

ahlo™

User Guide

About this Guide

Thank you for choosing Ahlo. To ensure optimal usage of the handset, please read this manual and keep it for future reference.

There may be differences between the user guide description and the phone's actual functionalities due to differences in software versions or specific carrier services.

Help

For inquiries related to this Ahlo mobile phone, please visit: <http://ahlo.ca>

Warranty

Ahlo mobile phones are covered by a limited warranty for a period of 2 years from the date of purchase, as evidenced by the original bill of sale.

For comprehensive warranty details, visit <http://ahlo.ca/warranty>

Find the IMEI on Your Phone

You can find your International Mobile Equipment Identity (IMEI) on the packaging materials. Alternatively, go to Settings > System > About phone > Status > IMEI information on your phone.

Legal Information

Go to Settings > About Phone > Legal Information to view the details.

Table of Contents

1.	Getting Started.....	5
1.1	Knowing Your Phone	5
1.2	Setting Up Your Phone	7
1.3	Charging Your Phone	8
1.4	Powering On/Off	9
1.5	Starting Your Phone for The First Time.....	10
1.6	Home Screen.....	15
1.7	Using the Touchscreen.....	18
2.	Navigating Your Phone	21
2.1	Locking & Unlocking the Home Screen	21
2.2	Accessing Apps from the Home Screen	22
2.3	Creating an Extended Home Screen	23
2.4	Working with Apps	24
2.5	Notification Panel.....	25
2.6	Opening the Quick Setting Panel	26
2.7	Switching between apps	27
2.8	Customizing the Home Screen.....	28
2.9	Capturing a Screenshot	32
2.10	Text Input Using Onscreen Keyboard.....	33
2.11	Google Assistant.....	36
3.	Making a Call.....	37
3.1	Phone App	37
3.2	Contacts	41
3.3	Recents.....	44
3.4	Favorites	45
3.5	Call Settings.....	46
4.	Messages	48
4.1	Starting a Message Chat	48
4.2	Writing a New Message.....	50

5.	Camera.....	52
5.2	Taking a Photo	54
5.3	Taking a Video	55
5.4	Taking a Selfie.....	56
5.5	Useful Modes.....	56
5.6	Camera Settings.....	57
5.7	Gallery and Editing	58
5.8	Google Lens	61
6.	Google Applications	62
7.	Settings	64
7.1	Network and Internet	65
7.2	Connected devices	71
7.3	Apps.....	77
7.4	Notifications	78
7.5	Battery.....	80
7.6	Storage	81
7.7	Sound and vibration.....	82
7.8	Display	83
7.9	Wallpaper	84
7.10	Accessibility.....	85
7.11	Security and privacy.....	87
7.12	Location	88
7.13	Safety & emergency.....	89
7.14	Passwords & accounts.....	90
7.15	Digital Wellbeing & parental controls	91
7.16	Google	92
7.17	System.....	93
7.18	About phone	94
	Appendix 1: Troubleshooting.....	95

1. Getting Started

1.1 Knowing Your Phone



NOTE: Devices and software are constantly evolving. The screen images and icons you see here are for reference only.

Parts	Description
Power/Lock key/ Fingerprint	<ul style="list-style-type: none"> • Press to turn the screen on/off • Press and hold to open menu to select Emergency, Power Off, or Restart • Press it along with Volume Down key to capture screenshot • Long press to force reboot • If you have set your fingerprint as the screen unlock method, tap it to open the screen. • Double-tap it to turn on Camera
SIM/microSD card tray	Insert or remove SIM card/microSD card
Volume Up/ Down	<ul style="list-style-type: none"> • Adjust call, music, video, and ringtone volumes • Press Volume Up and Volume Down to toggle accessibility features
USB-C/Charger Port	For charging, data transfer and external accessories
Front Camera	Front facing 32MP for photo and video
Rear Camera	Triple lens for photos and video.
Microphone	Transmit your voice electronically. It processes your voice on calls, voice recordings, and Google Assistant
Speaker	Output for Audio, calls, video, or music
Proximity/Light Sensor	<ul style="list-style-type: none"> • When placed close to an object, the proximity sensor locks the touchscreen. During a call, it prevents accidental touches. • The Light Sensor brightens or dims the screen based on ambient light source.
Flash	Can be used as a flashlight or in flash photography.
Headset Jack	Connect audio and microphone devices.

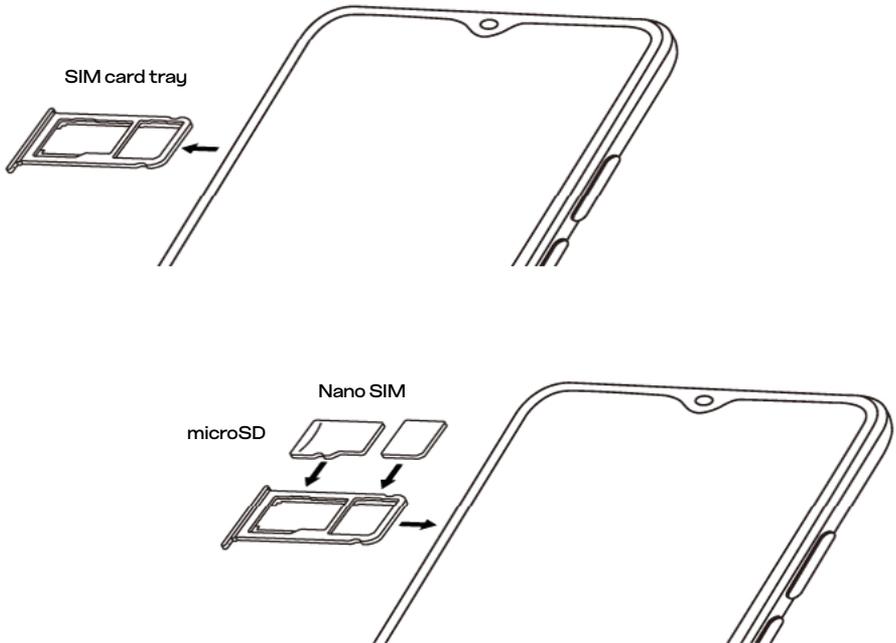
CAUTION: Inserting an accessory into an incorrect jack may damage the phone.

1.2 Setting Up Your Phone

To install SIM card and microSD card, follow the steps below:

1. Use the supplied SIM ejector tool to insert into the small hole on the SIM/SD Card tray.
2. Pull the tray out and place your Nano SIM card and microSD card on the tray.
3. Slide the tray attached with your Nano SIM card and microSD card all the way into the slot.

Caution: microSD card is sold separately. Your device only supports Nano SIM card. Do NOT use other types of SIM cards or else your device may be damaged.

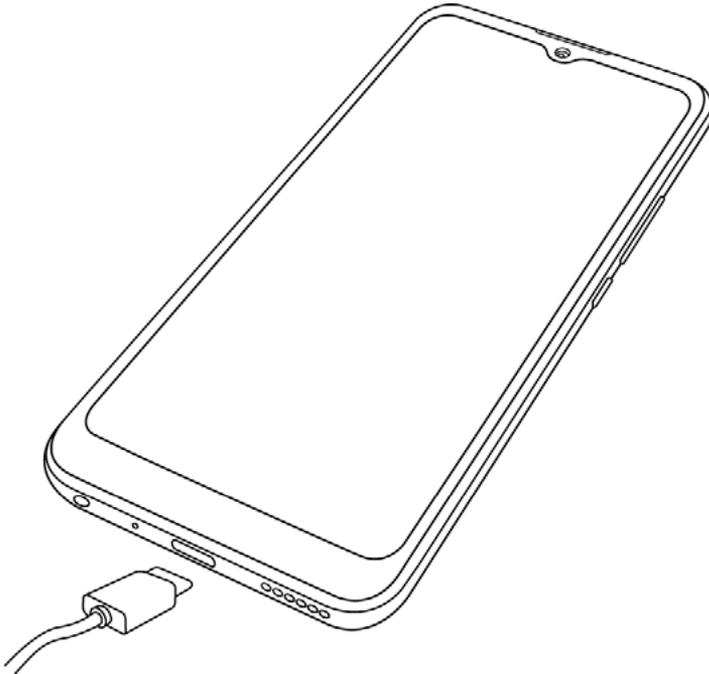


1.3 Charging Your Phone

Your phone and battery are unibody device and the battery is unremovable. The battery can only be replaced by authorized technicians. Do not attempt to disassemble the battery from the phone yourself; doing so will void your warranty.

It is strongly recommended to fully charge your phone when you unpack it. To charge your phone,

1. Plug in the USB-C connector (the smaller end) of the USB charging cable into the USB-C port of your phone.
2. Plug in the other end of the cable (the larger end) into an available USB port of the supplied AC adapter.
3. Plug the AC adapter into an available power outlet.
4. When the phone is fully charged, disconnect the USB charging cable from the phone.



Caution: Do not charge your phone if the USB charging cable is wet.

Note: Charging via a PC will take longer than charging via the provided AC power adapter.

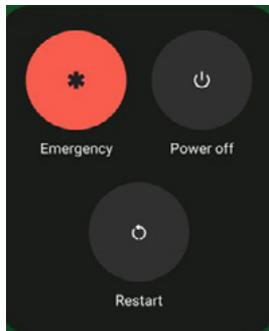
1.4 Powering On/Off

Press and hold the Power button to turn it on, then follow the prompts to get started.



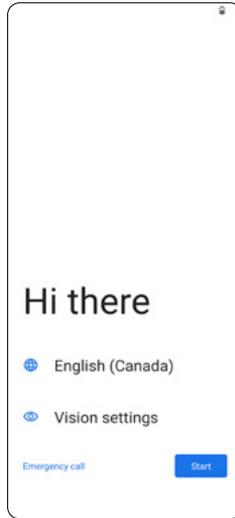
Emergency, Power off, Restart

To power off or restart your phone, press and hold the Power button and the Volume Up button until options appear. The Emergency, Power off and Restart options will appear.



1.5 Starting Your Phone for The First Time

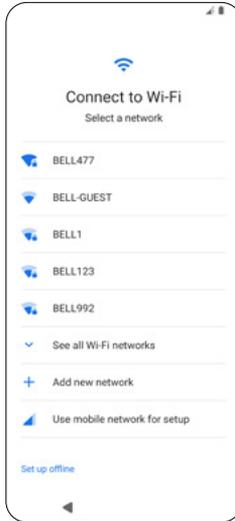
1. Once you turn on your phone for the first time, you will start your initial setup. Select your preferred device language or enter Vision Settings (accessibility features) to start.



2. You will be prompted to connect to mobile network. You may insert your SIM card now. If you want to connect to Wi-Fi network, tap Skip.



3. Join the Wi-Fi network you are familiar with. A password may be required.

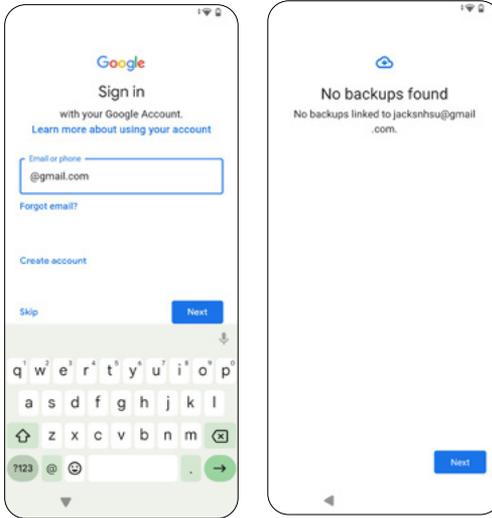


4. To Copy apps & data from another device, tap Next. To continue setup without transferring any data from another device, tap Don't copy.

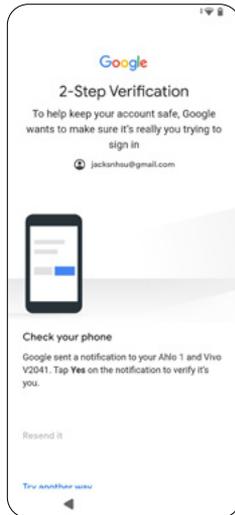
If you tap Next, follow the on-screen steps to copy and transfer data.



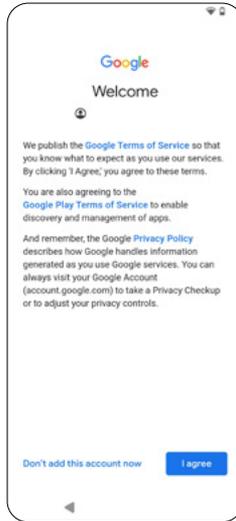
5. Sign in with your Google™ account and password. You may sync and restore the data you backed up in your Google account.



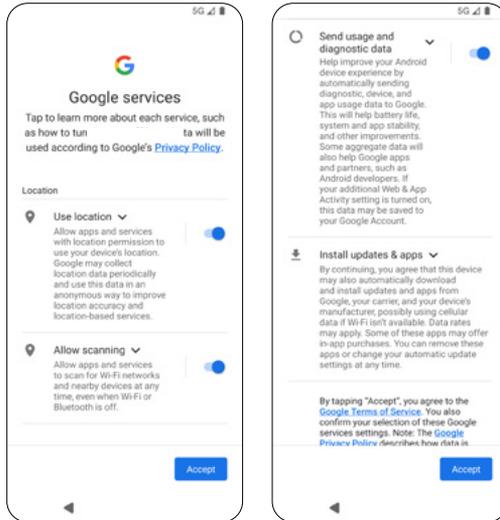
A 2-step verification might be required.



6. Tap I agree to accept the terms of service.

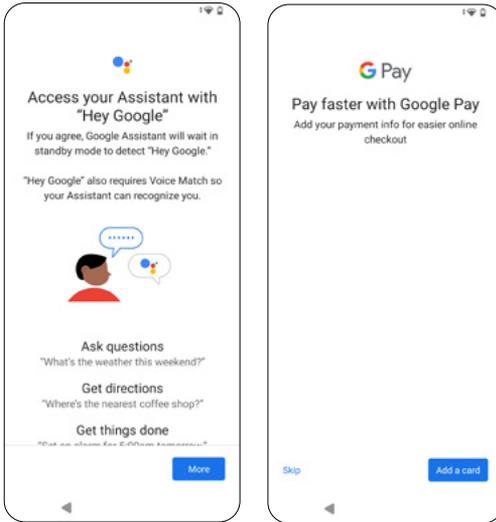


7. Read the Google Services offered to you, and toggle them on/off at your convenience. When ready, tap Accept.

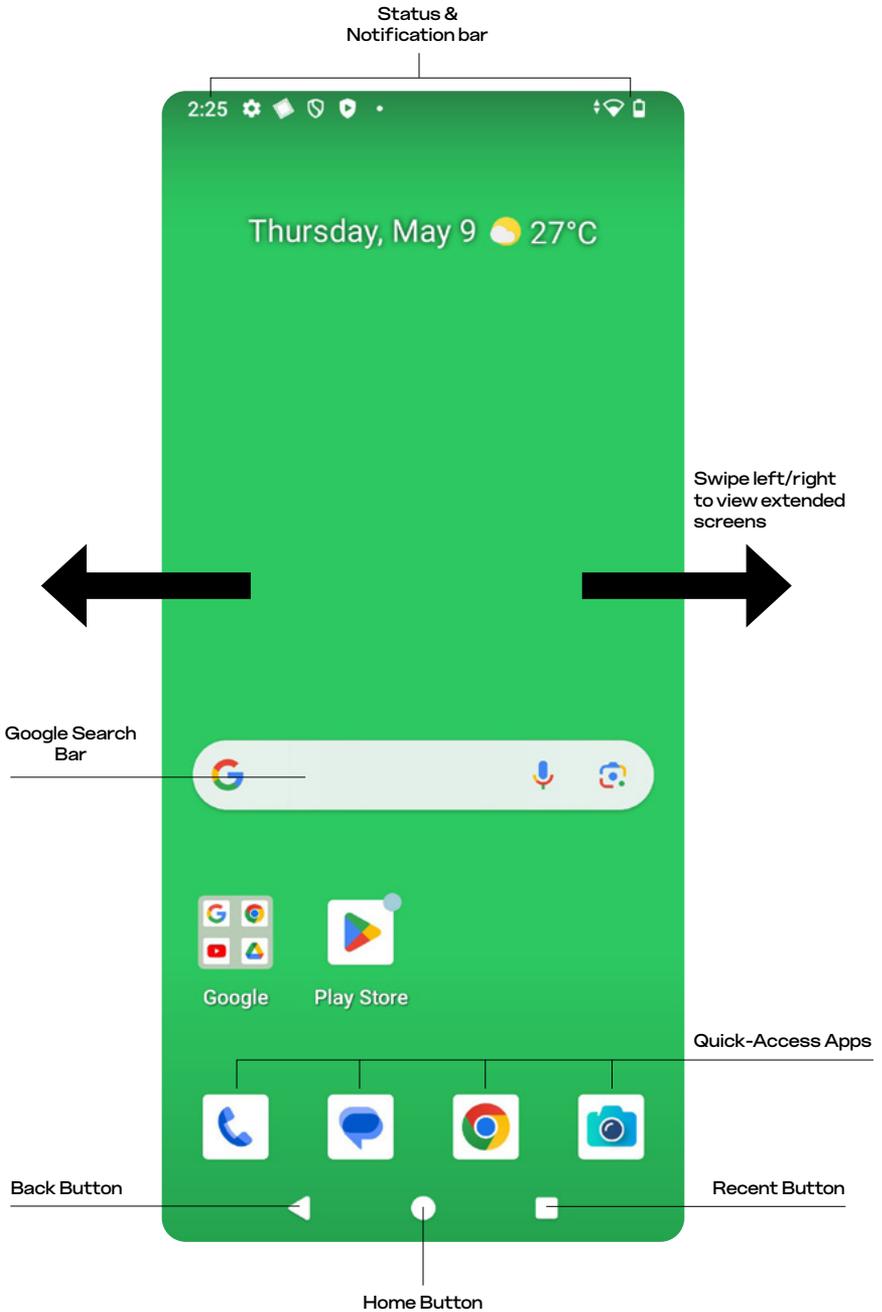


8. Set a PIN screen lock, or tap Skip to set it later.

9. Continue to set other Google services including Google Assistant, GPay (Google Pay) or additional features. These features are optional during the initial setup, and you may choose to set them up later.



