

TREKKER-X3



TREKKER-X3

USER GUIDE



THANK YOU FOR PURCHASING THIS MOBILE PHONE.

Please read all safety precautions and this manual carefully before using your device to ensure safe and proper use.

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SAFETY PRECAUTIONS

Please read the safety precautions carefully to ensure the correct use of your mobile phone.

1. Do not crash, throw, or puncture your mobile phone. Avoid the falling, squeezing, and bending of your mobile phone.

2. Do not use your mobile phone in a moist environment, such as in bathroom. Protect your mobile phone from being soaked or washed in liquid.

3. Do not turn on your mobile phone when it is prohibited to use or when the phone may cause interference or danger.

4. Some parts of your mobile device are made of glass. This glass could break if your mobile device is dropped on a hard surface or receive a substantial impact. If the glass breaks, do not touch or attempt to remove it. Stop using your mobile device until the glass is replaced by an authorized service provider.

5. Turn off your mobile phone in aircraft. The phone may cause interference to control equipment of the aircraft.

6. Turn off your mobile phone near high-precision electronic devices. The phone may affect the performance of these devices.

7. Do not attempt to disassemble your mobile phone or its accessories. Only qualified personnel are allowed to service or repair the phone.

8. The socket-outlet shall be installed near the equipment and shall be easily accessed.

9. Do not place your mobile phone or its accessories in containers within a strong electromagnetic field.

10. Do not place magnetic storage media near your mobile phone. Radiation from the phone may erase the information stored on them.

11. Keep your mobile phone away from direct sunlight. Do not put it in a high-temperature place or use it in a place with flammable gas such as in gas station.

12. Use only approved batteries and chargers to avoid the risk of explosion.

13. Observe any laws or regulations on the use of wireless devices. Respect others' privacy and legal rights when using your wireless device.

14. Strictly follow the relevant instructions in this manual while using the USB cable. Otherwise your mobile phone or PC may be damaged.

15. Use a dry soft cloth to clean the mobile phone; do not use water, alcohols, detergent or any chemicals.

16. Please backup any important data, repair or other causes may result in data loss.

17. Do not disconnect the mobile phone during memory formatting or file transfer operations. Otherwise, it may cause program failure or files damage

18. Keep the phone and charger out of the reach of children. Do not let children use the phone, battery or charger without supervision.

19. Keep children away from small phone accessories to prevent suffocation or blocking of the oesophagus as a result of swallowing.

20. Do not allow children to use your mobile phone without guidance.

21. Do not modify or remanufacture the phone, immerse or expose the phone to water or other liquids, or expose the phone to fire, explosion or other hazards.

22. The phone shall only be connected to a USB interface of USB2.0 version.

23. The operating temperature shall be -10°C~ +40°C.

24. You have just acquired a mobile phone that meets the IP67 standard. To ensure its optimal use and waterproofing, make sure that all the caps over openings as well as the cover are closed properly.

25. Do not open the phone's cover if it is in water or in a very humid environment.

26. The rubber seal fixed on the cover is an important component of the device. Take care when opening and closing the cover to avoid damaging the rubber seal. Ensure that the seal is free from any debris, such as sand or dust, to avoid damaging the device.

27. The cover and the caps over openings may become loose from falling or shocks. Ensure that all the covers are properly aligned and perfectly closed.

28. If the device has been submerged in water or the microphone or speaker is wet, the sound may not be clear during a call. Ensure that the microphone or speaker is clean and dry by wiping it with a dry cloth.

29. If the device gets wet, dry it thoroughly with a soft, clean cloth.

30. The waterproofness of the device may result in slight vibrations in certain conditions. Such vibrations, for example when the volume is turned up high, are entirely normal and do not affect the performance of the device.

31. Do not disassemble or use any equipment which may damage the waterproof film of the microphone or speakers.

32. As temperatures fluctuate, an increase or decrease in pressure may occur and lower audio quality, open the caps in order to release the air.

MEDICAL DEVICE

1. Follow any rules or regulations in hospitals and health care facilities.

2. Implanted medical device such as pacemaker may be affected by the product.

3. Keep the product at least 20 cm away from the medical device to protect the implanted medical device from the potential interference radiated from the phone.

