

VERTU

HANDMADE IN ENGLAND

CONSTELLATION X

USER GUIDE VERSION 1.0

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Introduction

Your Constellation phone

This user guide is intended to provide you with details on how to use the prominent features on your Constellation.

To access the exclusive privileges and benefits such as Vertu Concierge, Vertu Life and Vertu Setup, you must register your phone.

The pictures used in this user guide are provided for illustration purposes only. They may differ from the exact appearance of your Constellation.

Help and support

To find out more about using your phone:

- Contact Vertu Customer Service by either pressing the Vertu key or through the Vertu Certainty app.
- Refer to the user guide on your phone from the Vertu Certainty app, or on the Vertu website at <http://www.vertu.com/gb/en/product-support/user-guides-and-downloads/>.
- Use the setup wizards available on the phone to help you with things such as registration, or to create an email account.

Compliance information

You can find compliance information on a label that is located in the SIM compartment. For instructions on accessing the SIM compartment, see "Insert the SIM card or memory card" on page 10. The information displayed includes the IMEI number and product name. To view all of the compliance information for your Constellation, select **Regulatory Info.** from the Quick settings. To access Quick settings, use two fingers to swipe down from the top of the screen.

Safety

Safety

Read these simple guidelines. Not following them may be dangerous or illegal. Read the complete user guide for further information.



Switch off in restricted areas

Switch the device off when mobile phone use is not allowed or when it may cause interference or danger, for example, in aircraft, in hospitals or near medical equipment, fuel, chemicals, or blasting areas. Obey all instructions in restricted areas.



Road safety comes first

Obey all local laws. Always keep your hands free to operate the vehicle while driving. Your first consideration while driving should be road safety.



Interference

All wireless devices may be susceptible to interference, which could affect performance.



Qualified service

Only qualified personnel may install or repair this product.



Keep your device dry

Your device is not water-resistant. Keep it dry.



Protect your hearing

To prevent possible hearing damage, do not listen at high volume levels for long periods. Exercise caution when holding your device near your ear while the loudspeaker is in use.

Your phone

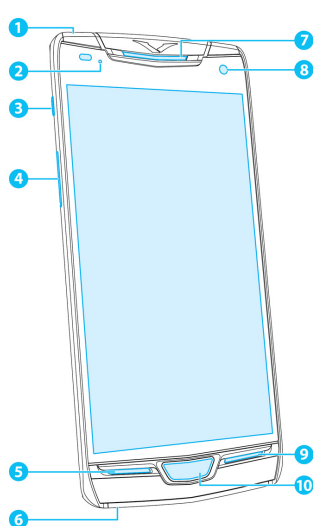
Package contents

- Constellation phone
- Wall charger (AC-32V) with regional plugs
- USB cable 1200 mm (VC-02)
- V Collection Wired Headset, Type WH-5V
- Polishing cloth
- Collateral pack, including Quick Start Guide, Warranty and Authenticity Card

The package contents may vary slightly in accordance with the materials used in your particular phone and with regional regulations.

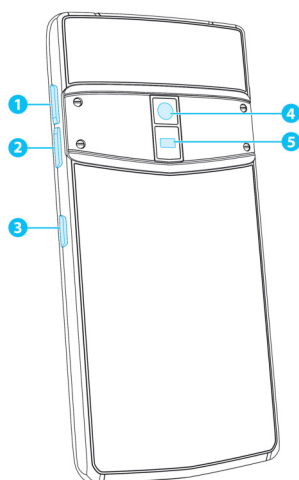
Features and keys

Front



- 1 Headset connector
- 2 Notification light
- 3 Vertu key
- 4 SIM tray
- 5 Microphone
- 6 USB Type-C connector
- 7 Earpiece speaker
- 8 Front camera
- 9 Loudspeaker
- 10 Fingerprint sensor

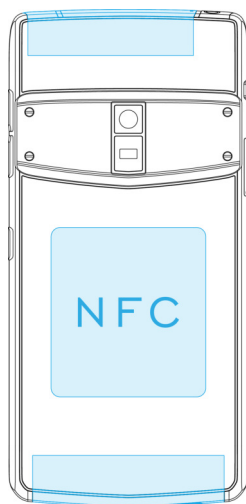
Back



- 1 Volume up key
- 2 Volume down key
- 3 Power key/screen lock
- 4 Main camera
- 5 Twin LED flash