1.6 Home Screen



Items	Description
Status Bar & Notification	<ul style="list-style-type: none"> • Displays the status of your phone and notifications. • To access the Notification Panel, swipe down from the Status bar
Quick- Access Apps	<ul style="list-style-type: none"> • To move or remove these apps, press and hold
Home Button	<ul style="list-style-type: none"> • Press it to get back to the Home Screen • To activate Google Assistant, press and hold the button
Back Button	<p>Press to end an operation, shut an option menu, or return to the previous screen</p>
Recent Button	<ul style="list-style-type: none"> • Click to show the recently opened apps, which appear as thumbnails. • To access a certain program, tap on a particular thumbnail. • To get rid of a particular thumbnail from the screen, swipe it up. • To remove every thumbnail from the screen, tap CLEAR ALL.
Google Search Bar	<p>A shortcut to search on Google</p>

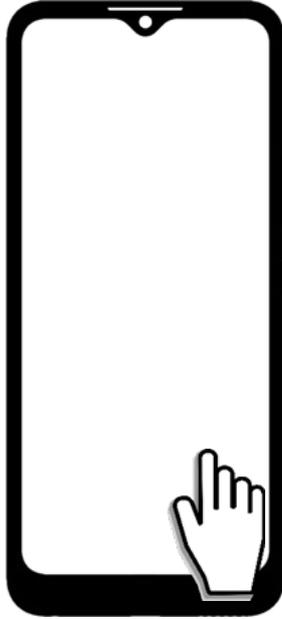
Status Bar Icons

Icons	Description	Icons	Description
	Incoming Gmail message		Bluetooth® enabled
	Battery charging		Location on
	4G LTE data service		Headset connected
	5G data service		Missed call
	Mobile network signal strength		Message
	Hotspot on		Cast connected
	Wi-Fi® active		Notification about settings
	SD card detected		Notification from your YouTube account
	Airplane mode		Download completed

1.7 Using the Touchscreen

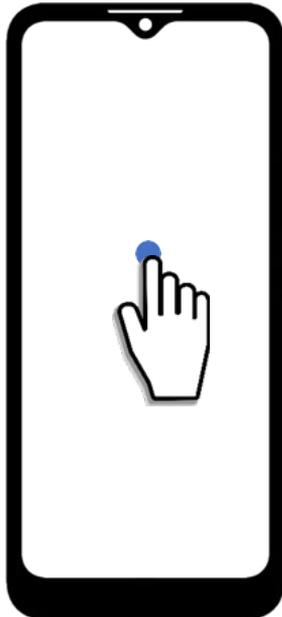
Tap

Choose an icon or option



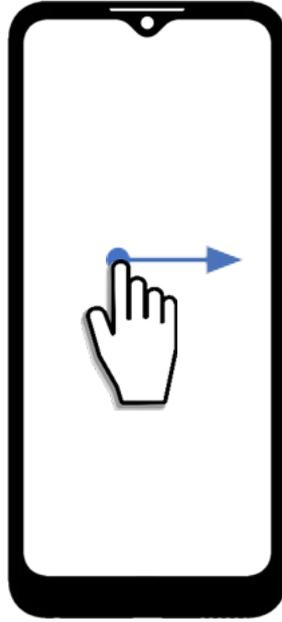
Tap and Hold

See more options



Drag

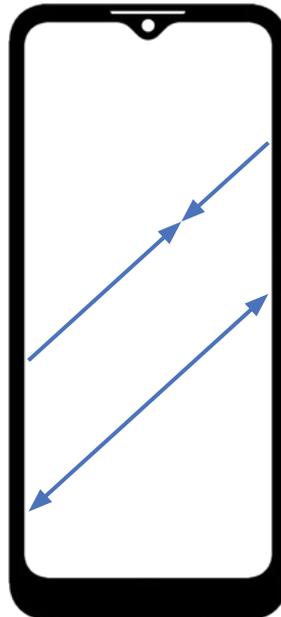
Move items on the home screen and create app folders.



Pinch & Spread

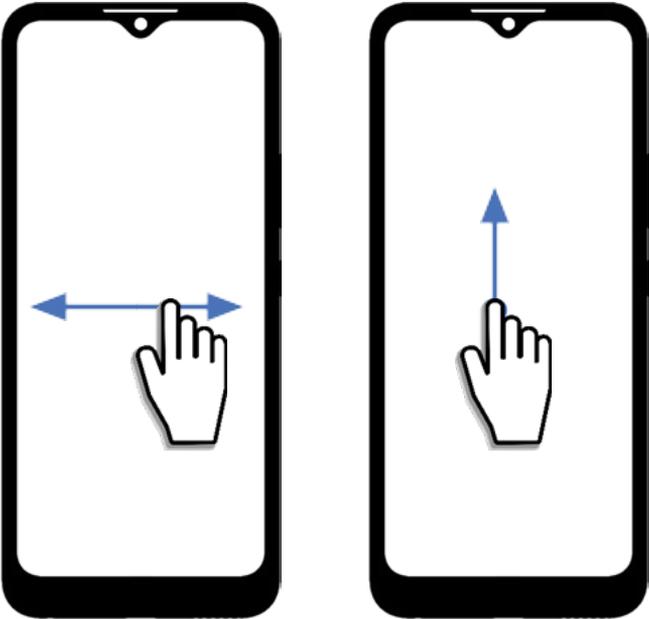
Pinch and spread on the touchscreen with two fingers.

- Pinch to zoom out
- Spread to zoom in



Swipe

Multi-directional swiping through lists and between screens.



2. Navigating Your Phone

2.1 Locking & Unlocking the Home Screen

To save battery life, your device's Home Screen dims and eventually shuts off after a predetermined amount of inactivity. After then, the screen is locked and turned off.

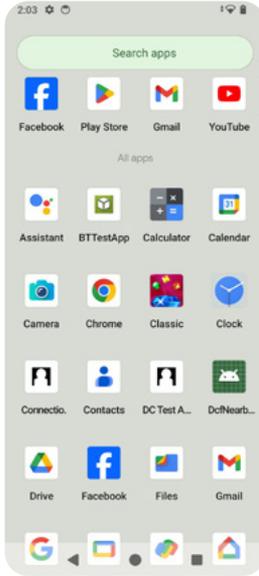
- To turn on the screen, Press the Power button.
- To unlock the screen, Swipe up on the lock screen.

Notes: If you have set PIN screen lock, you will be required to enter the PIN to unlock the Home Screen. If you have set Fingerprint screen lock, simply press the Power button to unlock. For details on setting Fingerprint or PIN device unlock, go to Settings > Security and privacy > Device unlock.

- To lock the screen, Press the Power button.

2.2 Accessing Apps from the Home Screen

Swipe up on the home screen to access the app library containing all of your previous and newly downloaded apps.



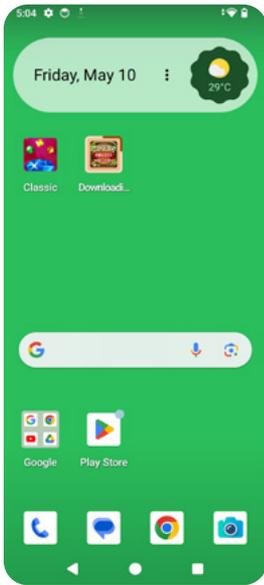
Hold and drag a selected app to move it to the home screen. Release when you want to place it.



2.3 Creating an Extended Home Screen

Create an extended home screen by selecting an app and moving it to the right edge of the screen.

While on an extended screen, press the Home button to return to the main Home Screen.



2.4 Working with Apps

The following sub-sections will guide you how to work around with your apps.

Moving an app

1. Tap and hold onto the app you want to move.
2. Drag the app to your desired position.

Deleting apps

1. Tap and hold onto the app you want to remove.
2. Drag the app to remove it or select "info" to uninstall the app.

Grouping apps

1. Tap and hold onto the app you want to be grouped.
2. Drag the selected app over the desired app to group.
3. The apps will form a group in a box.
4. Tap the app group and you may edit the name for the app group.

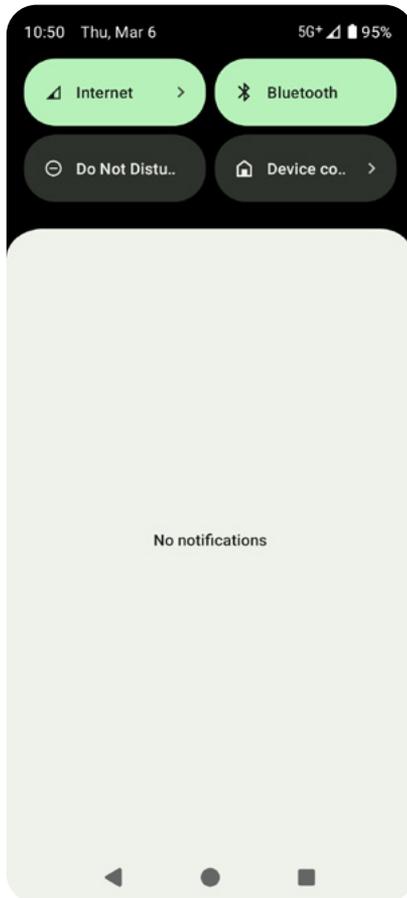


2.5 Notification Panel

Notifications will appear in the Status Bar, which is at the top of the phone screen.

To check details of your notifications, swipe down from the top of the phone screen to open the Notification Panel, and tap the notification you'd like to check.

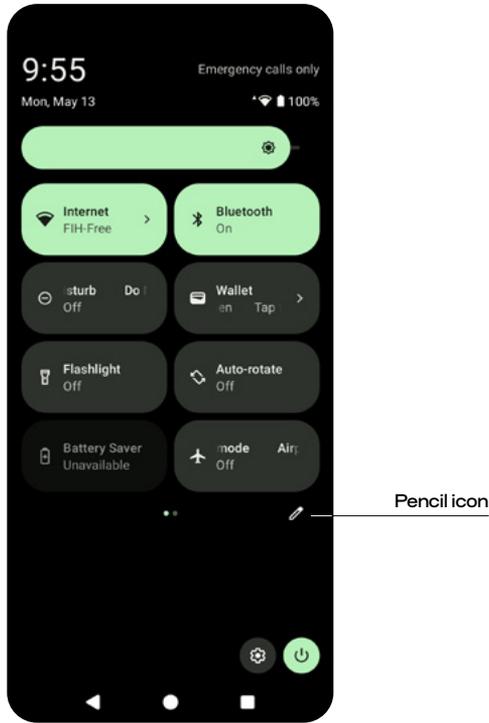
- To close the Notification Panel, swipe up or tap **Back** button.
- To manage your notification history, tap **History**.
- To clear all the notifications, tap **Clear all**.



2.6 Opening the Quick Setting Panel

Swipe down on the lock screen or status bar to have instant access to convenient settings. For further settings, swipe down again.

Tap an icon to turn features on or off. Touch and hold an icon to see more options. For more settings, tap the settings icon.



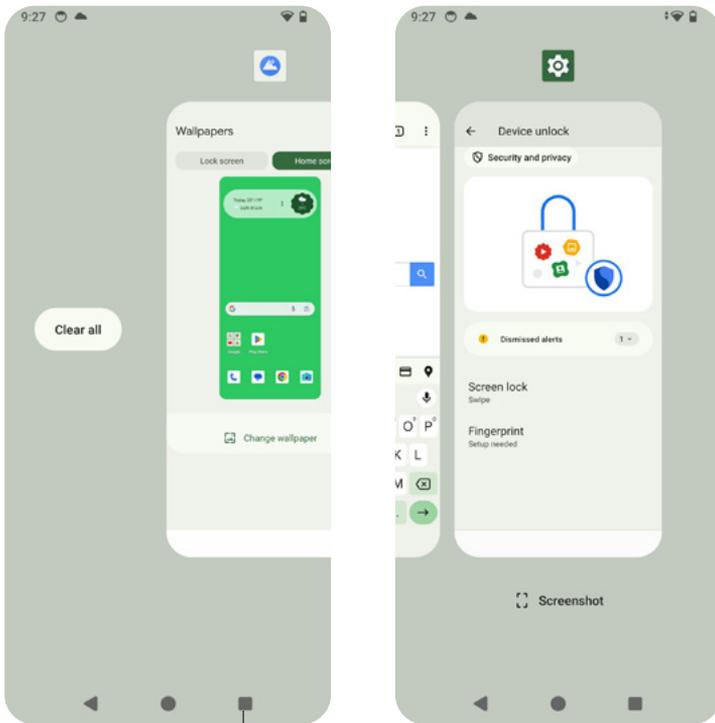
To customize your Quick Setting Panel, tap the Pencil icon .

2.7 Switching between apps

1. In the lower right corner of the screen, tap the Recent button.
2. To navigate between recently launched apps, swipe left or right.

Next,

- Tap on the chosen app to open a recently opened one.
- Swipe up to close a recently opened app.
Swipe to the left and select CLEAR ALL to close the current apps.

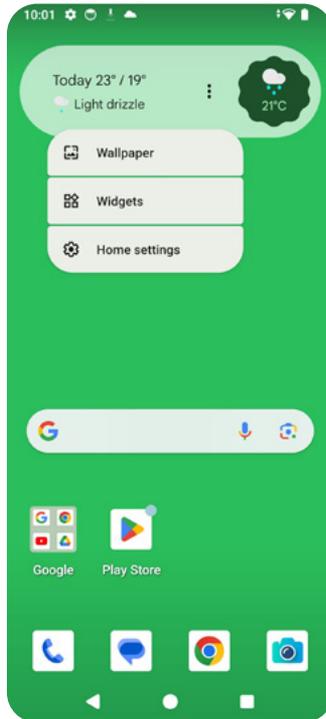


Recent Button

2.8 Customizing the Home Screen

Press and hold on the home screen to enable an option menu that shows:

- Wallpaper
- Widgets
- Home settings

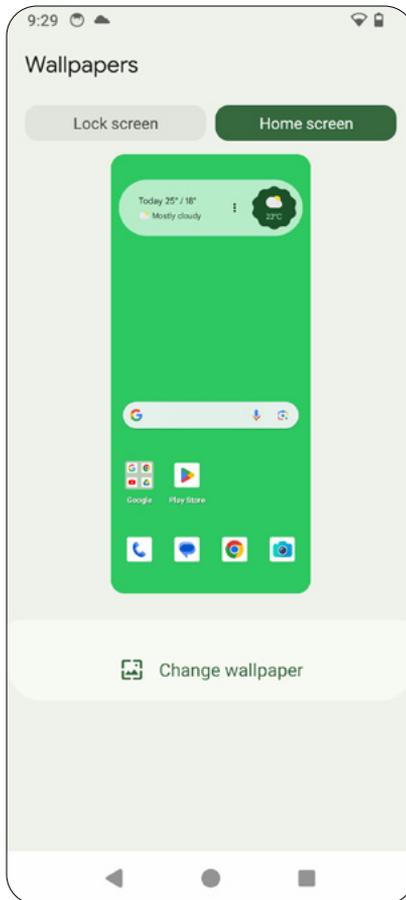


Wallpapers

Tap Wallpaper and style to access the Wallpapers settings.

