



## FIG FLIP Phone User Manual

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**Android™ 8.1**

## **Basic Operations**

### **Switch on**

Touch and hold the Power button until the phone switches on.

Note: If you have enabled USIM/SIM locking in the Settings menu, enter the correct PIN number upon power-on before you use the phone.

Caution: Three consecutive attempts of entering an incorrect PIN will lock the SIM card. If it is locked, use a PUK provided by the operator to unlock it.

### **Switch off**

Touch and hold the Power button until the Phone Options screen displays. Tap " Power off " to switch off the phone.

### **Unlock**

Short press any button on the keypad to light up the screen.

## **Touch screen Usage**

Use your fingers to perform operations directly on icons, buttons, and the on-screen keypad.

## **Tap/Touch/Click**

Tap the icon of an App to start it.

## Scroll

The Scroll is imilar to sweeping, but faster.

## Home Screen

1. **Notification bar:** Slide down at the top of the main screen to view notifications and shortcuts.

When a notification appears, dismiss the notification by swiping on the notification or dismiss all by tapping on“clear all”.

2. **App icon:** Tap an app to open it.

3. **Ring/vibrate:** To quick switch between ring and vibrate long press the pound (#) button.

## Phone Settings

To display the Settings menu, tap the Settings icon directly.

1.**SIM card:** In the Settings menu, choose SIM Card. You can then manage your SIM cards on the pop-up page.

2. **Network:** In the Settings menu, select WLAN to configure your radio network; or select Traffic usage to configure your mobile data services; or

select Mobile Network under More to configure data services of your phone.

**3. Sound:** In the Settings menu, choose Sound. This allows you to set the volume, enable/disable vibration during ringing, and select ring tones for incoming calls and messages, as well as enable/disable keypad touch sound effect, touch alert tone, and screen lock tone

**4. Display:** This allows you to configure the brightness, wallpaper, sleep duration, and home UI switch.

**5. Security& Location:** In the Settings menu, choose Security. The Security page allows you to set the screen locking mode and privacy. **App Permission:** allows you to configure certain permissions for an App and monitor its usage.

**6. Apps & Notifications:** In the Settings menu, choose Apps. Then you can view or manage your apps.

**7. FIG Messages app:** Access by pressing the message button on the keypad.

On the Message page, tap the “+” button on the bottom right of the screen to start a new message.. When messaging a friend hit the “+” button on the left of the input field to attach a contact, schedule a message for the future, attach a photo or take a photo. Tap the phone icon on the top right of the

screen to call that contact.

To call the person you are currently chatting with hit the “phone” icon on the top right of the thread

## **Call**

To initiate a call, start dialing a contacts name from the home screen.

Choose a contact and hit the call button to call or the messages button to initiate a text message. Additionally, while a contact is selected you can tap the menu button to send a message, edit contact or go to call history.

You are also able to initiate a call by selecting a phone number from the contacts app or from a SMS thread.

**Missed Call:** If you missed a call while your phone was shut, you can view the missed call in the following ways.

Open the phone and either swipe down from the top of the screen to bring up the notifications drawer or press the “call” button from the home page to view the missed call in the “recent calls” screen.

**Navigate During Phone Call:** To browse other parts of the phone while on a phone call tap on “go to home screen” from the option menu.

To navigate back, swipe down from the top on the screen and tap on the current phone call.

You can also mute, record phone call, add a call and put the phone on speaker.

Additionally, you can hit the messages or waze button during the phone call to switch to each respective app.

## **Contacts**

Tap Contacts to open it. The Contacts page offers management functions. It allows you to view the list of contacts and related details, make a call or send an SMS to a certain contact, and share the contact.

**Contact import:** On the Contacts page, tap the Menu button, and choose Import/Export to select a mode for importing or exporting a contact.

**Add a contact:** Hit the menu button on the keypad, tap the create new contact button to add a contact to your phone or USIM/SIM. Enter the name and number, and tap Finish. In this way, a contact is created.

**Contact list:** On the Contacts page, tap any of the contact info. Details about the contact is displayed. This allows you to quickly make a call or send an

SMS to the contact.

**Search contact:** On the Contacts page, tap Search, and enter related information about a certain contact to search it among the list of contacts.

## Message

We're proud to announce that the current version of the phone boasts the newly launched FIG Messages app.

