



4G Home Phone 2

# Operator's Manual

## How to contact us

Email us at [help@opelmobile.com](mailto:help@opelmobile.com) or call

📞 **0808 160 7167** in UK (8am to 4pm, Mon to Fri – excluding national holidays)

📞 **1800 456 902** in Ireland (8am to 4pm, Mon to Fri – excluding national holidays)

📞 **+353 749389098** in Europe (9am to 4pm IST, Mon to Fri – excluding national holidays)

# Table of Contents

Safety Information .....	3
What's in the Box .....	7
Quick Setup Guide .....	7
Overview of the Device .....	10
Phone Status Icons .....	11
Specifications .....	12
Quick User Guide .....	13
Main Interface .....	15
M1/M2/M3 and Speed Dial .....	15
Contacts .....	16
Messages .....	18
Call Logs .....	20
Ringtones & Volume .....	21
Settings .....	22
SOS Emergency .....	25
Wi-Fi Hotspot .....	25
Troubleshooting and Support .....	26

**Opel Mobile hereby declares that this product is in compliance with the essential requirements and other relevant provisions of the Radio Equipment Directive 2014/53/EU.**

**The EU/UK declaration of conformity may be consulted at <https://www.opelmobile.com/dofc>**

**The Bluetooth® word mark and logos are registered trademarks owned by Bluetooth SIG, Inc. and any use of such marks by 3 Feet Solutions Pty Ltd is under license. Other trademarks and trade names are those of their respective owners.**

# Safety Information

Welcome to Opel Mobile and thanks for purchasing our products. For the best performance, we recommend you read this manual carefully, especially the "safety instructions". This will take you a few minutes, but it will save you time later and will allow you to enjoy all the features on your device.

## **THIS MODEL MEETS INTERNATIONAL GUIDELINES FOR EXPOSURE TO RADIO WAVES**

Your mobile device is a radio transmitter and receiver. It is designed not to exceed the limits for exposure to radio waves recommended by international guidelines. These guidelines were developed by the independent scientific organization ICNIRP and include safety margins designed to assure the protection of all persons, regardless of age and health.

The guidelines use a unit of measurement known as the Specific Absorption Rate, or SAR. The SAR limit for mobile devices is 2 W/kg and the highest SAR value for this device when tested on the body is 0.895 W/kg\*.

As SAR is measured utilizing the devices highest transmitting power the actual SAR of this device while operating is typically below that indicated above. This is due to automatic changes to the power level of the device to ensure it only uses the minimum level required to reach the network.

The World Health Organization has stated that present scientific information does not indicate the need for any special precautions for the use of mobile devices. They note that if you want to reduce your exposure then you can do so by limiting the length of calls or using a hands-free device to keep the device away from the head and body.

Additional Information can be found on the website of the World Health Organization

*\*The tests are carried out in accordance with international guidelines for testing.*

*\*\*For body worn operation, this device has been tested and meets the RF exposure guidelines when used with the Opel Mobile accessories supplied or designated for this product. Use of other accessories may not ensure compliance with RF exposure guidelines*

# How to handle and preserve your device?

- Trying to modify, disassemble or repair the device or the charger yourself incorrectly may make the warranty invalid. Only certified repairers should install or repair device equipment.
- Avoid hitting or shaking your device.
- The warranty of this device may be annulled if you use unauthorised accessories. To prevent this from happening and to keep your device working properly use only the battery charger and USB-C cable that originally comes with the device.
- Make sure the device does not get wet. To avoid possible short-circuit, electric shock or corrosion, keep your device away from rain, water splash, sweat or moisture. You must not use your device with your hands wet or immerse it in water. In case it gets wet keep the device off and do not try to use a microwave to dry it.
- Do not use your device when entering areas that are near flammable liquids.
- Observe all local laws and regulations on the use of mobile devices. Turn off the device before entering petrol stations, oil refineries or chemical plants.
- This product should not be used in extremely hot, cold, dusty, or humid spaces. It also should not be exposed to long periods of sunshine or strong magnetic fields.
- This product is designed for working within a temperature range of 5°C to 45°C.
- If you have a pacemaker keep the device at least a 20cm distance from the place it is located. This device may cause interference to some hearing aids and other electronic devices.
- Avoid all heat sources, ovens or other appliances (including amplifiers) that produce heat or have hot surfaces.
- Switch off the device when entering an aircraft.
- Do not use a hand-held device when operating any motor vehicles, heavy equipment or moving objects.
- Excessive high-volume levels or noise may affect your hearing. To prevent this from happening use an adequate volume in your earphones when you are listening to music or employing any of the multimedia features on the device.
- High sound pressure is possible and presents a hearing damage risk. Do not listen at high volume levels for long periods.
- You are fully responsible for keeping your information backed up and we do not take any legal responsibility for data that is damaged or lost. It is possible to erase or interfere with the information stored in your device by a magnetic device when using your device. To avoid this issue, keep your device clear from magnetic devices.



