



VESTEL V3 5000 Smartphone FAQ

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2 Basics

2.1 Smartphone Specs

- Display: 5" – 720x1280 - IPS
- Operating System: Android Marshmallow
- CPU: Qualcomm 8909, 32 Bit Quad Core, 1.3 GHz
- Camera: 5MP rear camera (8 MP optional), 5 MP Front camera
- Dimensions: 142,4 x 71,2 x 8.6 mm
- Ram: 1 GB (2GB optional), Memory:8 GB (16GB optional) and micro SD card support
- Battery: 2230 mAh – detachable
- Network: 2G,3G,4G
- Sim: Single/Dual and nano
- Sensors: G sensor, Proximity, Ambient Light Sensor (Ecompas optional)

2.2 Key Functions

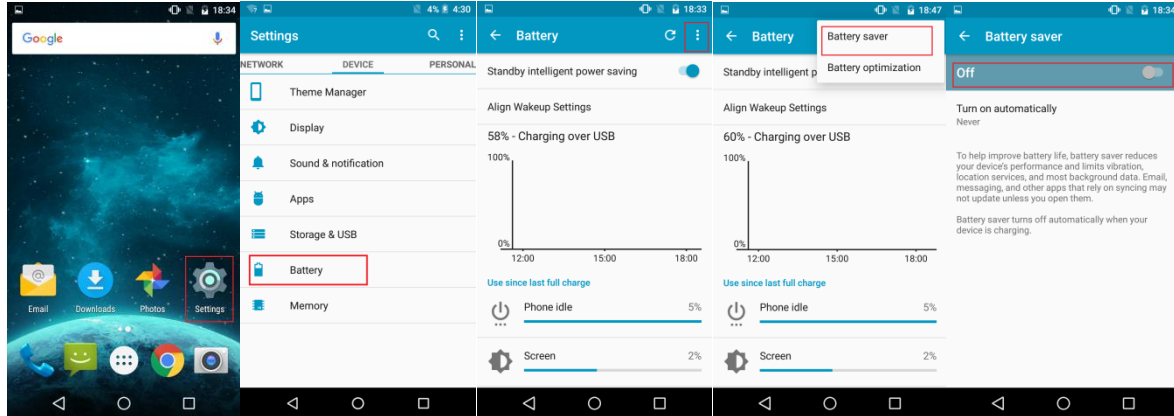


- Touch ◀ to return to the previous screen or exit the application you are running.
- Touch ○ to return to the home screen. Touch and swipe up ○ to enter Google search interface.
- Touch □ to display recently used applications.
- Press the power button once to turn on or off the screen.
- Press and hold the power button for 5 seconds or more to power off/reboot/turn on or turn off airplane mode your phone.
- Press the power and volume down buttons at the same time to take a screenshot.

2.3 Hardware and installation

2.3.1 What can I do if my phone runs out of power quickly?

Turn on battery saver mode. Go to Settings > Touch Device Tab > Touch Battery > Touch  > Touch Battery saver > Touch Off



- Go to Settings > Touch Device Tab > Touch Battery > Standby intelligent power saving On
- Close applications not in use.
- Turn off the screen when your phone is not in use.
- Reduce the screen timeout period.
- Reduce the screen brightness.
- Reduce the volume.
- Turn off your data service, Bluetooth, Wi-Fi, or GPS when you do not need them.
- Turn off your 4G network when you do not need it or the network is not available.

If your phone's standby time becomes significantly shorter than usual, contact Vestel Services.

2.3.2 What can I do if my phone cannot properly display the battery level?

Power off and power on the phone. Then you can try again. If the problem persists, plug out and plug in the battery. Fully discharge the device and then charge it to 100%. If the problem persists, back up important data and restore your phone to its factory settings.

If the problem persists, contact Vestel Services.

2.3.3 What can I do if my phone battery is not charging or charging but is not full?

- If the battery power is completely used up:

If the battery is over-discharged, the battery will be locked to protect itself. Connect your phone to the charger and wait for a while.

- If the battery power is not completely used up:

Use the original charger provided with your phone. Please be sure that your charger and cable works properly. If the charging failure occurs when you use the original charger, replace the USB cable or power socket. If the problem persists, restart your phone and try again. If the problem persists, plug out and plug in the battery.

- If your phone is overheating:

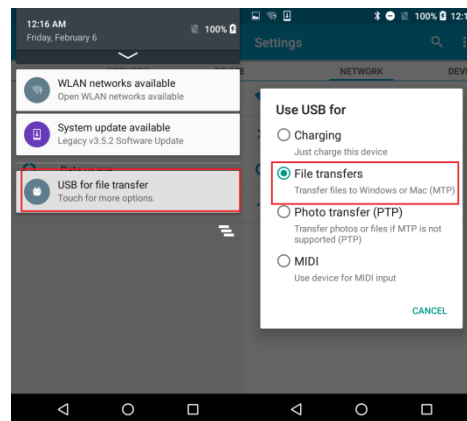
Do not play games, watch videos, or use other power-intensive applications while charging. It is recommended that you clear back ground applications from time to time.