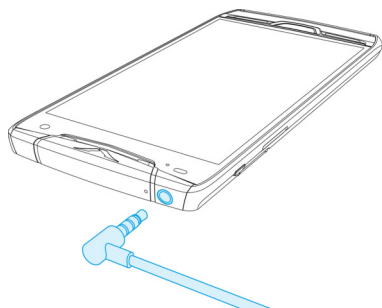
Antenna locations

Avoid touching the antenna areas while the antennas are in use. Contact with antennas affects the communication quality and may reduce battery life due to higher power levels during operation.



Headset

Use the headset provided to connect to your phone. Alternatively, you can connect any compatible headsets.



Change the volume

Press the volume keys to change the volume during a call. When you are not on a call, press the volume keys to change the ringtone volume.

Touch  to select Dolby profiles.

Touch  for quick access to adjust Ringtone, Music and Alarm volumes.

Getting started

Insert the SIM card or memory card

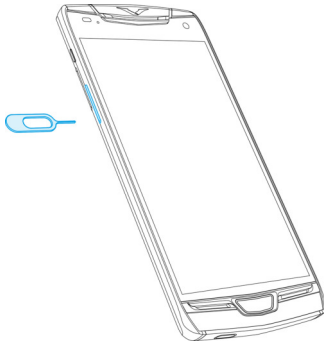
Your Constellation phone is dual-SIM compatible. The SIM tray in your phone can hold up to two nanoSIM cards, or one nanoSIM card and one microSD memory card.



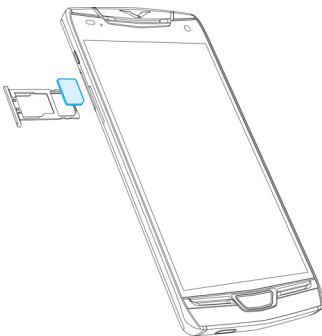
Important: Do not insert another type of SIM card or memory card into your phone, as it will not be compatible and may damage the cavity.

To insert a SIM card or memory card into your phone:

1. Insert the supplied SIM ejector tool into the hole on the SIM tray. Gently push the tool until the SIM tray pops out of your phone.



2. Pull the SIM tray fully out of your phone.
3. Place the nanoSIM card, with the metal contact facing down, in the first compartment of the SIM tray.



4. If you want to insert a microSD memory card or another nanoSIM card, place it in the second compartment of the SIM tray. Ensure the metal contact is facing down.
5. Carefully insert the SIM tray into your phone until it clicks into place.



Tip: If you insert two nanoSIM cards into your phone, you can choose how to use them. For example, you can use SIM 1 for calls and messaging, and SIM 2 for mobile data. To choose settings for your nanoSIM cards, touch  **Apps** >  **Settings** > **SIM settings**.

Charge the phone

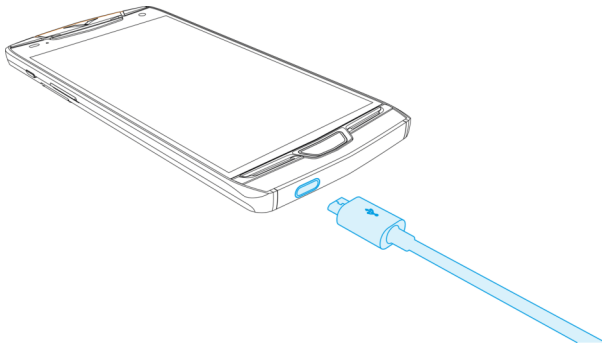
The internal battery needs activating prior to first use, and it is recommended to charge the battery at this point as it may not have been supplied with a full charge. Connect the supplied USB data cable into the charging port at the bottom of the phone. Then connect the other end of the cable to the USB port on your Vertu mains charger.



Important: Use only chargers, cables and accessories supplied by Vertu.