### New message:

a) Tap the Add icon on the upper right of the Message page. The message creating page is displayed. Enter the name or phone number of the target contact into the Recipient bar. The phone will automatically search among the list of contacts for one that best matches the entered info. (You can also select the contact from the list of contacts or groups.)

b) Additionally, you can start a new message by typing out the contact's name from the home screen. From the search results, navigate to the desired contact, press the menu button, and then select "message".

**Send:** After an SMS is complete, tap "paper airplane" icon and, if applicable, choose between SIM card 1 and SIM card 2 for sending the SMS.

**Forward:** Simply hold down the text message you would like to forward until it highlights. Then, on the top of the screen, you will see a right arrow to tap on. This forwards the message.

**Mark as read:** If you want to mark a text message as read without having to go inside the thread, simply swipe left to right on the message.

**Voice Note:** To send a voice note text message; Hold down the red microphone to record your voice message. Let go to stop recording.

## **Gallery**

Gallery saves and manages all pictures obtained via the camera and the MMS received.

On the Home screen of the menu, tap Gallery to open it. The Gallery page is displayed. It supports management of all pictures.

Open a picture and then click the share button at the top. In this way, the picture is shared via the Bluetooth, message, and mail.

## **Multimedia Function**

The phone also supports many multimedia functions, such as camera, music, and recorder. Tap any icon of theirs to open any one of them.



## APP Switcher

To activate this function; Long press the right side button of the phone. This function allows you to quickly switch between screens and close down apps.

To close an app hit the “X” on the top right or swipe left to right.

To close all apps hit the “Close all apps”.

## Troubleshooting

To save time and avoid unnecessary cost, please conduct the following checks before contacting our after-sale personnel:

1. **Unable to turn on the phone:** Check whether you have tapped and held the Power button for over three seconds.
  2. Check whether the battery is in good contact. If not, remove the battery, re-install it, and turn on the phone again.
  3. Check whether the battery runs out. If yes, charge it.
- 2. Poor signal:** It is possibly because of where you are, for example, on the basement or near a high-rise, that deteriorates the reachability of radio waves. Please move to someplace with better signal reachability.

**3. Echo or noise:** The network trunk line of certain carriers may be in poor quality. Please tap the hang-up icon and redial, so that you may switch to another trunk line with better quality.

**4. Unable to charge the battery:** Your battery may fail. Please contact the dealer.

**5.SIM card error:** The metal surface of the SIM card is dirty. Rub the metal contact terminals with a clean dry cloth.

The SIM card is not installed properly. Install it again as specified in the user manual.

The SIM card broke. Contact the network service provider.

**6. Unable to enter anything into Phone Book: It is possible that your phone book memory is full. Please delete needless data from Contacts.**

We advise you to follow the above instructions and precautionary measures. Please take your phone to the nearest authorized service center when it does not operates normally.

The actual situation of the phone usage is related to the local environment, SIM card, and way of use.

## **Switch Between Keyboards**

The FIG Flip has two input methods. A T9 traditional keyboard, and an on screen touch keyboard.

To disable or enable one or more of the keyboards, navigate to the system menu in settings. In “Language & Input” you can toggle keyboard on/off.

**On-screen keyboard:** You can use this convenient keyboard to type on screen with a full keyboard. Additionally, there is voice-to-text and swipe-typing features.

**Translate:** In the keyboard’s options, there is an instant translate feature to any language.

**Languages:** The on-screen keyboard supports all languages for typing.

**Switch between keyboards:** While typing, swipe down from top of the screen and tap on “change keyboard”.

\*\*Make sure both keyboards are turned on in the settings to use this feature.



### **Frequently Asked Questions:**

#### **Does the phone work with CDMA SIM cards?**

The FIG Phones are GSM.

#### **Which carriers does the FIG FLIP work with?**

The FIG FLIP is compatible & works great with all three major carriers. MVNO's depend on their own policies.

#### **I have Verizon, I am not receiving text messages. What do I do?**

Some customers are reporting a similar problem with Verizon. We spoke to Verizon and there is a simple fix. Contact Verizon and tell them you switched to a basic phone & you are not receiving text messages. Let them know you need to add CDMA-less provisioning for your SIM card. They will first ask you to provide an IMEI. To get support from Verizon, you will need to supply them

with a Verizon certified IMEI. You can use this one: 014864008315809.

They will then ask you to read some numbers off the SIM card, allowing them to reset the SIM card on their end.

### **Does the phone support a SD card?**

Due to rabbinical advice, the phone does not support a SD Card.

### **How do I get customer service from Verizon?**

To get support from Verizon, you will need to supply them with a Verizon certified IMEI. You can use this one: 014864008315809.

