

**Hisense**

# Hisense F23

## User Guide

Manufacturer: Hisense Communications Co.,Ltd.

Address: 218 Qianwangang Road, Qingdao Economic & Technological

Development Zone, Qingdao, China

Importers:

Hisense France SAS

Hisense Iberia, S.L.U

Hisense Italia S.r.l

Hisense South Africa

# Table of Contents

## Safety Precautions

- 1 General Safety Information
- 4 Medical Device
- 4 Road Safety
- 5 Power Supply & Charging
- 6 Specific Absorption Rate (SAR)
- 7 Hearing Protection
- 7 Recommendation for reducing the user's exposure to radiation
- 8 Protecting the Environment
- 9 Emergency Call
- 9 Compliance
- 11 Copyright

## Phone at a Glance

- 12 Phone Overview
- 14 Installing Micro SIM card / SD card
- 16 Battery

- 17 Turning Your Phone On/Off

## Basics

- 19 Touchscreen Gestures
- 22 Notification Center
- 22 Locking and Unlocking Screen
- 23 Customizing Screen
- 23 Changing Date and Time
- 23 Open Apps
- 24 Device and Data Management

## Using Your Phone

- 25 Home Screen
- 27 Phone
- 28 Contacts
- 30 Messages
- 31 Camera
- 34 Calculator

- 34 Calendar
- 35 Clock
- 37 Sound Recorder
- 37 FM Radio
- 38 Music
- 39 Browser
- 39 Email
- 40 Fingerprint Recognition

## Appendix

- 41 Important Information
- 41 Disclaimer
- 42 Troubleshooting

# Safety Precautions



**Warning:** situations that could cause injury to yourself or others.



**Caution:** situations that could cause damage to your device or other equipment.



**Notice:** notes, usage tips, or additional information.

## General Safety Information



Failure to follow the following safety instructions could result in fire, electric shock, injuries, or damage to your phone or other property. Read all the safety information below before using your phone.

- Do not crash, throw, or puncture your phone. Avoid falling, squeezing, and bending of your phone.
- Do not use your phone in a moist environment, such as bathroom. Prevent your phone from being soaked or washed in liquid.
- Do not power on your phone when it is prohibited to use or when the phone may cause interference or danger.
- Some parts of your phone are made of glass. The glass could be broken if your phone is dropped on a hard surface or receives a substantial impact. If the glass is broken, do not touch the glass parts of the phone or attempt to remove the broken glass from the phone. Stop using your phone until the glass is replaced by authorized service provider.
- Turn off your phone in aircraft. The phone may cause inter-

ference to control equipment of the aircraft.

- Turn off your phone near high-precision electronic devices. The phone may affect performance of these devices.
- Do not attempt to disassemble your phone or its accessories. Only qualified personnel are allowed to service or repair the phone.
- The socket-outlet shall be installed near the phone and shall be easily accessible.
- Do not place your phone or its accessories in containers with a strong electromagnetic field.
- Do not place magnetic storage media near your phone. Radiation from the phone may erase the information stored on them.
- Keep the phone away from direct sunlight. Do not put your phone in a high-temperature place or use it in a place with flammable gas such as gas station.
- Use only approved batteries and chargers to avoid the risk of explosion.
- Obey all laws or regulations on the use of the phone. Respect others' privacy and legal rights when using your phone.
- Strictly obey relevant instructions of this manual while using USB cable. Otherwise your phone or PC may be damaged.
- Use a dry soft cloth to clean your phone. Do not use water, alcohol, detergent or any chemicals.
- Please backup your important data. Repair or other causes may result in data loss.

- Do not disconnect the phone during memory formatting or file transfer operations. Otherwise, it may cause program failure or files damage.
- Keep the phone and charger out of the reach of children. Do not let children use the phone or charger without supervision.
- Keep small phone accessories away from children to prevent choking hazard.
- Do not modify or remanufacture your phone.
- Do not immerse your phone in water or other liquids.
- Do not expose your phone to fire, explosion or other hazards.
- The phone shall only be connected to a USB interface of version USB 2.0.
- Ideal operating temperatures are 0°C to 40°C . Ideal storage temperatures are -20°C to 50°C .

## Medical Device

- Obey all rules or regulations in hospitals and health care facilities.
- Your phone contains radios that emit electromagnetic fields. These electromagnetic fields may interfere with pacemakers or other medical devices.
- If you wear a pacemaker, maintain at least 20 cm of separation between your pacemaker and your phone.
- If you suspect your phone is interfering with your pacemaker or any other medical devices, stop using your phone and consult your physician for information specific to your medical device.
- When you perform repetitive activities such as typing or playing games on your phone, you may experience occasional discomfort in your hands, arms, wrists, shoulders, neck or other parts of your body. If you experience discomfort, stop using your phone and consult your physician.

