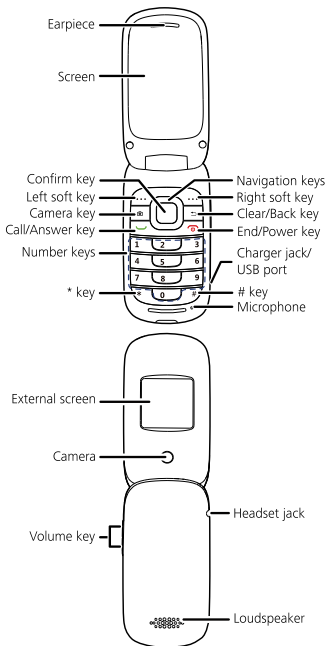


# Consumer Cellular Envoy™ User Guide



Consumer  
Cellular®

# Your Phone



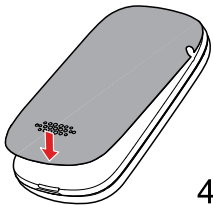
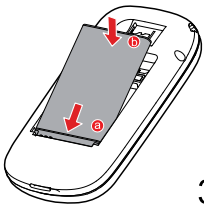
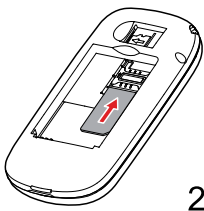
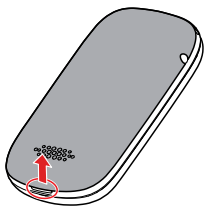
## Installing the SIM Card and Battery

Before you begin to use your phone, a SIM card must be inserted. Follow the steps laid out below to insert your SIM card into the phone.



Note

Power off your phone before attempting to remove the battery or SIM card.





## Inserting the microSD Card

Your phone supports a microSD card of up to 32 GB. No microSD cards are included in the product package. You can purchase one separately.



## Charging the Battery







When the icon  is displayed or the charging icon stops blinking, the battery is fully charged.






If the battery has not been used for a long time or if the battery power is completely depleted, the charging icon  may take several minutes to appear after you start charging.














# Keys and Functions

## Note














In this guide, the navigation keys on your phone are indicated by , , , , , .

Press	To
	Select the option displayed in the lower left corner of the screen.
	Select the option displayed in the lower right corner of the screen.
	<ul style="list-style-type: none"><li>• Place or answer a call.</li><li>• View call logs in standby mode.</li></ul>
	<ul style="list-style-type: none"><li>• Power your phone on or off (press and hold the key for 3 or more seconds).</li><li>• End or reject a call.</li><li>• Return to standby mode.</li><li>• Turn the backlight on or off in standby mode.</li></ul>
	Start the camera.











Press	To
	<ul style="list-style-type: none"> <li>• In text input mode, delete the character to the left of the cursor. Press and hold the key for 3 or more seconds to clear all the characters to the left of the cursor.</li> <li>• Return to the previous menu.</li> </ul>
	<p>Confirm a selection or display a menu.</p>
	<p>Access the functions assigned to the navigation keys in standby mode.</p>
 	<ul style="list-style-type: none"> <li>• Enter numbers, letters, and symbols in text input mode.</li> <li>• Call voicemail in standby mode (press and hold  for 3 or more seconds).</li> <li>• Speed-dial phone numbers in standby mode (press and hold the keys  –  for 3 or more seconds). To set speed dial numbers, select <b>Menu &gt; Contacts &gt; Options &gt; Manage Contacts &gt; Speed Dialing</b>.</li> </ul>

Press	To
	<ul style="list-style-type: none"> <li>• Enter <b>*</b>, <b>+</b>, <b>P</b> or <b>W</b> when entering phone numbers.</li> <li>• Enable or disable the <b>Vibration</b> profile in standby mode (press and hold the key for 3 or more seconds). To configure the profile, select <b>Menu &gt; Settings &gt; Phone &gt; Sound &gt; Ringer Type</b>.</li> </ul>
	<ul style="list-style-type: none"> <li>• Enter <b>#</b>.</li> <li>• Lock the keypad (press and hold the key for 3 or more seconds).</li> </ul>
	<ul style="list-style-type: none"> <li>• Adjust the volume.</li> <li>• Turn the external screen on when the clamshell is closed and the external screen is off.</li> </ul>

