

Y5S / TP804C

User Guide

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.
- 2) This device must accept any interference received, including interference that may cause undesired operation.

Any changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

Note: The manufacturer is not responsible for any radio or TV interference caused by unauthorized modifications to this equipment. Such modifications could void the user's authority to operate the equipment.

FCC RF Radiation Exposure Statement

The exposure recommendations for mobile phones use a measurement unit known as the Specific Absorption Rate (SAR). The SAR limit recommended by the ICNIRP for the mobile phones used by the general public is 1.6W/kg averaged over one gram of tissue by IEEE Std 1528 for the head.

The highest SAR value for this model phone when tested was **0.763W/kg** for head, 1.036W/kg for Body-worn and 1.036W/kg for hotspot.

For limiting the radio waves exposure, it is recommended to reduce the mobile phone call duration or to use a headset. The purpose of those precautions is to take the mobile phone away from the head and the body. For body worn operation, this phone has been tested and meets FCC RF exposure guidelines when used with an accessory that contains no metal and that positions the handset a minimum of 1.0cm from the body. Use of other accessories may not ensure compliance with FCC RF exposure guidelines.

Third-Party software statement

Neffos does not own the intellectual property of the third-party software and applications that are delivered with this product. Therefore, Neffos will not provide any warranty of any kind for third party software and applications. Neither will Neffos provide support to customers who use third-party software and applications, nor be responsible or liable for the functions or performance of third-party software and applications.

Third-party software and applications services may be interrupted or terminated at any time, and Neffos does not guarantee the availability of any content or service. Third-party service providers provide content and services through network or transmission tools outside of the control of Neffos. To the greatest extent permitted by applicable law, it is explicitly stated

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This product is based on the open-source Android™ platform. Neffos has made necessary changes to the platform.

Therefore, this product may not support all the functions that are supported by the standard Android platform or may be incompatible with third-party software. Neffos does not provide any warranty or representation in connect with any such compatibility and expressly excludes all liability in connection with such matters.

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THE MAXIMUM LIABILITY (THIS LIMITATION SHALL NOT APPLY TO LIABILITY FOR PERSONAL INJURY TO THE EXTENT APPLICABLE LAW PROHIBITS SUCH A LIMITATION) OF NEFFOS ARISING FROM THE USE OF THE PRODUCT DESCRIBED IN THIS MANUAL SHALL BE LIMITED TO THE AMOUNT PAID BY CUSTOMERS FOR THE PURCHASE OF THIS PRODUCT.

Privacy policy

To better understand how we protect your personal information, please see the privacy policy at www.neffos.com.

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.
- Avoid using your device within a 15 cm range of a pacemaker if possible, as your device can interfere with the pacemaker. To minimize possible interference with a pacemaker, use your device only on the side of your body that is opposite the pacemaker.

- If you use medical equipment, contact the equipment manufacturer before using your device to determine whether or not the equipment will be affected by radio frequencies emitted by the device.
- Do not use your device near devices or apparatuses that emit radio frequencies, such as sound systems or radio towers. Radio frequencies may cause your device to malfunction.
- Do not use your device near devices or apparatuses that emit radio frequencies, such as sound systems or radio towers. Radio frequencies may cause your device to malfunction.
- Electronic devices in your car may malfunction, due to radio interference from your device. Contact the manufacturer for more information.

Protecting your hearing when using a headset

-  To prevent possible hearing damage, do not listen at high volume levels for long periods.
- 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.
- Do not use a headset while driving or riding. Doing so may distract your attention and cause an accident, or may be illegal depending on your region.

Areas with flammables and explosives

- Turn off your device in potentially explosive environments instead of removing the battery. Always comply with regulations, instructions and signs in potentially explosive environments.
- Do not use your device at refueling points (petrol stations), near fuels or chemicals, or in blasting areas.
- Do not store or carry flammable liquids, gases, or explosive materials in the same compartment as the device, its parts, or accessories.

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.
- On an aircraft, using electronic devices can interfere with the aircraft's electronic navigational instruments. Make sure the device is turned off during takeoff and landing. After takeoff, you can use the device in flight mode if allowed by aircraft personnel.

Operating environment

- Do not expose the device to heavy smoke or fumes. Doing so may damage the outside of the device or cause it to malfunction.

- Do not use or store your device in areas with high concentrations of dust or airborne materials. Dust or foreign materials can cause your device to malfunction and may result in fire or electric shock.
- Do not use your device during thunderstorms to protect your device against any danger caused by lightning.
- Avoid exposing your device and battery to very cold or very hot temperatures. Extreme temperatures can damage the device and reduce the charging capacity and life of your device and battery.
- Prevent the battery from coming into contact with metal objects, as this can create a connection between the + and – terminals of your battery and lead to temporary or permanent battery damage.
- 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.
- Prevent the multipurpose jack and the small end of the charger from contact with conductive materials, such as liquids, dust, metal powders, and pencil leads. Conductive materials may cause a short circuit or corrosion of the terminals, which may result in an explosion or fire.
- 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.
- Do not use your device's camera flash directly in the eyes of people or pets. Otherwise temporary loss of vision or damage to the eyes may occur.
- While using your device, leave some lights on in the room and do not hold the screen too close to your eyes.

Child's safety

- Comply with all precautions with regard to child's 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.
- Use manufacturer-approved batteries, chargers, accessories, and supplies
- Using generic batteries or chargers may shorten the life of your device or cause the device to malfunction. They may also cause a fire or cause the battery to explode.
- TP-LINK cannot be responsible for the user's safety when using accessories or supplies that are not approved by TP-LINK.