## Road Safety

- Check local laws and regulations on using phone.
- Obey all local laws. Always keep your hands free to operate the vehicle while driving. Your first consideration while driving should be road safety.
- Pull off road and park before making or answering a call if driving conditions require so.
- RF energy may affect some electronic systems in your vehicle such as car stereos and safety equipment.

- When your vehicle is equipped with an air bag, do not obstruct with installed or portable wireless equipment. It may cause the air bag to fail or cause serious injury due to improper performance.
- If you listen to music, please keep the volume at a reasonable level so that you are aware of your surroundings. This is of particular importance when near roads.
- Using your phone in some circumstances can distract you and may cause danger. Obey rules that prohibit or restrict the use of phone or headphones (for example, avoid texting while driving a car or using headphones while riding a bicycle).

## Power Supply & Charging

- Charge your phone with the included USB cable and power adapter. Use of incompatible adaptor or cable may cause permanently damage to your phone.
- Power adaptor shall be installed near phone and shall be easily accessible.

<b>Model name</b>	A121A-050200U-EU3
<b>Input</b>	100-240V~50/60Hz,0.35A
<b>Output</b>	5.0V/2.0A

- Using damaged cables or chargers, or charging when moisture is present, can cause electric shock.
- Power adaptor is intended for indoor use only.
- Power outlet should be readily accessible. The outlet should not be blocked during use.
- To fully disconnect the phone from the mains, unplug the



AC/DC cable from power outlet.

- Power adapters may become warm during normal use, and prolonged contact may cause injury.
- Always allow adequate ventilation around power adapters when using them.
- The ventilation should not be impeded by covering ventilation openings with items (for example newspapers, tablecloths, curtains and so on) to avoid overheating and malfunction. Maintain a clearance of at least 10 cm around the phone.
- The phone should be used in a moderate climate.
- Do not plug or unplug USB port with wet hands, or it may result in risk of electric shock.
- The phone is built with an internal rechargeable battery: do not expose the phone to excessive heat such as sunshine, fire or the like.
- Battery contains materials which are hazardous and harmful to the environment. The battery must be recycled or disposed of separately from household waste.

## Specific Absorption Rate (SAR)

- The device 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. The device complies with RF specifications when the device used at a distance of 5 mm from your 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 0.341 W/kg for the head, 1.605 W/kg for the body.
- The actual SAR level will be much lower than above value since the product has been designed to use the minimum energy for necessary communication with the base station.

## Hearing Protection



This phone respects the current regulations for limiting the maximum output volume. Prolonged headset listening at high volume could lead to hearing damage!

- Stop using the product or lower the volume if you feel your ears ringing.
- Do not turn up the volume too high, doctors warn against prolonged exposure to high volume.
- Excessive sound pressure from headsets and headphones can cause hearing loss.
- To prevent possible hearing damage, do not listen at high volume levels for long periods.
- Please only use Hisense headphones with your phone.

## Recommendation for reducing the user's exposure to radiation

To reduce the adverse effects of prolonged radiation exposure, we advise teenagers to hold the phone away from their lower

abdomen, and that pregnant women hold the phone at a distance from their stomach.

## Protecting the Environment

- Please observe the local regulations on phone packaging, battery and used phone disposal and bring them to the collection point for proper recycling.
- Please take your used, unwanted lithium batteries to a designated place. Do not dispose of them in a rubbish bin.



Do not dispose of used phones or batteries in a household rubbish bin.



Risk of explosion if battery is replaced by an incorrect type. Dispose of used batteries according to the instructions.

## Cleaning and Maintenance

- Turn off the phone before cleaning and maintenance. Charger should be unplugged from socket. Phone and charger should be disconnected to prevent any electric shock or short circuiting of battery or charger.
- Do not wipe the phone or charger by using chemical substance (alcohol benzene), chemical agents or abrasive cleaning agents to avoid damaging its parts or causing malfunction. You may clean with a slightly damp anti-static soft cloth.
- Do not scrape or alter phone case as paint substances, or

it may cause allergic reaction. If such reaction occurs, stop using the phone immediately and seek medical help.

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

## Emergency Call

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

## Compliance

This equipment is in compliance with the essential requirements and other relevant provisions of Directive 2014/53/EU.

