

siyata^{mobile}

UR5

SMART. LOUD

FOR A RUGGED WORLD



User Guide



4G LTE



SMART RUGGED



**DEDICATED PTT
BUTTON**



2.5 Watt LOUD SPEAKER
ENSURES EXCELLENT SOUND QUALITY



**QUALCOMM SNAPDRAGON 210
MSM8909, QUAD CORE, 1.2GHZ**



ANDROID 8.1 Oreo Go Edition OS

* Additional Accessories Available

Thank you for purchasing UR5

The UR5 is a LTE rugged smartphone. This powerful device is based on a Qualcomm Snapdragon chipset supporting 4G LTE.

This IP67 device boasts 4G speed, crystal clear cellular call quality via a loud speaker, dedicated PTT and SOS buttons, touch screen and more.

Please read this manual and safety section to ensure safe and pleasant use of the device.

Warranty is valid for one year with an invoice.

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Prolonged exposure to music at full volume on the music player may damage the listener's hearing. Set your phone volume safely. Use headphones.

Box Content

Your purchased UR5 device includes the following Original items:

- UR5 Device
- Battery
- AC adapter
- USB Type C cable
- User Guide

Note: We have made every effort to ensure that the product arrives complete and in working order. If you discover any problems with this product, please contact the point of sale immediately.

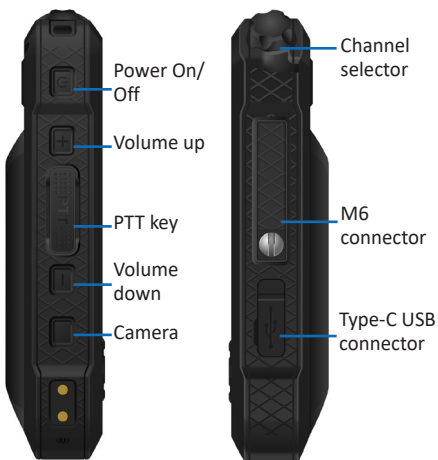
1 Your UR5

1.1 Keys and Connectors



S.O.S key





1.2 Getting started

1.2.1 Set-up

Removing the back cover

Using a coin or other similar object, turn the screw on the back cover, then pull off the cover.

Removing the battery

Remove the back cover and then remove the battery.

Inserting and Removing the SIM cards

Please power off your phone and remove the battery before inserting or removing the SIM cards.

Place the SIM cards with the chip facing downwards and slide it into its housing. Make sure that it is correctly inserted. Lock the clip over the SIM cards.

To remove the cards, release the clip and slide it out.

Installing and removing the microSD card

Insert the microSD card into the slot with the golden contact facing downwards. To remove the card, press and slide it out.

1.2.2 Power on / Power off the phone

Hold down Power key until the phone powers on.

Hold down Power key until the phone options appear. Select **Power Off**.

1.3 Home screen

1.3.1 Home screen display

The home screen allows you to organize your applications and folders on home screen itself. In this way you can keep your most useful applications at hand.

Your home screen provides you with up to date information such as the weather, calendar, next meetings, notifications, new messages, missed calls, new mail, etc. The home screen allows you to create shortcuts to chosen applications and folders.

You can change the home screen display by touching the **home** key.

1.3.2 Using the touchscreen

Touch: To access an application, touch it with your finger.



Touch and Hold: To enter the available options for an item, touch and hold the item. For example, select a contact in Contacts, touch and hold this contact, an options list will then appear on screen.



Drag: Place your finger on the screen to drag an object to another location.



Slide/Swipe: Slide the screen to scroll up and down the applications, images, web pages... at your convenience.



Flick: Similar to swiping, but flicking makes it move faster.



Pinch/Spread: Place the fingers of one hand on the screen surface and draw them apart or together to scale an element on the screen.















Rotate: Automatically change the screen orientation from portrait to landscape by turning the phone sideways to have a better screen view.



1.3.3 Status bar

From the status bar you can view the time, battery status, Network and notifications.

	Cellular data		Hotspot
	Cast		Battery
	Data Saver		Airplane mode
	Flashlight		Do not disturb
	Bluetooth		Auto-rotate
	WLAN / Wi-Fi		Location

Notification panel

Touch and drag down the status bar to open the notifications panel. Touch and drag up to close it. From the notification panel you can open options with a single keystroke, move over the icons of different alerts and reminders, or edit the options.

1.3.4 Lock/Unlock your screen

To protect your phone and privacy, you can touch Power Key once to lock the screen and you can also select **Settings, Security & location, Screen lock** to lock the phone screen by creating a variety of patterns, a PIN or password.

