

INSTRUCTION MANUAL

Nous Helper Classic (NS2415)



Dear customer!
Thank you for choosing NOUS Helper mobile phone.

COMPLETE SET

- Mobile phone
- Rechargeable battery
- Charger
- User Manual
- Guarantee sheet

Note: The manufacturer reserves the right to change the product specification if this does not prevent the product from being used for the main purpose and without further notice.



1. Button "SOS"
2. Flashlight
3. Main speaker
4. Camera
5. Battery compartment cover
6. Call button
7. Key#/change mode
8. Micro USB connector for battery charging
9. 3.5mm jack for connecting the headset
10. Receiver
11. POWER/End call button

INSTALLATION OF THE SIM CARD AND MEMORY CARD

The NOUS Helper mobile phone allows you to use two SIM cards simultaneously. You can use SIM cards with different numbers from different mobile service providers of the communication standard GSM 850/900/1800/1900.

SIM-cards store the information needed to connect the phone to cellular network operators, personal information, PIN/ PUK codes, phone book entries, messages, and other operator service settings.

⚠WARNING! The device is equipped with one radio module. If you make a call or send/receive messages, or use mobile Internet with one SIM card, then the second SIM card will be unavailable for communication.

⚠WARNING! Do not bend or scratch the SIM card.

Do not expose your SIM card to static voltage, avoid contact with water or dirt. Before starting to install the SIM card, memory card, or battery pack, make sure the phone is switched off and the charger un- plugged.

If the phone is switched on, press and hold the Power key

If the phone is connected to a charger - disconnect the charger. Otherwise, the phone may be damaged.

- Remove the back cover.
- Remove the battery pack.
- Insert SIM1 and / or SIM2 (the operator logo should face upwards) into the slots assigned to them (SIM1 and SIM2 respectively) so that their metal contacts are pointing down
- Insert the memory card into a microSD slot. Push the card inside the slot; you need to place the card with a logo faced towards yourself, by placing the contacts inside the slot It is not recommended to install a memory card being sloped.
- Insert the battery pack so that its metal contacts match the contacts on the body of the phone.
- Close the cover. The removal of the battery, SIM card, memory card shall be done in reverse order.

⚠WARNING! The memory card is not supplied with the product and sold separately. The device supports memory cards in capacity of up to 32 GB.

The memory card will extend the memory of your phone and give you more options to use all the features of the phone (such as Multimedia, Internet, Contacts, Camera, etc.). You can listen to MP3 audio files, view 3GP video files or photos, record airs from the FM radio, or install additional ringtones.

BATTERY CHARGING

Before using the product for the first time, it is recommended that you fully charge the battery. Plug the charger into an 220 V AC power supply and insert the micro-USB connector into the corresponding jack on the phone body or dock station.

When charging, the battery icon on the device screen is activated, indicating a successful start of the charging process.

It is recommended that you do not disconnect the phone from the power supply, until the battery is fully charged

PRODUCT POWER ON AND OFF

Press and hold the power button/End call. The phone will turn on, and a screen saver will appear on the screen.

If necessary, enter the PINs of the SIM-cards and press "OK" or the center key

The PIN code is provided by the cellular operator.

Note: If the phone is in hibernation mode, then you need to briefly press any key. To switch off the phone, press and hold the power/end call key for 5 seconds.

Note: In the case of low battery, the phone may shut down automatically after notifying the user of this with an appropriate sound and/or message on the screen. In this case, all unsaved data will be lost.

⚠Warning! It may take some time to switch the phone on and off.

TELEPHONE MENU

To access the phone's main menu, press the left function key.

The main menu consists of the following sections:

- Messaging
- Contact
- SOS
- Call logs
- Settings
- Multimedia
- Tools

RESETTING OF TELEPHONE SETTINGS

Factory reset (hardware reset).

Go to /Menu-Settings-Restore settings Enter the phone password. The default phone password is **0000**

⚠WARNING! Personal data and personal settings will be deleted from the phone. Make a backup of the information and files you want before resetting the settings. Resetting the phone will not delete information on the memory card.

POSSIBLE PROBLEMS AND WAYS TO SOLVE THEM

The following recommendations can help you resolve some problems with your phone quickly by yourself. If the problem persists, contact the NOUS service center.

Check if the battery is charged, or the problem persists after restarting the device (turning off and removal of the SIM card and SD memory card, and turning the device on).

Try to switch the phone back to the factory settings using the Settings-Restore settings **(default password - 0000)** menu.

Problems with a memory card

Typically, such issues occur when the memory card is out of service. Therefore, first check the memory card on another device.

We also recommend you to remove and insert the memory card into the connector, check that the card is properly inserted into the phone's slot and reboot the phone.

Phone does not turn on

Check the battery charge, reconnect the charger, and wait for at least 10 minutes.

Press and hold the power button for at least 5 seconds. If the device does not turn on, contact the NOUS service center.

The battery is quickly discharged

The low ambient temperature, active use of media programs and screen brightness, large distance to

the cell towers of the operator(s) or low signal strength of cellular networks can be the reason for the increased consumption of battery charge.

The battery is not charged

Check the connection of the charger to the wall outlet. Use only the charger that is supplied with the phone.

You cannot make a call

This problem may be caused by a weak signal of the mobile network, overload of the network, incorrectly entered subscriber number, activated call barring function, lack of funds on the user's account, bad contact of the SIM card with phone slots, and problem with the SIM card.

Try to change the location, check the signal strength of the network, check the balance on the account, reboot the phone with the removal of SIM-cards and battery, restore the factory settings of the phone. Contact your NOUS Service Center.

You cannot hear a subscriber

During the conversation, press the "Up" key to increase the volume.

Set up profiles for comfortable volume during a call.

Check the signal strength of the cellular network.

* This translation may be inaccurate because it was made with google translate service