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.
- Do not use damaged power cords or plugs, or loose electrical sockets. Unsecured connections can cause electric shock or fire.
- Never use a damaged charger or battery.
- 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.
- Do not bend or damage the power cord. Doing so may cause electric shock or fire.
- Do not use your device while it is charging or touch your device with wet hands. Doing so may cause electric shock.
- Do not short-circuit the charger or the device. Doing so may cause electric shock or fire, or the battery may malfunction or explode.

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 bite or suck the device or the battery. Doing so may damage the device or result in an explosion or fire.
- 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.
- Do not handle a damaged or leaking Lithium Ion (Li-Ion) battery. For safe disposal of your Li-Ion battery, contact your nearest authorized service center.

- If you notice strange smells or sounds coming from your device or the battery, or if you see smoke or liquids leaking from the device or battery, stop using the device immediately and take it to a TP-LINK Service Centre. Failure to do so may result in 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 turn on your device if it is wet. If your device is already on, turn it off and remove the battery immediately (if the device will not turn off or you cannot remove the battery, leave it as-is). Then, dry the device with a towel and take it to a service center.
- 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 store your device near magnetic fields for extended periods of time. Your device may malfunction or the battery may discharge from exposure to magnetic fields. Magnetic stripe cards, including credit cards, phone cards, passbooks, and boarding passes, may be damaged by magnetic fields.
- Do not use your device with the back cover removed. The battery may fall out of the device, which may result in damage or malfunction.
- 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.
- Do not store your device with metal objects, such as coins, keys, and necklaces. Your device may be scratched or may malfunction. If the battery terminals come into contact with metal objects, this may cause a fire.

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.

Disposal and recycling information



■ This marking on the product, accessories or literature indicates that the product and its electronic accessories (e.g. charger, batteries, headset, USB cable) should not be disposed of with other household waste.

To prevent possible harm to the environment or human health from uncontrolled waste disposal, please separate these items from other types of waste and recycle them responsibly to promote the sustainable reuse of material resources.

Household users should contact either the retailer where they purchased this product, or their local government office, for details of where and how they can take these items for environmentally safe recycling.

Business users should contact their supplier and check the terms and conditions of the purchase contract. This product and its electronic accessories should not be mixed with other commercial wastes for disposal.

This product is RoHS compliant.

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Appendix B: Troubleshooting Guide & FAQ 1

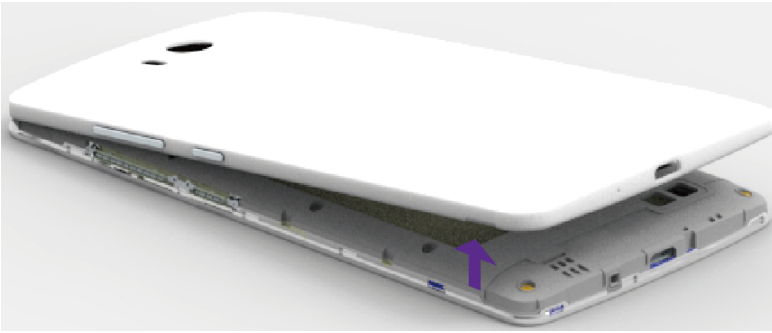
Chapter 1. Get Started

This chapter introduces your mobile device hardware, assembly procedures, and how to get started using your new device.

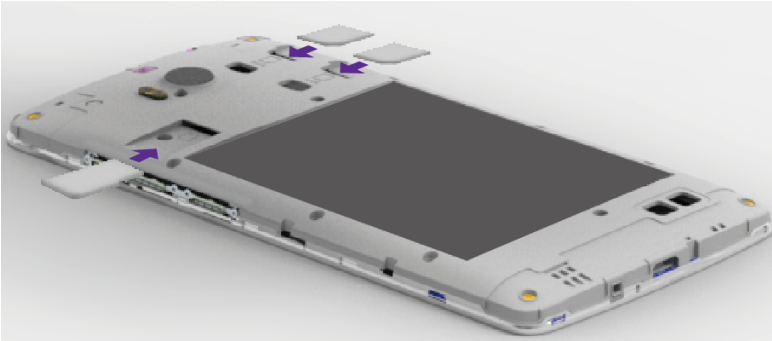
- [*Insert the SIM card*](#)

1 Insert the SIM card/Assemble your device

1. Remove the back cover.

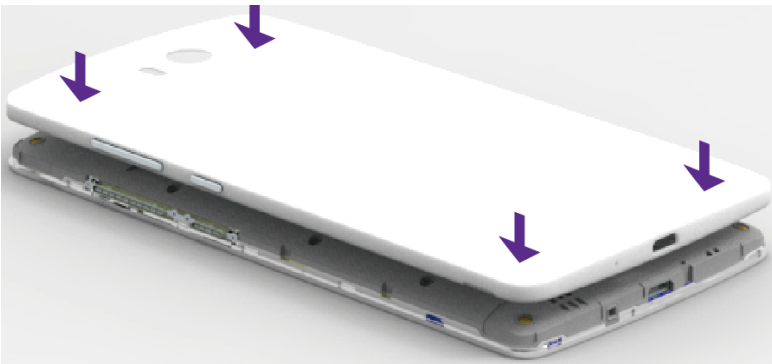


2. Insert the SIM cards and microSD card (optional).



Note: The device uses Micro SIM cards.

3. Replace the back cover.



1.3 Power on

Press and hold the Power Key to turn the phone on.

1.4 Charge your device

Connect the device to a power outlet using the included cable and USB power adapter.