## Status Icons


Icon	Indicates
	Signal strength
	Call in progress
	Missed calls
	New text messages
	New multimedia messages
	New voicemails
	Message storage capacity is full. No more space for new messages.
	Music is playing in the background
	Alarm enabled
	Bluetooth turned on
	Bluetooth headset connected
	Your phone is sending data using Bluetooth
	Your phone is receiving data using Bluetooth



Icon	Indicates
	Your battery is currently charging
	Battery full
	Battery low
	Headset connected
	microSD card inserted
	GPS is currently enabled
	<b>Ring</b> ing profile activated
	<b>Ring</b> ing and <b>Vibr</b> ation profile activated
	<b>Vibr</b> ation profile activated
	<b>Sil</b> ence profile activated

## Text Input

### Changing the Text Input Mode

The current text input mode is displayed in the upper right corner of a text editing screen. Press  to switch between text input modes.




## Entering a Word

In multi-tap input mode, press the number key labeled with the desired letter once to enter the first letter on the key, twice to enter the second letter on the key, and so on.

In predictive input mode:

1. Press each key once according to the spelling sequence of the desired word.




Your phone displays candidate words that may be spelled by the keystroke sequence.

2. Press  to scroll to the desired word.
3. Press  to enter the word, or press  to enter the word followed by a space.



## Entering a Number

- In **123** input mode, press the desired number key.
- In any input mode except **123**, press and hold the corresponding number key for 3 or more seconds to enter the desired digit.




## Entering a Symbol



1. In any input mode, press  to display a list of symbols.
2. Press  to scroll to the desired symbol.
3. Press  to enter the symbol.

## Creating a Contact


1. Select **Menu** > **Contacts** > **Create Contact**.
2. Edit the contact information.
3. Press  or  to save the contact.

## Making and Answering a Call


In standby mode, press number keys  –  to enter a phone number, and then press  to dial the number.


When a call comes in, press  to answer it, or  to reject it.

## Creating and Sending a Message

1. Select **Menu** > **Messaging** > **Create Message**.
2. Enter a phone number, or press  and then select the recipient from **Contacts**.
3. Edit the message.  
You can select **Options** > **Insert Object** to attach items, such as pictures or audio files, to the message.
4. Select **Options** > **Send** to send the message.

## Camera


Select **Menu** > **Multimedia** > **Camera**, and press  to take a photo.

On the **Camera** screen, press  (**Options**) to configure camera settings.












To view your photos, select **Options** > **Go to Album**.

To set the default storage location, select **Options** > **Settings** > **Storage Location**.

## Playing Music



Select a song and press  to play it.



While a song is playing:

- Press  to pause or resume.
- Press  to switch to the next song, or press and hold  to fast-forward.
- Press  to switch to the previous song, or press and hold  to rewind.
- Press  to display the currently active playlist.
- Press  to display the media library.
- Press  to adjust the volume.
- Press  (**Minimize**), , or  to exit the music playback screen. The song will continue to play in the background.

- Select **Options** > **Exit** to exit the music player. This will stop any ongoing playback.

## Locking the Keypad

To lock the keypad, press and hold  for 3 or more seconds. While the keypad is locked, you can still press  to answer incoming calls or make emergency calls.

To unlock the keypad, press  then .

## Phone Lock


**Phone Lock** protects your phone from unauthorized use. By default, the function is disabled. To enable or disable **Phone Lock**, select **Menu** > **Settings** > **Security** > **Phone Lock**. Once it is enabled, you must enter a passcode each time you power on the phone.

The preset passcode is **000000**. You can select **Menu** > **Settings** > **Security** > **Change Phone Lock Code** to change your passcode to any numeric string of four to eight digits.

Please do not forget your passcode. Should you forget it, please contact Consumer Cellular's customer service from a different phone at: 1-800-686-4460 or by e-mail at: [service@consumercellular.com](mailto:service@consumercellular.com).

## Troubleshooting

If you encounter any problems while using your phone, refer to the following table for potential solutions. If the problems persist, contact your service provider or local device retailer.