### **Does the phone support hotspot?**

Due to rabbinical advice, hotspot is not supported.

### **Does the phone work with AT&T?**

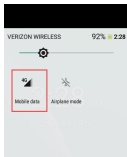
The phone has all the frequencies that AT&T requires and has tested to work as normal with AT&T.

### **My mobile data and/or text messages don't seem to be working?**

If you are experiencing any data or text message issues please check the network settings to make

sure everything is set up correctly before contacting your carrier for help. To do this go to settings--> network settings --> SIM Cards --> Make sure all three options under "Preferred SIM" are selected under your carrier.

Additionally, please swipe down from the top of the screen and make sure the mobile data icon is



turned on (see image).

Additionally, be sure that you have a mobile data plan with your carrier for at least 1GB/mo.

## **I want to switch to US Mobile. How do I do it with a FIG phone?**

Go to their website (<https://www.usmobile.com/>) to order a SIM card. When ordering the SIM card, they will ask you for an IMEI. Use this IMEI: 014864008315809.

When you receive the SIM card , you will need to activate it online as well using the same IMEI. Once it is activated as per the instructions on their website, stick the SIM card into the phone. Wait

5-8 minutes for the provisioning to occur then the phone should be ready to go.

### **Do the phones have Email?**

At the moment they do not. We are considering it for the future.

### **Does it have Android Auto?**

Due to the high level of security the software was built with Google services is not supported on the phone. Google services opens up many vulnerabilities to the Internet. Android auto is dependent on Google services so it can not be supported either.

### **My voice notes SMS messages are not playing, why?**

It is likely that if you are experiencing this issue you are using Verizon. Verizon does not support Voice Note messaging if the device is not of theirs.

### **It seems that Bluetooth connection is not working in my car?**

Currently this issue is only with Honda vehicles. Honda has some sort of bug with some Android phones (most notably Android 8.1 which is what

we use). We are in touch with them to see if anything can be done.

### **How do I switch between T9 and the on-screen keyboard?**

To do this: While typing, swipe down from top of the screen and tap on "change keyboard".

\*\*Make sure both keyboards are turned on in the settings (system-Languages & Input-virtual keyboard- manage keyboard) to use this feature.

### **Can you add apps for me?**

Due to the high level of encryption this kosher software is built with, apps can not be removed or added.

### **How do I toggle on T9 keyboard?**

Go to settings → System → Language & Input → Virtual keyboards → Manage keyboards → Toggle on NineKeylme, which is the T9 keyboard.

### **How do I manually add an APN?**

Navigate to 'Network Settings' → Mobile Network → Access Point Names → click on the physical menu button (button on top of waze button) and click 'create new APN'.



\*\*\*Note: Verizon doesn't allow creating APN's manually.

### **How do I mark a text message as read?**

If you want to mark a text message as read without having to go inside the thread, simply swipe left to right on the message.

### **How do I forward a text message?**

Hold down the text message you would like to forward until it highlights. Then on the top of the screen you will see a right arrow to tap on. This forwards the message.

### **Can I navigate to text messages while I'm on a phone call?**

Yes, you can. Simply hit the text message button on the physical keyboard to navigate to text messages. To get back to the call, swipe down from the top of the screen and you will see the active call to tap on.

### **How do I do a factory reset?**

Navigate to settings —> System —> Reset options —> Erase all data

\*\*\*Note: this will erase all your data. Backup your contacts and photos if need be before the reset.

## **Does Tello work on the phone?**

Tello is compatible and works great with the FIG FLIP.

## **How do you take a screenshot?**

Hold down the end button + volume down button for 2 seconds.

## **What are some tips to prolong battery life?**

1. Lower screen brightness when you don't need it at full brightness (e.g. indoors).
2. Hold down the right side button to bring up 'app switcher'. Swipe left-to-right on apps that you are not currently using to close them so they are not running in the background consuming battery.

## **What capacity is the battery?**

The phone comes with a standard flip phone 1450 MAH battery. Depending on how heavy the usage, it will drain according to it's voltage capacity. We did include a complimentary second battery since many people are used to smartphones which have much larger batteries.

## **How do I back up my contacts?**

Navigate to contacts → Hold down one contact name until selector activates → Tap on the header → Tap 'select all' → Option → Share

## **How do I update my phone?**

Connect your phone to WIFI.

In the phone: Navigate to settings → System → about phone → Updater → Check for updates