## Safety recommendations for accessories

- Use only Opel Mobile accessories or chargers that came with this device.
- Be careful when handling the battery. The lithium-ion battery can be put into use immediately after being unpacked. Use only the Opel Mobile battery that came with the device. We recommend charging the battery as soon as possible once the device has been switched on.
- **CAUTION: RISK OF EXPLOSION IF BATTERY IS REPLACED BY AN INCORRECT TYPE. ENSURE YOU ALWAYS ONLY USE THE OPEL MOBILE BATTERY THAT IS SPECIFIED FOR THIS DEVICE. DISPOSE OF USED BATTERIES ACCORDING TO THE INSTRUCTIONS.**
- Immediately stop using the battery charger if you smell an odour or overheats or a crack or swelling appears in the casing.
- In case you notice the cable, or the plug have suffered any damage, discontinue using it and contact Opel Mobile support line as soon as possible for advice.

## Usage conditions and restrictions

- All packaging materials, especially plastic ones, must be disposed of properly. The lack of this procedure may cause a suffocation danger to children. Any packaging must be kept out of children's reach.
- This device is not a toy and strict adult supervision must be adhered to at all times. Keep the device and the accessories beyond children's reach.
- This device can be recycled. To dispose of this device properly remember to follow local regulations. Local authorities may guide you on finding appropriate facilities to this end. The battery must never be disposed of in a fire.
- If this device is lost or has been stolen, please notify your network service provider as soon as possible and ask for the SIM card to be deactivated.
- For all features on this device to work it requires a network signal. We do not take any responsibility if the device is unable to obtain a network signal due to poor network signals or network outages.
- You are fully responsible for any damage caused by not following these instructions or for improper use of the device. We do not accept any liability for any improper use or mishandling on this device.
- This device is not intended to be a life saving device; If you are in a life-threatening medical emergency, you should call your local emergency number immediately.

# Hearing Aid Compatibility

Users with hearing aids and cochlear implants may hear a buzzing, humming or whining sound when using their hearing instrument near a mobile device. This is due to electrical interference generated by the mobile device.

Some hearing instruments are more immune than others to the interference, while mobile devices, vary in the amount of interference they produce.

The wireless telephone industry has developed ratings for mobile devices, to assist users that use hearing aids and cochlear implants find a mobile device that is compatible with their hearing instrument.

The rating is not a guarantee. A rated mobile device may not necessarily work well with a hearing instrument, as results depend on the combination of the mobile device and the immunity of the hearing instrument to interference.

Trying the mobile device with your hearing instrument on the telecoil (T-coil setting / program) is the best way to find out if it works well.

Hearing devices may also be measured for immunity to this type of interference. Your hearing device manufacturer or hearing health professional may help you find results for your hearing device. The more immune your hearing aid is, the less likely you are to experience interference noise from mobile devices.

# WEEE (Waste Electrical & Electronic Equipment)

(Applicable in countries with separate collection systems)



## Disposal of this product and its batteries

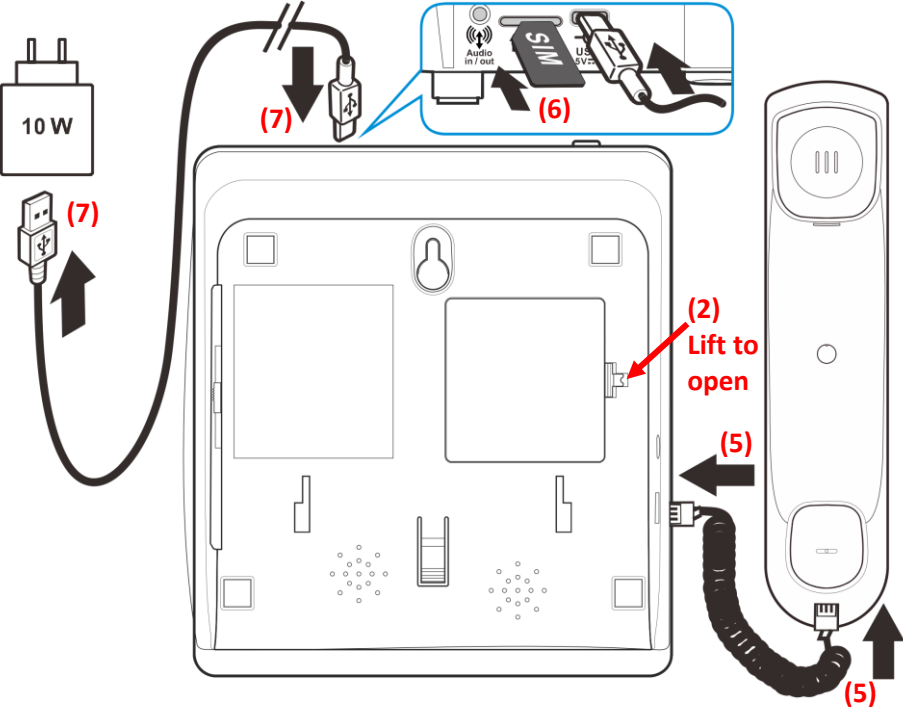
The symbol indicates that this product shall not be mixed with unsorted municipal waste when disposed of. There is a separate collection system for WEEE. For further information please contact your local government office or the retailer from which you purchased the product. Correct disposal ensures that WEEE is recycled and reused appropriately. It helps avoid potential damage to the environment and human health and to preserve natural resources. This product is RoHS compliant.

