire, and damage to the equipment, observe the following precautions.

### Electrical safety

This product is intended for use when supplied with power from the designated battery or power supply unit. Other usages may be dangerous and will invalidate any approval given to this product.

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### Safety precautions for proper grounding installation

**Warning: Connecting to an improperly grounded equipment can result in an electric shock to your device.**

This product is equipped with a USB cable for connecting with desktop or notebook computers. Be sure your computer is properly grounded (earthed) before connecting this product to the computer. The power supply cord of a desktop or notebook computer has an equipment grounding conductor and a grounding plug. The plug must be plugged into an appropriate outlet that is properly installed and grounded in accordance with all local codes and ordinances.

### Safety precautions for power supply unit

#### Use the correct external power source

A product should be operated only from the type of power source indicated on the electrical ratings label.

If you are not sure of the type of power source required, consult your authorized service provider or local power company.

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For a product that operates from battery power or other sources, refer to the operating instructions that are included with the product.

This product should be operated only with the following designated power supply unit(s).

Travel charger:

Input: 100-240V, 50/60Hz, 0.35A.

Output: 5V, 2000mA.

### Battery must be used with caution

This product contains a Lithium polymer battery. There is a risk of fire and burns if the battery pack is handled improperly. Do not attempt to open or service the battery pack. Do not disassemble, crush, puncture, short circuit the external contacts or circuits, dispose of in fire or water, or expose a battery pack to temperatures higher than 140°F (60°C). The operating temperature for the phone is 14°F (-10°C) to 113°F (45°C). The charging temperature for the phone is 32°F (0°C) to 113°F (45°C).

**Warning: Battery is non-removable. Do not attempt to remove the battery for danger of explosion.**

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To reduce the risk of fire or burns, do not disassemble, crush, puncture, short circuit the external contacts, expose to temperature above 113°F (45°C), or dispose of in fire or water.

Phone and battery, as a unibody device, must be disposed of in accordance with locally applicable environmental regulations or guide supplied with your product.



### Take extra precautions

- Do not disassemble or open, crush, bend or deform, puncture, or shred.
- Only use the USB cable provided with the phone or that bear the USB-IF logo or have completed the USB-IF compliance program.
- Do not modify or remanufacture, attempt to insert foreign objects into the battery, immerse or expose to water or other liquids, expose to fire, explosion, or other hazards.
- The phone identifies the battery by the Battery ID Pin.

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Your healthcare provider may be able to assist you in obtaining this information.

Turn your phone OFF while inside healthcare facilities when any regulations posted in these areas instruct you to do so. Hospitals or healthcare facilities may be using equipment that could be sensitive to external RF energy.

### Non-ionizing radiation

Your device has an internal antenna. This product should be operated in its normal-use position to ensure the radioactive performance and safety of the interference. As with other mobile radio transmitting equipment, users are advised that for satisfactory operation of the equipment and for the safety of personnel, it is recommended that no part of the human body be allowed to come too close to the antenna during operation of the equipment.

Use only the supplied integral antenna. Use of unauthorized or modified antennas may impair call quality and damage the phone, causing loss of performance and SAR levels exceeding the recommended limits as well as result in noncompliance with the local regular requirement in your country.

To assure optimal phone performance and ensure human exposure to RF energy is within the guidelines set forth in the relevant standards, always use your device only in its normal-use position. Contact with the antenna area may impair call quality and cause your device to operate at a higher power level than needed.

Avoiding contact with the antenna area when the phone is IN USE optimizes the antenna performance and the battery life.

### Electrical safety

#### Accessories

- Use only approved accessories.
- Do not connect with incompatible products or accessories.

#### Connection to a car

Seek professional advice when connecting a phone interface to the vehicle electrical system.

#### Faulty and damaged products

- Do not attempt to disassemble the phone or its accessories.
- Only qualified personnel may service or repair the phone or its accessories.

- If the battery leaks:
  - Do not allow the leaking fluid to come into contact with skin or clothing. If already in contact, flush the affected area immediately with clean water and seek medical advice.
  - Do not allow the leaking fluid to come into contact with eyes. If already in contact, DO NOT rub; rinse with clean water immediately and seek medical advice.
  - Take extra precautions to keep a leaking battery away from fire as there is a danger of ignition or explosion.