If the phone indicates a low charge, do the following:

1. Connect the supplied wall charger to the wall outlet and then insert the USB connector into your phone.



2. When the battery is fully charged, disconnect the charger from the phone and then from the wall outlet.

Note:

- You can use the phone while it is charging.
- If the battery is completely discharged, it may take several minutes before the charging indicator is displayed or before you can make any calls.
- The phone cannot be activated using the Vertu Wireless Charging Pad.

Other ways to charge the battery

You can also charge your phone by connecting it to your computer using the USB cable, or by placing it on the optional Vertu Wireless Charging Pad.

Note: Your phone charges quicker when connected to the wall charger.

Battery Saver mode

If the battery is running low and you are unable to charge your Constellation, you can use the Battery Saver feature. This extends battery life by limiting your device's power consumption. Your phone's performance is reduced when Battery Saver is switched on, and email and other apps may not update until you open them.

To enable Battery Saver, swipe down with two fingers on any screen and touch **Battery saver**.

When Battery Saver is enabled,  displays on the status bar. Battery Saver automatically turns off when you charge the phone.

You can also set up your Constellation to automatically switch on Battery Saver when the battery charge drops below 15% or 5%. To enable automatic Battery Saver, touch  Apps >  **Settings** > **Battery saver** > **Turn on automatically**.

Switch the phone on or off

Switch on: Press and hold the Power key until the phone vibrates.

Switch off: Press and hold the Power key, and then touch **Power off**.

Note: Always remember to power off your phone before removing and inserting a SIM card. This action will ensure that your network connectivity is restored.

In the unlikely event that your phone stops responding, reboot it. To reboot, press and hold the Power and Volume Down keys, at the same time, until the phone vibrates. This takes approximately 10 seconds.

Start-up process

1 Wi-Fi setup and Google registration

To connect to Wi-Fi and register with Google:

1. Press and hold the Power key for a few seconds until you feel your phone vibrate.
2. Choose your preferred language.
3. Select a Wi-Fi network from the displayed list. You can choose to Skip this step.
4. Enter the wireless password when prompted, and then touch **CONNECT**. If you can see a Wi-Fi symbol on the top line of your display, the password is accepted.

Note: If you are using domestic Wi-Fi, the password is usually found on the back of the router.

5. If you have an existing Android device, choose whether to import your current setup.

Note: If you have been using an Android device with NFC capability, you can use Tap & Go to import your previous setup onto your new Constellation. Simply turn on NFC on your Android device then touch the backs of both phones together until you hear an alert tone. Once the alert has sounded follow the instructions on your Android to allow the Bluetooth data transfer.

6. Sign in to your Google account, or create a new account if you do not have one.
7. Check which Google services are enabled. You can disable any services you do not need.
8. If required, add another email account to your phone.
9. Choose how to protect your phone. You can set up fingerprint recognition, or use a PIN, pattern or password.
10. If you saved your previous Android setup to your Google account, choose whether to import your data and apps.

This completes Wi-Fi setup and Google registration.

2 Vertu registration

If you are a new Vertu customer you will be asked to create a Vertu account. If you already own a Vertu phone you can simply log in to your existing account with your Vertu username and password.

Completing Vertu registration will give you access to unique privileges and benefits relevant to you.



Tip: For quick access to the range of exclusive services, press the Vertu key.

3 Recommended Apps

For more on the apps that Vertu recommend, see "Recommended Apps" on page 21.

4 Transfer contacts

Transfer contacts to your phone with your Gmail™ account, your SIM card or your iCloud account.

For information on transferring contacts, see "Transfer contacts" on page 32.

Use your phone when it is locked

To unlock the screen, press the Power key, touch  and slide upwards.

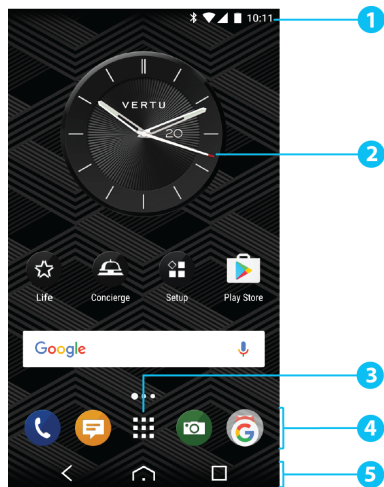
You can lock the screen either by pressing the Power key or by simply leaving the screen to time out.