If the problem persists, contact Vestel Services.

2.3.4 What can I do if I cannot find photos or documents on smartphone when connected to PC with USB cable?

- Make sure Vestel USB cable is working normally. If not, replace with other Vestel USB cables
- Make sure USB port on PC is normal. If not, try with other USB port
- Power off and power on the phone. Then you can try again.
- Power off and power on PC. Then you can try again.
- Make sure media device(MTP) is enabled

Swipe down on home screen. Open the notification panel, touch USB for file transfer, touch File transfer



MTP: Lets you transfer media files on Windows or using Android File Transfer on Mac

PTP: Lets you transfer photos using camera software and transfer any files on computer that don't support MTP

Mount SD card: Lets you transfer media files in the SD card on computer

- Cross test again with another computer to see whether it can be connected.

If the problem persists, contact Vestel Services.

2.3.5 What can I do if I cannot connect to computer with USB data cable?

- Make sure your cable works properly, please check other USB port.
- Make sure you are using the Vestel device cable that was given with your smartphone. Your cable might not support smartphone.
- Make sure media device(MTP) is enabled

Swipe down on home screen. Open the notification panel, touch USB for file transfer, touch File transfer

- USB devices are forbidden on the computer, please allow USB devices in computer Device Manager.

2.3.6 What can I do if my SIM card is not working?

- Make sure SIM card is inserted properly.
- Remove SIM card, clean SIM card's contact parts with metal. Then insert the SIM card.
- The devices support nano SIM cards. It is not recommended to cut or stamp a larger SIM card to make the card small enough to fit into a device.
- Power off and power on the phone.

- Plug out and plug in the battery.
- If you keep another SIM card, insert it to your device and check whether the device can detect and read SIM card or try to insert your SIM card to other devices to check whether SIM card can be detected.

Above steps help you judge whether either the device or the SIM card causes the abnormal operation. Please contact telephone company if the SIM card is abnormally working.

If the problem persists, contact Vestel Services.

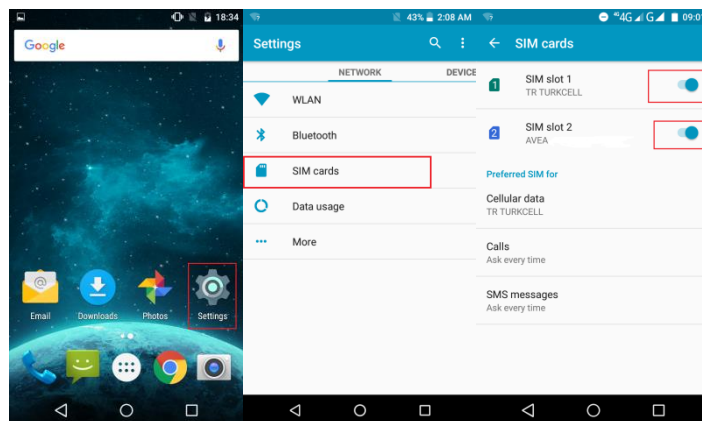
2.3.7 How do I use dual SIM on my smartphone?

If you insert two SIM cards, you can have two phone numbers or service providers for a single device.

When you turn on your phone you are greeted with two signal bars at the top of the phone, the first one is for the first sim slot, the second one is for the second sim slot. Dual standby is when both sims can work at the same time, but say for example you use one SIM card to make a call, the other SIM card will not work and be on standby for the duration of the call. An easy way to get around the Dual standby limitation of turning one sim off when you're on a call is to set up call forwarding on both sims to each other. This means that if you are using Sim 1 on a call and someone calls you on Sim 2, which is on standby, the call will be forwarded to sim 1 with the active connection and will be listed as a waiting call which you can choose to answer.

To active SIM cards:

Go to Settings > TouchNetwork Tab > Touch SIM cards > Select SIM slot 1 and SIM slot 2



2.3.8 What can I do if my phone can't detect the inserted memory card?

- Make sure the memory card is properly inserted.
- Make sure your phone supports the memory card.
- Make sure the memory card is not damaged. You can check whether a memory card is damaged by connecting it to a computer through a card reader, or inserting it to another phone.

If the problem persists, you can power off and power on the phone. Then you can try again. If the problem persists, plug out and plug in the battery. Try again. If the problem persists, contact Vestel Services.

2.3.9 Does my phone support dual SIM cards?

Yes, the phone has support for two SIM cards, both being nano SIM cards.

2.4 Screen and Display

2.4.1 What can I do if I forget the screen unlock password or pattern?

The only solution for this problem is factory data reset.