### Safety precautions for direct sunlight

Keep this product away from excessive moisture and extreme temperatures. Do not leave the product inside a vehicle or in places where the temperature may exceed 113°F (45°C), such as on a car dashboard, windowsill, or behind a glass that is exposed to direct sunlight or strong ultraviolet light for extended periods of time. This may damage the product, overheat the battery, or pose a risk to the vehicle.

### Prevention of hearing loss

Permanent hearing loss may occur if earphones or headphones are used at a high volume for prolonged periods of time.

### Safety in aircraft

Due to possible interference caused by this product to an aircraft's navigation system and its communications network, using this device's phone function on board an airplane is against the law in most countries. If you want to use this device while on board an aircraft, remember to turn off the RF on your phone by switching to Airplane Mode.

### Environment restrictions

Do not use this product in gas stations, fuel depots, chemical plants or where blasting operations are in progress, or in potentially explosive atmospheres such as fueling areas, fuel storehouses, below deck on boats, chemical plants, fuel or chemical transfer or storage facilities, and areas where the air contains chemicals or particles, such as grain, dust, or metal powders. Please be aware that sparks in such areas could cause an explosion or fire resulting in bodily injury or even death.

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### Explosive atmospheres

When in any area with a potentially explosive atmosphere or where flammable materials exist, the product should be turned off and the user should obey all signs and instructions. Sparks in such areas could cause an explosion or fire resulting in bodily injury or even death. Users are advised not to use the equipment at refueling points, such as service or gas stations, and are reminded of the need to observe restrictions on the use of radio equipment in fuel depots, chemical plants, or where blasting operations are in progress. Areas with a potentially explosive atmosphere are often, but not always, clearly marked. These include fueling areas, below deck on boats, fuel or chemical transfer or storage facilities, and areas where the air contains chemicals or particles, such as grain, dust, or metal powders.

### Road safety

Full attention must be given to driving at all times in order to reduce the risk of an accident. Using a phone while driving (even with a hands-free kit) causes distraction and can lead to an accident. You must comply with local laws and regulations restricting the use of wireless devices while driving.

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## General precautions

You alone are responsible for how you use your phone and any consequences of its use. You must always switch off your phone wherever the use of a phone is prohibited.

The use of your phone is subject to safety measures designed to protect users and their environment.

## Avoid applying excessive pressure to the device

Do not apply excessive pressure on the screen or the device to prevent damage. Remove the device from your pants' pocket before sitting down. Cracked display screens due to improper handling are not covered by the warranty.

## Device getting warm after prolonged use

When using your device for prolonged periods of time, such as when you're talking on the phone, charging the battery, or browsing the Web, the device may become warm. In most cases, this condition is normal and therefore should not be interpreted as a problem with the device.

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## Loud noise

This phone is capable of producing loud noises which may damage your hearing.

## Emergency calls

This phone, like any wireless phone, operates using radio signals, which cannot guarantee connection in all conditions. Therefore, you must never rely solely on any wireless phone for emergency communications.

## 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.

## Heed service markings

Except as explained elsewhere in the Operating or Service documentation, do not service any product yourself. Service needed on components inside the device should be done by an authorized service technician or provider.

## Protect your phone

- Always treat your phone and its accessories with care and keep them in a clean and dust-free environment.
- Do not expose your phone or its accessories to open flames or lit tobacco products.
- Do not expose your phone or its accessories to liquid, moisture, or high humidity.
- Do not drop, throw or try to bend your phone, or its accessories.
- Do not use harsh chemicals, cleaning solvents, or aerosols to clean your phone or its accessories.
- Do not paint your phone or its accessories.
- Do not attempt to disassemble your phone or its accessories. Only authorized personnel must do so.

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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.

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

- Do not expose your phone or its accessories to extreme temperatures, minimum 14°F (-10°C) and maximum 113°F (45°C).
- Please check local regulations for disposal of electronic products.
- Do not carry your phone in your back pocket as it can break when you sit down.