If batteries are not properly disposed of, their chemical substances can cause harm to human health or the environment. To protect the environment and to promote material reuse, please separate batteries from other types of waste and recycle them through your local, free battery return system.

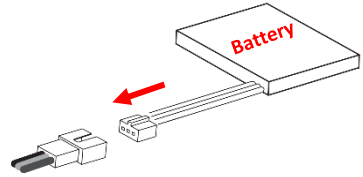
# What's in the Box

- 1. 4G Home Phone 2 main unit
- 2. Handset with spiral phone cord
- 3. Rechargeable battery
- 4. Power adapter (10W) with USB-C cable
- 5. Wall-mount bracket
- 6. User manual and warranty card

# Quick Setup Guide



1. Unpack all the contents out of the packaging and have your SIM card ready to be inserted into the main unit. **Please note this device supports Nano SIM card only.**
2. Remove the back cover from the main unit by lifting the latch on the right side.
3. Place the battery inside the main unit and connect the battery connector. (The device must be disconnected from the mains power when fitting the battery)
4. Put the back cover back on, by pressing it down until it is clicked into place.
5. Connect the handset to the main unit using the handset spiral cord provided.
6. Insert your SIM card into the SIM slot located at the rear of the main unit. Push the SIM Card in until it doesn't go in any further.
7. Connect the power adapter to the main unit's USB-C port located at the rear of the main unit using the USB-C cable provided.



**IMPORTANT NOTE: The rechargeable battery provides power back-up only in case of mains power failure. The power adaptor should be plugged in and connected to the device at all times.**

## Turning the phone on for the first time

After connecting the power adapter, turn the phone on by holding down the Power button.

The phone will begin to boot, once finished booting, your phone is ready to be used. If your SIM card is inserted and is active, the time and date will be automatically set based on your location.

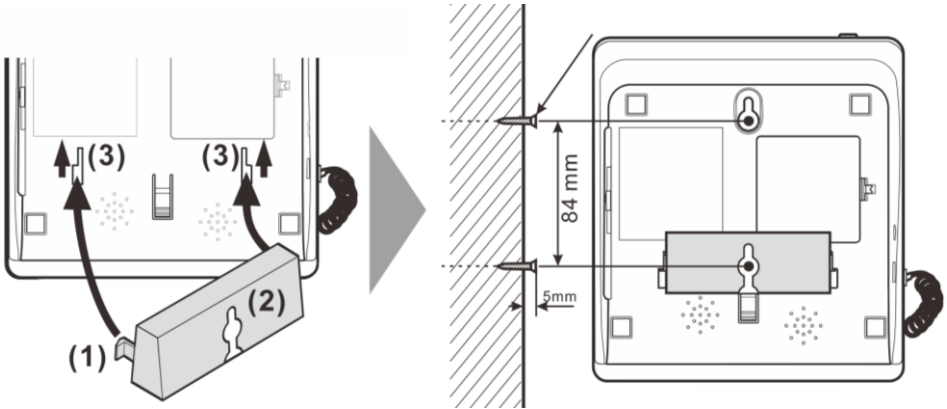
## Powering the Device on and off

- To power the device on simply hold down the Power button for 5 seconds.
- To turn the phone off, press and hold the Power button for 5 seconds.

# Wall-mounting

The main unit can be wall-mounted with the wall-mount bracket. Two suitable screws and wall plugs (not supplied) are required to fix the wall-mount bracket securely to a wall.