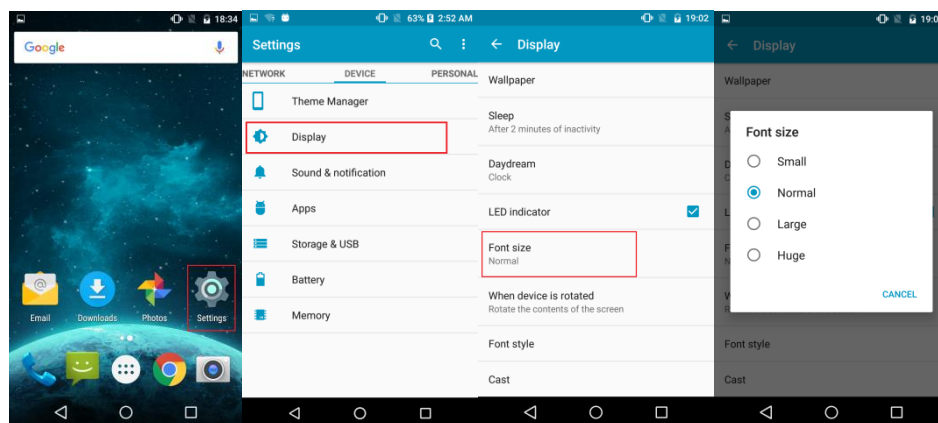
2.4.2 What can I do if the touchscreen does not work?

- If this happens when there is water or oil on your hand or the touchscreen:
Use a dry cloth to wipe your hand and the screen. If the problem persists, you can power off and power on the phone. Then you can try again.
- If this happens when the phone is charging through an in-car charger or non-standard charger:
In-car or non-standard chargers may cause touchscreen failure. Use the charger that comes with your phone for charging. If the problem persists, plug out and plug in the battery.

If the problem persists, contact Vestel Services.

2.4.3 How do I change the system font size?

Go to Settings > Touch Device Tab > Touch Display > Touch Font size > Select font size



2.4.4 What can I do if my phone screen is frozen and is not answering?

You can power off and power on the phone. Then you can try again. If the problem persists, plug out and plug in the battery.

If the problem persists, contact Vestel Services.

2.4.5 How to take a screenshot?

Press and hold the Volume down button and the Power button at the same time.

2.4.6 What can I do if my phone screen is frozen when the Vestel Logo comes the screen?

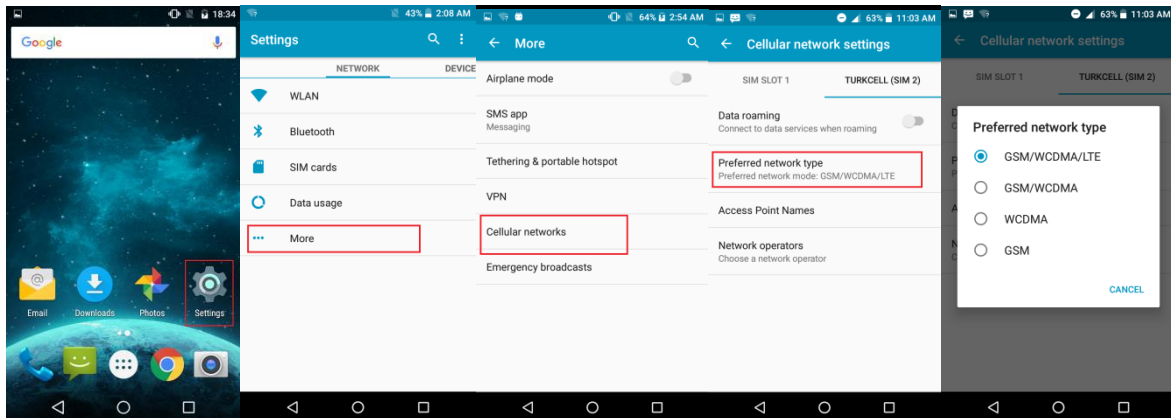
Back up important data and restore your phone to its factory settings. If the problem persists, contact Vestel Services.

2.5 Network and Data Transmission

2.5.1 How to activate LTE(4G)mode in smartphone?

Make sure that your SIM card is compatible with LTE(4G) technology. If it is not, please contact to your operator.

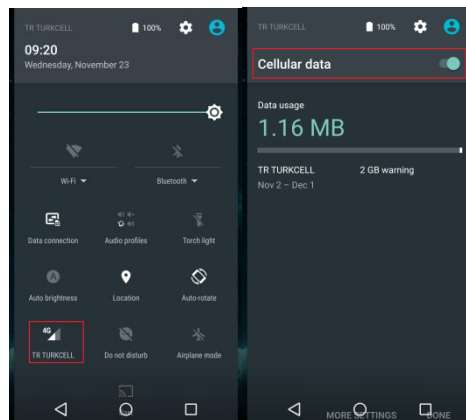
Go to Settings > Network Tab > More > Cellular Networks > Preferred network type > GSM/WCDMA/LTE



2.5.2 How do I turn on and off a cellular data?

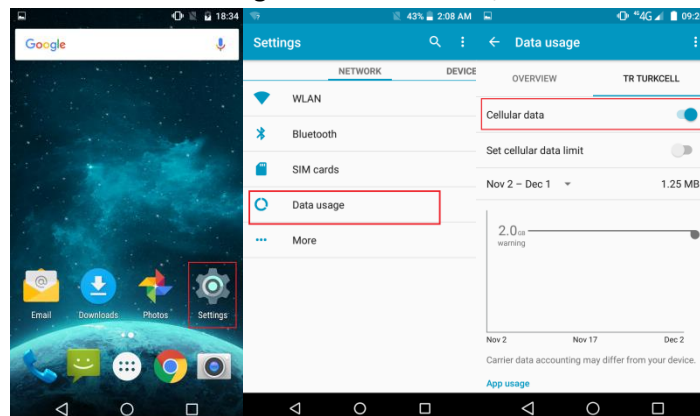
- Method 1

Swipe down on home screen. Open the notification panel, touch the operator name, touch the cellular data on/off button.