- To change the wallpaper on your home screen, tap on Home screen > Change wallpaper. To set the new wallpaper, pick a picture from the My Photos or On-Device Wallpaper folder.
- To change the wallpaper for your lock screen, tap on Lock screen > Change wallpaper. To set the new wallpaper, pick a picture from the My Photos or On-Device Wallpaper folder.

Note: you may have to allow the phone to access your media files during the first time you use Wallpaper and style.

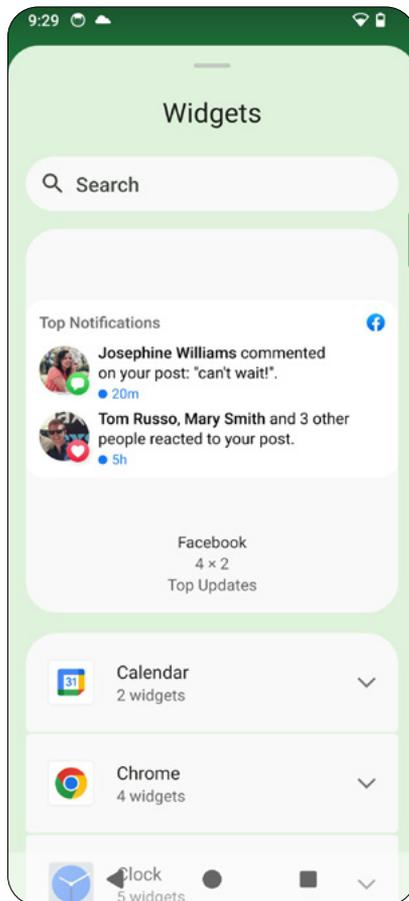


Widgets

Widgets works like a shortcut to an app on the Home Screen, and you can see the latest state of the app right on the Home Screen. For example, a calendar button lets you see an event on your calendar from the Home Screen, without having to open the calendar app.

To bring a widget to the Home Screen,

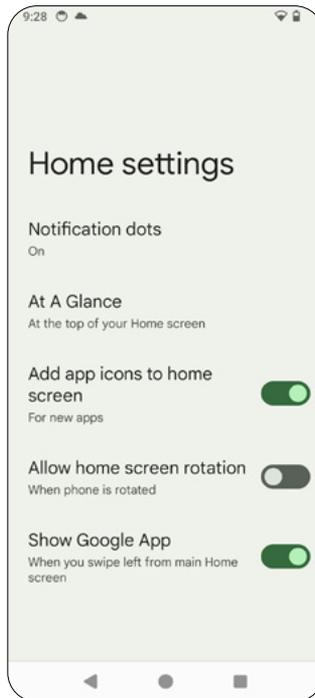
1. Tap and hold onto the widget you want to move.
2. Drag the selected widget to your desired position on the Home Screen.



Home settings

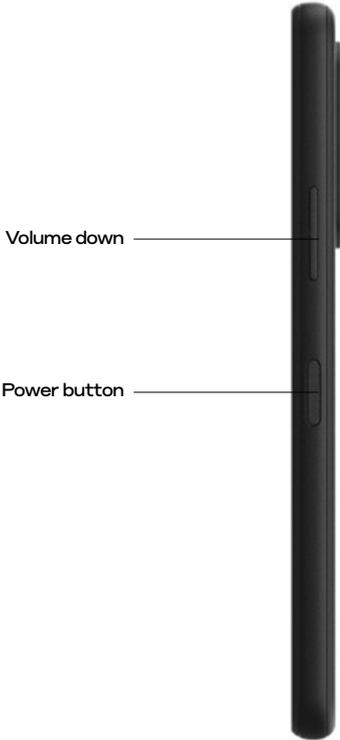
When selectin Home settings, you will see the following options:

- Notification dots (on by default): tap to see all your notification options, such as app notifications, notification history, notifications on the lock screen, and more.
- At A Glance: see what you need when you need it, right on your home screen and lock screen,. Your home screen, including Google activity, location, Gmail smart features, weather, commute, and more, is also customizable.
- Add app icons to Home screen (for new apps): if enabled, new app icons will be added to the Home Screen.
- Allow Home screen rotation: If enabled, the Home Screen will be rotated when the phone is rotated.
- Show Google App: enables Google app when you swipe left from main Home screen.



2.9 Capturing a Screenshot

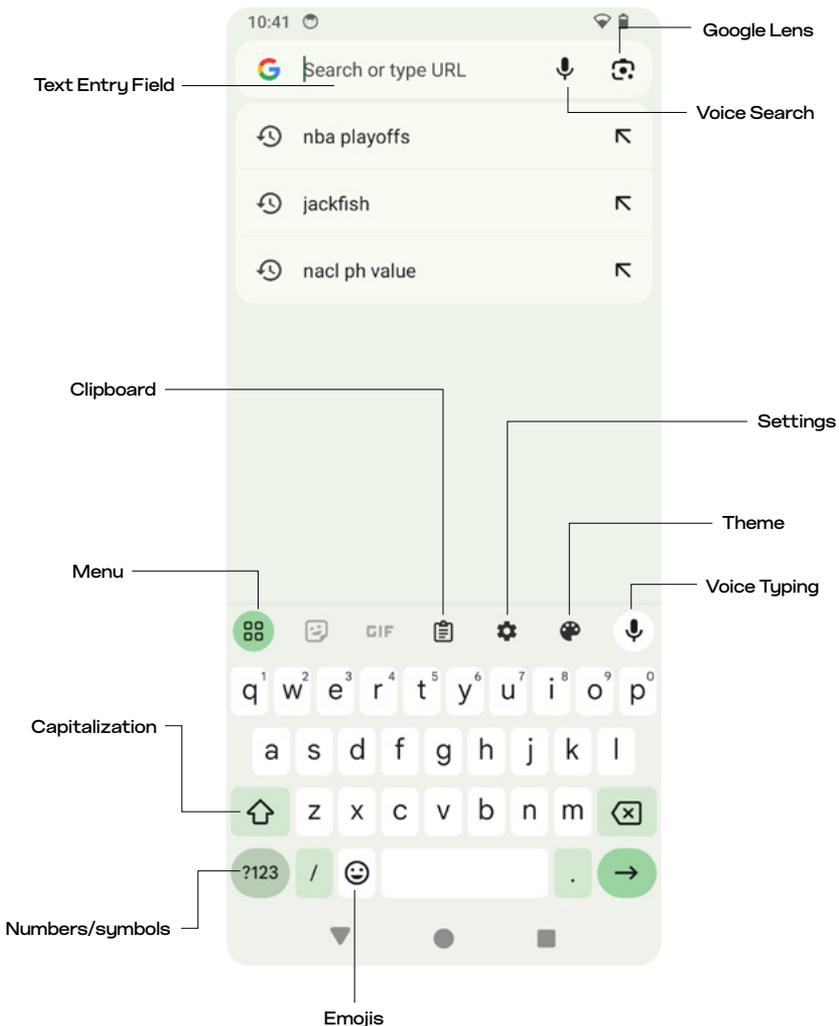
Press Power button and Volume down to capture a screenshot. The screenshot is automatically saved in your Photos.



2.10 Text Input Using Onscreen Keyboard

The onscreen keyboard appears automatically when you are on a text entry field. You may enable Auto-rotate to change the orientation of the touch-screen keyboard from portrait to landscape.

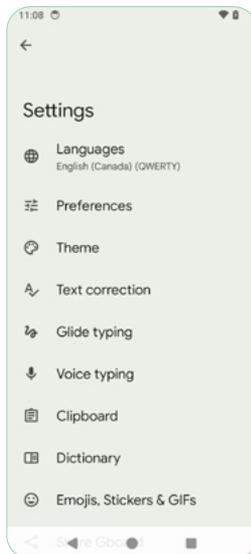
Note: Below is a sample image of a text entry field. The layout and functions may vary depending on the app you are using.



Text input settings

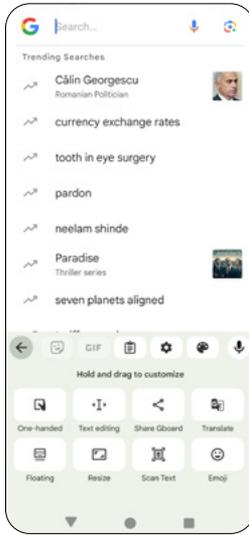
Tap the Settings icon  on the onscreen keyboard to access settings.

- **Language:** tap to view your default keyboard language and keyboard layout. To add more languages and keyboards, use the **+ Add keyboard** option.
- **Preference:** tap to set preferences for your onscreen keyboard, such as keyboard emoji, keypress sound, haptic feedback, number row on the keyboard, and more.
- **Theme:** tap to set the theme of your onscreen keyboard.
- **Text correction:** tap to set text correction features, including suggestion strip, next-word suggestion, offensive word block, auto-correction, spell check, grammar check, and more.
- **Glide typing:** set glide typing features.
- **Voice typing:** enable or disable voice typing.
- **Clipboard:** set clipboard options.
- **Dictionary:** configure your personal dictionary.
- **Emoji, Stickers & GIFs:** set layout and suggestions for your emojis, stickers and GIFs.
- **Share Gboard:** share your Gboard layout and settings with other apps or users.
- **Privacy:** set features to improve your Gboard and voice typing experience. You will also learn about Google's privacy terms regarding users' audio contributions.



Text input menu

Tap the Menu icon  to display menu options.



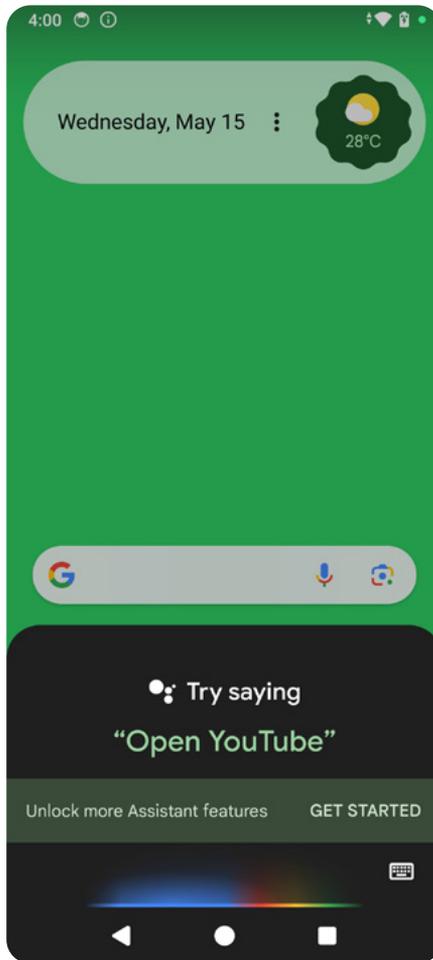
 One-handed	One-handed	Enable one-handed mode for your Gboard.
 Text editing	Text Editing	Display an expanded panel with text editing tools, like arrows, copy, paste and other tools.
 Share Gboard	Share Gboard	Share Gboard to others and select the language.
 Translate	Translate	Translate copy with Google Translate
 Floating	Floating	Enable floating keyboard and zoom in/out the floating keyboard
 Resize	Resize	Resize your onscreen keyboard.

2.11 Google Assistant

Google Assistant is a virtual voice assistant that allows you to activate vocal shortcut commands.

To use Google Assistant,

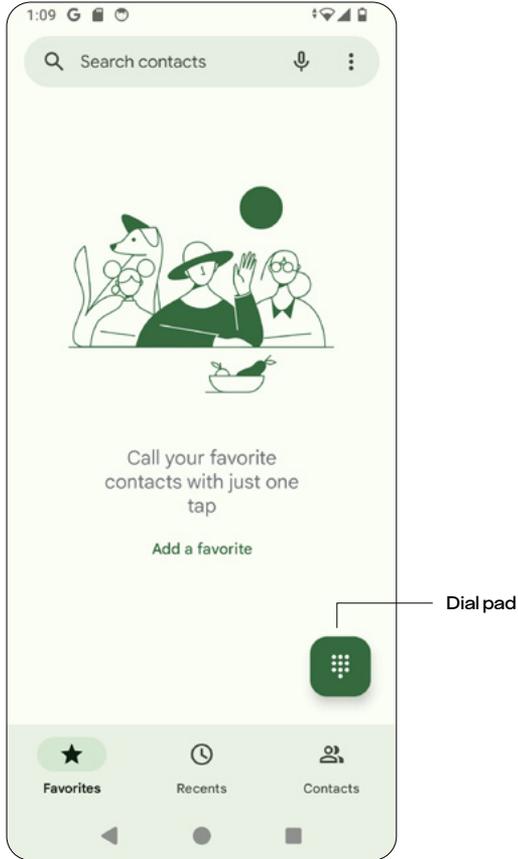
1. Press and hold onto the Home button.
2. Once activated, talk to your phone to use Google Assistant.



3. Making a Call

3.1 Phone App

To make a phone call, simply tap the Phone icon  on the Home Screen.



- Favorites: access your favorite phone numbers
- Recents: view your call history.
- Contacts: view your phone contacts.
- Dial pad: use the dial pad.

Dial Pad

The Dial pad allows you to manually enter the number you want to dial.

Tap the Delete icon  to erase digits.

*Hold onto the 1 key on the pad to enter voicemail.



Emergency call

When making a call within cellular network coverage, enter the emergency number in your area and tap . Emergency call does not require a SIM card or PIN code.

Note: Even if the phone is locked, you can still make an emergency call. Simply tap Emergency.

International call

To make an international call, hold onto the 0 key to input +, and then enter the required country code, area code and/or mobile code followed by the phone number.

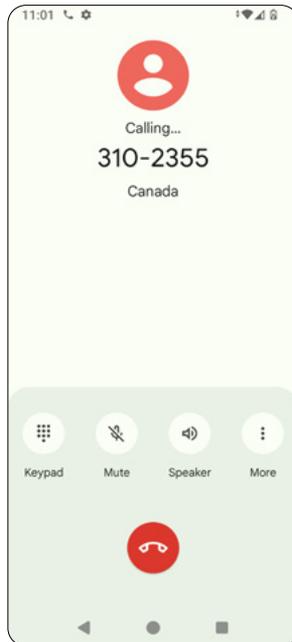
Note: additional charges may apply.

Making an Outgoing Call

To make an outgoing call, enter a number manually to dial, or tap on a number on Contacts or Recents.

During a call, you may

- Press the Volume Up/Down buttons to adjust volume
- Tap the Keypad icon  to use the keypad
- Tap the Mute icon  to mute the call.
- Tap the Speaker icon  to enable the speaker.
- Tap the More icon  to display more functions, such as Add Call.



Answering and declining incoming calls

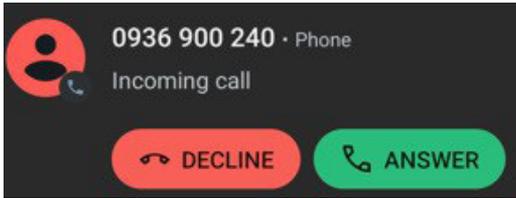
When receiving an incoming call, a window with caller ID appears on the top of the screen.

To answer the call

- Tap **ANSWER**

To decline the call

- Tap **DECLINE**



Tap on the incoming call window to open it as full screen. On the full screen,

- Tap  or swipe up on the screen to answer the call.
- Tap  to decline the call by sending a quick response message. The list of preset messages will appear. Tap one of the messages to send it to the caller. All incoming calls are recorded in Recents.