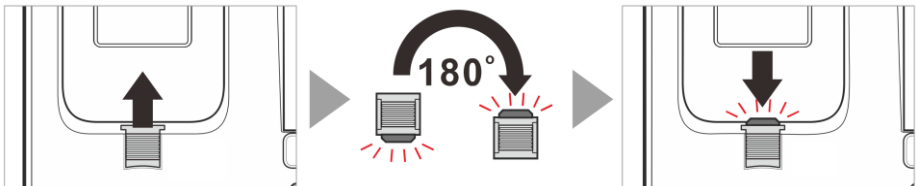
1. Insert the guide clips (1) on the wall-mount bracket (2) in the slots (3) under the main unit. Slide the wall-mount bracket (2) 10mm upwards until it snaps into place.



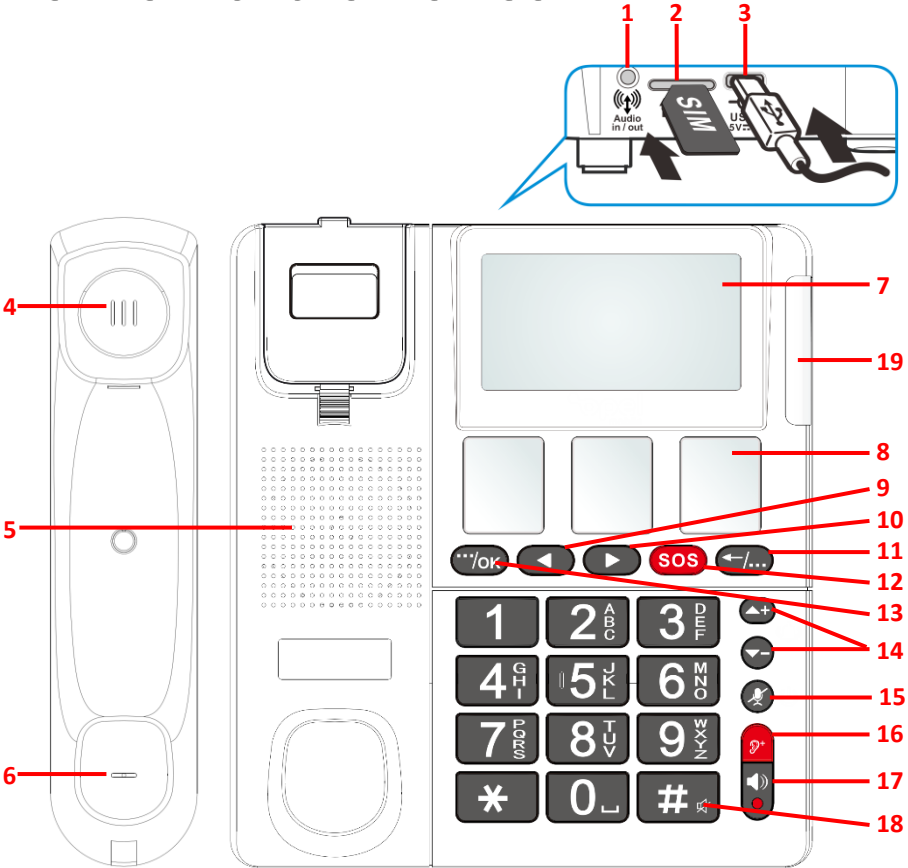
2. Drill two holes whose distance **84mm** in vertical, insert the screws and allow them to project **5mm** from the wall.

**WARNING: Ensure that there are no cables or pipes etc. under the surface of the wall where you want to drill the holes.**

3. Position the main unit on the bracket, fit the screws in the slots and slide the main unit downwards a little.
4. Turn the handset hook in the earpiece cradle 180 degrees so that the handset can be hooked in.









# Overview of the Device









Numbers	Descriptions
1	3.5mm audio jack (in/out)
2	Nano SIM card slot
3	Power input (USB-C)
4	Handset earpiece
5	Speaker
6	Handset mic

7	Dot matrix LCD display
8	Photo dial button – M1 / M2 / M3
9	Left / Contacts
10	Right / Messages
11	Back / Right soft key
12	SOS button (press 3 times in quick succession)
13	OK / Left soft key
14	Up / Down / Adjust volume
15	Mute / Power button (long press)
16	Handset receiver +40dB volume boost
17	Speakerphone / Handsfree mode
18	Silent mode (long press at the home screen)
19	Notification LED indicator

## Phone Status Icons

Icons	Descriptions
	Using battery only and not plugged in
	Using power adapter only
	VoLTE (4G Voice) service is activated
	Bluetooth is on
	Mobile hotspot is on
	Connected to roaming network


Icons	Descriptions
	No SIM card is inserted
	Unread messages
	Missed calls
	Headset is plugged in
	Speakerphone mode is on
	SOS is on