1.3.5 Applications

Select **Settings, Apps & notifications** to enter the applications list.

Recently-used applications

To enter recently-used applications, touch the key. Touch the application you want to open or touch X to close it.

1.3.6 S.O.S button settings

To use the SOS button, you must set it for the first time. Press and hold the button, a menu opens **SOS button settings**.

Press **SOS button action** and select an option:

- **PTT navigation**
You can adjust your PTT app in using the SOS button in order to scroll.
- **Emergency call and message**
Set SOS numbers & SMS message content

If you choose to enter an emergency number, enter the number in the next field.

When necessary, hold the SOS key and the phone will ring the number you specified.



1.3.7 Keys



Programable keys

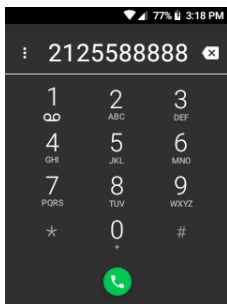
- Front Fn Button Settings
- Side Fn Button Settings

2 Basic Operations

2.1 Making a call

Enter the desired number from the Phone Dialer and touch , or touch  to open the Contact list, and select a contact.

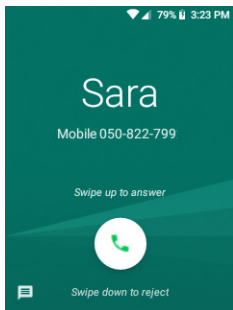
The number you entered can be saved to the Contact list. If you make a mistake you can delete the incorrect digits by touching . To hang up a call touch Power key on the device or  on screen.



2.2 Answering or rejecting a call



When receiving an incoming call, swipe up to answer or swipe down to reject the call. During the call you can attach another person to the call, put the call on hold, mute the sound so that the other side will not hear you,

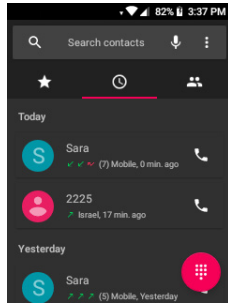
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turn on the speaker or display the dial keypad. Touch Power Key to end the call.

2.3 Call log

Access your call memory by touching  from the Home screen, and select **Call log** .





3 Messaging

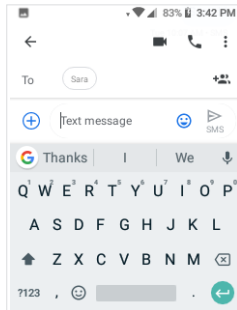
You can create, edit and receive SMS and MMS with this mobile phone. To access this feature, touch  key from the Home screen, or select **Messages** from the apps list.

3.1 Write a message

In the Messaging screen press **Start chat**. In **To** field enter the phone number of the recipient or type a name from the Contact list.

Enter the text of the message touch  to send the message.



You can attach a file – touch  and then choose Camera or Video.




3.2 Edit Text

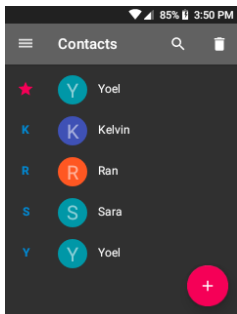
You can edit the text you have entered. Click the text you wish to edit, the selected text will be highlighted in blue. Drag the highlighting tab to change the range of your selection. A menu will display the options. Choose one of the options: **Cut**, **Copy**, **Share**.

4 Contacts


Touch **Contacts**  from Home screen or  from **Phone** to open the Contacts list.

4.1 Search for a Contact

Slide with your finger up/down to find a contact, or touch  to search by name.



4.2 Add a New Contact

Touch  to add a new contact. Fill in the fields. Touch **Save**.

4.3 Edit a Contact

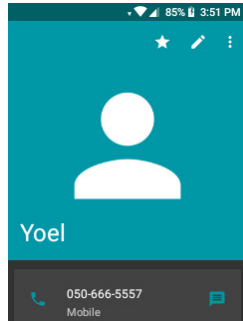
Slide with your finger up/down to find a contact.

Select the one you need.


Touch  to Edit.


Touch **More fields** to get more options.

Touch **Save**.




4.4 Importing, exporting and sharing contacts

From the Contacts screen, touch  key and touch **Settings, Import/Export**. From here you can exchange contacts between the phone and SD card or phone and SIM card.


You can share a single contact or contacts with others by sending the contact's vCard to them via Bluetooth, SMS, Email, etc. Touch a contact you want to share, touch  key and touch **Share** from the contact details screen, then select the application to perform this action.