SOFTWARE VERSION: **L1360.6.10.01.ZA00**

HARDWARE VERSION:V1.00

Some software MR (maintenance release) versions will be released by the manufacturer to fix some bugs or enhance system stability after product launched. All versions released by the manufacturer have been verified and are still compliant with the related rules.

GSM850: 824MHz-894MHz; Max Power:  $33\pm 2$ dBm

GSM900: 880MHz-960MHz ; Max Power:  $33\pm 2$ dBm

GSM1800: 1710MHz-1880MHz; Max Power:  $30\pm 2$ dBm

GSM1900: 1850MHz-1990MHz; Max Power:  $30\pm 2$ dBm

WCDMA B1: 1920MHz-2170MHz; Max Power:  $23\pm 2.7$ dBm

WCDMA B2: 1850MHz-1990MHz; Max Power:  $23\pm 2.7$ dBm

WCDMA B8: 880MHz-960MHz; Max Power:  $23\pm 2.7$ dBm

LTE B1: 1920MHz-2170MHz; Max Power:  $23\pm 2.7$ dBm

LTE B3: 1710MHz-1880MHz; Max Power:  $23\pm 2.7$ dBm

LTE B7: 2500MHz-2690MHz; Max Power:  $23\pm 2.7$ dBm

LTE B8: 880MHz-960MHz; Max Power:  $23\pm 2.7$ dBm

LTE B20: 791MHz-862MHz; Max Power:  $23\pm 2.7$ dBm

LTE B38: 2570MHz-2620MHz; Max Power:  $23\pm 2.7$ dBm

LTE B40: 2300MHz-2400MHz; Max Power:  $23\pm 2.7$ dBm

WIFI: 2400MHz-2483.5MHz; EIRP Power: 20dBm

BlueTooth: 2400MHz-2483.5MHz EIRP Power: 10dBm

GPS:  $1575.42\pm 1.023$ MHz

FM: 87.5 MHz-108MHz



## Copyright

The equipment is for private use only. Copying CDs or downloading music, video or picture files for sale or other business purposes may be a violation of copyright law. Copyrighted materials, works of art and/or presentations may require authorization to be fully or partially copied or recorded. Be aware of all such applicable laws concerning recording and use of such contents in your country and jurisdiction.

# Phone at a Glance

## Phone Overview



The device features may vary based on your location, language, carrier and model.

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

1. Front camera	10. Flashlight
2. Light sensor	11. Fingerprint sensor
3. Receiver	12. Speaker
4. Flashlight	13. Volume up button
5. Touch screen	14. Volume down button
6. Return key	15. Power button
7. Home key	16. Micro USB port
8. Recent key	17. Microphone
9. Camera	18. Headset socket

## **Power button**

- Press it to turn on or lock the screen.
- Press and hold it to turn the device on or off.
- Press it and Volume down button simultaneously to capture a screenshot.
- Press and hold it for about 14s to shut down the phone, and keep pressing it to reboot the phone.

## **Home key**

Tap it to the Home screen.

## **Recent key**

Tap it to open the list of recent apps.

## **Return key**




Tap it to go back to the previous screen.

### **Volume up/down button**

Press it to adjust the device volume.

## **Installing Micro SIM card / SD card**

Before you start using your new phone, you need to set it up.

- 1** Press and hold the power button. Select  **Power off** to turn off your phone.



- 2** To remove the back cover, hold the phone firmly in one

hand and lift the back cover upwards with the other hand.

**3** Insert Micro SIM card and Micro SD card.



**4** Install the back cover of your phone.



- Only Micro-SIM cards work with the device. Do not attempt to insert other SIM type, otherwise it may cause phone damage.
- Do not remove the Micro-SIM/SD card while the card is being used; otherwise, data loss or damage may occur. Hisense shall not be liable to any loss, including data loss, due to misuse of Micro-SIM/SD card.
- Turn off your phone before replacing or removing its Micro-SIM/SD card.
- Micro-SD card is not included; therefore you need to buy it separately.

# Battery

## Charging the battery

Charge the battery before using it for the first time or when it has been unused for extended periods of time.

- 1 Connect the USB cable to the USB power adaptor, and then plug the end of the USB cable into the USB port.
- 2 Plug the USB power adaptor into an electric socket.
- 3 After the battery is fully charged, disconnect the phone from the charger. First unplug the charger from the device, and then unplug it from the electric socket.

## Battery charging tips and precautions



The battery is built into the phone and is not removable. Do not remove the battery by yourself.