# Specifications

Model number:	OM4GHP225BEU
Dimensions:	190 x 177 x 85 mm
Weight:	646 g
Platform:	RTOS
Display:	3.5 inch / 128x64 / Dot matrix
Chipset	Unisoc T127
External Storage:	No
Wi-Fi Hotspot:	Yes
Wi-Fi:	No
Bluetooth:	5.0
HAC:	Tested to ETS 300-381 preferred range
Backup Battery:	1000mAh Li-Ion
Power Input:	5V 2A USB-C in
Input/Output:	USB-C charging port / 3.5mm headphone jack
Network Bands:	2G 850/900/1800/1900 3G 850/900/1900/2100 4G B1/2/3/7/8/20/28AB/38/40/41
VoLTE Call:	Yes
4G Data Speed:	LTE Cat 4
SIM Card Slot:	1 x Nano SIM
Ringer Volume:	90dB
Receiver Volume:	+40dB boost

# Quick User Guide


## Answer an incoming call

To answer an incoming call, lift up the handset or press  and the call will be answered.

## End a call

To end a call, put the handset back to the main unit, or press .

## Reject an incoming call

To reject an incoming call, press  twice.

## Silence an incoming call

To silence an incoming call, press .

## Quick adjust ringtone and in-call volumes

While at home screen, press  or  to adjust the ringtone and other sound volume.

## Notification LED light

When phone is ringing, the Notification LED light will be flashing at the same time. To turn the LED light off when ringing, from the main menu, go to **Settings > Display > LED notification**.

## Dialling and using keypad numbers (123 mode)

1. To dial a phone number, lift up the handset and press the numeric buttons on the keypad, then press **"/OK** twice, or wait for 4 seconds and the phone will dial the number automatically.
2. To type in the + character used for international calls, press **\*** twice.
3. To type numbers while creating a contact or writing a message, press **#** until "123" Number mode appears.

## Typing letters (En/en/EN/Abc/abc/ABC modes)

1. To type in letters, press **#** to choose between En, en, EN, Abc, abc, ABC modes, once the mode you desire is highlighted press **"/OK**.
2. En, en and EN are predictive text modes with capital first letter, small letters or all capitals, respectively (see predictive text below).
3. Abc, abc and ABC are standard text modes. E.g. To type the letter "c", press the "2 ABC" button 3 times until the letter "c" comes up.

## Predictive text (En/en/EN modes)

Predictive text is a smart way to type messages. This feature can make typing easier by suggesting words based on what you are typing.

1. To use predictive text, press **#** and select "En, en or EN", then use the keypad to type the word without pressing the same key multiple times. E.g. To type "hello", simply press the "4, 3, 5, 5, 6" buttons once and the word "hello" will show up for selection. It also suggests other word options similar to what has been typed in.
2. To choose another candidate word, use the cursor keys to highlight it and then press **"/OK** or **0** to select the word.


## Symbols

To add symbols like full stop, comma, question mark, etc., press **\*** and scroll using the cursor buttons to choose the symbol you wish to use. Or you can press "1" button to select the most commonly used symbols. Confirm your selection with **"/OK**.

# Main Interface

## Main Menu

From the main menu you will be able to access Contacts, Messages, Call Logs, Ringtones & Volume, Settings, Emergency and Wi-Fi Hotspot.

You can press  to go back to the home screen.




## Notifications – Missed Calls and Unread Messages

Notifications will be displayed on the main screen. You can review the details of the missed calls or unread messages via “Contacts” or “Messages” under the main menu


# M1/M2/M3 and Speed Dial

Speed Dial is a quick and easy way to call the people that you may contact on a regular basis. Two sets of speed dial shortcuts can be configured here:









- (1) M1/M2/M3 buttons
- (2) 2-9 number buttons

1. To set up Speed Dial, select “Contacts” from the main menu, then press Options /  and select “Speed Dial”. Or select “Settings” icon from the main menu, then select “Speed Dial”.
2. Select one of the empty slots and press Options /  to assign a phone number to the particular Speed Dial slot. You can add contacts to the slots by either manually typing in the phone numbers or choosing an existing contact.
3. To remove a phone number from a Speed Dial slot, highlight it and press the Options /  then scroll down to “Clear”.
4. To call any of your Speed Dial contacts, press the M1/M2/M3 briefly, or long press the 2-9 number buttons from the home screen, the phone will then dial that saved contact.






# Contacts

To access the phonebook, select the “Contacts” icon from the main menu, or simply press  at the home screen.