- Method 2

Go to Settings > Network Tab >Data usage >Cellular data off/on button



2.5.3 What can I do if my phone can't find a 4G network after I turned it on?

- Make sure you are within the 4G network coverage.
- Open the notification panel, touch  to quickly turn on the Airplane mode, and touch again to turn it back off.
- Restart your phone

2.5.4 What can I do if my phone cannot connect to other device over Bluetooth?

- Make sure bluetooth is activated on both devices. You check it. Settings > Network Tab > Bluetooth > On
- Your phone may not be set to visible.

After you enable Bluetooth, touch Bluetooth to display the Bluetooth settings screen.

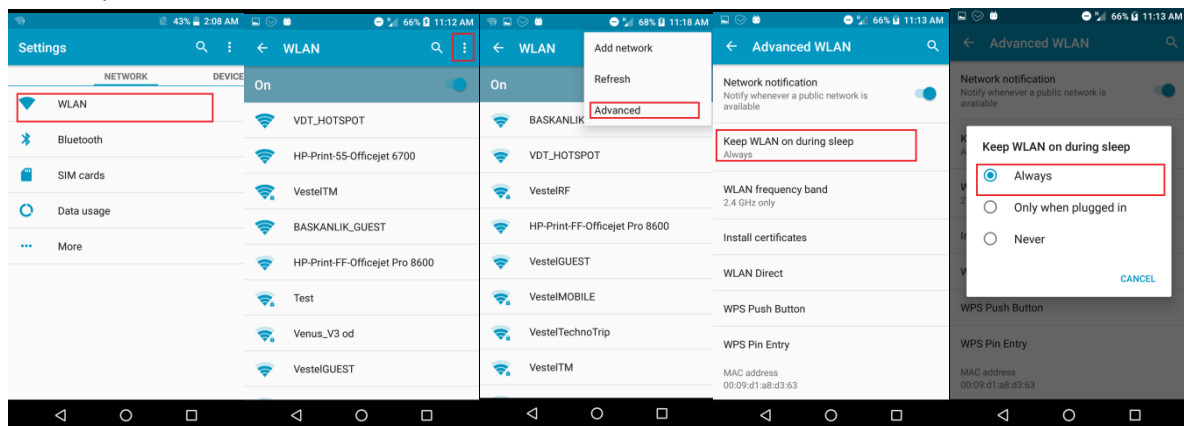
During Bluetooth file transfer, the receiving device needs to be displayed by the other device by refreshing from the corresponding menu settings. There is a 2 minute timeout every time for this operation. If the operation is not performed for 2 minutes, the device will not be displayed.

- Your phone may not be within the working range of Bluetooth.
- Make sure your battery is above the 10% .

If the problem persists, plug out and plug in the battery. Then try again. If the problem persists, contact Vestel Services.

2.5.5 What can I do if my Wi-Fi connection constantly disconnects?

- Your smartphone may be under the weak signal. Please check your wifi connection.
- Restart Wi-Fi on your phone.
- You can also try connecting to another Wi-Fi spot nearby.
- Go to Settings > Network Tab > WLAN > Touch  > Advanced > Keep Wi-Fi on during sleep > Always



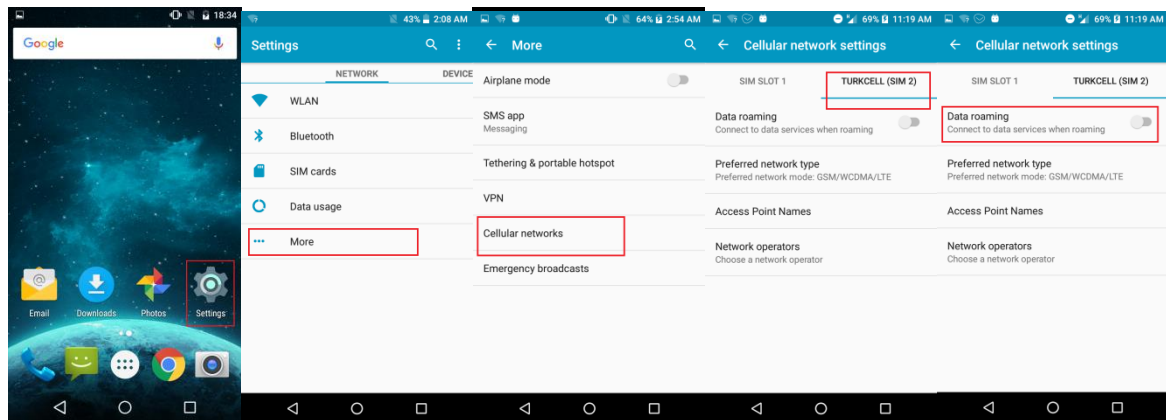
If the problem persists, you can power off and power on the phone. Then you can try again. If the problem persists, plug out and plug in the battery. Try again. If the problem persists, contact Vestel Services.