Problem	Ensure That
The battery isn't charging.	The charger is properly connected to your phone and the power socket.
My phone cannot be powered on.	<ul style="list-style-type: none"><li>• There is an adequate amount of battery power.</li><li>• The battery is properly installed.</li><li>• You press and hold  for 3 or more seconds to turn on your phone.</li></ul>
I cannot make any calls except emergency calls.	<ul style="list-style-type: none"><li>• You are within your service provider's network coverage area.</li><li>• The call restriction function is disabled.</li></ul>

Problem	Ensure That
Poor call quality.	<ul style="list-style-type: none"> <li>• You have good reception.</li> <li>• If you are indoors, move near a window for better reception.</li> </ul>
I am not getting good reception or my phone is often offline.	The reception in that area may be poor. Move to a location with better reception.
My phone cannot find other Bluetooth devices or fails to send or receive data using Bluetooth.	<ul style="list-style-type: none"> <li>• The Bluetooth function on both devices is turned on.</li> <li>• The distance between the two devices is less than 10 meters.</li> <li>• There are no obstacles between the two devices.</li> <li>• The other Bluetooth device is set to visible.</li> </ul>

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### **Privacy Policy**

To better understand how we protect your personal information, please see the privacy policy at <http://consumer.huawei.com/en/privacy-policy/index.htm>.

## Safety Precaution

Before using the phone, read safety precautions and inform your children about using the phone correctly and safely. For details, see "Safety information".

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Do not crash, throw, or puncture your mobile phone. Avoid dropping, squeezing, or bending your mobile phone.

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Do not use your mobile phone in a moist environment, such as the bathroom. Prevent your mobile phone from being soaked or washed in liquid.

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Do not switch on your mobile phone when it is prohibited to use phones or when the phone may cause interference or danger.

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Do not use your mobile phone while driving.

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Follow any rules or regulations in hospitals and health care facilities. Switch off your mobile phone near any medical apparatus.

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Switch off your mobile phone while on an aircraft. The phone may cause interference to control equipment of the aircraft.

---



Switch off your mobile phone near high-precision electronic devices. The phone may affect the performance of these devices.

---



Do not attempt to disassemble your mobile phone or its accessories. Only qualified personnel are allowed to service or repair the phone.

---



Do not place your mobile phone or its accessories in containers with a strong electromagnetic field.

---



Do not place magnetic storage media near your mobile phone. Radiation from the phone may erase the information stored on them.

---



Do not put your mobile phone in a high-temperature place or use it in a place with flammable gas such as a gas station.

---



Keep your mobile phone and its accessories away from children. Do not allow children to use your mobile phone without guidance.

---



Use only approved batteries and chargers to avoid the risk of explosions.

---



Observe any laws or regulations on the use of wireless devices. Respect others' privacy and legal rights when using your wireless device.

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Strictly follow the relevant instructions of this manual while using the USB cable. Otherwise your mobile phone or PC may be damaged.

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## Safety information

This section contains important information about the operation of your device. It also contains information about how to use the device safely. Read this information carefully before using your device.

### **Electronic device**

Do not use your device if using the device is prohibited. Do not use the device if doing so causes danger or interference with other electronic devices.

### **Interference with medical equipment**

- Follow rules and regulations set forth by hospitals and health care facilities. Do not use your device where prohibited.
- Some wireless devices may affect the performance of hearing aids or pacemakers. Consult your service provider for more information.
- Pacemaker manufacturers recommend that a minimum distance of 15 cm be maintained between a device and a pacemaker to prevent potential interference with the pacemaker. If using a pacemaker, hold the device on the side opposite the pacemaker and do not carry the device in your front pocket.

### **Protecting your hearing when using a headset**

- Using a headset at high volumes may damage your hearing. To reduce this risk, lower the headset volume

to a safe and comfortable level.

- Exposure to high volumes while driving may cause distraction and increase your risk of an accident.

### **Areas with flammables and explosives**

- Do not use the device where flammables or explosives are stored (in a gas station, oil depot, or chemical plant, for example). Using your device in these environments increases the risk of explosion or fire. In addition, follow the instructions indicated in text or symbols.
- Do not store or transport the device in containers with flammable liquids, gases, or explosives.