- Use only Hisense-approved chargers, batteries, and cables. Unapproved chargers or cables can cause the battery to explode or damage the phone.
- Avoid using your phone when it is charging. Do not cover your phone or the power adaptor.
- Connecting the charger improperly may cause serious damage to the phone. Any damage caused by misuse is not covered by the warranty.
- If the AC power supply is of a lower voltage, then a longer charging time may be needed.
- If non-standard chargers such as computers are used for

charging, then a longer charge time may be needed.

- Fully charge the battery before first using the phone and disconnect the charger immediately after the first charge is completed.
- Remove the charger from the electric socket when not charging the phone.
- The phone may not start immediately if charging with low battery. After a period of charging, the phone will start normally.
- The charging time may vary depending on the ambient temperature and the remaining battery level.
- The 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 will harm the battery performance and shorten its life. Long-term charging in extreme temperatures will damage the battery.
- While charging, the phone and the charger may heat up. This is normal and should not affect the phone's lifespan or performance. If the battery gets hotter than usual, stop charging it. Place your phone in a cool place and allow it to cool down. Avoid prolonged contact with the surface of your phone if it becomes hot.

## Turning Your Phone On/Off

### Turning on the phone

Press the Power button on the right side of phone and wait for a few seconds until the screen lights up.


When you turn on your phone for the first time or after perform-

ing data reset, follow the onscreen instructions to set up your device.



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

## Turning off the phone

Press and hold Power button to pop up option menu, select 

**Power off.**

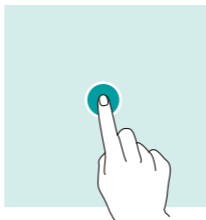
# Basics

## Touchscreen Gestures

Use a few simple gestures to use your phone and its apps.

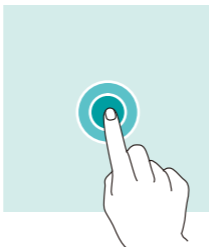
### Tapping

To open an app, to choose a menu item, to press an on-screen button, or to enter a character using the keyboard on the screen, tap it with your finger.



### Tapping and holding

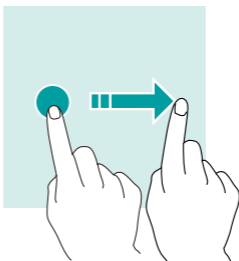
Tap and hold an item or the screen for more than 2 seconds to access available options.



## Swiping

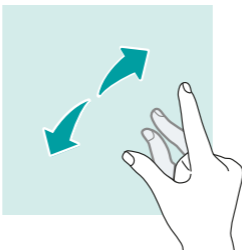
Swipe to the left or right on the Home screen or the Apps screen to view other panels.

Swipe upwards or downward to scroll through a webpage or a list of items.



## Spreading and pinching

Spread two fingers apart on a webpage, map or image to zoom in a part.

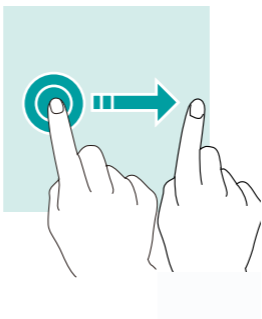


Pinch to zoom out.



## Dragging

To move an item, tap and hold it and drag it to the target position.

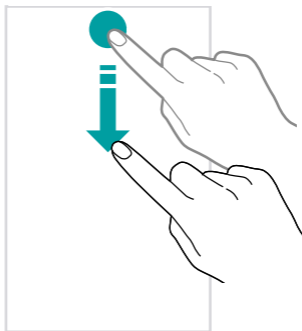




## Notification Center

### Open notification center

- 1 Swipe down from the top edge of the screen to open notification center.
- 2 Swipe down again from the top edge of the screen to go to the shortcuts tab.



### Set notification options

- 1 Go to **Settings > Notifications**.
- 2 Enable or disable notification settings as desired.

### Close notification center

Swipe up or press the Home button to close notification center.

## Locking and Unlocking Screen

## Locking the screen

- Press the Power button to manually lock the screen.
- The screen will lock automatically and enter sleep mode after it has been idle for a period of time to reduce power consumption and prevent unintended operations. To change the screen sleep time, go to **Settings > Display > Sleep**, and select a time.

## Unlocking the screen

Press the Power button to wake the screen and swipe in any direction.

## Customizing Screen

- 1 Press and hold the blank area on the screen to access the home screen editor.
- 2 Select **WALLPAPERS** and **WIDGETS** to customize your screen.


## Changing Date and Time

Go to **Settings > Date & time**.


- Activate **Automatic time zone** to use network provided time zone.
- Activate **Use 24-hour format** to use 24-hour time.

## Open Apps

- On the Home screen or the Apps screen, select an app icon to open it.