4. Do not carry the product in the chest pocket.

5. Turn off the product immediately if you suspect any interference.

PERSONAL INFORMATION AND DATA SECURITY

The use of some functions or third-party applications on your device could result in your personal information and data being lost becoming accessible to others. Several measures are recommended to help you protect personal and confidential information.

1. Place your device in a safe area to prevent it from unauthorized use.

2. Set your device screen to lock and create a password or unlock pattern to unlock it.

3. Periodically back up personal information kept on your SIM/USIM card, memory card, or stored in your device memory. If you change to a different device, be sure to move or delete any personal information on your old device.

4. If you are worried about viruses when you receive messages or emails from a stranger, you can delete them without opening them.

5. If you use your device to browse the Internet, avoid websites that might pose a security risk to avoid theft of your personal information.

6. If you use services such as Wi-Fi tether or Bluetooth, set passwords for these services to prevent unauthorized access. When these services are not in use, turn them off.

7. Install or upgrade device security software and regularly scan for viruses.

8. Be sure to obtain third-party applications from a legitimate source. Downloaded third-party applications should be scanned for viruses.

9. Install security software or patches released by third-party application providers.

10. Some applications require and transmit location information. As a result, a third-party may be able to share your location information.

11. Your device may provide detection and diagnostic information to third-party application providers. Third party vendors use this information to improve their products and services.

ROAD SAFETY

Check the laws and regulations on the use of mobile phones in the area while driving.

- 1.** Do not use a hand-held phone while driving.
- 2.** For driving safety, only a passenger should operate the phone when the car is in motion and not the driver. Laws governing the use of electronic devices by the driver may be applicable in your country and/or jurisdiction.
- 3.** Give full attention to driving.
- 4.** Pull off the road and park before making or answering a call if driving conditions so require.
- 5.** RF energy may affect some electronic systems in your vehicle such as car stereos and safety equipment.
- 6.** When your vehicle is equipped with an air bag, do not obstruct with installed or portable wireless equipment. It can cause the air bag to fail or cause serious injury due to improper performance.
- 7.** If you are listening to music whilst out and about, please ensure that the volume is at a reasonable level so that you are aware of your surroundings. This is particular important when near roads.

POWER SUPPLY & CHARGING

- 1.** Adapter shall be installed near the equipment and shall be easily accessed.
EU Charger Model name: QCT16KP-0625S-01,
Input: AC 100-240V 50/60Hz 0.8 AMax,
Output: DC 3.6V-6.5V/3A, 6.5V-9V/2A, 9V-12V/2A MAX.
UK Charger Model name: QCT16KR-0625S-01,
Input: AC 100-240V 50/60Hz 0.8 AMax,
Output: DC 3.6V-6.5V/3A, 6.5V-9V/2A, 9V-12V/2A MAX.
- 2.** The plug is considered as a disconnected device of the adapter.
- 3.** Only use the accessories supplied with the phone. The use of incompatible accessories may have serious consequences and permanently damage to your phone.
- 4.** Only use the adapter supplied with the phone.
- 5.** This adapter shall only be used indoor.
- 6.** The mains cable is used as a connecting device. The wall outlet should remain readily accessible and access to the outlet should not be blocked during use.
- 7.** To fully disconnect the phone from the mains, unplug the AC/DC cable from the wall outlet.
- 8.** The ventilation should not be impeded by covering the ventilation openings with items, such as newspapers, tablecloths, curtains, etc. to avoid overheating and malfunction.
- 9.** Maintain a clearance of at least 10cm around the phone.
- 10.** The phone should be used in a moderate climate.
- 11.** The phone is equipped with an internal rechargeable battery: do not expose the product to excessive heat such as sunshine, fire or the like.
- 12.** The battery must be removed from the phone before it is disposed of.
- 13.** The battery need to be discarded safely.
- 14.** Battery contains materials which are hazardous and harmful to the environment.
- 15.** Do not plug or unplug USB port with wet hands at the risk of electric shock.

SPECIFIC ABSORPTION RATE (SAR)

The device complies with RF specifications when the device is used at 5 mm from your body. This product is tested to comply with applicable requirements and regulations of European Union of human exposure to radio wave.