## Add a contact

1. Press Options /  and select “New contact” from the menu.
2. Choose “Phone” or “SIM” memory to save this contact.
3. Press  to get to Name, then press  and select “Edit” to type in the contact name using the keypad and press  to confirm.
4. Press  to get to “Number”, then press  and select “Edit” to type in the phone number using the keypad and press  to confirm.
5. Press Options /  and select “Save” to save the contact.

## Edit a contact

1. Highlight the contact using  and , press Options /  and select “Details” to view the contact. Then press Options /  and select “Edit” from the menu.
2. Modify the contact’s name and phone number using the keypad and press Options /  and select “Save” to save the contact. (Refer to the previous “Add a contact” section)







## Delete contacts

1. Use  and  to highlight the contact you want to delete.
2. Press Options /  and select “Delete” from the menu.
3. Press  to confirm.









## Search contacts

Press any number on the keypad to access the search menu. A cursor will blink when it is in search menu. Type in some letters of the name of the contact you wish to find, and the phone will list out the contacts matching with the letters you typed in.


## Call and Send message to a contact

1. To call a contact in the phonebook, highlight the contact using  and , press Options /  and select "Call" from the menu, the phone will call that contact highlighted.
2. To send a message to a contact in the phonebook, highlight the contact using  and , press Options /  and select "Write Message" from the menu.








## Import and Export contacts

1. From the main menu select "Contacts", press Options /  and select "Copy contacts" from the menu.
2. Press Options /  on "Copy from" and select either phone or SIM as the source, and then press Options /  on "Copy to" and select either phone or SIM as the destination. Then press Options /  again and select "Copy" to select contacts. Use  and  and Options /  to mark individual contacts, then press Options /  again and select "OK" to start copying.

# Messages





To access text messages, select the “Messages” icon from the main menu, or simply press  at the home screen.

## Creating a new message





1. Select “Write message” and press .
2. Type the message content using the keypad, and then press Options /  and then select “Send” to finish writing.
3. Type in a phone number or press Options /  and select “Contacts” to choose a contact from the phonebook you want to send the message to.
4. Press Options /  again and select “Send” to send the message.
5. To change the text typing mode, press  and choose between En, en, EN, Abc, abc, ABC and 123 modes using  and . En, en and EN are predictive text modes, Abc, abc and ABC are standard text modes and 123 is the number mode.

## Insert a quick response

When creating a message, you can attach a quick response to simplify your writing.



1. Press Options /  and select “Insert quick response” from the menu.
2. Using  and  to select the quick response you want to insert and press .

## View and reply to a message



1. To view a message, highlight “Inbox” and press  then use  and  to highlight the message you want to view then press Options /  to view it.

2. To reply to a message, highlight the message you want to reply to. Press Options / **\*/OK** and select “View” to open it. Then press Options / **\*/OK** again and select “Reply” to type the content using the keypad, and then use Options / **\*/OK** to send the message.

## Delete or forward a message

1. Use  and  to highlight the message you want to delete or forward.
2. Press Options / **\*/OK** and select the actions from the menu by press **\*/OK**.

## Add the sender to blacklist

1. Use  and  to highlight the message of the sender you want to block.
2. Press Options / **\*/OK** and select “Add to blacklist” from the menu by press **\*/OK**.


## Quick responses




You can add new a quick response or edit/delete an existing quick response. From the Messages menu, scroll down to “Quick responses” and press **\*/OK**. Here you can edit or add a quick response message.

## Message capacity



You can check the memory capacity for storing all the text messages here. If the capacity has reached the limit, the device will not be able to receive any new message. Delete unwanted or read messages from time to time can prevent the problems caused by memory full.

# Call Logs




To access call history including dialled calls, missed calls and received calls, select “Call Logs” icon from the main menu, or simply press  at the home screen.

To view different types of call history, scroll down using  and  to highlight a call log and press  to view that particular type of call history.



## Call and Send message to a call log entry

1. To call an entry from call logs, highlight the contact or number and press Options /  and then select “Call” from the menu.
2. To send a message to an entry from call logs, highlight the contact or number and press Options /  and then select “Write message” from the menu.



## Add call log number to contacts

Highlight the call log number and press Options / . Highlight “Add to contacts” and press , then choose to add as a new contact or to an existing contact and press .

## Add call log number to blacklist






Highlight the call log number and press Options / . Highlight “Add to blacklist” and press .

## Delete call log entries

1. Highlight the call log number and press Options / . Scroll down to “Delete”, then press  to delete the current entry.
2. You can also delete all call history from the main Call Logs screen by selecting “Delete all”.

# Ringtones & Volume

Here you can change Ringtones, Sound volumes, Low battery alert sound and the settings of Handset receiver +40dB volume boost.