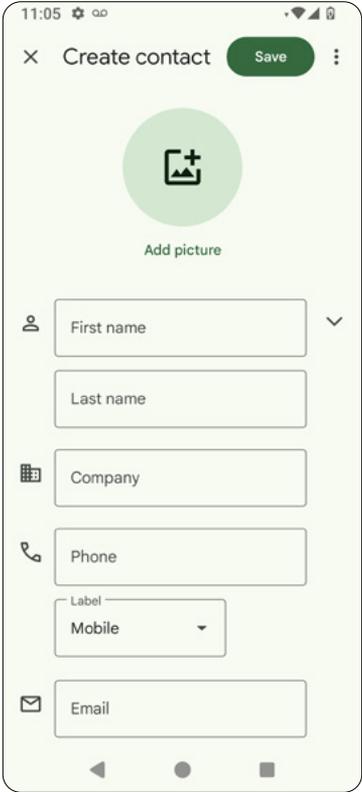
3.2 Contacts

Tap Contacts  to display your contact list.



Creating a new contact

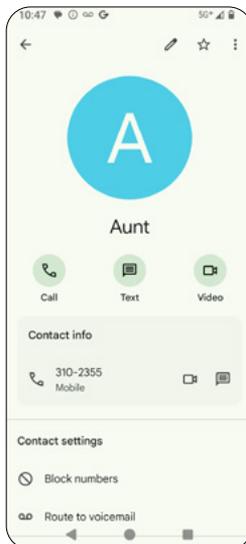
Tap  **Create new contact** to add new contact number(s). For each contact you want to create, fill out their name, phone number, email address, and other areas. You can save the contact profile to your device or your Google account. We recommend saving it in your Google account so that you can sync it.



Managing a contact

Tap on a contact to manage it.

- The pencil icon  lets you edit contact information.
- The star icon  marks the contact as favorite.
- The three-dot icon  gives you access to the settings. Under settings, you may share the contact to other apps, set a ringtone, move it to home screen, move it to another account, or delete it, route to voicemail or block the contact.
- The Call icon  lets you call the contact.
- The Text icon  sends text message to the contact.
- The Set up icon  allows you to set up a Google Meet video call with the contact.
- **Contact settings:**
 - Reminders: add a reminder for your contacts for significant dates or events.
 - Block numbers: block this contact.
 - Route to voice: route/unroute this contact to voicemail.



3.3 Recents

Tap Recents  to display your call history.

For each call, you may

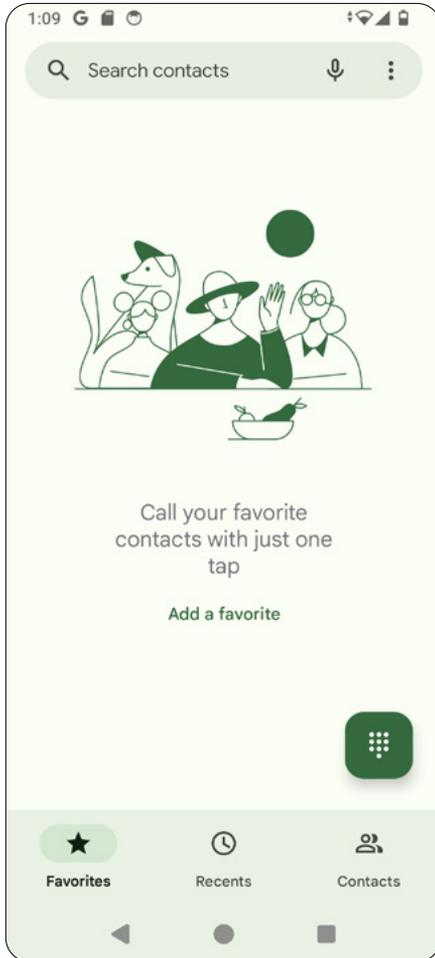
- Tap the Call icon  to call this number.
- Tap the Add contact icon  to add this number to your contact list.
- Tap the Message icon  to send a text message to this number.
- Tap the History icon  to view the call history for this number, including outgoing and incoming calls.



3.4 Favorites

Tap  to display your favorite contacts.

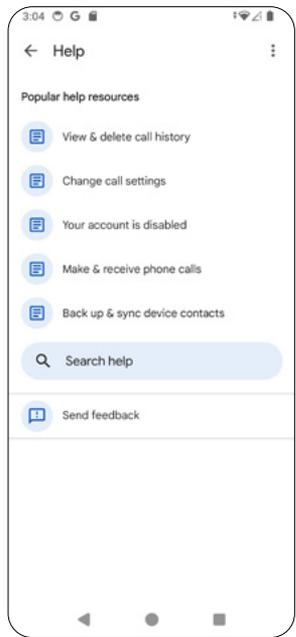
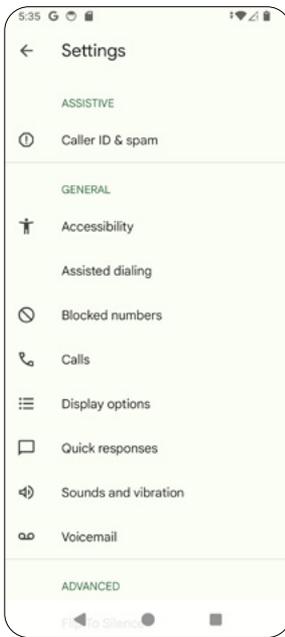
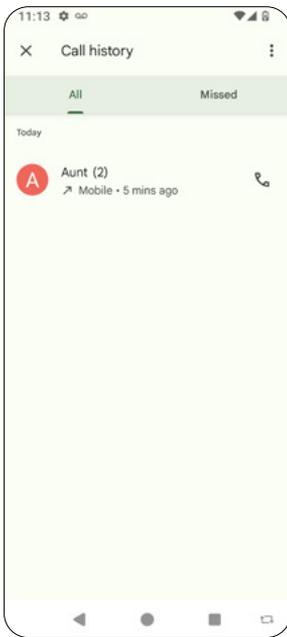
If you have not marked any of your contact as Favorites, you may tap Add a favorite. Once you selected a contact, tap on the star icon  to mark this contact as favorite.



3.5 Call Settings

Tap the  icon on the top right corner of the Phone screen to select Call history, Settings, or Help & feedback.

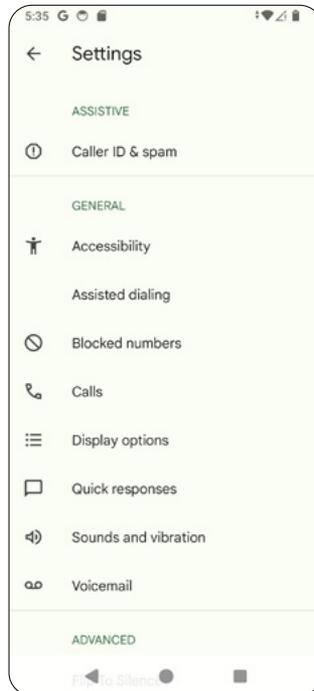
- Call history: view your call history.
- Settings: access your call settings.
- Help & feedback: find helpful resources.



Settings

Tap on the  icon to access the call setting menu.

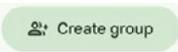
- Caller ID & spam: set preferences for call ID and spam call filter.
- Accessibility: set TTY (Teletyper) mode and hearing aid options.
- Assisted dialing: set assisted dialing and your default country.
- Blocked numbers: enable or disable blocking of unauthorized callers. If enabled, you won't receive calls or texts from blocked numbers.
- Calls: set calling features, such as Calling accounts (e.g. Smart- Divert), Fixed dialing numbers, Call Vibration, Call forwarding, Call barring, and Call waiting.
- Display options: set display options for calls, such as how the names are sorted and the theme of the call screen.
- Quick responses: modify quick responses when you decline an incoming call.
- Sounds and vibration: set volume and vibration for calls.
- Voicemail: set notifications and view carrier services for voicemail.
- Flip to silence: enable or disable Flip to Silence. If enabled, calls can be silenced by placing the phone down on a flat surface.



4. Messages

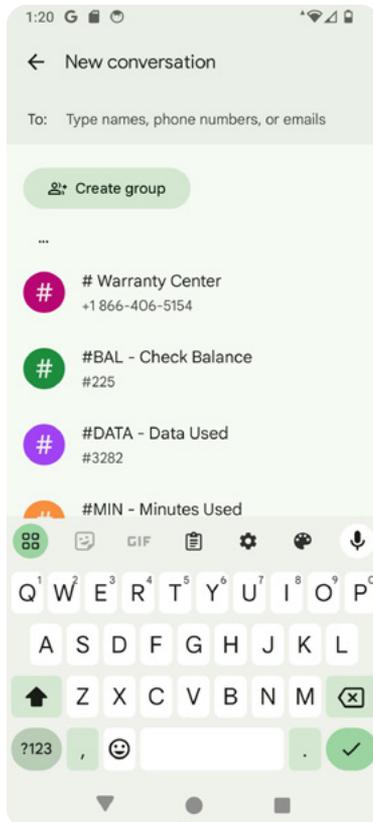
4.1 Starting a Message Chat

To start a new message,  tap the Message icon  on your Home Screen.

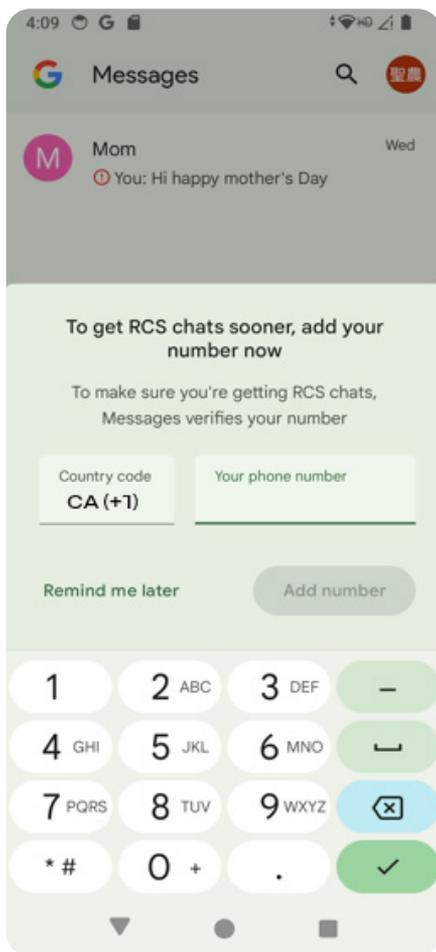
Tap the Start keyboard.  Chat icon to access the onscreen

Type names or phone numbers to start your text message.

Tap Create group to add more than one contact or number to your message.



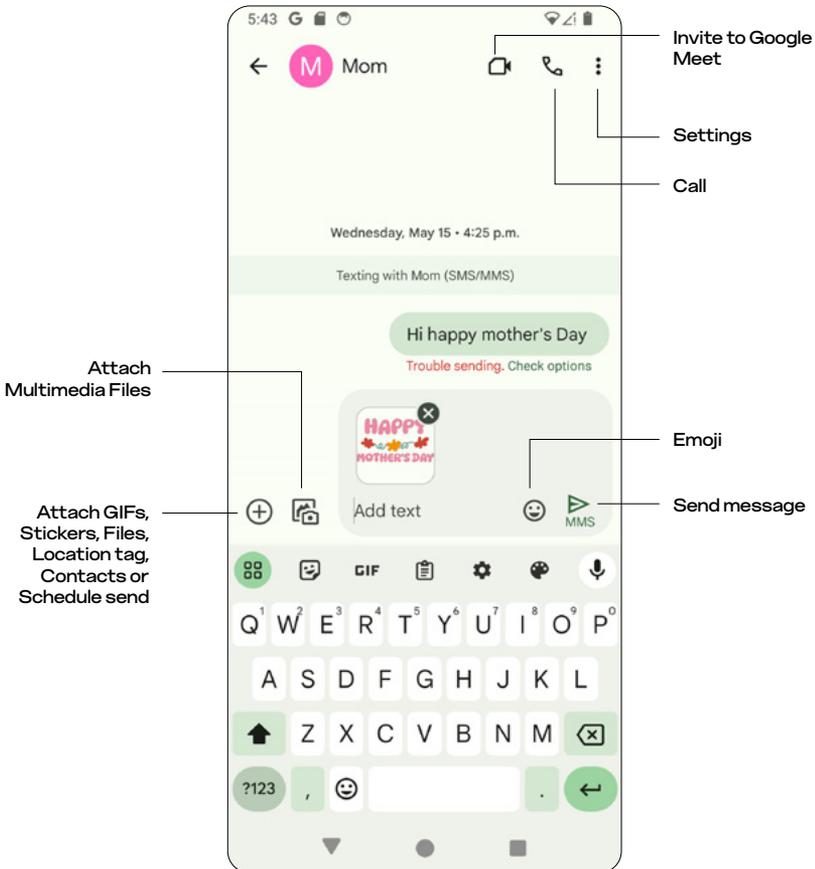
Note: if you are using the Message app for the first time, you may be prompted to activate RCS chats by entering your mobile numbers. You can either input your numbers to activate it or tap Remind me later to skip this step.



4.2 Writing a New Message

Once you have entered the contact phone number or email in the “To” entry field, you can begin writing your message. You may:

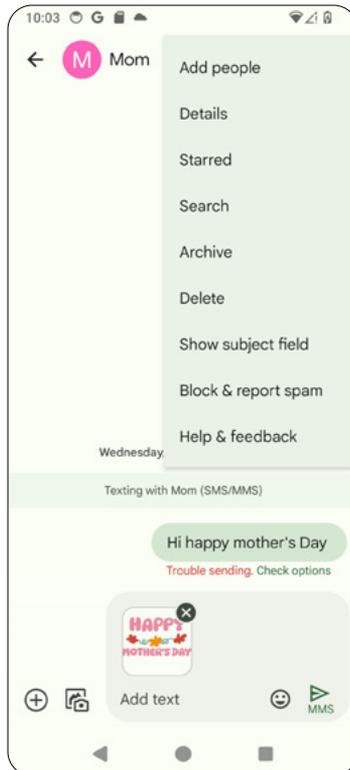
- tap  to attach GIFs, Stickers, Files, Location tag, Contacts, or Schedule send
- tap  to attach multimedia files to your message. When using this feature, you can access your camera to capture images and attach them to your message.
- tap  to add Emojis to your message



Settings

Tap the  icon to access the call settings menu.

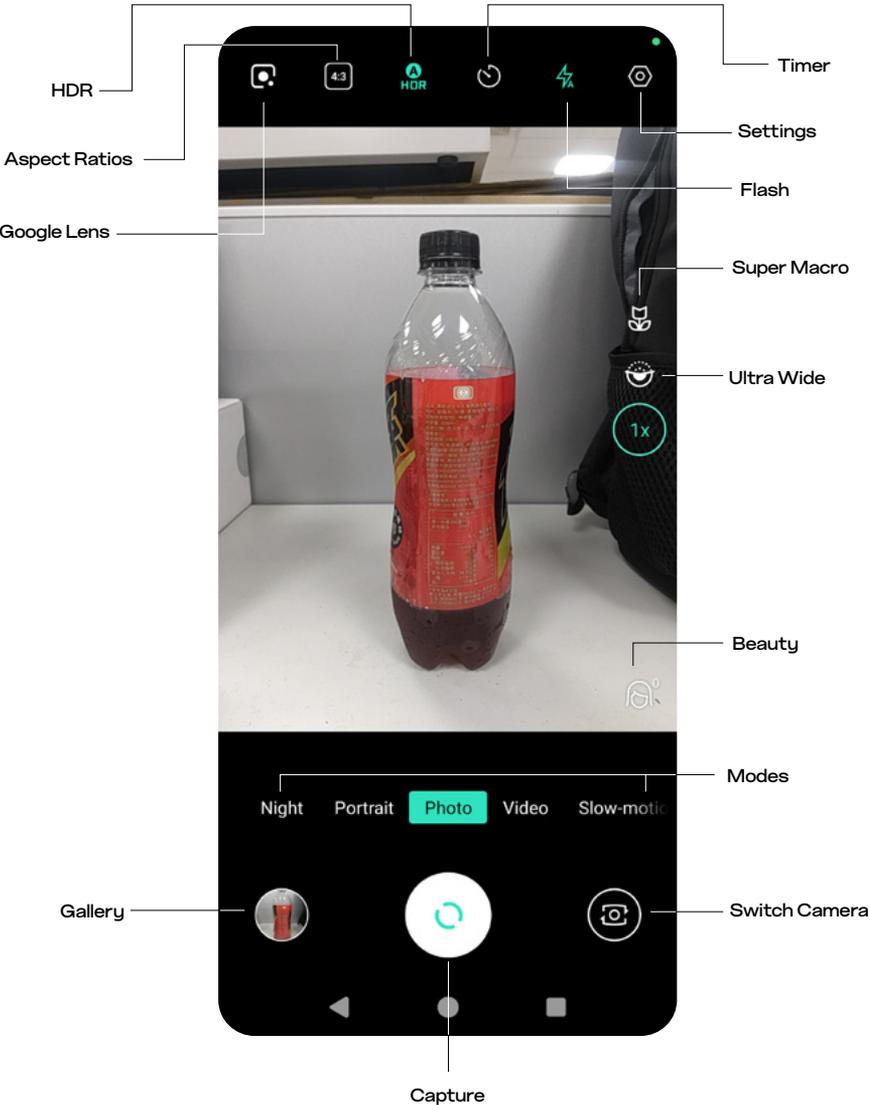
- Add people: add contacts or phone number to the conversation
- Details: see more information about the message recipient. You may also call or set up Google Meet with this recipient.
- Starred: check Starred message
- Search: search starred messages, media, or links from this conversation.
- Archive: archive this conversation.
- Delete: delete this conversation.
- Show subject field: show the subject field of the message.
- Block & report spam: block conversation and report it as a spam.
- Help & feedback: get helpful resources or send feedback.