Specific Absorption Rate (SAR) is used to measure radio waves absorbed by a body. This mobile device allows to be used within 5mm of the user body. The SAR limit is 2.0 W/kg averaged over 10 gram of tissue in European Union.

This product was tested and recorded the maximum SAR value was 0.510 W/kg.

The actual SAR level will be much lower than the above value since the product has been designed to use the minimum energy for necessary communication with the base station.

For the device which tests accordance to EN 60950-1: 2006 + A11: 2009 + A1: 2010 + A12: 2011 + A2: 2013; it is mandatory to perform audio tests for EN50332.

HEARING PROTECTION

- 1.** This phone respects the current regulations for limiting the maximum output volume. Prolonged headset listening at high volume could lead to hearing damage!
- 2.** Stop using the product or lower the volume if your ears are uncomfortable.
- 3.** Do not turn up the volume too high, doctors warn against prolonged exposure to high volume.
- 4.** Excessive sound pressure from headsets and headphones may cause hearing loss.
- 5.** To avoid possible hearing damage, do not use the phone at high volume levels for a long time.
- 6.** Please only use specified headphones with your phone.



PROTECTING THE ENVIRONMENT

Please observe the local regulations on phone packaging, battery and used phone disposal and bring them to the recycle post for proper recycling. Do not throw used phones or batteries into household rubbish bin.

Please take your used, unwanted lithium batteries to a designated place. Do not throw them into a rubbish bin.

CAUTION: RISK OF EXPLOSION IF BATTERY IS REPLACED BY AN INCORRECT TYPE. DISPOSE OF USED BATTERIES ACCORDING TO THE INSTRUCTIONS.



CLEANING AND MAINTENANCE

- 1.** Turn off the phone before cleaning and maintenance. The charger should be unplugged from the outlet and the phone and charger should be disconnected to prevent any electric shock or short circuiting of the battery or charger.
- 2.** Do not wipe the phone or charger using chemical substance (alcohol benzene), chemical agents or abrasive cleaning agents to avoid damaging its parts or causing a malfunction. You may clean with a slightly damp anti-static soft cloth.
- 3.** Do not scrape or alter the phone case as paint substances may cause an allergic reaction. If such a reaction occurs, stop using the phone immediately and seek for medical help.

4. Wipe dust off the power plug and keep it dry to avoid risk of fire.
5. If the phone or accessories do not work properly, contact your local vendor.
6. Do not dismantle the phone or its accessories by yourself.

EMERGENCY CALL

In an emergency situation, if the phone is on and you are within the network range, it can be used to make an emergency call. However, emergency call numbers may not be reachable at all networks; you should never rely on your mobile phone for emergency calls.

COMPLIANCE

This device complies with the essential requirements and other provisions contained in Directive 1999/5/EC. The Declaration of Conformity for your telephone is available on the website: www.crosscall.com.