1. Ringtones – Change ringtone of incoming calls and alert tone of incoming messages. You also can turn on/off of the feature of “Read caller number aloud”, which will announce the phone number of the incoming calls.
2. Sound volumes – Change the sound volume of ringtones, message tone, alerts, speaker and handset receiver volumes. Press  on the tone you want to modify, then use  and  to change the volumes.
3. Low battery alert – When the battery is low, the phone will alert with a “beep” sound every 30 seconds and display a warning message on screen every 10 minutes.
4. Volume boost – Gives you the option to adjust the audio frequencies/tones of the handset receiver, which can help to make the call sound clearer.
  - (1) Boosted frequencies – Select from Normal, Base (boost low frequencies) and Treble (boost high frequencies). You can change the setting during a call using  and  when the boost function is on.
  - (2) Always boost – Activates the boost function automatically for every call.

# Settings

Under Settings you will be able to adjust most of the phone settings, like Speed dial, Bluetooth, Phone settings (Time & date, Language, Software update, Restore factory settings), Display settings (e.g. Contrast, Backlight, LED notification light), Security (SIM PIN number, Blacklist), Call settings, Network settings, Auto answering and Low battery warning SMS.


## Speed Dial

Speed Dial is a quick and easy way to call the people that you may contact on a regular basis. Two sets of speed dial shortcuts can be configured here:

- (1) M1/M2/M3 buttons
- (2) 2-9 number buttons

See the Speed Dial instructions above.

## Bluetooth

Press  to switch Bluetooth on or off. Click on “Paired device” and “add new device” to search for nearby devices. Once it has found the device you want to connect to, select the device and it will begin to pair to that device. Once paired, it will say “Connected”. Please note: Some devices will require passwords to connect, ensure you read the instructions on the other device to connect via Bluetooth. TIP: some Bluetooth passwords are 1234 or 0000.

## Phone settings

Here you can change Time & Date, Language, Software update and Restore factory settings.

1. Time & Date – You can set it manually and select the time and date formats. Alternatively, you can set to Auto update for obtaining it from your mobile network.

2. Language – Change the language of the user interface.
3. Software update – Download software update using mobile data if it is available.
4. Version – Display the current software version.
5. Factory reset – Clear all the data stored in the phone and restore all the phone settings to factory default. **Default password is 1234**. Please note: if you reset your device, all information saved on this phone will be permanently deleted.

## Display

Here you can change the display Contrast, Backlight and LED notification.

1. Contrast – Adjust the contrast of screen.
2. Backlight – Change the timeout value of screen backlight
3. LED notification – Turn on or off the LED notification light which informs you of a new incoming call or message.

## Security

Here you can change SIM PIN number, and incoming call blacklist settings.

1. SIM PIN – Enable SIM PIN and change the PIN number (default PIN is provided by your network operator), press **OK** on SIM PIN to enable SIM PIN. To modify the SIM PIN press **OK** on “Modify SIM PIN” and enter the new PIN.
2. Blacklist – Block unwanted phone numbers from being able to call you, by entering or importing a phone number from the phonebook.

## Call settings

Here you can setup voicemail server, call forwarding, call waiting, call barring, reply SMS after rejected call and in-call timer.

1. Call forwarding – Within call forwarding you can select to always forward calls, forward when busy, forward when unanswered and forward when unreachable. Simply select the options you wish to use and turn them on. You can then choose which number you wish callers to be forwarded to. The default number will be your network providers voicemail service.

2. Call waiting – Enable the second caller to call you while you are having an ongoing call.
3. Call barring – Within call barring you can select to bar certain calls like, all outgoing calls, international outgoing calls, International outgoing home calls, all incoming calls, incoming calls while roaming and cancel all options.
4. Reply SMS after reject – Allows you to send a SMS message from Quick responses after rejected an incoming call.
5. Call timer – A regular short “beep” sound for reminding you of how long you have been on the phone call.

## **Network settings**

Here you can change the settings of how to select mobile network, allowed network types, 4G voice (VoLTE) and Access Point (APN).

1. Network selection – Select available mobile network to connect.
2. Network type – Select whether to connect to a 4G network.
3. VoLTE – Enable 4G voice calls (network dependent).
4. Access point name – Configure mobile data service settings (APN).


## **Auto answer if known caller**

Allows the caller, if stored in 3 Photo Dial buttons, to automatically answer the incoming call in speakerphone mode after several rings. You can set the time (3 to 60 seconds) before the call is answered automatically.

## **Low battery warning by SMS**




Allows the phone to send two low battery warning SMS messages to a mobile phone number you have entered. The second SMS is sent one hour after the first one. Low battery warning may be triggered in the event of a mains power failure, or if the power adapter is unplugged.