Chapter 2. Settings

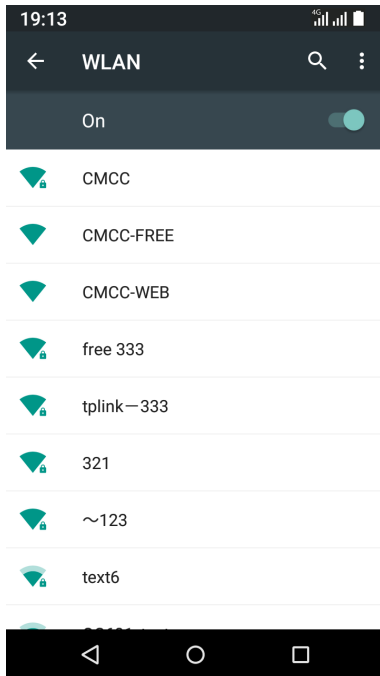
This chapter contains the following sections:

- [*Wireless & network*](#)
- [*Device*](#)
- [*Personal*](#)
- [*System*](#)

2.1 Wireless & networks

2.1.1 WLAN

WLAN communication requires access to a Wireless Access Point (WAP). WLAN Direct creates a direct connection between two or more devices using WLAN.

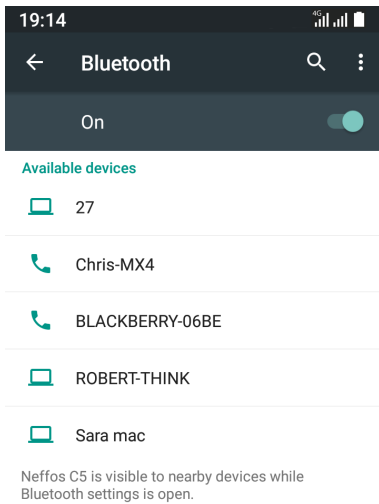


To connect to a WLAN:

1. From Home screen, tap Settings -> Wireless & network -> WLAN.
2. Tap the switch to turn it on. When Wi-Fi is first turned on, your device will automatically scan for available networks and display them.
3. Tap the network you want to connect to. When you select an open network, you are automatically connected to the network. Otherwise, enter a password to connect.

2.1.2 Bluetooth

Bluetooth is a short-range communications technology that allows you to connect wirelessly to a number of Bluetooth devices, such as headsets and hands-free car Bluetooth systems, and Bluetooth-enabled computers, printers, and wireless devices.



To connect to a device use Bluetooth:

1. From Home screen, tap Settings -> Wireless & network ->Bluetooth.
2. Tap the switch to turn it on. When Bluetooth is first turned on, it scans for nearby Bluetooth devices and displays them.
3. Make sure the device you are pairing with is in discoverable mode (for details, refer to the guide that came with the device). Then tap a found device to connect it (if necessary, tap Pair or enter a passkey like 0000).

2.1.3 SIM cards

Neffos Y5S supports dual card dual standby mode. You can use one card for your personal life and one card for work..

Enabling or disabling a SIM/USIM card:

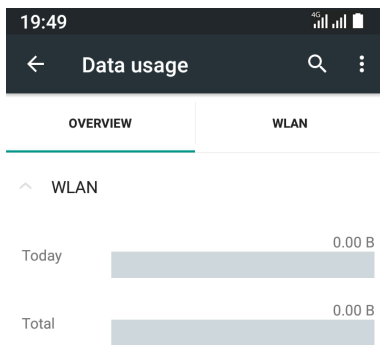
You can install two SIM/USIM cards on your phone and use one or both of them at the same time. When you do not need to use a SIM/USIM card, disable it.

Setting the default SIM/USIM card

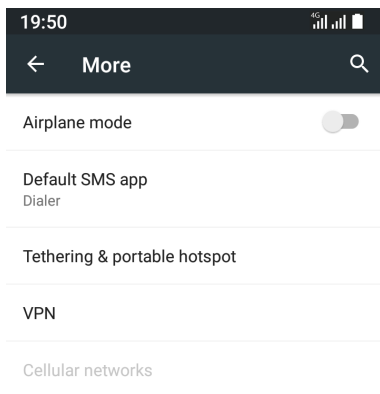
You can set the default SIM/USIM card for some services, including mobile data, Calls and SMS messages. The default card is then prioritized for the selected services.

2.1.4 Data usage

Your mobile phone will be automatically configured to use your network operator's 2G/3G service (if available) when you turn on the phone for the first time. Note that the SIM card must be inserted.



2.1.5 [More](#)



Airplane mode:

To set the default messaging APP:

Your mobile device can be equipped with more than one application for text and multimedia messaging.

You can tap **Default SMS app** to select one.

Tethering & portable hotspot:

Virtual Private Networks (VPNs):

You can set up and configure Virtual Private Networks on your device.

Mobile networks:

You can control your device's access to networks and mobile data services:

Data roaming: All your device to connect to data services while roaming. Significantly higher charges may result.

Preferred network type: Choose a preferred network mode.

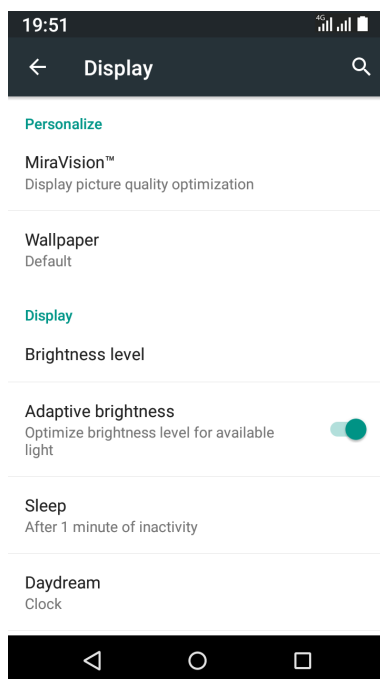
Access Point Names: Choose an APN to connect.