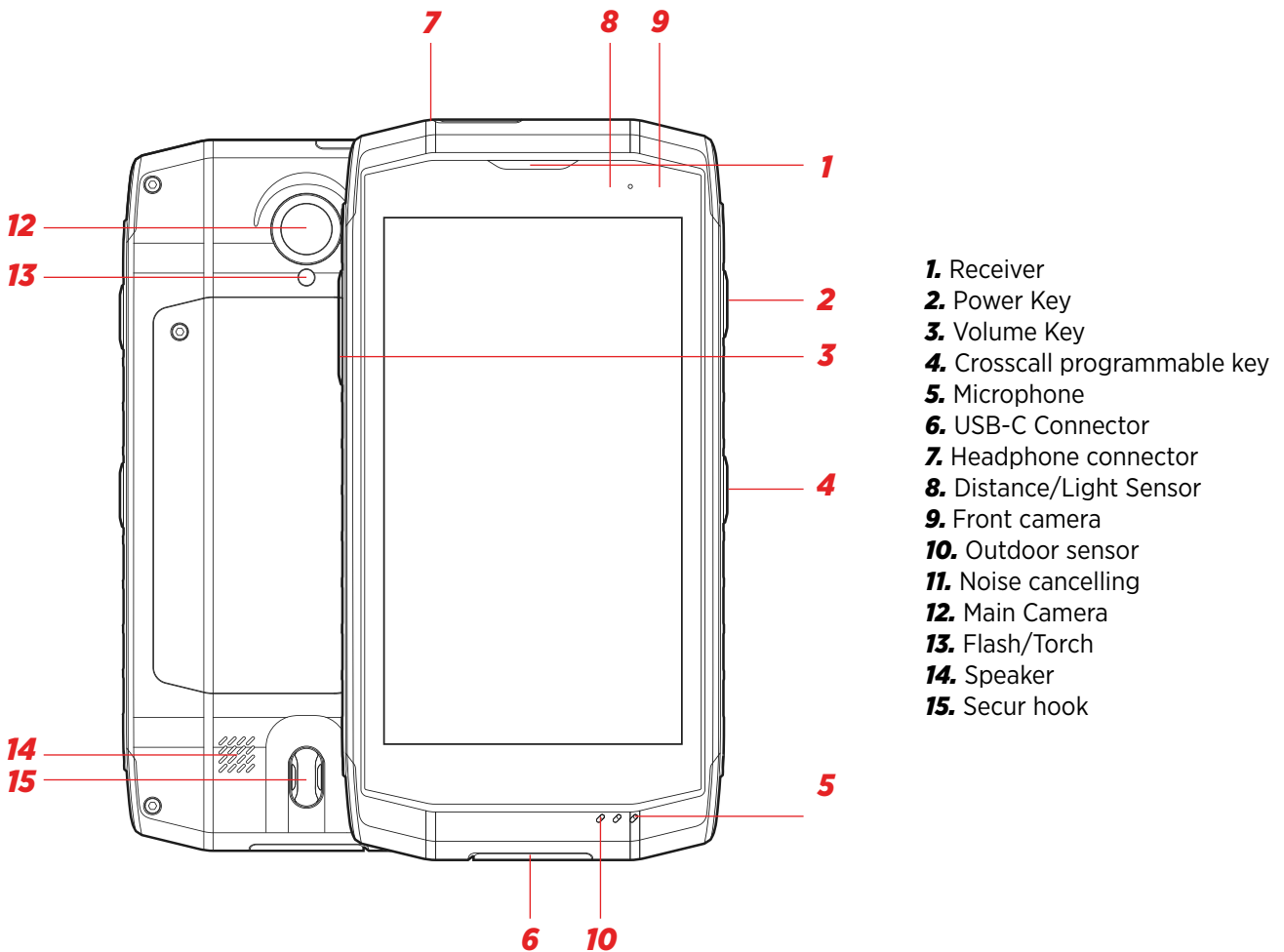


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GETTING TO KNOW YOUR PHONE

PHONE OVERVIEW



KEY'S FUNCTIONS

Physical key

POWER KEY: Press to light up or close the screen, press and hold to show the pop-up menu to select from Power off/Reboot/Airplane mode. Press the Power Key for more than 10s to restart. Press the Power Key and Down Volume Key to capture a screenshot.

VOICE KEYS: In call mode, adjusts the earpiece or headset volume; In Music/Video/Streaming Mode, adjusts the media volume; In general mode, adjusts the ringtone volume; Mutes the ringtone of an incoming call.

Virtual key

BACK KEY: Touch to go back to the previous screen, or to close a dialogue box, options menu, the notification panel, etc.

HOME KEY: From any application or screen, touch to return to the Home Screen

RECENT KEY: Touch to open a list of thumbnail images of applications you've worked with recently.

This device supplies OTG function, please use standard OTG data cable.

NOTE: Distance/ Light Sensor

While you are receiving and making calls, the Distance/ Light Sensor automatically turns the backlight off by sensing the phone is near your ear. This extends battery life and prevents you from unintentionally activating the touch screen during calls.

WARNING:

Placing a heavy object on the phone or sitting on it can damage the LCD and touch screen functions. Do not cover the LCD Distance/ Light Sensor with protective film. This could cause the sensor to malfunction.

INSTALLING THE PHONE

Before you can start exploring your new phone, you'll need to set it up.