2.5.6 What can I do If I cannot use cellular data for connecting to internet?

- Check your coverage area to make sure you are in an area with cellular network coverage.
- Make sure cellular data is on.

Go to Settings > Network Tab >Data usage > Cellular data on

- If you're traveling internationally, make sure your device is set up for data roaming. Go to Settings > Network Tab > More > Cellular networks > Select Operator Name > Data roaming



- Make sure you have enough SIM credit to connect Internet.
- Make sure smartphone is connected to network and application or browser is working properly.

If the problem persists, you can power off and power on the phone. Then you can try again. If the problem persists, plug out and plug in the battery. Try again. If the problem persists, contact Vestel Services.

2.5.7 What can I do if my mobilephone cannot connect to network operator?

- Make sure SIM card is inserted properly.
- Insert your SIM card in another device. If this works, it is probably your device that is causing the problem. In this case, contact Vestel Services.
- If your device is not receiving any network signal, contact your network operator and make sure that the network has coverage where you are.

If the problem persists, you can power off and power on the phone. Then you can try again. If the problem persists, plug out and plug in the battery. Try again. If the problem persists, contact Vestel Services.

2.5.8 What can I do if the voice is unclear when I make phone calls using a Bluetooth headset?

- Check the model of the Bluetooth headset. Voice quality can differ from headphone models.
- Make phone calls when signals are stable and make sure there is no building between your phone and the Bluetooth headset.
- Check whether the Bluetooth device can be properly connected to other phones for phone calls. If yes, contact Vestel Services.

2.6 Contacts

2.6.1 How do I create a contact?

Touch Contacts > Touch  > Select store the contact to > Input the contact information > Save

2.6.2 How do I assign a photo to a contact?

- Method 1

- If you want to choose photo from the gallery you can use this steps.

Touch Contacts > Choose the contact > Touch  > Touch More Fields > Touch CHANGE > Choose photo from the gallery > Save > Save

- If you want to take a photo then use this photo you can use this steps.

Touch Contacts > Choose the contact > Touch  > Touch  > Take photo > Touch the thick icon  > Save > Save

- Method 2

- If you want to choose photo from the gallery you can use this steps.

Touch phone > Choose Contacts tab > Choose the contact > Touch  > Touch More Fields > Touch CHANGE > > Choose photo from the gallery > Save > Save

- If you want to take a photo then use this photo you can use this steps.

Touch phone > Choose Contacts tab > Choose the contact > Touch  > Touch More Fields > Touch CHANGE > Take photo > Touch the thick icon  > Save > Save

2.6.3 How do I import and export contacts using a SIM card?

- Importing contacts from your phone to a SIM card

Touch Contacts > Touch  > Select Import/export > Choose USIM > Next > Phone contacts > Next > Choose contact or all contact > Touch Ok tab > Ok

- Exporting contacts from a SIM card to your phone

Touch Contacts > Touch  > Select Import/export > Choose Phone Contact > Next > Select USIM > Next > Choose contact or all contact > Touch Ok tab

2.6.4 How do I add a contact to a contact group?

This phone does not support this function.

2.7 Multimedia messaging

2.7.1 How do I send a multimedia message?

- Go to Messaging and touch .
- Enter receiver and text contents
- Touch  and choose Add subject from the displayed option menu. The message then changes to a multimedia message.
- Touch  next to the text box to add pictures, capture picture, videos, capture video, audio, record audio, slideshow, contact vcard or contact info as text to the message
- When you are done, touch 

2.7.2 I cannot send or receive multimedia messages, why? How can I resolve this problem?

- The network is busy, or the signal reception is poor.
Solution: Try again later.

- The message is denied by the network (MMS center).

Cause 1: The recipient number is invalid.

Solution: Check that the recipient number is correct and try again.

Cause 2: The size of the multimedia message exceeds the specified threshold.

Solution: Delete some content from the multimedia message to make sure its size does not exceed the specified threshold. Then, try again.

- Your phone's available storage is insufficient.

Solution: Make sure you have at least 1 MB available memory by deleting unused files or applications.

2.8 Camera, Music and Video

2.8.1 My phone cannot open some photos or videos. Why?

- The file format is not supported.
- Your phone has insufficient available storage.
- The file has corrupted.
- You can try opening the file using another media player application.
- The file is copyright-protected (for example, a .dcf file).
- Your phone does not have sufficient resources. Close some third-party applications, and try again.
- In some rare cases, unknown errors may occur in your phone's operating system or applications. Restart your phone and try again.

2.8.2 Why cannot my phone open voice data or videos?

- Your phone may not support the file format.

Video support: MPEG4, H.264, H.263

Audio support: MP3, WAV, MIDI, AMR, AAC, 3GPP, OGG

If the problem occurs for supported format files, please force your smartphone shutdown by pressing power button.