Network operators: Choose an operator for data roaming.

Emergency broadcasts:

2.2 Device

2.2.1 Display



Brightness level:

Adjust the screen brightness to suit your surroundings or personal preference. You may also want to adjust screen brightness to conserve battery power.

Adaptive brightness:

Tap the switch on to allow the device to adjust brightness automatically.

Wallpaper:

Change the look of the home and lock screens with wallpaper. You can display a favorite picture, or choose from preloaded wallpapers.

Sleep:

Choose how long the display screen remains lit after you tap the screen or press any key.

Daydream (Screen Saver):

The Daydream setting controls what the screen displays when the device is docked (dock not included), or while charging. You can choose to display colors, or display photos stored on your device.

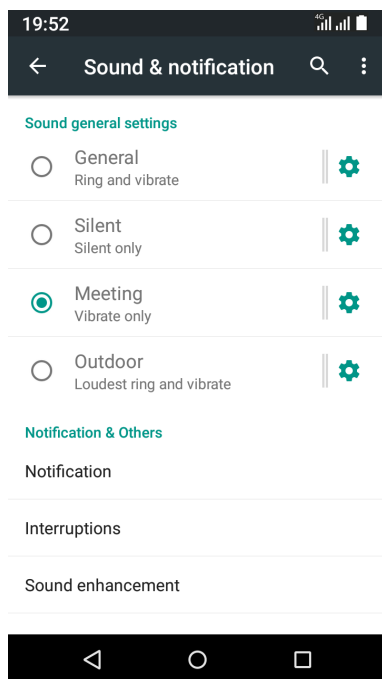
Font size:

You can set the font style and size for all text that displays on the screen.

Rotate screen:

Use the front camera to rotate the screen based on the orientation of your face.

2.2.2 Sound & notification



Sound:

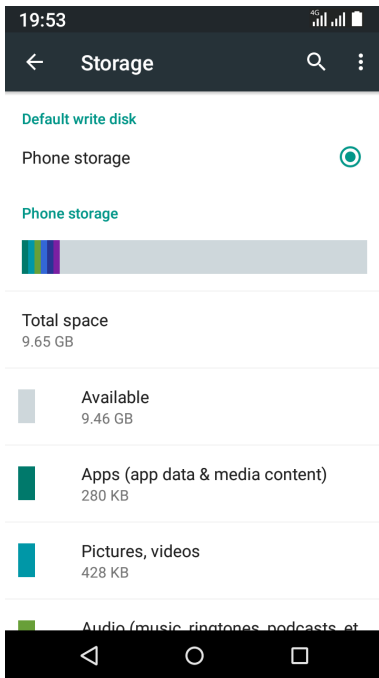
Your device uses the sounds, vibrations, and volume levels you have chosen in Sound settings for notifications and alerts.

Notifications:

You can also customize which apps appear on the Recommended applications menu on the Notification pane when you perform certain actions, such as plugging in earphones.

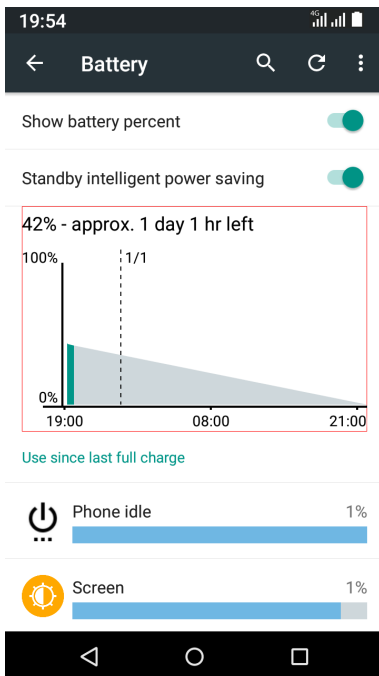
2.2.3 Storage

Tap Storage usage to show the storage used and remaining storage available.



2.2.4 Battery

View how battery power is used for device activities.



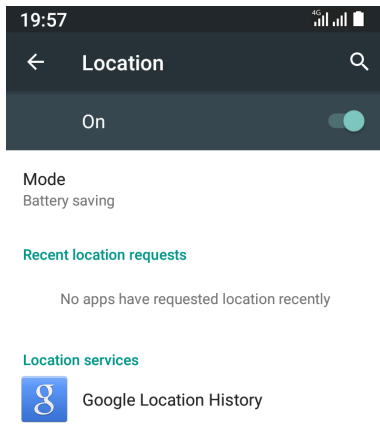
2.2.5 APPs

You can download and install applications from Google Play™ store or create applications using the Android SDK and install them on your device. Use Application manager settings to manage applications.

2.3 Personal

2.3.1 Location

Some apps, such as Google Maps™, may require one or more location services be turned on for full functionality.



2.3.2 Security

Secure your device and protect your data with Security settings.

2.3.3 Accounts

Set up and manage accounts, including your Google Account, Samsung account, email, and social networking accounts.

2.3.4 Language & input

Configure your device's language and input settings.

2.3.5 Backup & reset

2.4 System

2.4.1 Date & time

When you are outside network coverage, you may want to set date and time information manually using the date and time settings.

2.4.2 Accessibility

Your phone is equipped with accessibility features for visually impaired users. You can enable or disable these features as needed, such as zoom gestures and enlarged font size.