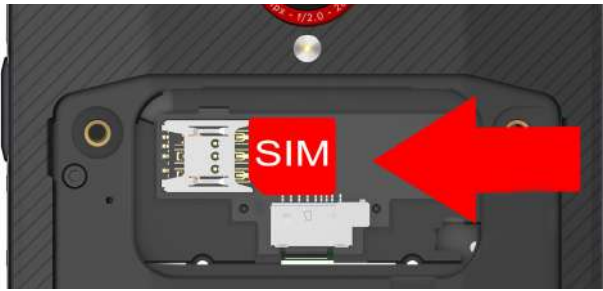
RELEASE THE COVER

Unlock with the provided tool and take off the back cover, then open the cover and remove the seal cover.



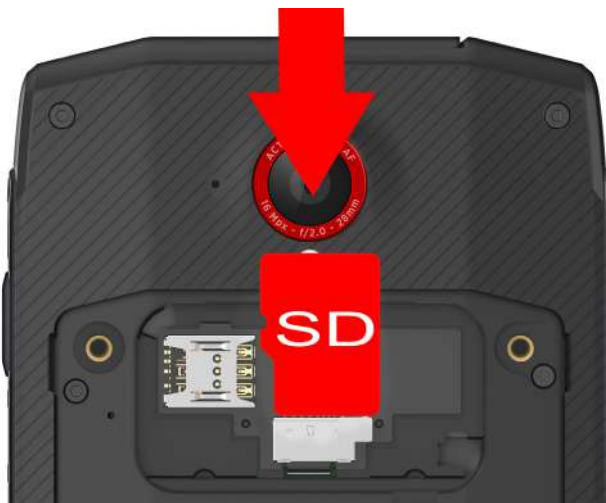
Warning: Take care about the antenna when you remove the seal cover. Do not use tool to remove the seal cover to not damage the rubber seal.

INSERT THE SIM CARD



First insert Nano SIM (4FF) card into the phone as shown (contacts face down)

INSERT THE MICRO SD CARD (OPTIONAL)



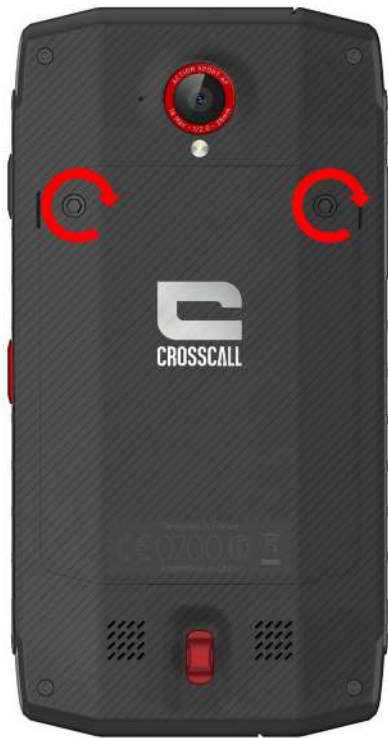
Then insert Micro SD card into the phone as shown up to 128 GB

REPLACE THE COVER



After installing the cards correctly, press the seal cover tightly.

FINALLY FIX THE BACK COVER AND LOCK.



- 1.** Insert the back cover by the bottom
- 2.** Press on the both sides to snap the cover in place
- 3.** Lock the screws with the provided tool (Do not force the screws)

Notes:

- 1.** Your phone only supports NANO-SIM cards. Do not attempt to insert other SIM card, otherwise it may damage your phone.
- 2.** Please do not remove the SIM/SD card while the card is in use; otherwise, data loss or damage may occur. CROSSCALL shall not be liable to any loss, including data loss, due to the misuse of an SIM/SD card.
- 3.** Please turn off your mobile phone before replacing or removing its SIM/SD card.
- 4.** SD card is not supplied, so you need to buy it by yourself.

CHARGING THE BATTERY

Charging Battery

- 1.** Insert the large end of the USB cable into the mobile phone charger and insert the small end into the mobile phone USB slot, please pay attention to the direction.
- 2.** Insert the charger into a 100-240V 50/60Hz outlet to start charging.
- 3.** After the charging is completed, please remove the USB from your mobile phone and then unplug the charger from the outlet.

Charging Time

- 1.** If the AC power supply is of a lower voltage, then a longer charging time may be needed;
- 2.** The charging time will depend upon the current status of the battery capacity;
- 3.** If non-standard chargers such as computers are used for charging, then a longer charge time may be needed;
- 4.** Using the mobile phone while it's charging will extend its charging time.