5. Camera

5.1 Launching the Camera

To use the camera, tap the Camera  icon on your Home Screen. If the phone screen is locked, double tap Power button to open the camera.



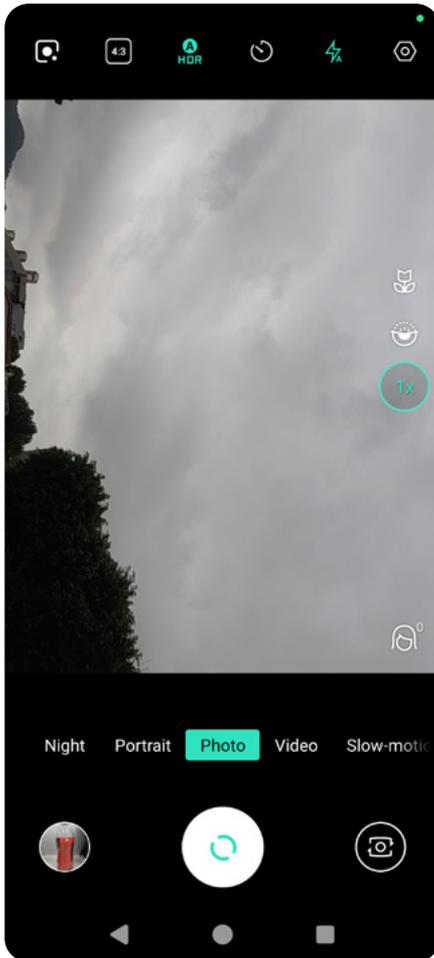
	Switch camera	Switch between front/rear camera
	Capture	Take a photo
	Gallery	View the last captured photo/video
	Google Lens	Use Google Lens to search from an image you captured
	Aspect ratio	Set aspect ratio as 1:1, 16:9, or 4:3
	HDR	Turn HDR (High Dynamic Range) on/off
	Countdown timer	Set the countdown time before the camera takes a photo
	Flash	Set Flash on, Auto flash or No flash
	Settings	Access the Settings menu
	Super Macro	Activate super macro lens
	UWB	Activate Ultra Wide lens
	Beauty mode	Turn Beauty mode on/off

Notes:

- Always comply to applicable laws and privacy regulations when using your camera.
- Before taking a picture or recording a video, make sure the camera lenses are clear. If the lenses are dirty, use a dry soft cloth to wipe it.
- When taking a picture or recording a video, do NOT block the lens with your finger(s) or an external object.

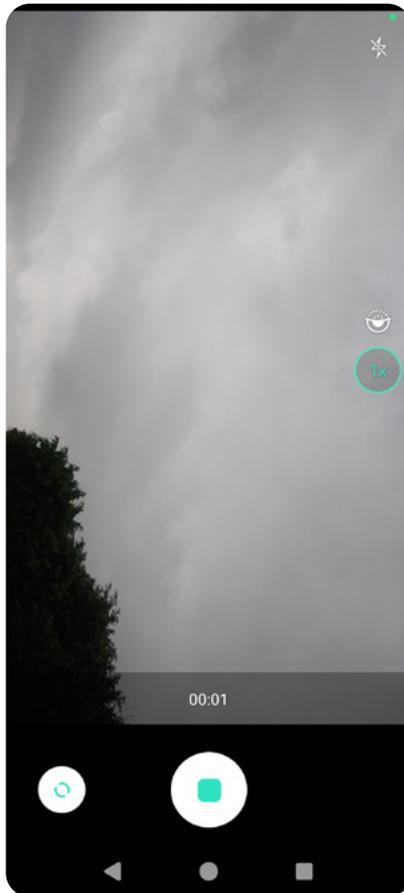
5.2 Taking a Photo

1. Aim at the subject you'd like to capture in a photo.
2. Touch the screen to adjust the focus.
3. Tap the Capture icon  to take a picture.
4. Tap the Gallery icon  to view or edit the picture.



5.3 Taking a Video

1. Tap Video mode on the screen.
2. Aim at the subject you'd like to capture in a video.
3. Touch the screen to adjust focus.
4. Tap the Capture icon  to start recording.
5. Tap  to stop recording.
6. Tap the Gallery icon  to view or edit the video.



5.4 Taking a Selfie

You can take a selfie in Photo, Video, and Portrait modes.

To take a selfie, tap  to switch to the front camera.

5.5 Useful Modes

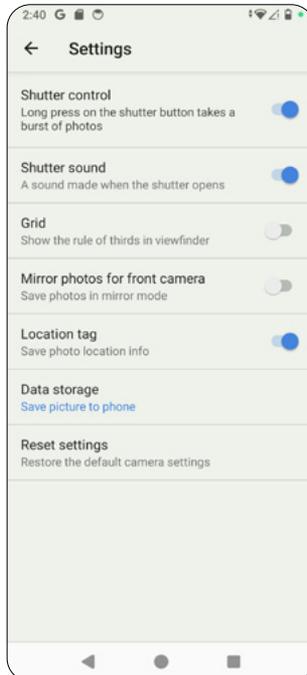
Slide between left and right to select modes.

- Night: capture photos when the camera is used in a low light environment.
- Panorama: get a wide angle shot. As you take the picture, slowly pan using the on-screen instructions.
- Portrait: creates a depth effect of the subject while blurring the background.
- Slow-motion: record in slow-motion.
- Time-lapse: capturing a series of images at a lower frame rate than the playback speed.
- Beauty: enable a slider bar to adjust beauty level.

5.6 Camera Settings

Tap  to enter camera settings.

- **Shutter control:** if enabled, you can take burst shots by long-pressing the Capture icon  .
- **Shutter sound:** enable or disable shutter  sounds when pressing the Capture icon
- **Grid:** enable or disable the use of a grid in  the viewfinder.
- **Mirror photos for front camera:** capture photos in mirror mode.
- **Location tag:** if enabled, photo location information will be saved. When enabling it the first time, you will be asked for your permission to allow the Camera app to access your phone's location.
- **Data storage:** select either the device memory or SD card to save captured photos and videos.
- **Reset settings:** reset camera to the default settings.



5.7 Gallery and Editing

Tap  to view your Gallery and manage and edit your photos.

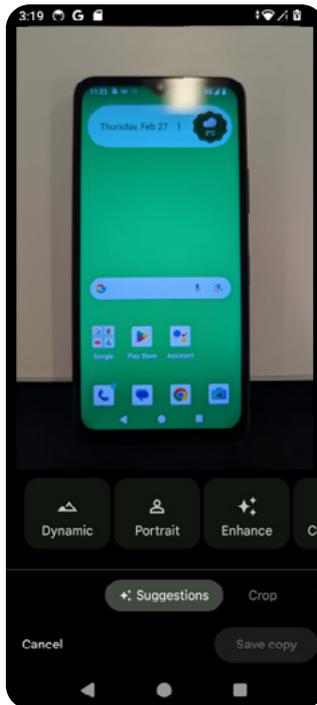


	Share	Share your photos through contacts, emails, social media, Bluetooth, Messages or instant messaging apps
	Edit	Edit your photos or videos
	Lens	Access Google Lens
	Delete	Delete a photo
	Camera	Switch back to camera
	Chrome Cast	Cast your photo to a device via Chrome Cast
	Photos	Access Google Photos
	Favorites	Add a photo to Favorites
	Details	Access further settings and view details

Edit your photos

Tap  to use the editing features.

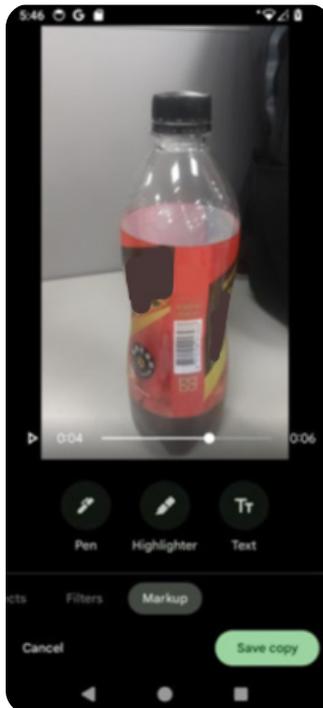
- Suggestions: select an image enhancement feature such as Dynamic, Portrait, Enhance, Color Pop, and B&W Portrait.
- Crop: use aspect adjustments, image rotation, and image cropping tools to edit your photo.
- Tools: use Blur or Color focus effects
- Adjust: adjust different aspects of your photo, such as Brightness, Contrast, HDR effect, and more.
- Filters: use a filter to enhance your photo.
- Markup: add a note to your image with Pen, Highlighter or Text.



Edit your video

Tap  to use the editing features.

- Video: use the Editing handle to adjust the sequence and frames of your video clip.
- Crop: use aspect adjustments, rotation, and cropping tools to edit your video.
- Adjust: adjust different aspects of your video, such as Brightness, Contrast, HDR effect, and more.
- Effects: use different effects such as Dust mix, Paper tear, black and White and more to enhance your video.
- Filters: use a filter to enhance your video.
- Markup: add a note to your video with Pen, Highlighter or Text.



5.8 Google Lens

Tap  to use Google Lens, allowing you to search with an image you captured.

6. Google Applications

Google apps are preinstalled in your phone. To optimize your user experience with

Google apps, we recommend using them with a Google™ account.

This chapter only gives a general introduction of the Google apps. For more details, refer to their official websites.

Gmail

Gmail™ is a user-friendly and secure email service. Once you sign in or set up Gmail™ on your phone, you can send/receive emails, synchronize your emails across devices, and access other communication and productivity features like Google Workspace, including Google Meet™, Google Duo™, and Google Drive™.

Chrome

Chrome™ is a cross-platform, minimalistic user-interface web browser. When used with a Google™ account, Chrome™ allows synchronization of their bookmarks and search histories across devices.

Play Store

Play™ Store is the official app store for Android™ devices. Browse and download millions of apps published. Some apps may charge you for their content/features.

Photos

Photos™ helps you easily share, search and organize your pictures. All the images you capture with your phone are automatically saved and organized into predefined categories and can be shared easily across platforms.

Maps

Maps™ features include satellite images, aerial images, street maps, 360-degree interactive views, real-time traffic conditions, business listings and route planning.

YouTube

YouTube™ is an online video-sharing and streaming application where you can upload, real-time broadcast, watch and share videos.

YouTube Music

YT Music™ (YouTube Music™) is a music streaming application. Browse and view through songs and music videos based on genres, playlist and recommendations.

Drive

Google Drive™ is a cloud storage application with file synchronization across devices.

Google TV

Google TV™ previously known as Play Movies & TV, is a video-on-demand service.

Files

Files by Google is a file management application that helps you browse files, clean up storage space, and share.

Calendar

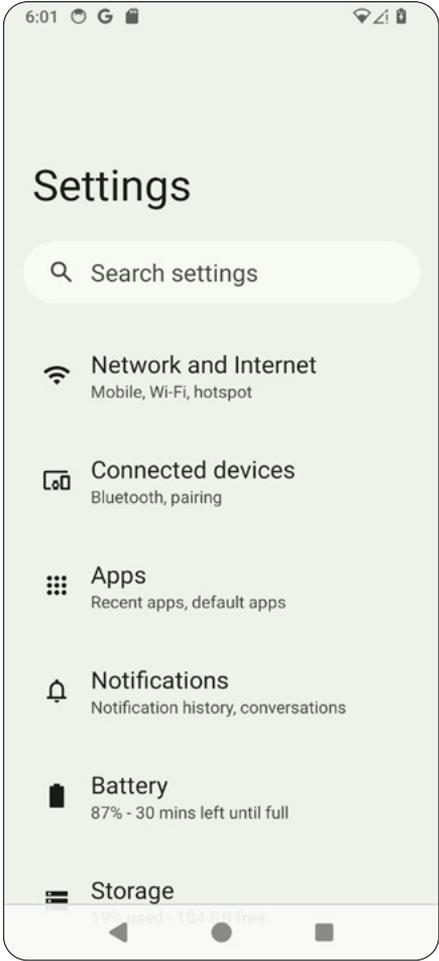
Google Calendar™ is a time management and scheduling services.

Assistant

See section 2.11 of this user guide for more details on Google Assistant.

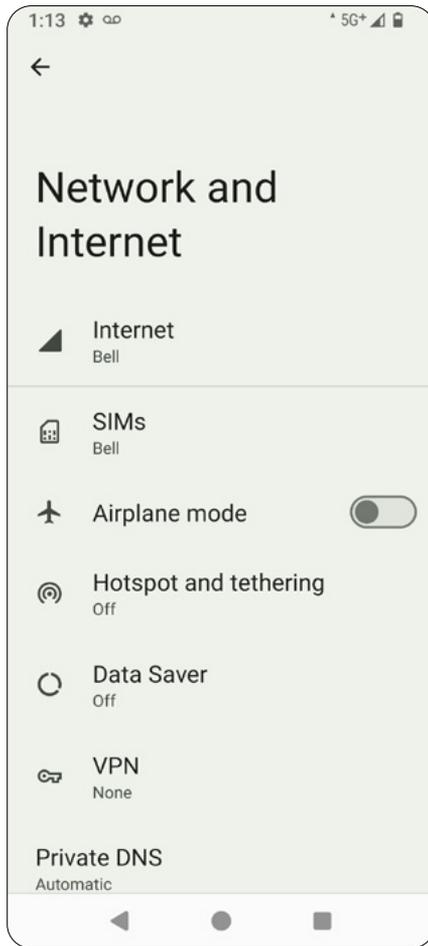
7. Settings

To enter Settings, swipe up from Home Screen, and tap the Settings icon  .



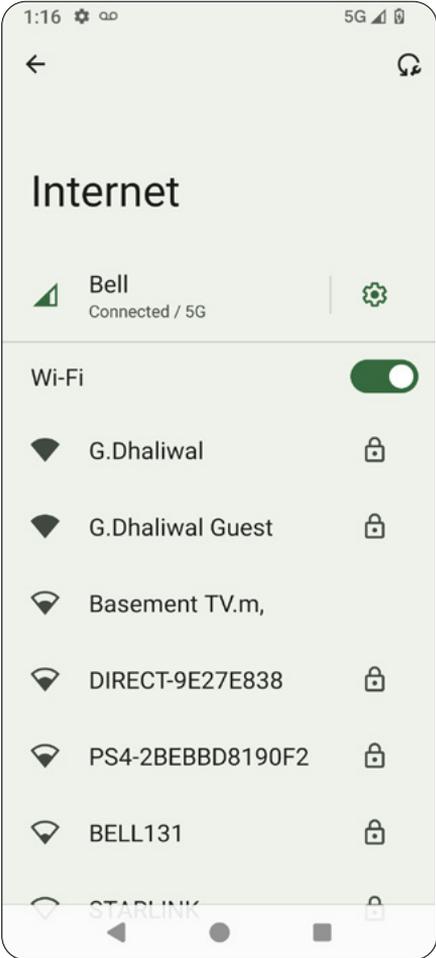
7.1 Network and Internet

From the [Settings](#)  screen, tap [Network and internet](#) to manage your phone's network connections.