## Damage requiring service

Unplug the product from the electrical outlet and refer servicing to an authorized service technician or provide under the following conditions:

- Liquid has been spilled into or an object has fallen into the product.
- The product has been exposed to rain or water.
- The product has been dropped or damaged.
- There are noticeable signs of overheating.
- The product does not operate normally when you follow the operating instructions.

## Avoid hot areas

The product should be placed away from heat sources such as radiators, heat registers, stoves, or any device producing heat.

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## 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, the lower the power output.

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## Avoid wet areas

Never use the product in a wet location.

## Avoid using your device after a dramatic change in temperature

When you move your device between environments with very different temperature and/or humidity ranges, condensation may form on or within the device. To avoid damaging the device, allow sufficient time for the moisture to evaporate before using the device.

**Notice:** When taking the device from low temperature conditions into a warmer environment or from high-temperature conditions into a cooler environment, allow the device to acclimate to room temperature before turning on the power.

## Avoid pushing objects into the product

Never push objects of any kind into cabinet slots or other openings in the product. Slots and openings are provided for ventilation. These openings must not be blocked or covered.

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The highest SAR value for the model phone as reported to the FCC when tested for use at the ear is 1.24 W/kg, in hotspot mode is 1.29 W/kg, and when worn on the body, as described in this user guide, is 1.04 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](http://www.fcc.gov/oet/ea/fccid) after searching on FCC ID: XD6U655AA.

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 positions the handset a minimum of 1.5 cm from the body. Use of other accessories may not ensure compliance with FCC RF exposure guidelines.

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## Airbags

Do not place a phone in the area over an airbag or in the airbag deployment area. Store the phone safely before driving your vehicle.

## Mounting accessories

Do not use the product on an unstable table, cart, stand, tripod, or bracket. Any mounting of the product should follow the manufacturer's instructions and should use a mounting accessory recommended by the manufacturer.

## Avoid unstable mounting

Do not place the product with an unstable base.

## Use product with approved equipment

This product should be used only with personal computers and options identified as suitable for use with your equipment.

## Adjust the volume

Turn down the volume before using headphones or other audio devices.

## Cleaning

Unplug the product from the wall outlet before cleaning.

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If you do not use a body-worn accessory and are not holding the phone at the ear, position the handset a minimum of 1.5 cm from your body when the phone is switched on.

## Hearing Aid Compatibility

This device is hearing aid-compatible as determined by ANSI C63.19-2019 and waiver DA-23-914. The lowest conversational gain is 13.02 dB with a hearing-aid, and 16.61 dB without hearing-aid, using telecoil coupling capability and Bluetooth connectivity.

The 2019 ANSI C63.19 standard does not use this rating system nor do any test standards exist for any wireless technologies that transmit above 6 GHz. Therefore, 5G NR mmWave frequency bands cannot be tested. Instead, this standard uses the conversational gains for the device's hearing aid compatible capabilities.

This device has been tested and certified for use with hearing aids for some of the wireless technologies that it uses. However, there may be some newer wireless technologies used in this phone that have not been tested yet for use with hearing aids.

Do not use liquid cleaners or aerosol cleaners. Use a damp cloth for cleaning, but NEVER use water to clean the LCD screen.

## Small children

Do not leave your phone and its accessories within the reach of small children or allow them to play with it. They could hurt themselves, or others, or could accidentally damage the phone. Your phone contains small parts with sharp edges that may cause an injury, or which could become detached and create a choking hazard.

## Repetitive motion injuries

To minimize the risk of RSI, when texting or playing games with your phone:

- Do not grip the phone too tightly.
- Press the buttons lightly.
- Make use of the special features in the handset which minimize the number of buttons which have to be pressed, such as message templates and predictive text.
- Take lots of breaks to stretch and relax.

## Operating machinery

Full attention must be given to operating machinery in order to reduce the risk of an accident.

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It is important to try the different features of this phone thoroughly and in different locations, using your hearing aid or cochlear implant, to determine if you hear any interfering noise. Consult your service provider or the manufacturer of this phone for information on hearing aid compatibility. If you have questions about return or exchange policies, consult your service provider or retailer.

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