- The file may have corrupted.

Download another copy of the file and try opening it again.

- You can try opening the file using another media player application.
- The file may be copyright-protected.

Obtain a non copyright-protected version of the file.

- The battery level may be low.

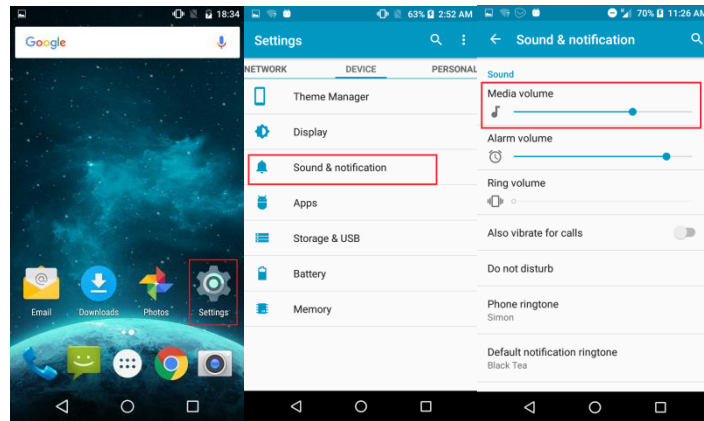
Connect your phone to a charger and try again.

If the problem persists, contact Vestel Services.

2.8.3 What can I do if sound is not coming from voice or game data?

- Please press the volume up button till it reaches the maximum level.
- Make sure the volume setting for music/video/game/other media is not mute.

Go to Settings > Touch Device Tab > Sound & notification >Media volume



- Make sure the volume setting in the app, which is playing voice or game data is not mute.
- Play other music file with the same app to test whether the problem still exists.
- Play the same music file with other apps to test whether the problem still exists.
- If the problem persists, please force your smartphone shutdown by pressing power button.

If the problem persists, contact Vestel Services.

2.9 Email

2.9.1 What can I do if I cannot add an email account?

Please be sure that smartphone is connected to Internet. Then you can follow this steps.

Go to Settings > Personal Tab > Accounts > Add Account > Personal IMAP or Exchange or Personal POP3

2.9.2 What can I do if I cannot send or receive email?

- Make sure mobile phone is connected to Internet.
- Make sure cellular data is on.

Go to Settings > Network Tab > Data usage > Cellular data on

- If you want to attach a file to your email and it is bigger than the maximum file size, sending an email will be unsuccessful.
- Verify that your email account information and settings are correct.

Check the settings for your email account:

Go to Settings > Accounts > tap your email account > Account Settings

Tap your email address and see the account information, such as server setting,

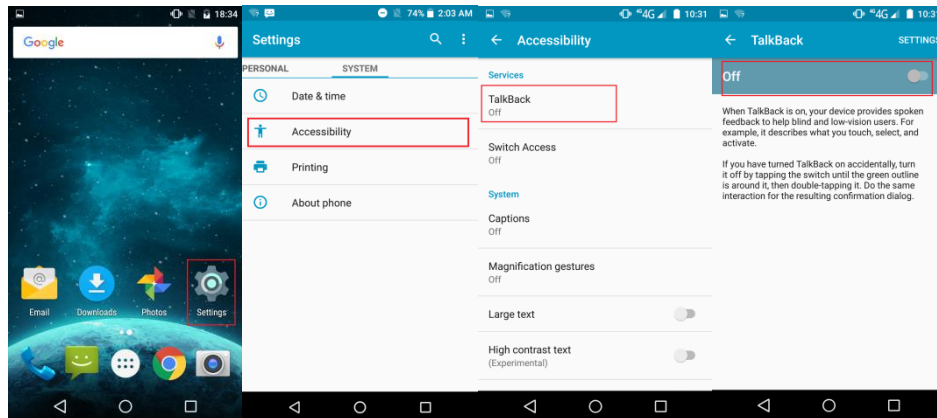
Check the recommended settings for your email account in the Mail Settings lookup tool and verify that they're the same as what you see on your screen. If you don't see the settings for your email account, contact your email provider.

3 OTHER

3.1 How to Turn off TalkBack?

If talkback function is turned on, you should press one time for any button to activate it. The button will be enlightened with green colour. Then press the button two times to perform its action.