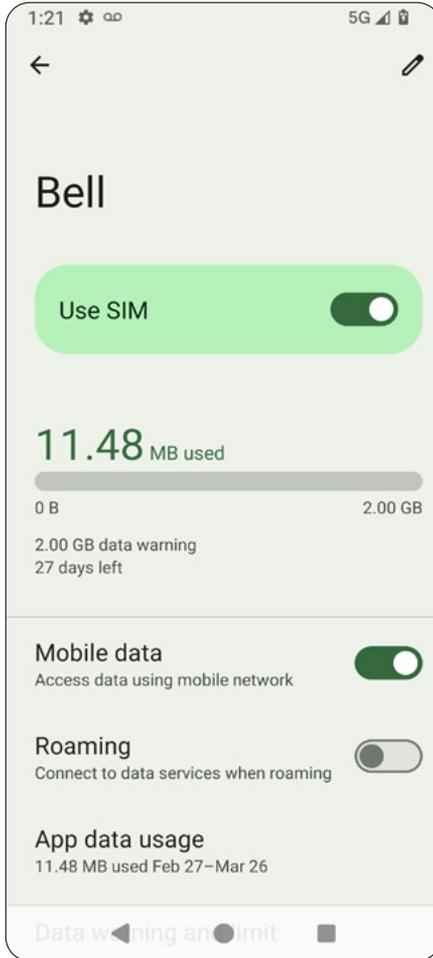
Internet

From Network and Internet, tap Internet to configure mobile data and Wi-Fi networks. You can connect to another Wi-Fi network, set Wi-Fi preferences, or view data usage.



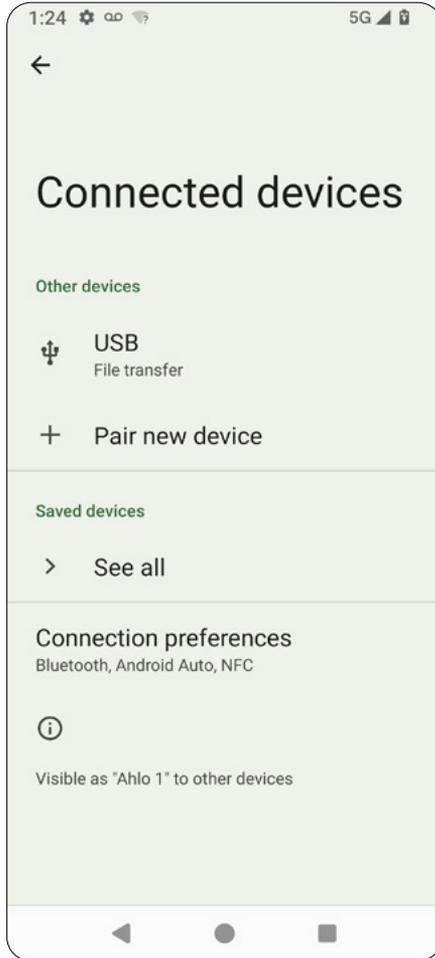
SIMs

From **Network and Internet**, tap **SIMs** to view your SIM card information, including your SIM status and mobile data usage. You can also enable or disable roaming, choose your preferred data network type (4G/5G), and set up automatic selection of networks.



Airplane mode

Enable airplane mode to turn off all wireless connections. Wi-Fi and Bluetooth can be enabled but voice and data services remain off.



Hotspot and Tethering

To turn on a Wi-Fi hotspot, USB tethering, Bluetooth tethering, or Ethernet tethering, go to Network and Internet and tap Hotspot and Tethering. You can use hotspot or tethering to connect other devices to the internet through your Wi-Fi or mobile data connection.

For USB and Ethernet tethering to work, cable connections are required.



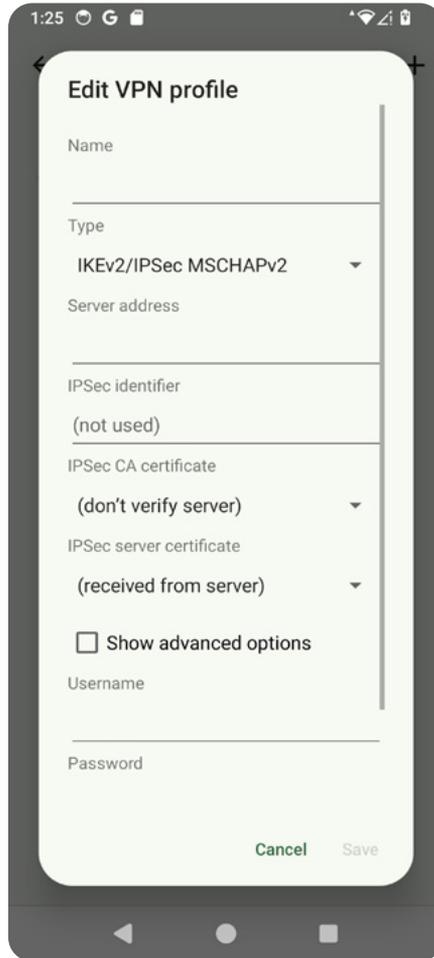
Data Saver

From Network and Internet, select Data Saver to enable or disable it.

Virtual Private Network (VPN)

You can access files on a secured network such as a firewall-protected corporate network by using a VPN.

Tap the + icon at the top right corner to add or edit the VPN information.



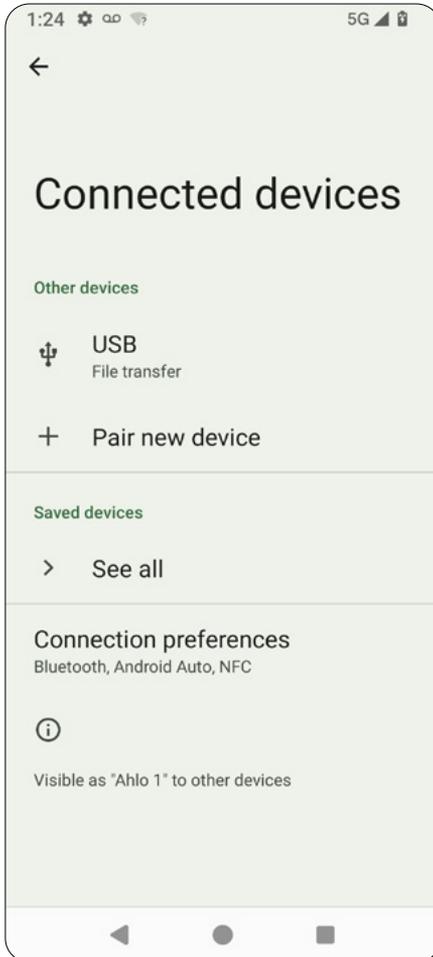
Private DNS

From Network & Internet, tap Private DNS and select "Off", "Automatic", or "Private DNS provider hostname".

7.2 Connected devices

From the Settings  screen, tap Connected devices to configure connection preferences with connected devices.

Note about  USB: you have to connect your phone with another device via USB to use this feature.

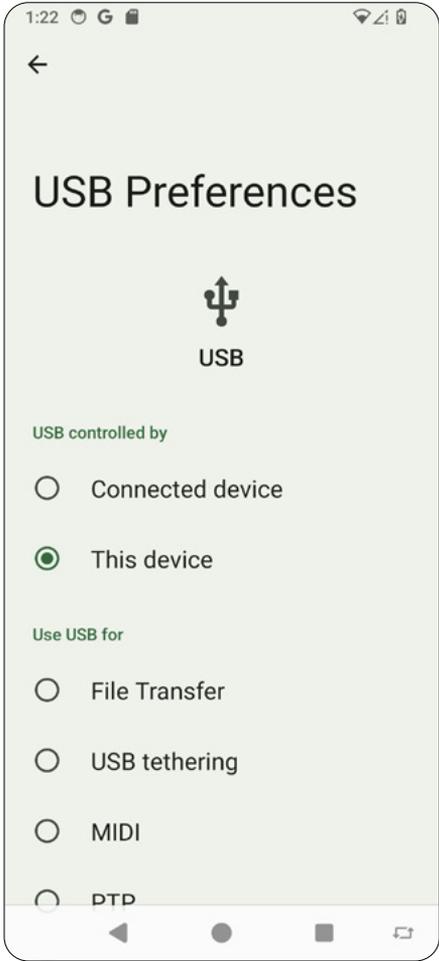


USB

From Connected Devices, tap USB to set USB preferences (your phone must be connected to a device via USB).

File transfer options

Enable or disable Convert videos to AVC with a toggle switch.

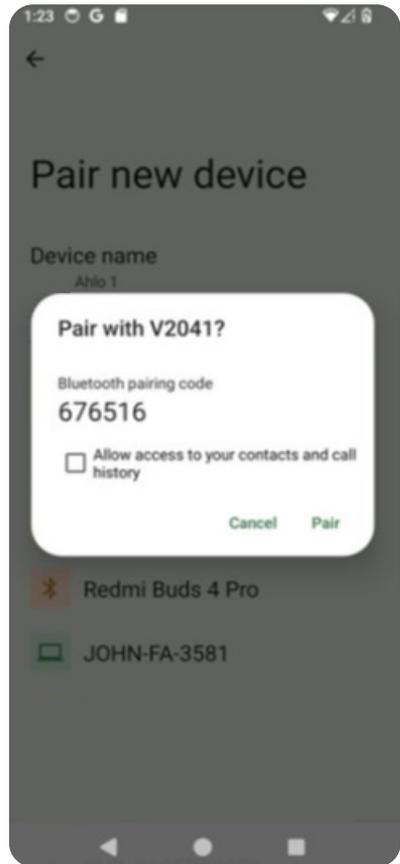
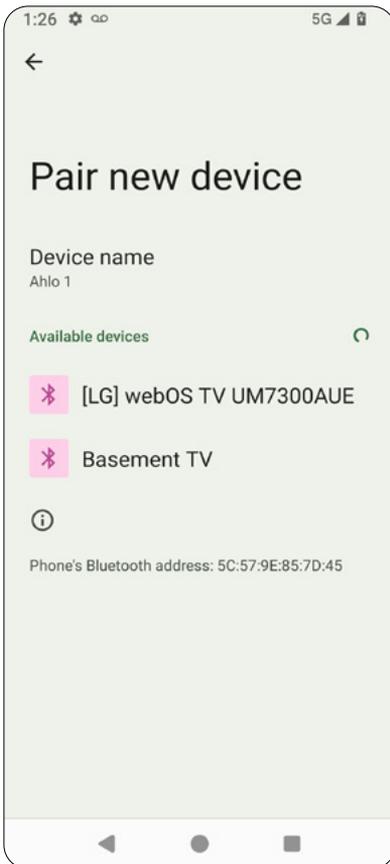


Pair new device

From **Connected Devices**, tap **Pair new device** to scan and pair a Bluetooth device. Your phone's Bluetooth must be enabled. An easy way to do enable it is to use the **Quick Setting Panel** and tap on **Bluetooth**.

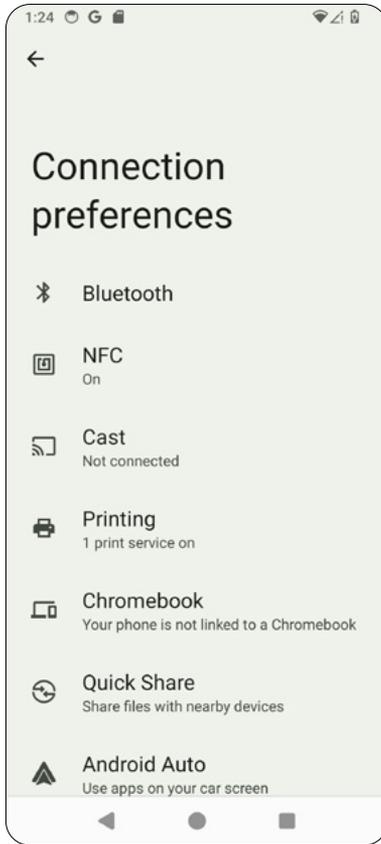
1. Select a device to pair (it should be the device that you know and trust).
2. When the Bluetooth pairing code appears, tap **Pair** and enter the pairing code.

Optional: you may tap **Device name** to change the default device name of your phone.



Connection preferences

From the [Connected devices](#) screen, tap [Connection preferences](#) to set preferences with peripheral devices.



- **Bluetooth**: enable or disable Bluetooth.
- **NFC**: enable or disable NFC. NFC allows you to use contactless payment tools.
- **Cast**: enable wireless display. Your device will automatically detect nearby compatible devices.
- **Printing**: connect to nearby printers.
- **Chromebook**: connect to a Chromebook-enabled laptop to send text messages from your computer.
- **Quick Share**: share files with nearby Bluetooth devices.
- **Android Auto**: use apps on your car screen. Check the next pages for details.

Android Auto™

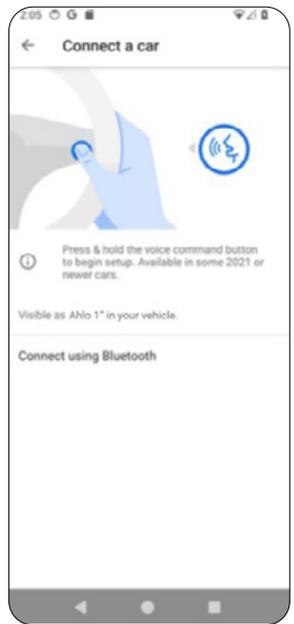
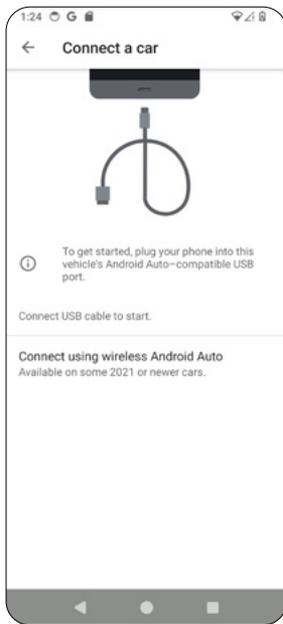
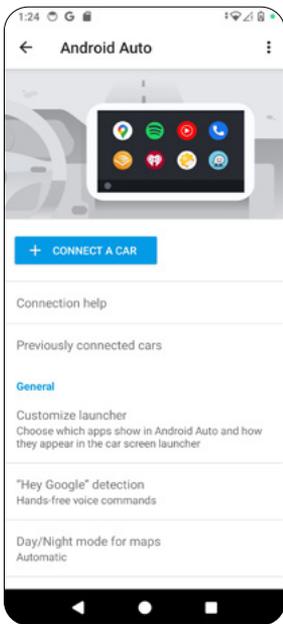
Your phone is compatible with Android Auto™. Once you've paired your phone with the car's display unit, you can use your compatible phone apps through the car's display.

To pair your phone with your car,

1. Go to Settings > Connected devices > Connection preferences > Android Auto.
2. Tap **+ CONNECT A CAR**  .
3. Connect your phone to your car's Android Auto compatible USB port with the supplied cable.

OR

Tap **Connect using wireless Android Auto > Connect using Bluetooth** (make sure your car has the voice command button that supports Android Auto).



Notes:

- Make sure your vehicle is compatible with Android Auto. To check compatibility, refer to the Android Auto official website or contact your car's dealership.
- If you need help, go to Connection help > HELP CENTER.
- Android Auto is a trademark of Google LLC.

General

- Customize launcher: select the apps displayed in Android Auto and how they appear in your car's display unit.
- "Hey Google" detection: set hands-free voice commands. By default, saying Ok Google will give you access to your Assistant.
- Day/Night mode for maps: select Automatic, Day, or Night.
- Start Android Auto automatically: set this option to Always, If used in the last drive, or Default (set by the car).
- Start Android Auto while locked: if enabled, access to your phone will be available on your car's display unit while locked.
- Start music automatically: automatically play music when you start driving.
- Google Assistant: set your Google Assistant for some common commands.
- Weather: if enabled, weather information will be shown on your car's display unit.
- Drive seat location: select Default (set by the car), Left, or Right.

Notifications

- Show first line of conversations: enable or disable showing the first line of conversations.
- Show conversations: enable or disable whether conversations will be shown.
- Show group conversations: if enabled, group conversations will be shown on the car's display unit.