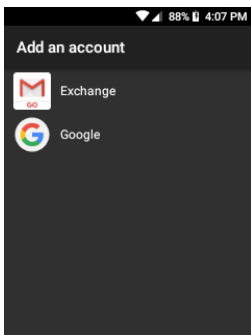
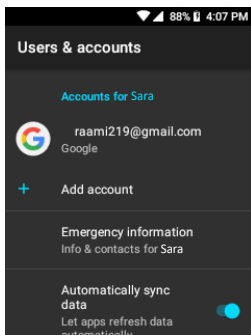
4.5 Synchronizing contacts in multiple accounts

Contacts, data or other information can be synchronized from multiple accounts, depending on the applications installed on your phone.

Touch  key from the contacts list screen, and touch **Settings, Accounts**.


5 Accounts

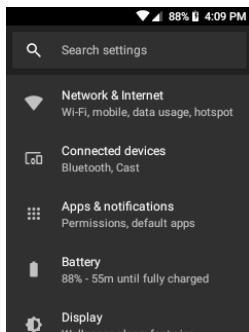
From the **Contacts** screen touch , **Settings, Accounts** and select **Add Account** to add your email address. Note that this feature requires an active Internet connection.



6 Settings Menu

The **Settings** menu includes all applications and phone menu settings.

On the main screen, swipe the screen up and select **Settings**  to open the Settings menu.



7 Troubleshooting

Before contacting the service center, you are advised to follow the instructions below:

- You are advised to fully charge the battery for optimal operation.
- Avoid storing large amounts of data in your phone as this may affect its performance.

Carry out the following checks:

My phone is frozen or cannot switch on

- Check the battery contacts, remove and reinstall your battery, then turn your phone on
- Check the battery power level, charge for at least 20 minutes
- If it still does not work, please use User Data Format to reset the phone

My phone has not responded for several minutes

- Restart your phone by pressing and holding the Power key
- Remove the battery and re-insert it, then restart the phone

My phone turns off by itself

- Check that your keypad is locked when you are not using your phone, and make sure Power key is not accidentally activated while the keypad is unlocked.
- Check the battery charge level

My phone cannot charge properly

- Make sure you are using the battery and the charger from the box

- Make sure your battery is inserted properly and clean the battery contact if it's dirty. It must be inserted before plugging in the charger
- Make sure that your battery is not completely discharged; if the battery power is empty for a long time, it may take around 20 minutes to display the battery charger indicator on the screen
- Make sure charging is carried out under normal conditions (0°C to +40°C)
- When abroad, check that the voltage input is compatible

My phone cannot connect to a network or “No service” is displayed

- Try connecting in another location
- Verify the network coverage with your operator
- Check with your operator that your SIM card is valid
- Try selecting the available network(s) manually
- Try connecting at a later time if the network is overloaded


My phone cannot connect to the Internet

- Check that the IMEI number (press *#06#) is the same as the one printed on your warranty card or box
- Make sure that the internet access service of your SIM card is available
- Check your phone's Internet connecting settings
- Make sure you are in a place with network coverage
- Try connecting at a later time or another location

Invalid SIM card

- Make sure the SIM card has been correctly inserted
- Make sure the chip on your SIM card is not damaged or scratched
- Make sure the service of your SIM card is available

Unable to make outgoing calls

- Make sure you have dialed a valid number and touch 
- For international calls, check the country and area codes
- Make sure your phone is connected to a network, and the network is not overloaded or unavailable
- Check your subscription status with your operator (credit, SIM card valid, etc.)
- Make sure you have not barred outgoing calls
- Make sure that your phone is not in airplane mode

Unable to receive incoming calls

- Make sure your phone is switched on and connected to a network (check for overloaded or unavailable network)
- Check your subscription status with your operator (credit, SIM card valid, etc.)
- Make sure you have not forwarded incoming calls
- Make sure that you have not barred certain calls
- Make sure that your phone is not in airplane mode

The caller's name/number does not appear when a call is received

- Your caller has concealed his/her name or number

I cannot find my contacts

- Make sure your SIM card is not broken
- Make sure your SIM card is inserted properly
- Import all contacts stored in SIM card to phone

The sound quality of the calls is poor

- You can adjust the volume during a call by pressing the Volume key
- Check the network strength
- Make sure that the receiver, connector or speaker on your phone is clean

I am unable to use the features described in the manual

- Check with your operator to make sure that your subscription includes this service
- Make sure this feature does not require an accessory