2.4.3 [About phone](#)

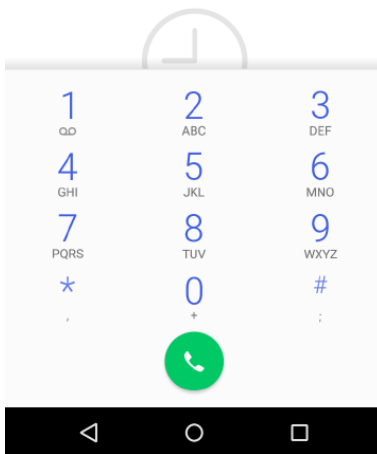
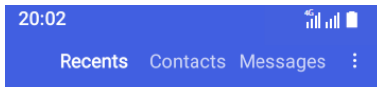
View information about your device, including status, legal² information, hardware and software versions, and a tutorial.

Chapter 3. Phone

Tap 

To call a contact or recent call, tap it.

To dial manually, you can tap , type in the phone number, then tap  to call it.

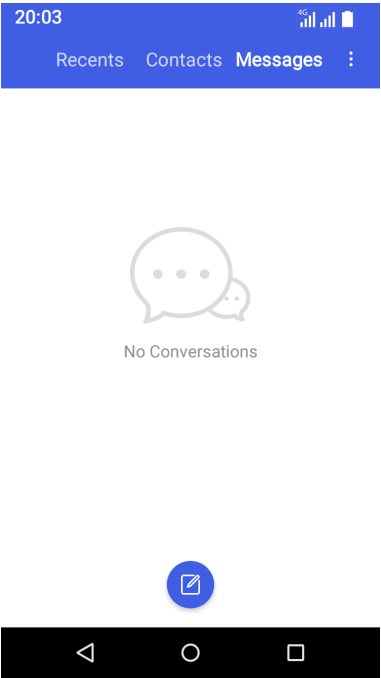


Chapter 4. Messages

Tap .

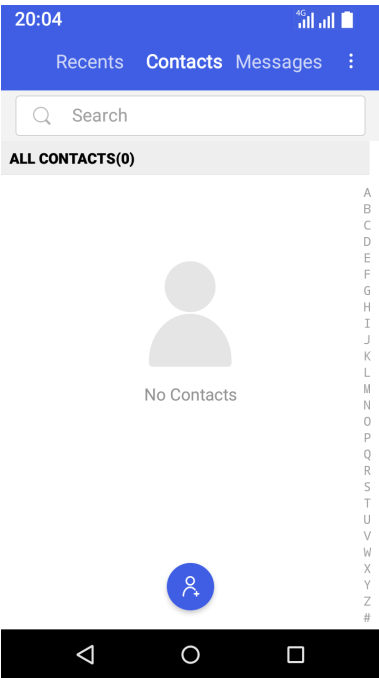
Tap a conversation to view it, then enter your response in the text box at the bottom.

Tap , then enter a phone number or select a contact to send a SMS/MMS.



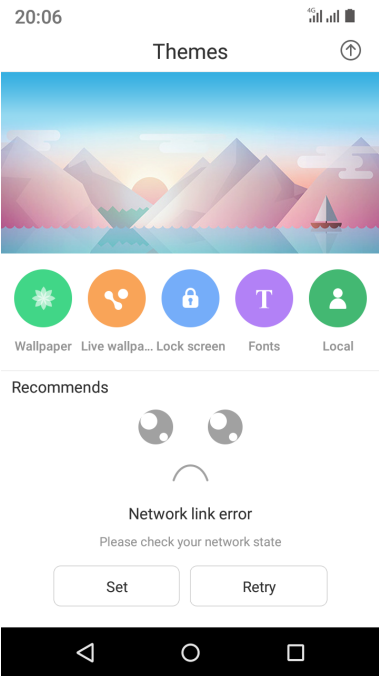
Chapter 5. Contacts

Organize your contacts and easily stay in touch with them via calls, SMS messages, emails, or social networks.



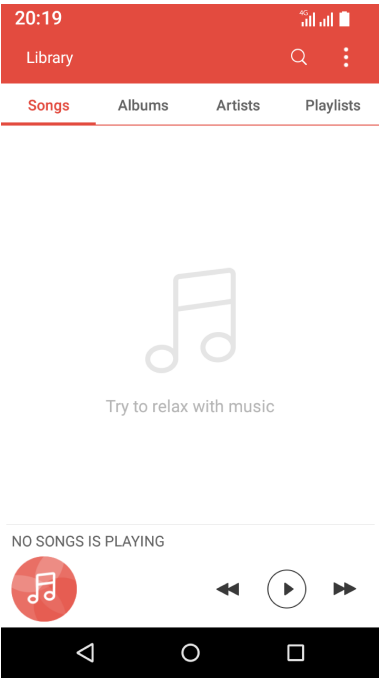
Chapter 6. Themes

Use Theme to personalize the Icons, Lock screen, Wallpaper and Live wallpaper.



Chapter 7. Music

Music app automatically searches for music files from the internal and external storages on your Neffos device.



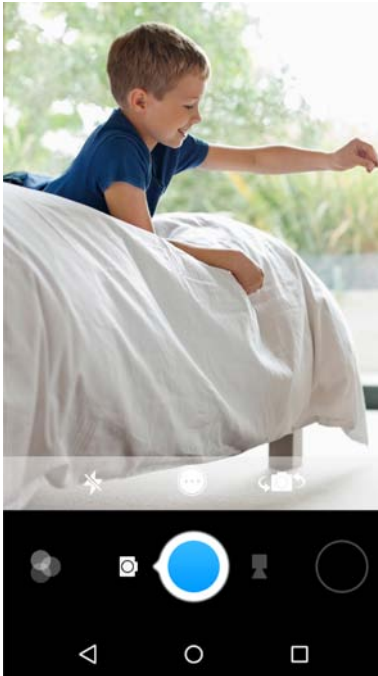
Chapter 8. Camera

Use Camera to capture your precious moments.