- To open an app from the list of recently used apps, tap  and select a recent app window.

## Close an app

Tap  and drag a recent app window to the left or right to close it.

## Device and Data Management

### Data transfer



Do not disconnect the USB cable from the device when are transferring files. Doing so may cause data loss or device damage.

- 1 Connect the device to computer by using USB cable.
- 2 Open notification center, and then tap **USB charging this device > Transfer files**. Tap **Transfer photos (PTP)** if your computer does not support Media Transfer Protocol (MTP).
- 3 Transfer files between your device and computer.

### Data Reset

Delete all settings and data on the device.



Before performing factory data reset, ensure you back up all important data stored on the device.

On the Apps screen, tap **Settings > Backup & reset > Factory data reset > RESET PHONE > ERASE EVERYTHING**. The device will automatically restarts.

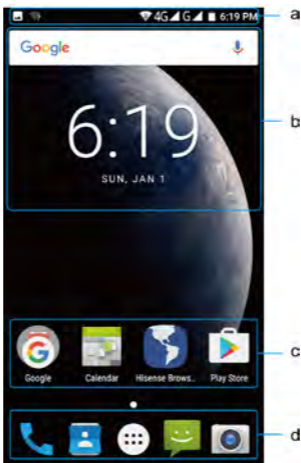
# Using Your Phone

## Home Screen

Home screen is the starting point for accessing all of the phone's features. It displays widgets, shortcuts to apps and more.



Home screen may appear differently depending on the region or service provider.



## **Status Bar**

It displays status icons and notifications.

## **Widget**

Widgets are small apps that launch specific app functions to provide information and convenient access on your Home screen.

## **Application Icons**




Tap an icon, such as an app or a folder, to open and use it.

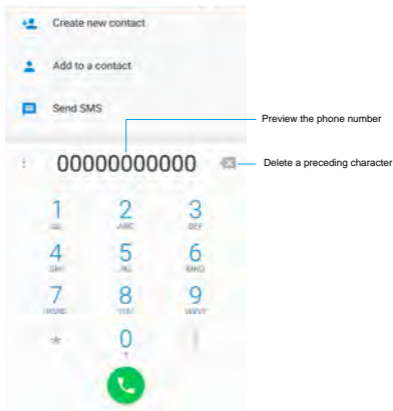
## **Hot dock**

It provides quick access to apps in hot dock.



# Phone

## Making calls


- 1 Tap  on the Home screen or the Apps screen.
- 2 Tap  to open the keypad and enter a phone number.
- 3 Tap  to make a call.




## Making calls from call logs or contacts list

Tap  or , and tap a contact or a phone number to make a call.

## Making an international call

- 1 Tap  to open the keypad.


- 2 Tap and hold 0 until the + sign appears.
- 3 Enter the country code, area code, and the phone number.  
Then tap .

## Receiving calls

### Answering a call

When a call comes in, tap  to answer the call.




### Rejecting a call

When a call comes in, tap  to reject the call.



## Contacts

### Adding contacts



#### Creating contact manually

- 1 Tap  on the Home screen or the Apps screen.
- 2 Tap  to enter contact information.
- 3 Tap  to save.

#### Adding from the keypad


- 1 Tap  to open .
- 2 Enter the number and tap **Create new contact**.

#### Adding from received calls


- 1 Tap .
- 2 Tap  to view received calls.
- 3 Add received calls to a contact.

## Importing contacts


You can import contacts from storage services to your device.

- 1 Tap  on the Home screen or the Apps screen.
- 2 Tap **IMPORT CONTACTS**.
- 3 Select an import option.

## Searching for contacts

Tap  on the Home screen or the Apps screen.

Use one of the following search methods:

- Scroll up or down the contacts list.
- Drag a finger along the index at the right side of the contacts list to scroll through it quickly.
- Tap  at the top of the screen to search for a contact.



Once a contact is selected, you can do the following actions:






# Messages


## Sending messages

- 1 Tap  on the Home screen or the Apps screen.
- 2 Tap  to create a message.
- 3 Add recipients and enter a message.





- 4 Tap  to send the message.

## Viewing messages



- 1 Tap  on the Home screen or the Apps screen.
- 2 Select a contact on the message list.
- 3 View your conversation.

## Searching messages

- 1 Tap  on the Home screen or the Apps screen.
- 2 Tap  to enter key words to search messages.

## Setting up message notification




You can change notification sound, display options, and more.