### **Traffic security**

- Observe local laws and regulations while using the device. To reduce the risk of accidents, do not use your wireless device while driving.
- Concentrate on driving. Your first responsibility is to drive safely.
- Do not hold the device while driving. Use hands-free accessories.
- When you must make or answer a call, pull off the road safely and park the vehicle first.
- RF signals may affect the electronic systems of motor vehicles. For more information, consult the vehicle manufacturer.

- Do not place the device over the air bag or in the air bag deployment area in a motor vehicle. Doing so may hurt you because of the strong force when the air bag inflates.
- Do not use your device while flying in an aircraft or immediately before boarding. Using wireless devices in an aircraft may disrupt wireless networks, present a hazard to aircraft operation, or be illegal.

### **Operating environment**

- Avoid dusty, damp, or dirty environments. Avoid magnetic fields. Using the device in these environments may result in circuit malfunctions.
- Do not use your device during thunderstorms to protect your device against any danger caused by lightning.
- Ideal operating temperatures are 0°C to 35°C. Ideal storage temperatures are -20°C to 70°C. Extreme heat or cold may damage your device or accessories.
- Do not expose your device to direct sunlight (such as on a car dashboard) for prolonged periods.
- To protect your device or accessories from fire or electrical shock hazards, avoid rain and moisture.
- Keep the device away from sources of heat and fire, such as a heater, microwave oven, stove, water heater, radiator, or candle.

- Do not place sharp metal objects, such as pins, near the earpiece or speaker. The earpiece may attract these objects and result in injury.
- Stop using your device or applications for a while if the device is overheated. If skin is exposed to an overheated device for an extended period, low temperature burn symptoms, such as red spots and darker pigmentation, may occur.
- Do not touch the device's antenna. Otherwise, communication quality may be reduced.
- Do not allow children or pets to bite or suck the device or accessories. Doing so may result in damage or explosion.
- Observe local laws and regulations, and respect the privacy and legal rights of others.

### **Child safety**

- Comply with all precautions with regard to child safety. Letting children play with the device or its accessories may be dangerous. The device includes detachable parts that may present a choking hazard. Keep away from children.
- The device and its accessories are not intended for use by children. Children should only use the device with adult supervision.



## **Accessories**

- Using an unapproved or incompatible power adapter, charger or battery may cause fire, explosion or other hazards.
- Choose only accessories approved for use with this model by the device manufacturer. The use of any other types of accessories may void the warranty, may violate local regulations and laws, and may be dangerous. Please contact your retailer for information about the availability of approved accessories in your area.

## **Charger safety**

- For pluggable devices, the socket-outlet shall be installed near the devices and shall be easily accessible.
- Unplug the charger from electrical outlets and the device when not in use.
- Do not drop or cause an impact to the charger.
- If the power cable is damaged (for example, the cord is exposed or broken), or the plug loosens, stop using it at once. Continued use may lead to electric shocks, short circuits, or fire.
- Do not touch the power cord with wet hands or pull the power cord to disconnect the charger.
- Do not touch the device or the charger with wet hands. Doing so may lead to short circuits, malfunctions, or

electric shocks.

- If your charger has been exposed to water, other liquids, or excessive moisture, take it to an authorized service center for inspection.
- Ensure that the charger meets the requirements of Clause 2.5 in IEC60950-1/EN60950-1 and has been tested and approved according to national or local standards.
- Connect the device only to products with the USB-IF logo or with USB-IF compliance program completion.

### **Battery safety**

- Do not connect battery poles with conductors, such as keys, jewelry, or other metal materials. Doing so may short-circuit the battery and cause injuries or burns.
- Keep the battery away from excessive heat and direct sunlight. Do not place it on or in heating devices, such as microwave ovens, stoves, or radiators. Batteries may explode if overheated.
- Do not attempt to modify or remanufacture the battery, insert foreign objects into it, or immerse or expose it to water or other liquids. Doing so may lead to fire, explosion, or other hazards.
- If the battery leaks, ensure that the electrolyte does not make direct contact with your skins or eyes. If the electrolyte touches your skins or splashes into your

eyes, immediately flush with clean water and consult a doctor.