Tap .

Tap  to choose Photo, then tap the  or press either volume button to take photos.

Tap  to choose Video, then tap the  or press either volume button to start and stop recording.



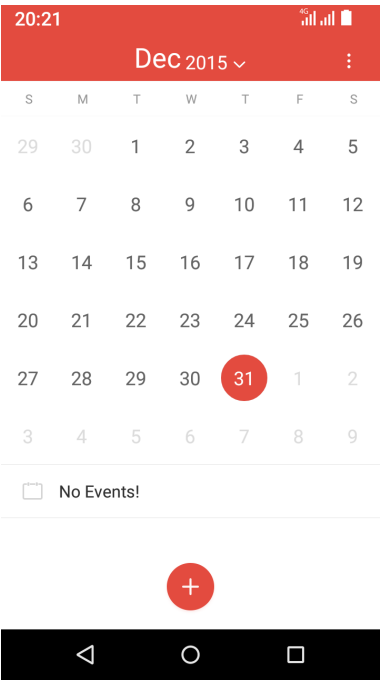
Chapter 9. Album

Use Album to view photos on your Neffos device.



Chapter 10. Calendar

Use Calendar to manage your event and tasks.

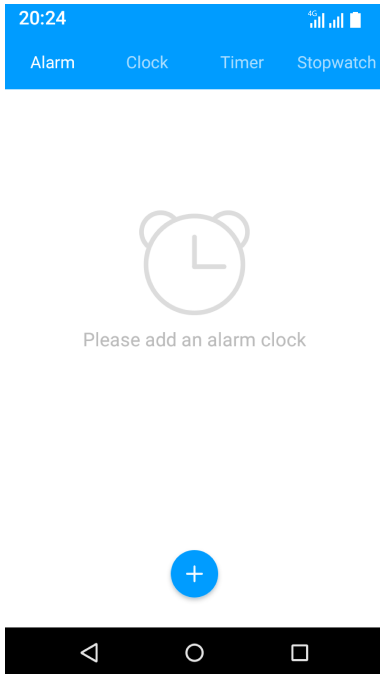


Chapter 11. Play store

Use the Play Store to browse, purchase and download apps to your Neffos device.

Chapter 12. Clock

Use Clock app to customize the time zone settings of your Neffos device, set alarms, and use your Neffos device as a stop watch.



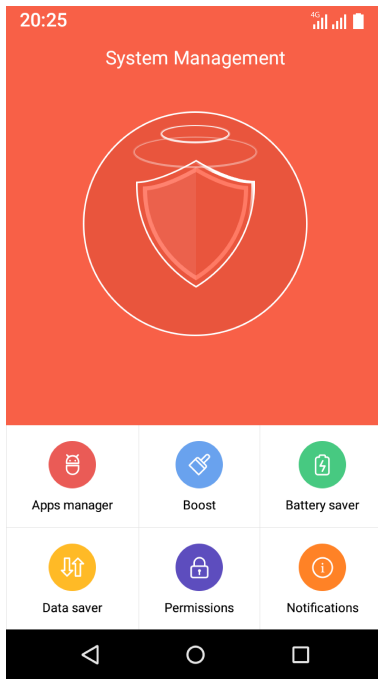
Chapter 13. Browser

Touch the address bar at the top of a page and enter an address.

Tap , then tap  to open a new tab  and visit several websites at the same time.

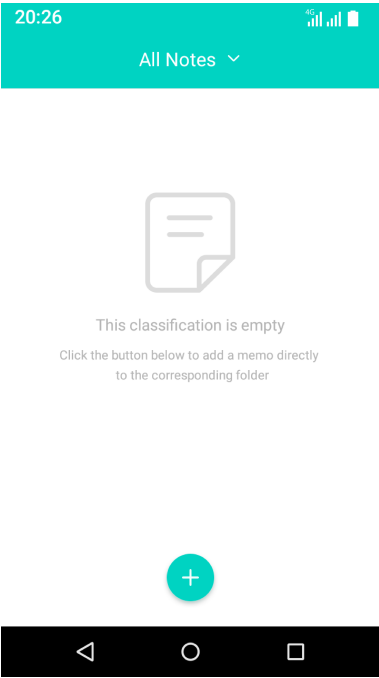


Chapter 14. System Management



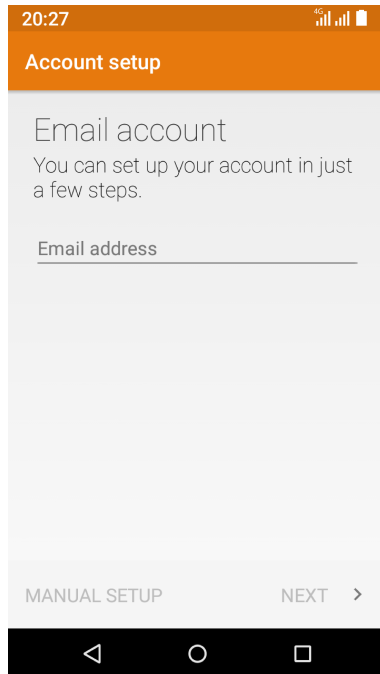
Chapter 15. Notes

Use Notes to record important information to save and view at a later time.



Chapter 16. Mail

Add POP3, IMAP and Exchange accounts so you can receive, create, and browse emails right from your device.



Chapter 17. Video Player

Add POP3, IMAP and Exchange accounts so you can receive, create, and browse emails right from your device.