- 1 Tap  on the Home screen or the Apps screen.
- 2 Tap  to go to **Settings > Notifications**.
- 3 Change the notification settings.
  - **Mute:** Set the mute state.
  - **Sound:** Change the notification sound.
  - **Vibrate:** Set the device to vibrate when you receive messages.
  - **Popup notification:** Show popup for push notifications.




## Camera


You can take photos or record videos.

### Taking photos

- 1 Tap  on the Home screen or the Apps screen.
- 2 Frame your subject on the screen. A green square appears where the camera is focused.
- 3 Tap  to take a photo. Your picture will be automatically saved to the **Gallery** .

### Recording videos


- 1 Tap  to start recording the video.
- 2 Tap  to stop recording. To capture an image from the video while recording, tap .
- Spread two fingers apart on the screen to zoom in, and pinch to zoom out.

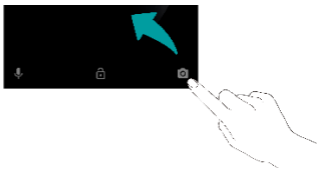
- Tap  to switch between front camera and rear camera.



## Launching camera on locked screen


To quickly take photos, launch Camera on the locked screen.

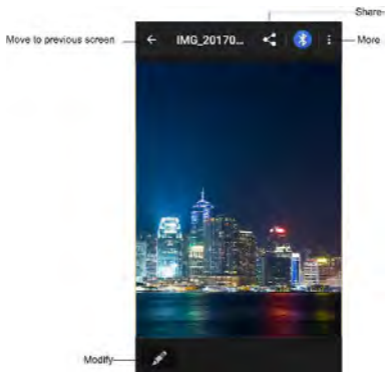
Drag  outside the large circle on the locked screen.






## Gallery

Viewing images or videos


- 1 Tap  on the Apps screen.
- 2 Select an image or a video.



## Deleting images or videos


- To delete an image or video, select an image or a video and tap  to go to **Delete > OK**.
- To delete multiple images and videos, tap  on the Gallery main screen to go to **Select item**. Then select the images or videos you desired to delete, and tap  to delete the images or videos.

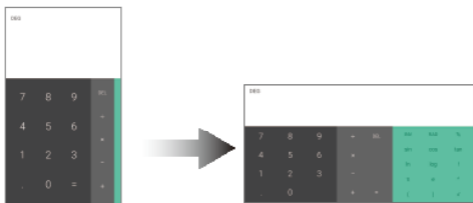
## Sharing images or videos

Select an image or videos, and tap  at the top of the screen. Select a sharing method.

## Calculator

You can do simple or complex calculations by using Calculator app.

- 1 Tap  on the Apps screen.
- 2 Rotate the screen orientation to switch between the standard calculator and the scientific calculator.








## Calendar

Calendar helps you to plan your daily schedule.


### Add events

Add events to help you plan ahead.

- 1 Tap  on the Home screen or the APPs screen.
- 2 Tap the blank area and  will appear. Tap  to enter the event name, location, start and end time. Or tap  to choose **New event**, then enter the event name, location, start and end time.

3 Tap  to save the event.

## Delete events

Go to the event you want to delete, and tap .


## View the calendar

Tap calendar icon on the Home screen or the Apps screen.


- **Switch to month, week or day view**

Swipe left or right to change the month, week or day that is displayed.

- **View week number**



Go to  > **Settings** > **General settings**, and activate **Show week number** to display the week number at the top of the calendar.


- **Change first day of the week**




Go to  > **Settings** > **General settings** > **Week starts on**, and then select a day.

## Clock



### Alarm


Tap  on the Apps screen, and then tap . You can do the following operations:

- **Add an alarm:** Tap  and set the alarm time, ringtone, repetitions, and more.






- **Enable or disable an alarm:** Turn on or turn off the switch next to an alarm.
- **Configure the alarm settings:** Tap  > **Settings** to configure the alarms.
- **Delete an alarm:** Tap  next to the alarm you want to delete, and then tap .

## World clock








**Create clocks:** Tap , and then tap  to select a city from the globe.

**Delete clocks:** Tap . Tap the city you has already selected, then the clock of the city has been deleted.

## Timer




- 1 Tap , and then enter seconds, minutes and hours.
- 2 Tap  to start the timer.
- 3 Tap  to pause.
- 4 Tap  to resume, or tap  to delete.

## Stopwatch

- 1 Tap , and then tap .
- 2 Tap  to pause. Tap  to record current time. Tap  to clear. Tap  to share.
- 3 Tap  to resume.

## Sound Recorder

### Record sound memos

- 1 Tap  on the Apps screen.
- 2 Tap  to start recording. Speak into the microphone.
- 3 Tap  and then tap **Done** to save the sound recording.