When I select a number from my contacts, the number cannot be dialed

- Make sure that you have correctly recorded the number in your file
- Make sure that you have selected the country prefix when calling a foreign country
- Make sure that your SIM card contacts are not full; delete some files or save the files in the phone contacts (i.e. your professional or personal directories)

My callers are unable to leave messages on my voicemail

- Contact your network operator to check service availability

I cannot access my voicemail

- Make sure your operator's voicemail number is correctly entered in "My numbers"
- Try later if the network is busy

I am unable to send and receive MMS

- Check your phone memory availability as it might be full
- Contact your network operator to check service availability and check MMS parameters
- Verify the server center number or your MMS profile with your operator
- The server center may be swamped, try again later

SIM card PIN locked

- Contact your network operator to obtain the PUK code (Personal Unblocking Key)

I am unable to download new files

- Make sure there is sufficient phone memory for your download
- Select the micro-SD card as the location to store downloaded files
- Check your subscription status with your operator

The phone cannot be detected by others via Bluetooth

- Make sure that Bluetooth is turned on and your phone is visible to other users
- Make sure that the two phones are within Bluetooth's detection range

How to make your battery last longer

- Make sure you follow the complete charge time (minimum 3 hours)
- After a partial charge, the battery level indicator may not be exact. Wait for at least 20 minutes after removing the charger to obtain an exact indication
- Switch on the backlight upon request
- Extend the email auto-check interval for as long as possible
- Update news and weather information on manual demand, or increase their auto-check interval
- Exit background-running applications if they are not being used for a long time
- Deactivate Bluetooth, Wi-Fi, or GPS when not in use

The phone becomes warm after prolonged calls, game playing, internet surfing or running other complex applications

- This heating is a normal consequence of the CPU handling excessive data. Ending above actions will make your phone return to normal temperature.

8 Safety use

We recommend that you read this chapter carefully before using your phone. The manufacturer disclaims any liability for damage, which may result as a consequence of improper use or use contrary to the instructions contained herein.

Traffic Safety

Given that studies show that using a mobile phone while driving a vehicle constitutes a real risk, even when the hands-free kit is used (car kit, headset...), drivers are requested to refrain from using their mobile when the vehicle is not parked.

When driving, do not use your phone and headphone to listen to music or to the radio. Using a headphone can be dangerous and forbidden in some areas.

When switched on, your phone emits electromagnetic waves that can interfere with the vehicle's electronic systems such as ABS anti-lock brakes or airbags. To ensure that there is no problem:

- Do not place your phone on top of the dashboard or within an airbag deployment area,
- Check with your car dealer or the car manufacturer to make sure that the dashboard is adequately shielded from mobile phone RF energy.

Conditions of Use

You are advised to switch off the telephone from time to time to optimise its performance.

Switch the phone off before boarding an aircraft.

Switch the phone off when you are in healthcare facilities, except in designated areas. As with many other types of equipment now in regular use, mobile telephones can interfere with other electrical or electronic devices, or equipment using radio frequencies.

Switch the phone off when you are near gas or flammable liquids. Strictly obey all signs and instructions posted in a fuel depot, petrol station, or chemical plant, or in any potentially explosive atmosphere.

When the phone is switched on, it should be kept at least 15 cm from any medical device such as a pacemaker, a hearing aid or insulin pump, etc. In particular when using the phone, you should hold it against the ear on the opposite side to the device, if any.

To avoid hearing impairment, pick up the call before holding your phone to your ear. Also move the handset away from your ear while using the “hands-free” mode because the amplified volume might cause hearing damage.

Do not let children use the phone and/or play with the telephone and accessories without supervision.

When replacing the cover please note that your phone may contain substances that could create an allergic reaction.

Always handle your phone with care and keep it in a clean and dustfree place.

Do not allow your phone to be exposed to adverse weather or environmental conditions (moisture, humidity, rain, infiltration of liquids, dust, sea air, etc). The manufacturer's recommended operating temperature range is -10°C to $+55^{\circ}\text{C}$.

At over 55°C the legibility of the phone's display may be impaired, though this is temporary and not serious.

Emergency call numbers may not be reachable on all cellular networks. You should never rely only on your phone for emergency calls.

Do not open, dismantle or attempt to repair your mobile phone yourself.

Do not drop, throw or bend your mobile phone.

Do not use the phone if the glass made screen, is damaged, cracked or broken to avoid any injury.

Do not paint it.

Use only batteries, battery chargers, and accessories which are recommended with your phone model.

Remember to make back-up copies or keep a written record of all important information stored in your phone.