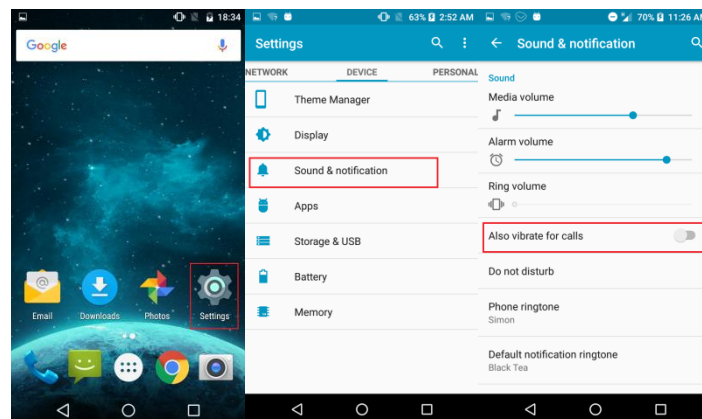
Go to Settings > System Tab > Accessibility > Talkback - Off



3.2 What can I do if my phone vibration is not working?

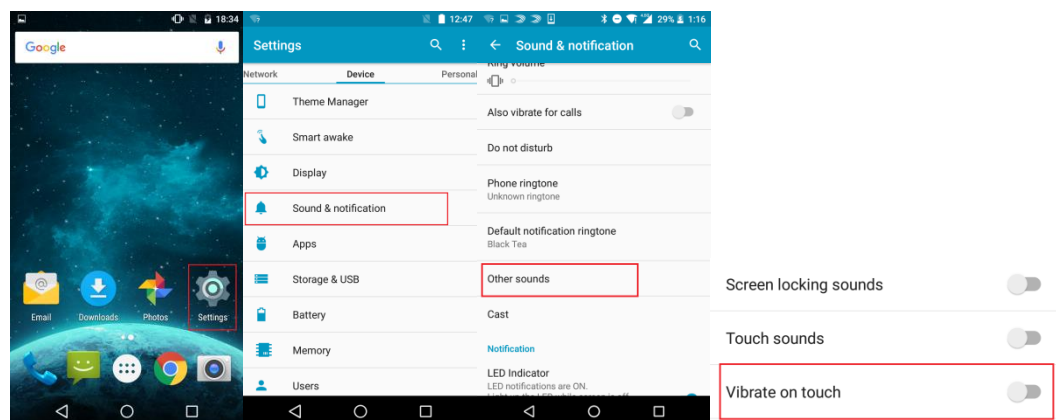
- Make sure vibration mode is on. Please follow this steps.
- Go to Settings > Device Tab > Sound & notification > Also vibrate for calls on
- Power off and power on the phone whether the problem still exists.
- Plug out and plug in the battery whether the problem still exists.

If the problem persists, Vibration motor might be working improperly. Contact Vestel Services.



3.3 How to enable or disable "Vibrate on Touch" function?

Go to Settings > Device Tab > Sound & notification > Other sounds > Vibrate on touch on or off



3.4 How to remove circle symbol from status bar?



This symbol means that you have enabled the interruption mode and set it to "none." This means that you will not receive any notifications such as calls, SMS messages, alarm tones etc. on your smartphone. You can follow this steps to make circle disappear on the screen.

- Please press the volume up button.
- Swipe down on home screen. Open the notification panel, touch Total silence or Alarm only



3.5 How to remove star symbol from status bar?

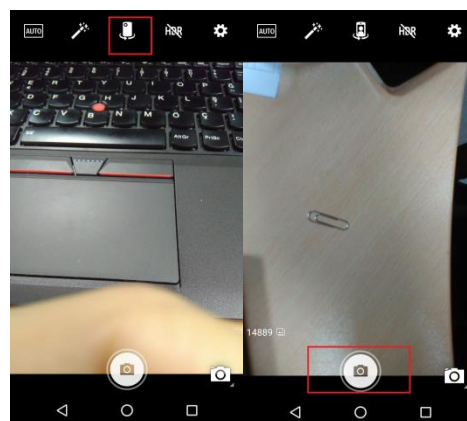
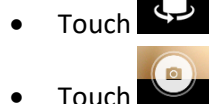
The Star is one of the features and is called "interruptions" mode, which can be activated in the settings. If the interrupt mode is activated as "Priority", the star icon in the status bar of your smartphone appears. "Priority" in the "Interruptions Mode" means that only calls and notifications appear, which you have previously considered as important.



You can follow this steps to make star disappear on the screen.

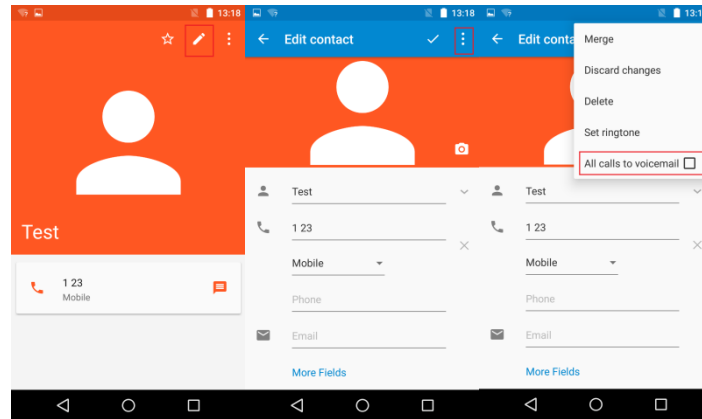
3.6 How to take a selfie with my phone?

- Choose the camera application on home screen.



3.7 How to block a number on my smartphone?

Touch Contacts > Choose person > Touch  > Touch  > You can tick All calls to voicemail. You finalized to block number process.