## FM Radio

Tap  on the Apps screen.

Before listening to the radio, firstly plug in headphones.






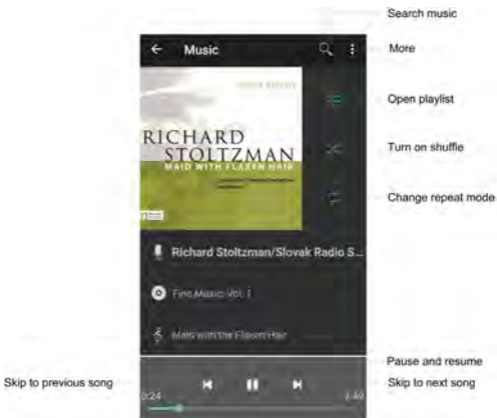
# Music

## Adding song to your phone

- Copy songs from your computer using USB cable.
- Download songs from the Internet.
- Copy songs with Bluetooth.

## Listening to music



- 1 Tap .
- 2 Select a song to play.



- 3 When a song is playing, tap Home button to exit the music playback screen without stopping the song. To return to the music playback screen, open the notification center and tap the cover of the song.

## Browser


Connect the web page to search for information and bookmark your favorite webpages to access them conveniently.

- 1 Tap .
- 2 Enter the address field in the search bar, and tap . You can access to web pages; moreover, bookmarks, multiple window switching and other functions are supported.



## Email

### Setting up email accounts

Set up an email account when opening Email for the first time.

- 1 Tap  on the Apps screen.
- 2 Enter the email address and then tap **NEXT**. Enter the password and then tap **NEXT**. To manually register a company email account, tap **MANUAL SETUP**.
- 3 Follow the on-screen instructions to complete the setup.

### Sending emails

- 1 Tap  to compose an email.
- 2 Add recipients and enter an email text.
- 3 Tap  to send the email.

## Fingerprint Recognition

The fingerprint sensor can be used to unlock your phone, authorize purchases, or sign in to apps.

### Configuring your fingerprint ID

- 1 Tap **Settings > Security > Fingerprint**.
- 2 Select Pattern, PIN, or Password, and then follow the on-screen instructions to set a screen lock password.
- 3 Once you have configured the password, locate your finger on fingerprint sensor to add your fingerprint.
- 4 Put your fingertip on the sensor. Press down lightly on the sensor until your phone vibrates. Repeat this step using different parts of your fingertip until your phone has successfully added your fingerprint.
- 5 Once you have added your fingerprint, tap **DONE**. Tap **ADD ANOTHER** if you want to add more fingerprints.

### Deleting fingerprint

- 1 Tap **Settings > Security > Fingerprint**.
- 2 Input your password.
- 3 Select the desired fingerprint and choose **DELETE**.

### Adding fingerprint

- 1 Tap **Settings > Security > Fingerprint**.
- 2 Input your password.
- 3 Tap **Add fingerprint** to add.

# Appendix

## 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 wish, 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

- The usage of non-original accessories, such as headsets, chargers and so on, will cause incompatibility between phone and accessories. It may cause bad performance or malfunction, and we are not responsible for any damage that it might occur.
- The user manual only contains general overview. Specifications and functions of your phone may be different to those contained in the user manual.

- Your phone has been confirmed to work properly since produced from the factory. If there is any damage or defect due to manufacturing, it should follow terms and conditions in the warranty card.
- If the functions of your phone are related to features and services by operator, it should follow the terms and conditions applicable by the operator.
- Note that your phone still has its limitations referring to the specifications and functions. These limitations cannot be considered as damage or defect, and cannot be regarded as manufacturer damage.
- Use your phone in accordance with the purposes and functions.

## Troubleshooting

This part lists some problems you might encounter when using your phone. Some problems require you to call your service provider, but most of them are easy to be fixed by yourself.

### SIM card has error

Ensure that the SIM card is correctly inserted.

### No network connection / Dropped network

- Move toward a window or into an open area. Check network provider coverage map.
- Check whether the SIM card is too old. If so, change your SIM card at your network provider's nearest branch. Contact your service provider.

### Codes do not match

If you forget the code, contact your service provider.

## **Calls are not available**

- Ensure that there is no dialling error. New network is not authorized.
- If new SIM card is inserted, check for new restrictions.
- If pre-paid charge reached its limit, contact service provider.

## **Phone cannot be switched on**

- Ensure to press the Power button for at least two seconds.
- Charge battery. Check the charging indicator on the screen.