Systems

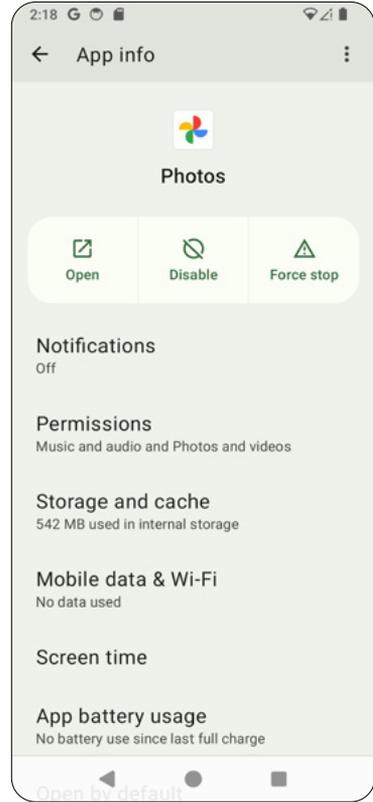
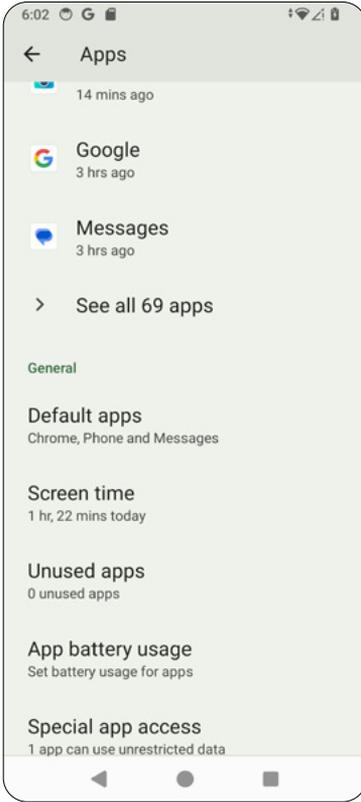
- Wireless Android Auto: enable or disable Wireless Android Auto.
- Google Analytics: Enable this app's use of Google Analytics for background reporting of app crashes and usage statistics (you may need to restart the app).

About

- Privacy Policy: get detailed information on Google's Privacy Policy
- Safety, Data, and Legal Notices: see the Safety Information, Data Notice, Terms of Service, and Open Source Licenses installed in your operating system.
- Version and permission info: see the Google version and permission information.

7.3 Apps

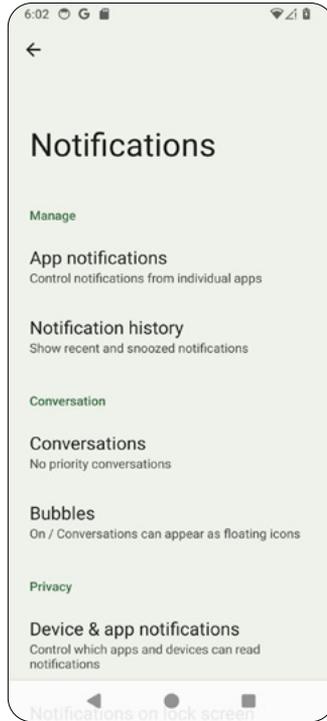
From the Settings  screen, tap Apps to manage your apps.



- Default apps: check the default apps status
- Screen time: see the screen time dashboard
- Unused apps: determines if any apps are left unutilized.
- App battery usage: check the battery usage by apps
- Special app access: grant apps specific permissions to access certain features on the device.

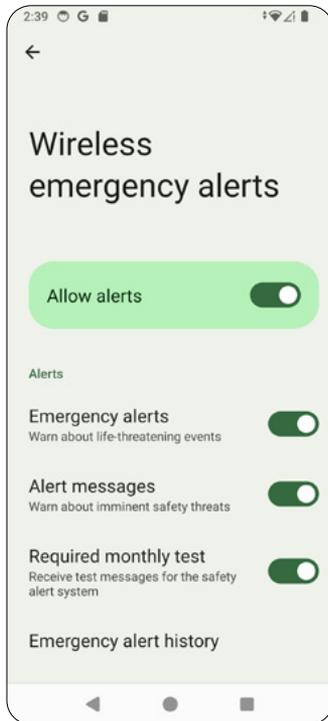
7.4 Notifications

From the Settings  screen, tap Notifications to access your notification settings.



- App notifications: manage notifications from individual apps
- Notification history: Display both snoozed and recent notifications.
- Conversations: access your prioritized or edited chats (text messages). This is where conversations that you have changed or marked as priority will show up.
- Bubbles: if enabled, conversations will appear as floating icons over other apps.
- Device & app notification: configure which apps and devices can read notifications.
- Notifications on lock screen: chose between three lock screen notification settings:
 1. Show conversations, default, and silent.
 2. Hide silent conversations and notifications.
 3. Don't show any notifications.

- **Do Not Disturb:** set preferences for Do Not Disturb to get notified only by select contacts or apps.
- **Flash notifications:** activates the camera flash or screen flash when you receive notifications or when an alarm sounds.
- **Wireless emergency alerts:** configure wireless emergency alerts. We strongly recommend to keep the Allow Alert setting. You may also enable or disable individual alerts, such as Severe threats, AMBER alerts, or test alerts.
- **Hide silent notifications in status bar:** If enabled, you will not see silent notifications in the Status Bar.
- **Allow notification snoozing:** If enabled, notifications will be snoozed.
- **Notification dot on app icon:** If enabled, a small dot will appear on the app icon when the app has unread notifications.
- **Enhanced notification:** If enabled, you will receive suggested actions or replies related to your notifications.



7.5 Battery

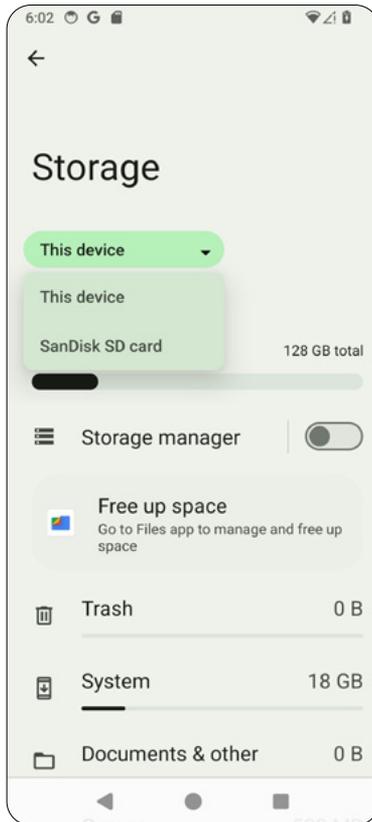
From the Settings  screen, tap Battery to view battery usage and manage your battery use.



- Battery usage: view battery usage since last full charge.
- Battery saver: enable Battery saver. You can set Battery saver mode for certain periods of time, or when you reach a certain level of charge.
- Battery percentage: if enabled, battery percentage will appear in status bar.

7.6 Storage

From the Settings  screen, tap Storage to view and manage your storage.

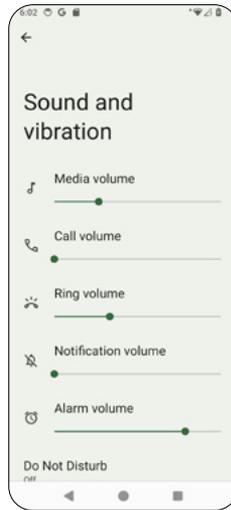


- Tap **This device** to select the storage you'd like to manage (your device's internal storage or your SD card)
- Enable or disable Storage manager to help free up storage by removing backed up photos and videos from your device.
- Tap Files app to manage your files.
- Tap on different file types such as Apps, Games, Videos, Images, Documents, Trash or Audio to manage a specific item. For example, if you go to Apps or Games and select an app, you will see the storage used by the app.

7.7 Sound and vibration

From the Settings  screen, tap Sound and vibration to manage sounds and vibration for media, call or notifications.

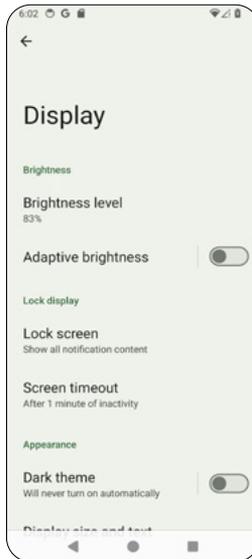
Use the slider to adjust Media volume, Call volume, Ring volume, Notification volume and Alarm volume.



- Do Not Disturb: set preferences for Do Not Disturb
- Phone ringtone: select a ringtone or add a ringtone from your phone.
- Live Caption: detects speech on your device and automatically generates captions. Set language, captions, sound labels, volume control, and more.
- Media: set Pin media player (media player stays open in Quick Settings), Show media on lock screen, or Show media recommendations (based on your activity).
- Vibration and haptics: set preferences for vibration in media, ringtones, notifications, or alarms.
- Default notification sound: select your default notification sound.
- Default alarm sound: select your default alarm sound.
- Dial pad tones: enable or disable dial pad tones.
- Screen locking sound: enable or disable screen locking sound.
- Charging sounds and vibration: enable or disable sounds and vibrations when your phone is charging.
- Tap & click sound: enable or disable tap and click sounds.
- Always show icon when in vibrate mode: enable or disable showing icons when in vibrate mode.

7.8 Display

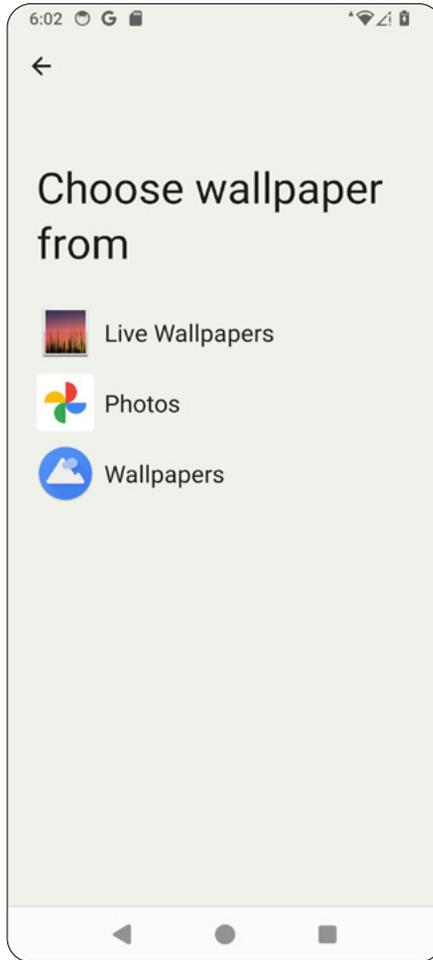
From the Settings  screen, tap Display to adjust display parameters for your phone.



- Brightness level: use the slider bar on the top of the screen to adjust the brightness level of your screen.
- Adaptive brightness: enable or disable adaptive brightness. If enabled, the screen brightness will automatically adjust to your surroundings or activities.
- Lock screen: set notification preferences for your locked screen.
- Screen timeout: set the time for screen timeout. Enable Screen attention to keep your screen on while you are looking at it.
- Dark theme: switch to a black background to help reduce battery usage.
- Display size and text: set font size and display size. You may also enable bold text or high contrast text.
- Night Light: switch to an amber-coloured display, for easier reading in low light.
- Color: select Natural, Boosted, or Adaptive.
- Auto-rotate screen: enable or disable automatic rotation of your screen.
- Screen saver: set your screen saver preferences.
- Tap to wake: double-tap anywhere on the screen to wake the device.

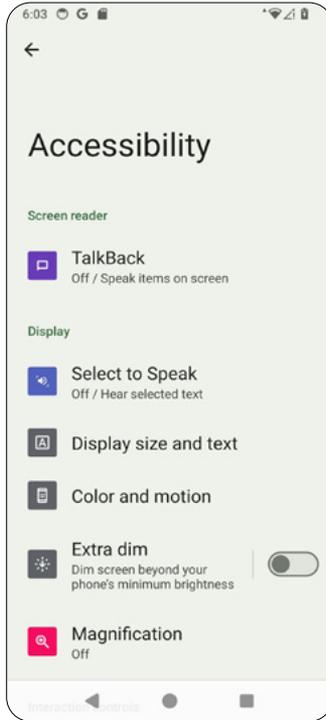
7.9 Wallpaper

From the Settings  screen, tap Wallpaper to select a wallpaper.



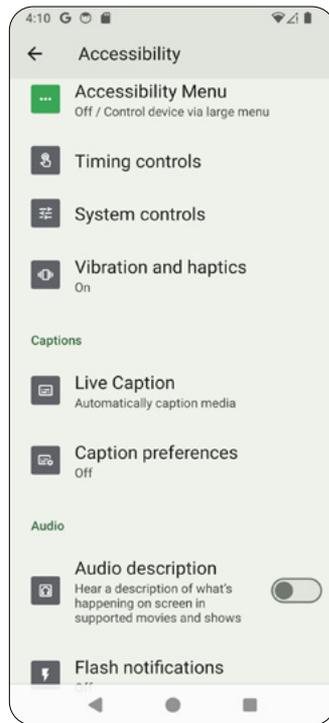
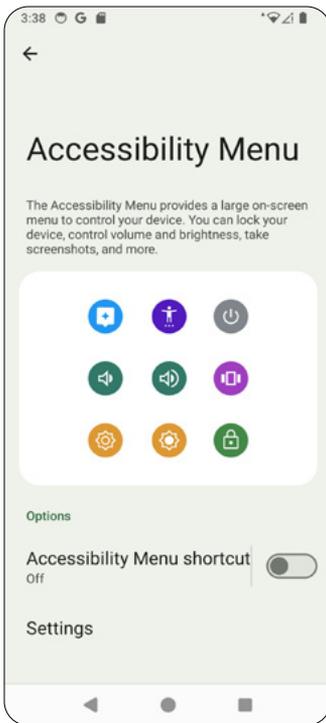
7.10 Accessibility

From the Settings  screen, tap Accessibility to enable or disable accessibility features.



- Talkback: Talkback provides spoken feedback so that you can use your device without looking at the screen. You may also enable Talkback shortcut for your convenience.
- Select to Speak: tap on specific items on your screen to hear them read or described aloud.
- Display size and text: set font size and display size. You may also enable bold text or high contrast text.
- Color and motion: set color correction, color inversion, dark theme, animation removal, or large mouse pointer.
- Extra dim: enable or disable Extra dim.
- Magnification: zoom in on the screen to enlarge the content.
- Accessibility Menu: Accessibility Menu provides a large on-screen menu to lock your device, control volume and brightness, take screenshots and more.

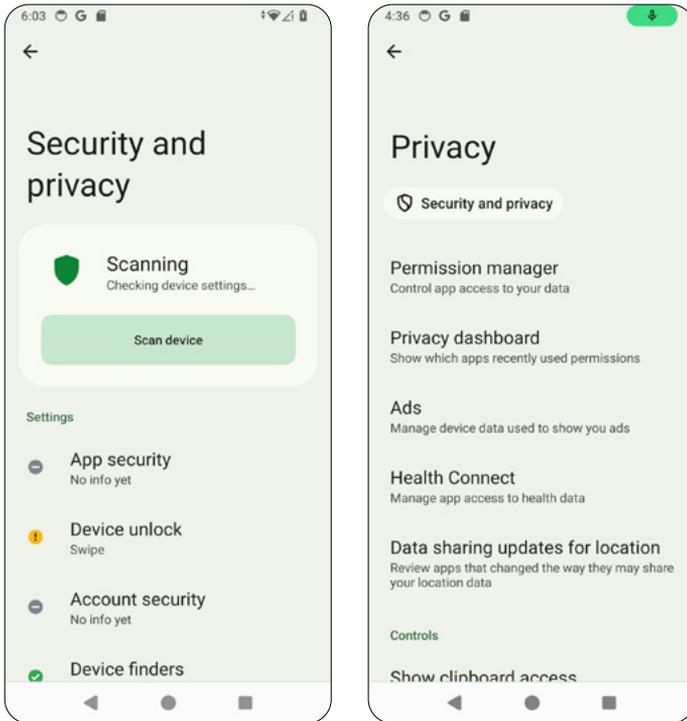
- Timing controls: manage timing preferences, such as Touch & hold delay, Time to take action, and Autoclick.
- System controls: set Navigation mode (three-button navigation or gesture navigation).
- Vibration and haptics: set preferences for vibration in media, ringtones, notifications, or alarms.
- Live Caption: detects speech on your device and automatically generates captions. Set language, captions, sound labels, volume control, and more.
- Caption preferences: customize caption size and style.
- Audio description: hear a description of what's happening on the screen in supported movies and shows.
- Flash notifications: use the camera flash or screen flash for notifications or alarms.
- Hearing devices: pair new hearing aid devices, cochlear implants, or amplification devices with your phone.
- Audio adjustment: enable mono sound and adjust audio balance.