- In case of battery deformation, color change, or overheating while charging or storing, immediately stop using the device and remove the battery. Continued use may lead to battery leakage, fire, or explosion.
- Do not put batteries in fire as they may explode. Damaged batteries may also explode.
- Dispose of used batteries in accordance with local regulations. Improper battery use may lead to fire, explosion, or other hazards.
- Do not allow children or pets to bite or suck the battery. Doing so may result in damage or explosion.
- Do not smash or pierce the battery, or expose it to high external pressure. Doing so may lead to a short circuit or overheating.
- Do not drop the device or battery. If the device or battery is dropped, especially on a hard surface, and may be damaged.
- If the device standby time shortens significantly, replace the battery.
- Use the battery only with a charging system that is IEEE-Std-1725 standard qualified. The use of an unqualified battery or charger may lead to fire,

explosion, leakage, or other hazards.

- Replace the battery only with an IEEE-Std-1725 standard qualified battery. The use of an unqualified battery may lead to fire, explosion, leakage, or other hazards.
- Do not disassemble or open, crush, bend or deform, puncture or shred the battery. Otherwise, it may lead to electrolyte leakage, overheating, fire, or explosion.
- Do not solder battery poles or dismantle the battery. Doing so may lead to electrolyte leakage, excessive heat, fire, or explosion.

### **Cleaning and maintenance**

- Keep the device and accessories dry. Do not attempt to dry it with an external heat source, such as a microwave oven or hair dryer.
- Do not expose your device or accessories to extreme heat or cold. These environments may interfere with proper function and may lead to fire or explosion.
- Avoid collision, which may lead to device malfunctions, overheating, fire, or explosion.
- Before you clean or maintain the device, stop using it, stop all applications, and disconnect all cables connected to it.
- Do not use any chemical detergent, powder, or other chemical agents (such as alcohol and benzene) to

clean the device or accessories. These substances may cause damage to parts or present a fire hazard. Use a clean, soft, and dry cloth to clean the device and accessories.

- Do not place magnetic stripe cards, such as credit cards and phone cards, near the device for extended periods of time. Otherwise the magnetic stripe cards may be damaged.
- Do not dismantle or remanufacture the device and its accessories. This voids the warranty and releases the manufacturer from liability for damage. In case of damage, contact an authorized service center for assistance or repair.
- If the device screen is broken in a collision, immediately stop using the device. Do not touch or attempt to remove the broken parts. Promptly contact an authorized service center.

### **Emergency calls**

The availability of emergency calls is subject to your cellular network quality, service provider policy, and local laws and regulations. Never rely solely on your device for critical communications like medical emergencies.

### **Environmental protection**

- The device and its accessories (if included), such as the power adapter, headset, and battery should not be

disposed of with household garbage.

- Disposal of the device and its accessories is subject to local regulations. Support proper collection and recycling.

## **FCC Regulatory Compliance**

### **Body worn operation**

The device complies with RF specifications when used near your ear or at a distance of 1.5 cm from your body. Ensure that the device accessories, such as a device case and device holster, are not composed of metal components. Keep the device away from your body to meet the distance requirement.

### **Certification information (SAR)**

This device is also designed to meet the requirements for exposure to radio waves established by the Federal Communications Commission (USA).

The SAR limit adopted by the USA is 1.6 W/kg averaged over one gram of tissue. The highest SAR value reported to the FCC for this device type complies with this limit.

The highest SAR value reported to the FCC for this device type when using at the ear is 0.943 W/kg, and when properly worn on the body is 1.029 W/kg.

### **FCC statement**

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to

Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

**Caution:** Any changes or modifications to this device not expressly approved by Huawei Technologies Co., Ltd. for compliance could void the user's authority to operate the equipment.

### **Hearing Aid Compatibility (HAC) regulations for mobile phones**

In 2003, the FCC adopted rules to make digital wireless telephones compatible with hearing aids and cochlear implants. Although analog wireless phones do not usually cause interference with hearing aids or cochlear implants, digital wireless phones sometimes do because of electromagnetic energy emitted by the phone's antenna, backlight, or other components.

Your phone is compliant with FCC HAC regulations (ANSI C63.19).