## **Charge has error**

- Outside temperature is too hot or cold. Charge the battery.
- Ensure that phone is charging at a normal temperature.
- Check the charger and its connection to the phone.
- Plug the charger into a different socket.
- Ensure that charger is not defective. If so, replace the charger.
- Use only original accessories.

## **Impossible to receive or send SMS and photos**

Ensure that the storage is sufficient. Delete some messages in your phone.

## **Files cannot be opened**

Check the supported file formats.

## **Screen does not light up when receiving a call.**

- If you use a protection tape or case, ensure that it has not covered the area around the light sensor.
- Ensure that the area around the light sensor is clean.

## **Phone has no sound**

Check the settings status in the sound menu to ensure that the phone is not in vibration or silent mode.

## **Phone hangs up or freezes**

Update your software through 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 required. Contact your service provider.
- Your phone has insufficient storage. Delete some messages from your phone.

## **Phone cannot be connected to computer**

- Change data cable.
- Change computer port.

## **Call logs are not saved**

Ensure that the time is not wrongly set. Check the time setting.

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Some of the contents of this guide may not apply to your phone, depending on the software and your service provider. All information in this document is subject to change without notice.



## EU Declaration of Conformity for RED Directive 2014/53/EU

We, **Hisense Communications Co., Ltd.**

hereby, declare that the essential requirements set out in the **RED Directive 2014/53/EU as well as the directives 2011/65 / EU (RoHS) and 2014/35 / EU (only for the adapter)** have been fully fulfilled on our product with indication below:

Product Name: **Mobile Phone**

Model Name: **Hisense F23**

Brand Name: **Hisense**

Hardware / Software Version: **V1.00/ L1360.6.10.01.ZA00**

**Software Verison Format: L1360.X.YY.ZZ.CCOO, X stands for main version, which is used to represent the development phase, and number 6 stand for mass production phase. YY stands for basic version, which is used to represent mass production times, from 1 to 99. ZZ stands for supplement version, which is used to represent software release times of this mass production, from 00 to 99. CC stands for country code, A~Z two letters combination. CC hereby refers to the country code for European Union countries and South Africa. OO stands for operator or customer code, from 00 to 99.**

**And the update on X.YY.ZZ.CCOO will not change the radio frequency conformance of this product. This change does not influence the essential requirements.**

<b>Accessories:</b>	<b>Model name:</b>	<b>Brand</b>	<b>Spec</b>
Rechargeable Li-Polymer Battery	LPN385300	Hisense	3000mAh
Adapter	A121A-050200U-EU3	Hisense	5V, 2A
USB Cable1/ Cable2	N/A	Hisense	Approx.1.0m
Earphone	N/A	Hisense	Approx.1.45m

The following standards have been applied for the investigation of compliance:

**RF:** EN 301 511 V12.5.1(2017-03); EN 301 908-1 V11.1.1(2016-07);  
EN 301 908-2 V11.1.1(2016-07); EN 301 908-13 V11.1.1(2016-07);  
EN 300 328 V2.1.1(2016-11); EN 303 413 V1.1.0(2017-03);  
Final Draft EN 303 345 V1.1.7(2017-03)

**EMC:** Draft EN 301 489-1 V2.2.0(2017-03); Draft EN 301 489-17 V3.2.0(2017-03);  
Draft EN 301 489-19 V2.1.0(2017-03); Draft EN 301 489-52 V1.1.0(2016-11);

**Safety:** EN 60950-1:2006+A11:2009+A1:2010+A12:2011+A2:2013; EN 50332-1: 2013

**Health:** EN 50360: 2001/A1: 2012; EN 50566: 2013/AC: 2014; EN 62479: 2010

And apply notified body assessment:

**Notified Body number 0700**

**PHOENIX TESTLAB GmbH**

**Königswinkel 10, D-32825 Blomberg, Germany**

Phoenix Test Lab has completed EU TYPE EXAMINATION (MODULE B) Certification Number 17-211130A.

Furthermore, the ISO requirement for the in-process quality control procedure as well as the manufacturing process has been reached. The technical document as well as the test reports will be kept for a period at least 10 years after the last product has been manufactured at the disposal of the relevant national authorities of any Member State for inspection. Detail contact information for this declaration has been listed below as the window of any issues relevant for this declaration.

Signature:

Name: Xuxin

Position: Product Certification Engineer

Phone: +86 18266617309

Email: xuxin2@hisense.com

Manufacturer: Hisense communications Co Ltd.

Address: 218 Qianwangang Road, Economic & Technological Development Zone, Qingdao, 266599, P.R. China

Date: Mar. 18, 2018