3.8 What can I do if my phone automatically powers off or restarts?

- Check the battery level. If the battery level is too low, charge your phone. If not, the battery may not be properly connected to your phone.
- Press and hold the power button, and choose Reboot from the displayed option menu.

If the problem persists, you can back up important data and restore your phone to its factory settings. Then you can try again. If the problem persists, contact Vestel Services.

3.9 What can I do if I cannot receive or send SMS?

- Make sure your mobile phone is within GSM operator's coverage area.
- If you use dual SIM, make sure you choose correct GSM operator.
- Make sure your SIM credit is enough.
- Your phone power may be low. Charge your phone then try again.
- You may be experiencing a network rush. Wait for a while and try again.
- Make sure the recipient's phone number is correct.

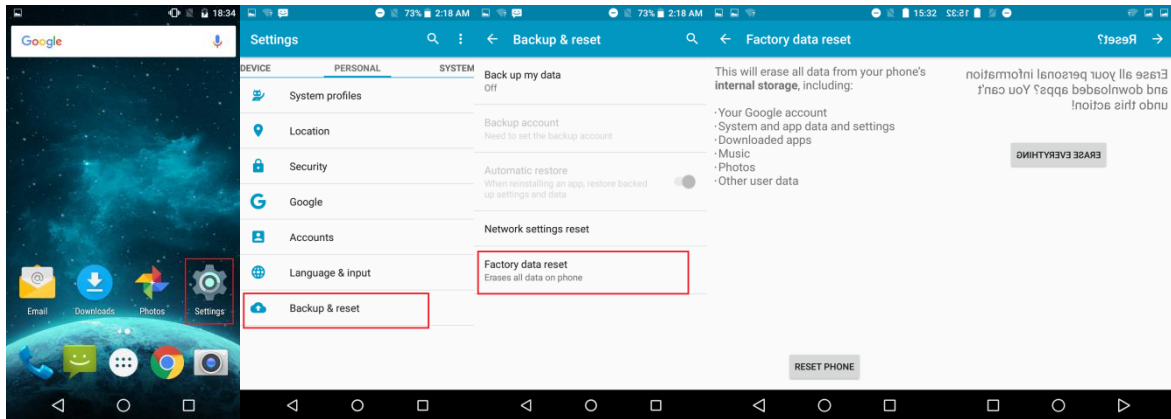
3.10 How to make a factory data reset?

By performing a factory data reset, all data — like your apps, photos, and music, phone numbers — will be wiped from the device. **Please inform the customer for the approval.** If the extra SD card is in your phone, factory data reset won't wipe your personal data installed in the SD card. We recommend that you remove the SD card for precautions.

We advice that you should remove google account before proceeding. If you don't remember google account's password after proceeding, you must send the phone to Vestel services.

If you have an access to the smartphone menu:

- Go to Settings > Personal Tab > Backup & reset > Factory data reset > RESET PHONE > ERASE EVERYTHING



If you have not an access to the smartphone menu:

- If your phone is on, turn it off.
- Press and hold the Volume up button and the Power button at the same time until the Vestel Logo comes the screen. When the logo comes the screen, you will release the buttons after one or two seconds.
- Use the volume buttons to scroll to "wipe data/factory reset" and press the Power button to select it.
- Then press the power button to select "YES" . This operation delete all user data.
- You see "Data wipe complete." on your screen then you select "Reboot System now" with power button. Device restarts. The first start up time is longer than the normal time. When the phone is turned on for first time you will see the Welcome and language setting screen.

If the problem persists, contact Vestel Services.

3.11 What can I do if my phone's GPS is not working?

- Make sure Location is on. Please follow this steps.
Go to Settings > Personal Tab > Location > On
and turn on Mode > High accuracy
- Go to a wide place where you can make your phone receive clear satellite signal for about 5-10 minutes.
- Access Safe Mode

Press and hold the power button > Tap and hold Power Off > OK. If your phone works well in Safe Mode, there may be some 3rd apps that cause malfunction. Please reboot your phone and check again if it works well (To exit safe mode, restart your phone).

If the problem persists, you can back up important data and restore your phone to its factory settings. Then you can try again. If the problem persists, contact Vestel Services.

3.12 What can I do if I cannot hear recipient?

- Press volume up key to increase volume during a call.
- Reboot your phone.
- Call a different mobile number and check if it is properly working. If the audio is working fine, there is no problem with your mobile phone as the issue is with the caller's device.
- Play a music file. Check if you can play a music file from the device.

- If the audio is working fine, contact your Network Service provider as this can be an issue with your location, or check if the Network status in your region is stable. If you have confirmed from the network provider that the location is not covered or the network status in the region is unstable, the problem is with the network provider. If you have confirmed from the network provider that the location is covered and the network status in the region is stable, contact Vestel Services.

3.13 What can I do if recipient cannot hear me?

- Test microphone. If microphone works well, please check if there is problem with the receiver of recipient's phone.
- Call a different mobile number and check if it is properly working.
- Make sure both devices on conversation is within network coverage.

If the problem persists, plug out and plug in the battery. Then try again. If the problem persists, contact Vestel Services.