While some wireless phones are used near some hearing devices (hearing aids and cochlear implants), users may detect a buzzing, humming, or whining noise.

Some hearing devices are more immune than others to this interference noise, and phones also vary in the amount of interference they generate.

The wireless telephone industry has developed a rating system for wireless phones, to assist hearing device users find phones that may be compatible with their hearing devices. Not all phones have been rated. Phones that are



rated have the rating on their box or a label located on the box. The ratings are not guarantees.

Results will vary depending on the user's hearing device and hearing loss. If your hearing device happens to be vulnerable to interference, you may not be able to use a rated phone successfully. Trying out the phone with your hearing device is the best way to evaluate it for your personal needs.

M-Ratings: Phones rated M3 or M4 meet FCC requirements and are likely to generate less interference to hearing devices than phones that are not labeled. M4 is the better/higher of the two ratings.

T-Ratings: Phones rated T3 or T4 meet FCC requirements and are likely to be more usable with a hearing device's telecoil ("T Switch" or "Telephone Switch") than unrated phones. T4 is the better/higher of the two ratings. (Note that not all hearing devices have telecoils in them.)

Hearing devices may also be measured.

Your phone meets the M3/T4 level rating. Hearing devices may also be rated. Your hearing device manufacturer or hearing health professional may help you find this rating.

This phone has been tested and rated for use with hearing aids for some of the wireless technologies that it uses. However, there may be some newer wireless technologies used in this phone that have not been

tested yet for use with hearing aids. It is important to try the different features of this phone thoroughly and in different locations, using your hearing aid or cochlear implant, to determine if you hear any interfering noise. Consult your service provider or the manufacturer of this phone for information on hearing aid compatibility. If you have questions about return or exchange policies, consult your service provider or phone retailer.

To ensure that the Hearing Aid Compatibility rating for your device is maintained, secondary transmitters such as Bluetooth and/or Wi-Fi components must be disabled during a call.

For more information about the FCC Hearing Aid Compatibility please go to <http://transition.fcc.gov/cgb/dro/hearing.html>.

## **Warranty Information**

### **Warranty And Technical Data**

This product is guaranteed for a period of 12 months from the date of purchase. In the unlikely event of a fault occurring during this period, please contact the place of purchase. Proof of purchase is required for any service or support needed during the guarantee period.

This guarantee will not apply to a fault caused by an accident or a similar incident or damage, liquid ingress, negligence, abnormal usage, non-maintenance or any

other circumstances on the user's part. Furthermore, this guarantee will not apply to any fault caused by a thunderstorm or any other voltage fluctuations. As a matter of precaution, we recommend disconnecting the charger during a thunderstorm.

Batteries are consumables and are not included in any guarantee.

This guarantee does not apply if batteries other than HUAWEI original batteries are used.

## **Support**

For assistance, please contact:

Email: [\*\*service@ConsumerCellular.com\*\*](mailto:service@ConsumerCellular.com)

Website: [\*\*www.ConsumerCellular.com/support\*\*](http://www.ConsumerCellular.com/support)

Telephone: **1-800-686-4460**

Need to test your cell phone?

At any time you can place a mobile phone test call to our FREE test line by dialing 1-888-460-8781 from your cellular phone. If the call is completed correctly you will hear a recorded message telling you that your mobile phone is working.

Check your minutes or change your plan.

With Consumer Cellular you are in control and can change your plan at any time. To check your usage and change your plan just go to My Account at:

[\*\*www.ConsumerCellular.com\*\*](http://www.ConsumerCellular.com)

Or call 1-888-373-1777 any time. The call is free.

Further information is available on our website:

**[www.ConsumerCellular.com](http://www.ConsumerCellular.com)** OR

**[www.huaweidevice.com/worldwide](http://www.huaweidevice.com/worldwide)**

You may also view helpful how-to videos at:

**[www.ConsumerCellular.com/Support/VideosandManuals](http://www.ConsumerCellular.com/Support/VideosandManuals)**

Please visit

[www.huaweidevice.com/worldwide/support/hotline](http://www.huaweidevice.com/worldwide/support/hotline) for recently updated hotline and email address in your country or region.



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