Notes:

- 1.** This product has built-in battery, your purchase is already installed with battery, please do not disassemble it!
- 2.** Please fully charge the battery before first use. Please disconnect the charger immediately after the first charge is completed.
- 3.** Please remove the charger from the AC power socket when the phone is not charging.
- 4.** The phone may not start immediately if it is charging with low battery. After a period of charging, the phone will start normally.
- 5.** The mobile phone can be safely charged within the environment temperature of 0°C to 40°C. Charging at temperatures below 0°C or higher than 40°C, could harm the battery performance and shorten its life. Long-term charging in extreme temperatures will mean the battery is permanently undercharged or damaged.
- 6.** The charger is important for safety, so please use the designated charger for this product and pay attention to safety instructions during operation.
- 7.** When charging with the wireless charging box, make sure no metal parts are in between the cellphone and the wireless charging box.

BASIC OPERATIONS

TURNING YOUR DEVICE ON/OFF

Turn on the Phone: Press the Power Key located on the right side of the phone and wait for a few seconds until the screen lights up.

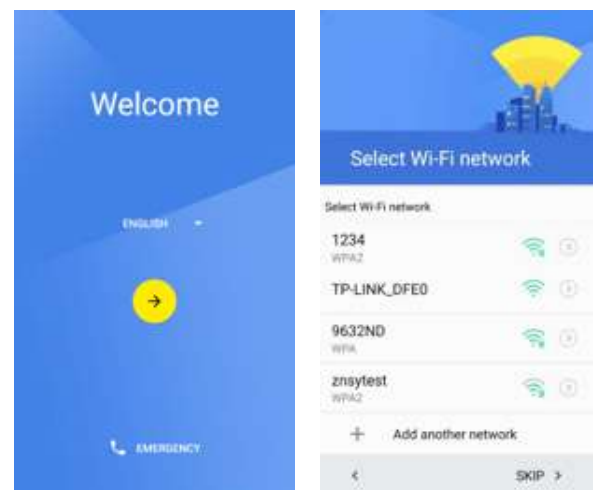
Note: If the battery is empty, make sure you charge it for at least 30 minutes.

Turn off the Phone: Press and hold the Power Key to pop up option menu, select “Power off”.

CONFIGURING YOUR PHONE ON START UP

The first time you turn on the phone, you'll see a Welcome screen.

- 1.** To choose a different language, touch the menu.
- 2.** To set up your phone, follow the instruction.
- 3.** You might need to connect to an active network or Wi-Fi to proceed.



The configuration of a Google account is essential to use all the features and services of your Android phone, such as access to Google Play™, synchronization of contacts or your calendar. If you don't have Gmail or any other Google Account, go ahead and create one.

UNLOCKING THE SCREEN

Press the phone screen and slide up to unlock the screen.



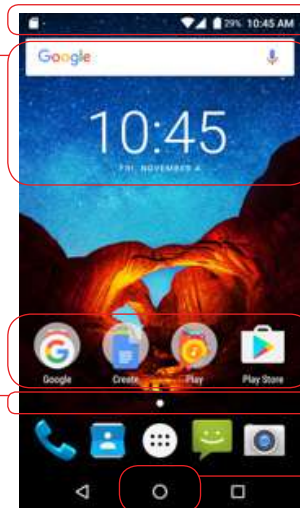
UNDERSTANDING THE SCREEN

Home Screen

The Home Screen is the starting point for many applications and functions.

Widget: Widgets are self-contained applications that can be accessed on the Home screen or an extended home screen. Unlike a shortcut, the Widget appears as an on-screen application.

Location Indicator: Indicates which Home screen canvas you are viewing.



Status Bar: Shows phone's status information including the time, signal strength, battery status, and notification icons.

Application Icons: Tap an icon (application, folder, etc.) to open and use it.

Quick Key Area: Provides one-touch access to the function in any home screen canvas.

Extended Screen

The operating system provides multiple screen canvases to provide more space for adding icons, widgets, and more. Slide your finger left or right across the Home screen.

NOTIFICATIONS PANEL

Notifications remind you of new messages, calendar events, and alarms, as well as ongoing events, such as when you are on a call.