7.11 Security and privacy



From the Settings screen, tap Security and privacy to configure security and privacy preferences.



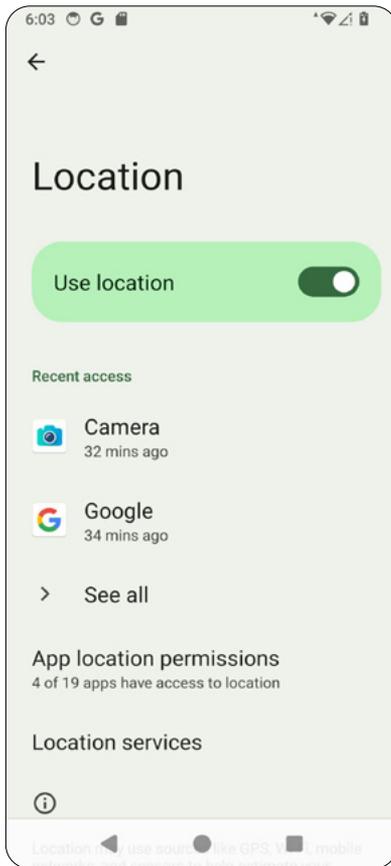
- App security: use Google Play Protect to scan your apps.
- Device unlock: set Device unlock methods, including screen lock and fingerprint. When setting the fingerprint unlock, you'll need to choose a backup screen lock method, such as pattern, PIN, or password.
- Account security: check status of Google Security Checkup and Password Checkup.
- Device finders: use Find My Device and Unknown tracker alerts.
- System updates: check for system updates.
- Privacy: configure privacy preferences including Permission manager, Ads, Health Connect, Data Sharing, Location access, and Activity controls

7.12 Location



From the Settings screen, tap Location to set Location services. You can see the apps that access this service.

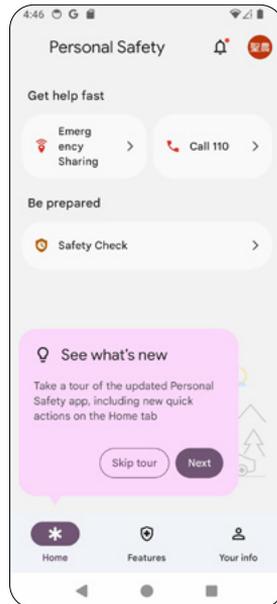
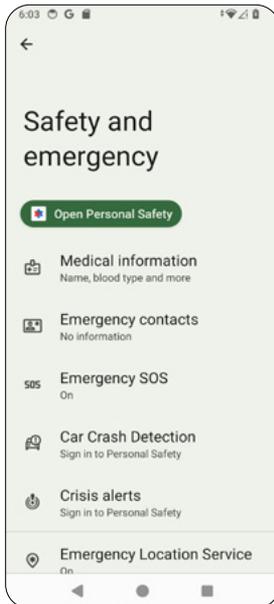
- Use location: enable or disable Google location service.
- App location permissions: manage the apps with permission to access this device's location.
- Location services: enable or disable Earthquake alerts, Emergency Location Service, Google Location Accuracy, Google Location History, Google Location Sharing, Wi-Fi scanning or Bluetooth scanning.



7.13 Safety & emergency

From the [Settings](#)  screen, tap [Safety & emergency](#) to set Personal Safety, emergency information and SOS, as well as medical information.

- [Open Personal Safety](#): use Personal Safety functions, including Emergency Sharing, Call 110, and Safety Check.
- [Medical information](#): enter your blood type, allergies, medications, and more for health monitoring.
- [Emergency contacts](#): add Emergency contacts.
- [Emergency SOS](#): setup your emergency SOS. Once enabled, your phone can call emergency services, share information with your emergency contacts, and record a video.
- [Crisis alerts](#): get notifications on natural disasters and public emergencies affecting your area. Location permission is required.
- [Emergency Location Service](#): if enabled, your phone's location is sent to emergency response partners when you call an emergency number.
- [Earthquake alerts](#): enable or disable Earthquake alerts.
- [Unknown tracker alerts](#): get notifications if an unknown tracker is detected.
- [Wireless emergency alerts](#): see [Wireless emergency alerts in Notifications](#).



7.14 Passwords & accounts

From the Settings  screen, tap Passwords & accounts to access Password Manager of your Google account, set Autofill service or automatically synchronize app data.

Passwords

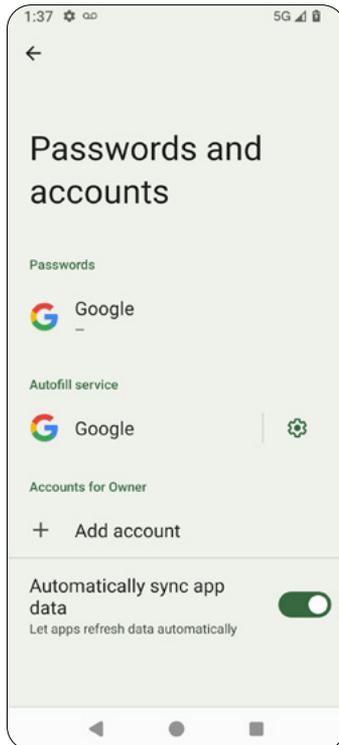
Enter your Google account and then select an account to access Password Manager.

Autofill service

Displays the services or apps enabled with Autofill. Tap  to enable or disable Use Autofill with Google.

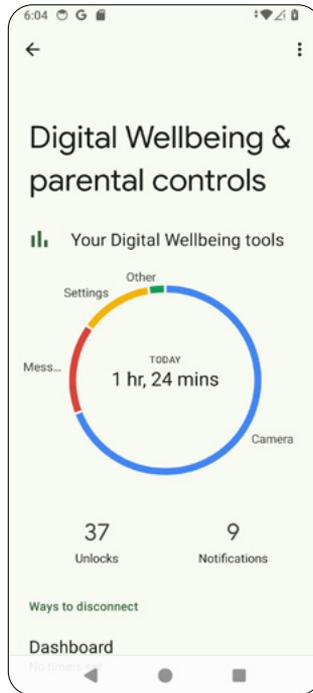
Accounts

Displays all the Google accounts on this phone. Tap any account to manage it. You may enable Automatically sync app data to allow apps to refresh data automatically.



7.15 Digital Wellbeing & parental controls

From the [Settings](#)  screen, tap [Digital Wellbeing & parental controls](#) to access tools and features for digital wellbeing and parental controls.

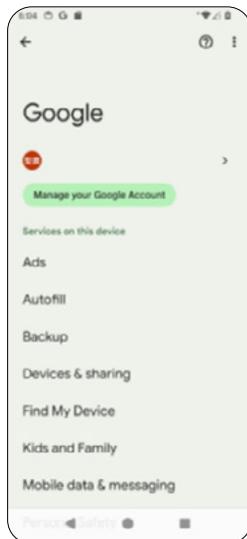


- [Dashboard](#): view the dashboard for phone usage.
- [Bedtime mode](#): set Bedtime mode.
- [Focus mode](#): select distracting apps to be paused.
- [Manage notifications](#): manage app notifications.
- [Do Not Disturb](#): set preferences for Do Not Disturb mode
- [Heads up](#): get a notification to focus on what's around you.
- [Parental control](#): adds content restrictions and set limits to manage your kid's screen time.

7.16 Google

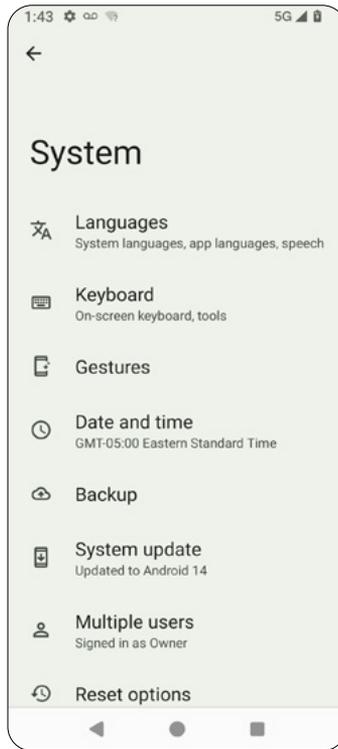
From the Settings  screen, tap Google to set services and manage preferences for your Google account.

- Ads: set your advertising ID and Opt in or out of Ads Personalization.
- Autofill: enable/disable Autofill with Google and set SMS verification codes for Autofill service and default browser.
- Backup: access and manage your account storage and enable/ disable Backup by Google One.
- Devices & sharing: access Cast options, Chromebook, Devices, Nearby connections and Nearby Share.
- Find My Device: enable or disable Find My Device (Google Location must be activated).
- Kids and Family: check Family Group and Parental Controls.
- Mobile data & messaging: access Data management and Device phone number.
- Personal Safety: check if any unknown tracker alerts are detected.
- Personalize using shared data: allow Google apps to access on-device data shared by apps and other sources.
- Set up & restore: access Restore contacts, Set up nearby devices, and Set up your work profile.
- Settings for Google apps: manage Connected apps, Google Contacts sync, Google Fit, Google Play Instant, Google Wallet, Play Games, or Search, Assistant & Voice.



7.17 System

From the [Settings](#)  screen, tap [System](#) to manage advanced settings for your phone.



- [Languages](#): set system languages, app languages, voice input, and on-device speech recognition.
- [Keyboard](#): set onscreen keyboard preferences and tools.
- [Gestures](#): set gestures to open your camera and other apps.
- [Date and time](#): set time automatically based on your location.
- [Backup](#): enable backup by Google One over Wi-Fi.
- [System update](#): check for available system updates.
- [Multiple users](#): allow multiple users.
- [Reset options](#): reset options include Reset Mobile Network Settings, Reset Bluetooth & Wi-Fi, Reset app preferences, and Erase All Data (factory default).

7.18 About phone



From the Settings screen, tap About phone to view detailed information about your phone.

Basic info

- Device name: view and manage the display name of your phone.
- Phone number: see your phone number.

Legal & regulatory

- Legal information: read Third-party licenses, Google legal, Google Play system update licenses and System WebView licenses.
- Regulatory label: see the phone's regulatory label and information, such as FCC ID.

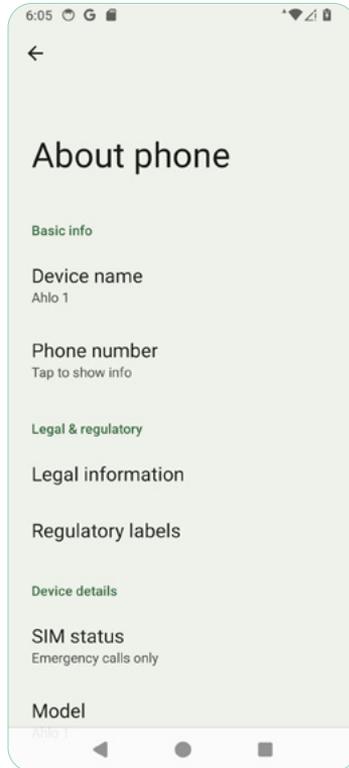
Device details

- SIM status: see detailed information about your SIM card, including network service carrier, phone number, mobile network state, signal strength, network type and roaming state.
- Model: see the model name, serial number and hardware version of your phone.
- IMEI: see your device's IMEI number.
- Android version: get information about Android version, Android security update, Google Play system update, Baseband version, Kernel version and Build number.

Device identifiers

See the following device identifiers:

- IP address
- Wi-Fi MAC address
- Device Wi-Fi MAC address
- Bluetooth address
- Up time
- Build number



Appendix 1: Troubleshooting

Issue	Solution
<p>My phone can't connect to the network</p>	<p>Wi-Fi or Mobile Data is disabled or signal strength might be low. Check your Wi-Fi or mobile data connection</p> <ul style="list-style-type: none"> • Swipe down twice from the top of your screen to check if the Wi-Fi or mobile data icon is on; • Check the Status Bar on top of your screen to check the signal strength of your Wi-Fi or mobile data connection. <p>If Wi-Fi and mobile data connections seem normal, contact your Internet service provider for Wi-Fi related issues, or your mobile network carrier for mobile data issues.</p>
<p>My phone doesn't seem to charge</p>	<ul style="list-style-type: none"> • If your phone has been left uncharged for a long time, it might take a while to charge it. • You might be using a non-functional cable or adapter. Try using a different one. • The power outlet you are using may not be working. Try to charge your phone through another power outlet.
<p>My phone seems frozen and doesn't respond</p>	<p>Try to restarting your phone.</p> <ul style="list-style-type: none"> • Press and hold the Power button and tap Restart. <p>If the problem persists, visit our website at http://ahlo.ca/warranty for next steps.</p>
<p>There is no sound when I play music on my phone or watch videos on YouTube</p>	<p>Check the volume of your phone. Use the Volume Up/Down buttons on the side of your phone to check.</p> <p>If your phone is not on mute but you hear no sound, restart your phone.</p> <ul style="list-style-type: none"> • Press and hold the Power button and tap Restart.

Issue	Solution
<p>Why can't my computer detect my phone?</p>	<p>The USB port on your computer might not be working.</p> <ul style="list-style-type: none"> • Try another USB port. If the problem persists, try restarting your computer. <p>The USB cable might be defective.</p> <ul style="list-style-type: none"> • Try using another USB cable. <p>Your computer might need a USB driver.</p> <ul style="list-style-type: none"> • Check the list of your computer programs to see if USB driver is installed. • Depending on your computer, you might also want to check: <ul style="list-style-type: none"> • If your computer supports MTP mode. • If your computer supports connection to with Android devices.
<p>Other phones can't detect my phone via Bluetooth</p>	<ol style="list-style-type: none"> 1. Check if your Bluetooth is on. <ul style="list-style-type: none"> • Swipe down twice from the top of your screen to show the Bluetooth icon and ensure it is on. 2. Make sure the other phone is close to your phone. 3. There could be many other Bluetooth-enabled devices nearby, and it may cause delays for the phone you'd like to connect to detect your phone via Bluetooth.
<p>I can't hear the other party on calls</p>	<ul style="list-style-type: none"> - Try using the Volume Up/Down buttons on the side of your phone to ensure you are not on mute. - You might be in place where signal is blocked, like a basement, an elevator or in an indoor parking lot. Try again from a different location. - There might be a temporary signal interruption. Try again later. <p>If the problem persists, contact your mobile service provider.</p>

Issue	Solution
<p>My battery drains fast</p>	<p>Try closing applications running in the background.</p> <ul style="list-style-type: none"> • Tap on Recent to manage in-use apps and select the ones to be closed. • Swipe all the way to the left and tap CLEAR ALL. <p>Turn off Location (GPS), Bluetooth or Hotspot when not in use.</p> <ul style="list-style-type: none"> • Swipe down twice from the top of your screen to show these icons and check if they are disabled.
<p>My phone gets hot</p>	<p>It is normal that your phone becomes warmer when you play games, talk on the phone, watch videos, run apps requiring a lot of bandwidth, or use your phone as a Wi-Fi hotspot for a long period of time.</p> <p>Stop usage of these apps or services in order for the phone to cool off.</p> <p>Be sure to save any important data before you close these apps or services.</p>
<p>I can't receive text messages</p>	<p>Your phone storage might be full</p> <ul style="list-style-type: none"> • Your phone's storage space may be occupied by certain SMS/MMS messages. To free up storage space, tidy up a few files. • There might be an issue with your service availability • Contact your mobile service provider to check service availability. Their servers might be over their data capacity.

Issue	Solution
<p>Why is my phone turning on and off by itself?</p>	<p>Try restarting your phone.</p> <ul style="list-style-type: none"> • Press and hold the Power button and tap Restart. <p>The battery may be low.</p> <ul style="list-style-type: none"> • Try fully charging your phone. <p>Your memory and storage might be almost full.</p> <ul style="list-style-type: none"> • Free space in your phone memory and storage by removing/ deleting unused files. <p>Uninstall apps</p> <ul style="list-style-type: none"> • Some apps might cause your phone to turn on and off by itself. Try to pinpoint the app causing this situation and uninstall it. <p>Your phone might need a system update</p> <ul style="list-style-type: none"> • You may not have updated your phone in a long time. Install the phone's required updates. The available updates for your phone will be shown in the phone manager app.