# SOS Emergency

SOS feature is designed for people who need to contact their family or close friends by just pressing  3 times in quick succession (default) or long pressing it for 3+ seconds, in case there is an emergency.

When SOS is activated, it will send a SMS text message to the first number in your saved SOS contacts. And then it will dial all the SOS contact numbers one by one, until a contact has picked up and pressed "0" to accept the call.

To stop the SOS sequence, long press  for 3 sec to return to the standby screen.

1. Enable SOS – Enable or disable the  button.
2. SOS contacts – Add or edit up to five contact numbers by entering them directly or importing from the phonebook.
3. SOS message – Edit the emergency text message to be sent out.
4. Siren volume – Turn on or off siren sound, or adjust the sound volume.
5. SOS button – Choose how to activate SOS sequence, whether by pressing  for 3 times in quick succession (default), or long press  for 3+ sec.

## PLEASE NOTE:

**This device is not intended to be a lifesaving device; If you are in a life-threatening medical emergency, we recommend you call emergency 112 immediately.**

# Wi-Fi Hotspot

Wi-Fi Hotspot feature allows the phone to share its mobile data connection to other devices (e.g. mobile phones, tablets, computers, etc.) via wireless network.

# Troubleshooting and Support

If you are experiencing difficulties with your device, please go through the following troubleshoots:

## **The phone will not power on**

1. Ensure the battery is inserted correctly.
2. Ensure you are pressing and holding the power button for at least 5 seconds.
3. Ensure you have charged the phone for at least 10 minutes.

## **The phone is asking for a PUK code**

This means you have input the incorrect SIM PIN code 3 times or more. Contact your network provider to retrieve your PUK code to unlock your phone as only your network provider can help unlock your SIM.

## **SIM card error or no SIM card**

1. Ensure you have inserted the SIM card correctly and are using the correct size SIM card. Follow instructions in the quick set up guide for installing the SIM Card.
2. Your SIM card may be damaged or dirty, ensure you replace your SIM with your network provider if this error occurs.

## **Failure to connect to the network**

1. Your network signal may be weak or out of range. Contact your network provider or try the phone in a different location to check your signal.
2. Your SIM card may be damaged, invalid or has no credit. Contact your network provider for support.

## **Failure to make an outgoing call**

1. Ensure you have entered the correct phone number.
2. Ensure you have enough credit on your provider's account. Contact your network provider for support.
3. Your signal strength may be weak. Check your signal strength and contact your network provider.

## **Cannot receive calls**

1. Ensure your phone is switched on.
2. You have enough signal strength to receive calls.
3. Ensure your SIM card is installed correctly.

## **Cannot hear anyone on the call**

1. Ensure the call volume is adjusted to your requirements by using volume buttons
2. Ensure you have sufficient signal strength.

## **The other party cannot hear you on the call**

1. Ensure your hand or fingers are not covering the microphone.
2. Ensure you are speaking directly into the microphone.
3. Ensure you have not muted the call.
4. Ensure the other party has their volume turn up to their desired level.

## **Phone won't charge**

1. Ensure the power plug is inserted in the wall socket correctly and the wall switch is turned on.
2. Ensure the wall power socket is working by testing another device or another power socket.
3. Ensure you have inserted the USB-C cable into the phone correctly.
4. Ensure there is no dirt or dust accumulated in the devices power socket.
5. Ensure you have left the phone on charge for at least 10 minutes as the battery may have run out of charge completely.

## **Phone won't connect via Bluetooth**

1. Ensure you have turned on and activated the Bluetooth settings.
2. Ensure you follow the Bluetooth instructions above.
3. Ensure the other device has Bluetooth enabled.
4. Your Bluetooth device may be too far away from the other device to connect. Ensure you are within range of this device to connect.
5. When connecting the Bluetooth device for the first time, ensure it's in pairing mode.



## 4G Home Phone 2 Operator's Manual

### How to contact us

Email us at [help@opelmobile.com](mailto:help@opelmobile.com) or call

☎ **0808 160 7167** in UK (8am to 4pm, Mon to Fri – excluding national holidays)

☎ **1800 456 902** in Ireland (8am to 4pm, Mon to Fri – excluding national holidays)

☎ **+353 749389098** in Europe (9am to 4pm IST, Mon to Fri – excluding national holidays)

Opel Mobile UK | [opelmobile.co.uk](http://opelmobile.co.uk) | 60 Gracechurch Street, London, England, EC3V 0HR, UK

Opel Mobile Ireland | [opelmobile.ie](http://opelmobile.ie) | 15-17 Earlsfort Terrace, Saint Kevin's, Dublin 2, Ireland