When a notification arrives, its icon appears at the top of the screen. Icons for pending notifications appear on the left, and system icons such as Wi-Fi or battery strength shows on the right.



OPENING THE NOTIFICATIONS PANEL

1. Hold the status bars with your finger, and drag it downwards to open the notifications panel.

2. Select options on the notifications panel, you can quickly access to Bluetooth, Wi-Fi, Mobile Data, etc.

Warning: The users has to turn off the 5GHz WiFi in outdoor environment. This item does not support 5GHz WiFi hotspot.



CUSTOMIZING YOUR SCREEN







Long press the blank space of the standby interface, then select the option.

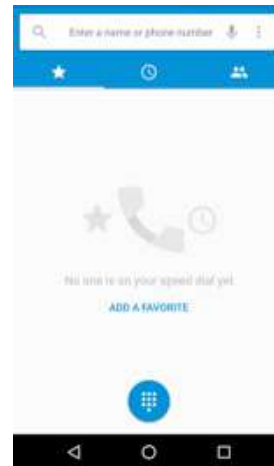
You can select to set the "WALLPAPERS/WIDGETS or SETTINGS".




MAIN FUNCTIONS

MAKING AND RECEIVING CALLS

1. Tap  at the bottom of home screen to enter dialing screen, which gives you quick access to your favorites, recent calls, your contacts, and a numeric keypad  for dialing manually.
2. Tap  to enter the number, and then tap  to call.
3. Tap  to end the call.
4. Tap  to delete the number or hold it to delete all numbers.

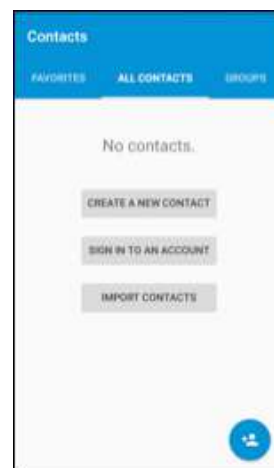


ADDING CONTACTS




1. Tap contact icon  at the bottom of home screen.
2. Click “CREATE A NEW CONTACT”, you can add a new contact to the phone or card.

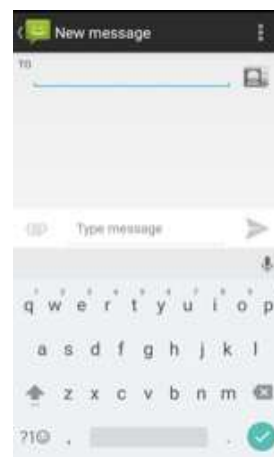
Notes:

Tap  at the top of the screen to search for a contact.



SENDING A MESSAGE

1. Tap message icon  at the bottom of home screen. Tap  to create a message.
2. Enter recipient's phone number or name to search in contacts.
3. Tap “Type text message” to edit your message.
4. After editing your message, click  to send the message.



LISTENING TO MUSIC


Tap the music application icon to enter music player.





USING THE CAMERA

The camera app combines a camera and a camcorder that actually consists of two cameras, front camera (facing you) and main camera on the back of the phone

Take photos

1. Frame your subject on the screen.
2. Tap the screen to adjust the focus.
3. Tap  to take a photo. Your picture will be automatically saved to the Gallery.

Record videos

1. Tap  to start recording the video.
2. The length of the recording is displayed on the top corner of the screen.
3. Click  to stop recording.



BROWSING THE INTERNET

Tap the icon , to open the web browser.

Through the chrome address bar/search bar, you can access web pages; moreover, bookmarks, multiple window switching and other functions are supported. When you get access to the network, you may incur additional costs. Consult your local operators for detailed charges.

GETTING CONNECTED TO WIRELESS NETWORK

Connection to Wi-Fi

1. Tap the Settings icon.
2. Tap "Wi-Fi" and select on.
3. Touch the desired network you wish to connect.
4. If the network is secured, enter the password.

Connection to Mobile Data

1. Open the quick switch from the status bars.

2. Click “Mobile Data”, and turn it on.

Then you can use the mobile net, and the data business traffic fee should be charged, you can consult the local operators about the details.

Connection to Bluetooth

1. Tap the Settings icon.

2. Tap “Bluetooth” and select on.

3. Select the available devices to pair.

Bluetooth tethering enables your phone share Internet connection with other phones.