20:28

4G

Video Player

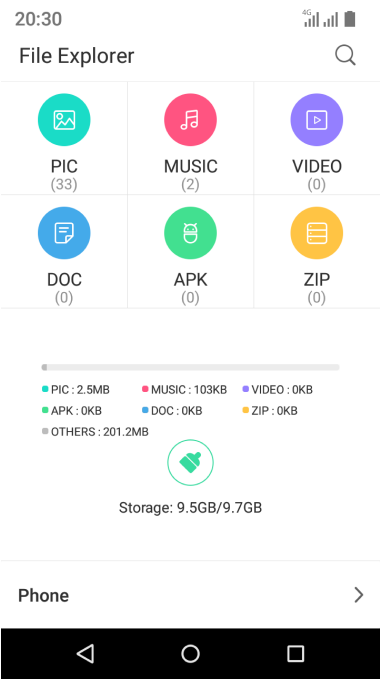


Record your precious moments



Chapter 18. File Explorer

Access files stored on your device, including pictures, music, video, documents, APK and ZIP.



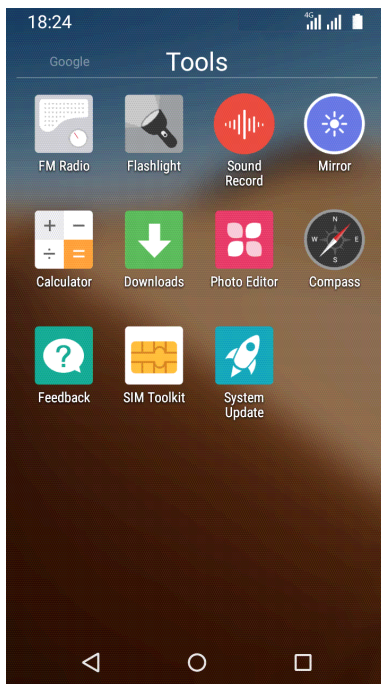
Chapter 19. Switching Theme

Use Switching Theme to change the theme of your device with one-click.

Chapter 20. Weather

Use Weather to get current temperature for one or more cities around the world. Weather uses Location Services to get the forecast for your current location.

Chapter 21. Tools



21.1 FM Radio

Use FM Radio to listen to the radio on your phone.

21.2 Flashlight

Tap to on or off flashlight.

21.3 Sound Record

Voice Record lets you use Y5S as a portable recording device.

Tap  to make a recording.

21.4 Mirror

21.5 Calculator

Use Calculator to perform basic arithmetic operations.

21.6Downloads

21.7System Update

If your phone notifies you about an update, follow the instructions to download and install it.

Your phone downloads updates over your Wi-Fi connection (if available) or mobile network. We recommend that you download updates over a Wi-Fi connection. Remember, these updates can be quite large and may not be available in all countries. If the mobile network updates are not available in your country, update using a computer.

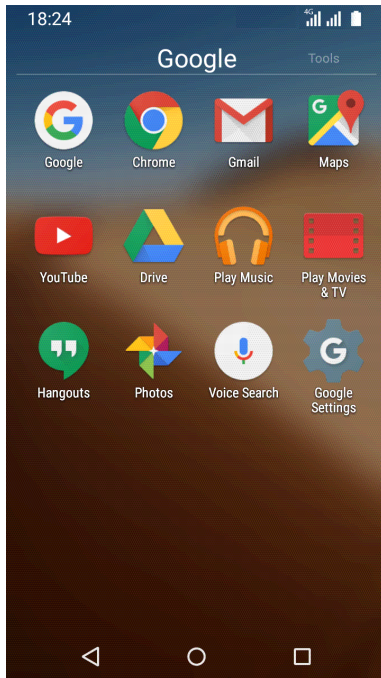
21.8SIM Toolkit1 / SIM Toolkit2

21.9Feedback

Use Feedback to share your system log. The technical support will help you solve your issue.

Chapter 22. Google™

Enjoy the applications from Google.



22.1 Google

Google indexes billions of web pages, so that you can search for the information you desire through the use of keywords and operators.

22.2 Chrome™

Use Chrome™ to browse the Internet and bring your open tabs, bookmarks and address bar data from your computer to your device.

22.3 Gmail™

Gmail™, a free webmail service provided by Google.

22.4 Maps

Google Maps can help you find your current location, get directions, and other location-based information. To use Maps, you should enable location services first.

22.5 YouTube™

Use YouTube™ to share and view videos.

22.6 Drive™

Use Drive™ to open, view, rename, and share your Google Docs and files.

22.7 Play Music™

With Google Play Music™, you can play music from local file or copied from your computer.

22.8 Play Movies™ & TV™

Watch movies and TV shows purchased from Google Play. You can stream them instantly, or download them for viewing when you're not connected to the Internet. You can also view videos in local storage.

22.9 Hangouts™

Use Hangouts™ to meet friends and family, share photos, and host video calls. The conversation logs would be saved automatically in your Gmail™ account.

22.10 Photos™

Use Google Photos™ to back up your photos and videos in the Google cloud.

22.11 Voice Search™

Use voice commands to search for the information you desire.

22.12 Google Settings

Use Google Settings to quickly and easily change Google app settings to suit your preferences.