Some people may suffer epileptic seizures or blackouts when exposed to flashing lights, or when playing video games. These seizures or blackouts may occur even if a person never had a previous seizure or blackout. If you have experienced seizures or blackouts, or if you have a family history of such occurrences, please consult your doctor before playing video games on your phone or enabling a flashing-lights feature on your phone.

Parents should monitor their children's use of video games or other features that incorporate flashing lights on the phones. All persons should discontinue use and consult a doctor if any of the following symptoms occur: convulsion, eye or muscle twitching, loss of awareness, involuntary movements, or disorientation. To limit the likelihood of such symptoms, please take the following safety precautions:

- Do not play or use a flashing-lights feature if you are tired or need sleep.
- Take a minimum of a 15-minute break hourly.
- Play in a room in which all lights are on.
- Play at the farthest distance possible from the screen.
- If your hands, wrists, or arms become tired or sore while playing, stop and rest for several hours before playing again.

- If you continue to have sore hands, wrists, or arms during or after playing, stop the game and see a doctor.

When you play games on your phone, you may experience occasional discomfort in your hands, arms, shoulders, neck, or other parts of your body. Follow the instructions to avoid problems such as tendinitis, carpal tunnel syndrome, or other musculoskeletal disorders.

PRIVACY

Please note that you must respect the laws and regulations in force in your jurisdiction or other jurisdiction(s) where you will use your mobile phone regarding taking photographs and recording sounds with your mobile telephone. Pursuant to such laws and regulations, it may be strictly forbidden to take photographs and/or to record the voices of other people or any of their personal attributes, and duplicate or distribute them, as this may be considered to be an invasion of privacy. It is the user's sole responsibility to ensure that prior authorization be obtained, if necessary, in order to record private or confidential conversations or take a photograph of another person; the manufacturer, the seller or vendor of your mobile phone (including the operator) disclaim any liability which may result from the improper use of the mobile phone.

Safety instructions for Lithium batteries

Warning!

Improper battery replacement may cause an explosion. Replace the battery only with a similar or equivalent battery. Before extracting the battery from the phone, make sure that it is turned off.

Follow these instructions:

- Do not attempt to open the battery (due to the risk of toxic fumes and burns).
- Do not puncture, disassemble or cause a short-circuit in a battery.
- Do not burn or dispose of a used battery in household rubbish or store it at temperatures above 60°C.
- Do not expose the battery or its case to strong heat sources such as: Light, sun, fire, etc.

Batteries must be disposed of in accordance with locally applicable environmental regulations. Only use the battery for the purpose for which it was designed. Never use damaged batteries.



This symbol on your telephone, the battery and the accessories means that these products must be taken to collection points at the end of their life:

- Municipal waste disposal centers with specific bins for these items of equipment
- Collection bins at points of sale.

They will then be recycled, preventing substances being disposed of in the environment, so that their components can be reused.

In European Union countries:

These collection points are accessible free of charge. All products with this sign must be brought to these collection points.

In non-European Union jurisdictions:

Items of equipment with this symbol are not to be thrown into ordinary bins if your jurisdiction or your region has suitable recycling and collection facilities; instead they are to be taken to collection points for them to be recycled.

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

Charger safety instructions

- Prevent penetration of water or humidity.
- Keep away from extreme temperatures such as radiators, heaters or places exposed to direct sunlight.
- Keep away from burning candles, cigarettes and cigars, do not expose to open fire, etc.
- Protect charger from falling objects or splashes of liquid, including acids.
- Make sure that the voltage level of your power

source is compatible with that marked on the charger.

- In order to decrease the risk of damage to the electric cable, do not disconnect the charger from the socket by pulling the cable. Grip the charger itself and pull it out of the socket.
- Make sure the cable is routed in such a way as to avoid the risk of someone stepping on it or falling over it.
- **Warning:** Never replace the cable or the plug with non-original parts. A defective connection creates a risk of electrocution.
- When using an extension cable, make sure that the extension conductor is not defective.
- Intended for internal use only. Do not expose to sun, rain, etc.
- Make sure to maintain the detachable device on and ready to use.

Protection against theft

Your telephone is identified by an IMEI (phone serial number) shown on the packaging label and in the phone's memory. We recommend that you note the number the first time you use your telephone by entering * # 0 6 # and keep it in a safe place. It may be requested by the police or your operator if your telephone is stolen. This number allows your mobile telephone to be blocked preventing a third person from using it, even with a different SIM card.

Disclaimer

There may be certain differences between the user manual description and the phone's operation, depending on the software release of your telephone or specific operator services.

Warning: The manufacturer disclaims any liability for damage, which may result as a consequence of improper use of this mobile phone or use contrary to the instructions contained in this manual.



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NA Edition

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