NFC

NFC allows you to exchange information with other nearby smartphones and similar devices with just a swipe or a tap. Possibilities include: using your phone as a credit card; paying for public transportation, as well as receiving up-to-date schedules; interacting with smart posters for more information on select topics; sharing games, links and more with friends simply by tapping phones.

Turn on NFC function in setting manual, and you may use the function by third party NFC APK.

IMPORTANT INFORMATION

For an optimal experience, the phone regularly connects to mail and internet servers.

This automatically and inevitably generates data exchanges that may be charged in addition to your existing package, or may be deducted from prepaid credit or a prepaid system.

To avoid billing problems related to services that use the Internet, it is strongly recommended to have a suitable option which includes unlimited Internet and emails and to avoid changing the settings preconfigured by default.

If you like, connect to Wi-Fi for a faster and more stream lined experience. It is particularly recommended to use Wi-Fi for streaming, or downloading games, videos or bulky films.

DISCLAIMER

1. The usage of non-original accessories such as headsets, chargers etc., will cause incompatibility between the mobile phone and the accessories that may cause a degradation of performance and malfunction, and we are not responsible for any damage that might occur.

2. Specifications and functions of your mobile phone can be different from those contained in this user manual as the user manual only contains general overview.

3. Specifications and functions of your mobile phone have been confirmed to work properly since produced from the factory. If there is damage or defect due to the manufacturing not by misusing, it would follow terms and conditions in the warranty card.

4. If the functions of your mobile phone are related to features and services by carrier then those functions will follow the terms & conditions applicable by the carrier.

5. Please note that your mobile phone still has its limitations referring to the specifications and functions. These limitations cannot be considered as damage or defect or as manufacturer damage. Please use your mobile phone in accordance with the purposes and functions.

TROUBLESHOOTING

This chapter lists some problems you might encounter while using your phone. Some problems require you to call your service provider, but most are easy to fix by yourself.

Message	Possible causes	Possible corrective measures
SIM card error	There is no SIM card in the phone or it is inserted incorrectly.	Make sure that the SIM card is correctly inserted.
No network connection	Signal is weak or you are outside the carrier network.	Move toward a window or into an open area. Check the network operator coverage map.
Dropped network	Operator applied new services.	Check whether the SIM card is too old. If so, replace your SIM card at the nearest network provider's branch. Contact your service provider.
Codes do not match	To change a security code, you will need to confirm the new code by re-entering it. The two codes you have entered do not match.	If you forget the code, contact your service provider.
Calls not available	Dialling error.	New network not authorized.
	New SIM card inserted.	Check for new restrictions.
	Pre-paid charge limit reached.	Contact service provider.
Phone cannot be powered on	Power key pressed too briefly.	Press the Power key for at least two seconds.
	Battery is not charged.	Charge battery. Check the charging indicator on the display.
Charge error	Outside temperature is too hot or cold.	Charge battery.
	Outside temperature is too hot or cold.	Make sure phone is charging at a normal temperature.
	Contact problem.	Check the charger and its connection to the phone.
	No voltage.	Plug the charger into a different socket.
	Charger defective.	Replace the charger.
	Wrong charger.	Use only original accessories.
Fail to receive or send SMS & photos	Memory full.	Delete some messages from your phone.
Files cannot open	Unsupported file format.	Check the supported file formats.
The screen does not turn on when I receive a call.	Distance/ Light sensor problem.	If you use a protection tape or case, make sure the area around the Distance/ Light sensor is not covered by it. Make sure that the area around the Distance/ Light sensor is clean.
No sound	Vibration mode or silent mode.	Check the settings status in the sound menu to ensure you are not in vibration or silent mode.
Hangs up or freezes	Intermittent software problem.	Try to perform a software update via the website.
Contacts display doubly	Contacts are saved in both phone and SIM card.	Check contacts saved.
App cannot be installed	Not supported by service provider or registration requirements.	Contact your service provider.
	Your mobile phone has insufficient memory.	Delete some messages from your phone.
Unable to connect to computer	Data cable defective.	Change data cable.
	Defective computer port.	Change computer port.
Call logs are not saved	Time is wrongly set.	Check the time setting.