Appendix A: Specifications

Color	Pearl White/Dark Grey
Size and Weight	Height: 144 mm
	Width: 72 mm
	Depth: 8.6 mm
Display	5inches, HD (1280 × 720)
	293.7PPI
	IPS
CPU	Qualcomm MSM8909AA 4*ARM Cortex-A7 1.3 GHz
	GPU: Adreno™ 304
Memory	ROM: 16GB
	RAM: 2GB
Memory Slot	MicroSD card (up to 32 GB)
Camera	Front 2 Mega-pixel
	Rear 8 Mega-pixel, Auto Focus

Network Standard	FDD-LTE/WCDMA/UMTS TP804C: GSM: band (2/5) WCDMA: band (2/4/5) FDD-LTE: band (2/4/7)
GPS	GPS/AGPS+GLONASS
Connectivity	Wi-Fi 802.11b/g/n, 2.4GHz
	Bluetooth: 4.0
	Dual Micro SIM card (Dual SIM Dual Stanby)
	SIM1 Support2G/3G/4G
	SIM2 Support2G/3G/4G
Sensors	Ambient Light Sensor
	Accelerometer
	Proximity sensor
Navigation	GPS/GLONASS
Audio	WAV,MP3, MP2, AAC,AMR-NB,AMR-WB,MIDI,Vorbis, APE,ACC-plus v1, APE,ACC-plus v2, FLAC
	Dual MIC
Video	M4V,MP4,MOV,AVI,3GP,3G2,FLV,MKV,WEBM
Cloud Service	Supported
Battery	2400mAh
Operation System	Android 7.1.1
In the box	Neffos Y5S
	Charger

	USB Cable
	Quick Start Guide
	Warranty Card

Appendix B: Troubleshooting Guide & FAQ

1. Q: How can I prolong my battery life on my mobile phone?

A: Use the following guidelines to increase your battery life:

- a) Turn Bluetooth off when you do not need it;
- b) Please turn off scanning, disable Show WLAN availability in Wireless LAN settings when you are not using Wi-Fi;
- c) The brightness of the screen may affect the standby time of battery power. In the display settings, you can change the time-out (sleep) time, and adjust the brightness to auto;
- d) Leaving applications running in the background increases the consumption of battery power, please close the application you do not use;
- e) Please turn off vibrate function of your mobile phone, and just use the ring tone to prolong the battery life;
- f) Please try not to leave apps, pictures, video playing under background.

If the battery drains fast even though there is no features consuming the power, the battery may be wearing out and you need to replace it with a new one.

2. Q: How to enable developer option?

A: Use the following tips to enable developer option:

- a) Go to "settings"->"about phone",
- b) Then click on "Build number" 3 times, then there is a prompting that "you are now 4 steps away from being a developer".
- c) Keep clicking "Build number" for 4 times, and you will enable developer option.

3. Q: What should I do if I cannot connect to computer?

A: Please check the possible reason and troubleshooting steps below to solve your issue:

- a) USB devices are forbidden on the computer, please allow USB devices in computer Device Manager;
- b) The USB data cable is broken, please check other USB port;
- c) Phone firmware is faulty, please bring the phone to service center to fix the software, or download the corresponding firmware from official website and update the phone with it.

4. Q: Why is the GPS not working?

A: Please check the possible reason and troubleshooting steps below to solve your issue:

- a) The signal indoors is not strong enough for your current location, please walk around and find a place with better signal;
- b) The firmware is not working, please download the firmware from the official website.

5. Q: What should I do if the touch screen is not working?

A: Please check the possible reason and troubleshooting steps below to solve your issue:

- a) The phone is interfered with due to the static electricity caused by the friction, please gently

press the power button to turn off the screen and turn it back on. In most cases this fault can be solved with this step;

b) The phone screen is humid or wet, please wipe away the water on the phone screen to recover the screen-touch function;

c) There are some running applications that slow down the system, please wait until the system is back to normal or close corresponding applications;

d) The phone firmware or the screen itself is faulty, please download the firmware from the official website and update the phone.

6. Q: What should I do if the phone cannot identify a SIM card?

A: Please check the possible reason and troubleshooting steps below to solve your issue:

a) The phone is in Airplane mode or there is poor contact between the SIM card and phone, please turn off Airplane mode, and re-install the SIM card to restore connection between the SIM card and phone;

b) One of the SIM card slots in dual-SIM phone is disabled, please enable the disabled SIM card slot via Dual-SIM settings to activate the SIM card;

c) The SIM card system is not supported by the phone or the SIM card is faulty, please replace with a SIM card with supported system or replace with a normal SIM card;

d) The phone serial number (IMEI number) is lost, on dial screen, please enter '*#06#' to view the phone serial number (IMEI number).

e) If the serial number is lost, bring the phone to a local service center;

f) SIM card deck or tray is deformed, which results in bad contact, please bring the phone to a service center;

g) Phone firmware is faulty, please bring the phone to a service center to fix the software, or download the corresponding firmware from official website and update the phone with it.

7. Q: What should I do if the system crashes?

A:

a) If the phone has crashed during power-on, this is most likely due to low battery, faulty SIM/TF card, or faulty phone firmware (Linux kernel); please remove SIM card and TF card,

b) Then charge the phone and retry. If the fault still exists, update the phone firmware;

c) If the phone has crashed when in use, it is most likely due to the fact that there are many applications running in the phone and the phone is overloaded for too long, which results in slow response. Or it is due to the bugs in running applications, or ROOT permission of the phone is broken, which results in system instability or system crash can also be caused by faulty firmware; please avoid running too many applications at the same time and avoid phone overload for too long. Uninstall or update the applications that have bugs, format the phone, and reset the phone with official firmware.

8. Q: What should I do if the phone cannot connect to Wi-Fi?

A: Please check the possible reason and troubleshooting steps below to solve your issue:

a) Wi-Fi signal is too weak to establish the connection, please make sure the Wi-Fi signal is good enough when trying to connect;

b) Connection restrictions have been set on wireless router (such as MAC/IP filtering), please change the connection restriction of the router;

c) Phone firmware is faulty, please download the firmware from official website and update the phone.