For more information on different screen lock types, see "Screen lock" on page 42.

Explore

About the home screen

The home screen acts as a gateway to the functions on your phone while also providing you with all the latest information:



- 1 Status and notification bar
- 2 Widget
- 3 Apps menu
- 4 Favourites tray
- 5 Back, Home and Recent Apps

Status and notification bar

Status information, such as time, network signal strength and battery level indicator, is displayed at the top right of the screen.

Any notifications, such as new messages or calendar appointments, are displayed in the top left of the screen. To see your notifications, touch the bar and drag down. Touch a notification to open it.

Touch  **Home** to close the status notification bar.



Tip: Flick the notification left or right to clear it from the list.

Status and notification icons

	Network (full signal)		Wi-Fi connected
	No network		Wi-Fi available
	GPRS data connection		Bluetooth™ connected
	4G+ (fastest data)		Bluetooth™ on
	Battery (full charge)		GPS (location found)
	Battery (charging)		GPS (searching)
	Battery (empty)		USB connected
	Active call		Downloading
	Missed call		Uploading
	New voicemail		SD card
	Calendar reminder		Background data sync
	New SMS		Alarm set
	New MMS		Silent
	New chat		Vibrate
	New email		Aeroplane mode on
	New Gmail		Warning

Do Not Disturb mode

If you do not want to be interrupted by your phone, you can use Do Not Disturb mode to avoid unwanted calls, hide message notifications and silence Calendar alerts.

To change settings for Do Not Disturb mode, touch  Apps >  **Settings > Sound & Notification > Do not disturb**. You can choose the types of interruptions to allow, and set up rules to activate Do Not Disturb mode automatically.

To activate Do Not Disturb mode, swipe down with two fingers on any screen and touch **Do not disturb**.

Notifications

When your phone is locked, notifications of received messages, missed calls or event alerts display on the screen.

To dismiss the notifications, swipe them to the side.

If you want to hide notifications on a locked screen, touch  Apps >  **Settings > Sound & Notification > When device is locked**.

Clock widget

The clock widget on the home screen displays the following information:

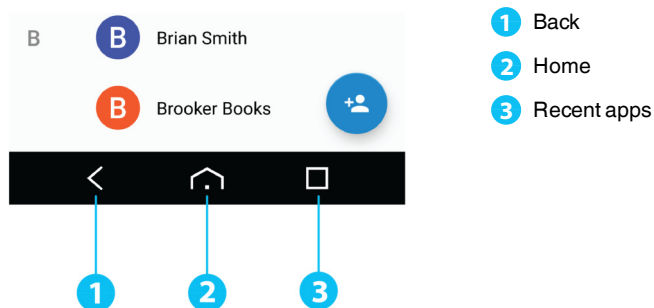
- Analogue clock with a digital date indicator
- Alarms set for the next 12 hours
- Free and busy periods, taken from the calendar, around the clock bezel
- Local time. If you are roaming, the clock displays both the local time and the time at your home location.
- Periods of silence for when you do not want to be disturbed by notifications. These periods appear as a red rim on the clock widget.
- Periods of priority for when you only want to be disturbed by priority notifications. These periods appear as a grey rim on the clock widget.

To set an alarm, touch the centre of the clock.

To display an appointment, touch the edge of the clock and then touch the pop-up to open the appointment. To clear the appointment, touch the screen.

Back, home and recent apps

You can use the three icons on the bottom of your screen to navigate between screens and apps.



Touch Back to go back to your previous screen.

Touch Home to move an app to the background and return to the home screen. Touch and hold Home to go to the search screen.

Touch Recent apps to view a list of the apps that you have used most recently.

Add widgets to the home screen

Widgets are apps that provide live content such as news, weather forecasts and messages.

To add widgets to the home screen:

1. Touch and hold an empty spot on the home screen and touch **WIDGETS**.
2. To select a widget, touch and hold it, and then drag it to the home screen.

To see the widget menu options, open the widget and touch .

To resize certain widgets, such as **Calendar**, touch and hold the widget and then release it. The widget is then highlighted and you can drag it to the size required.

Note: Downloaded apps from Google Play™ may automatically download other associated widgets. To check your widgets, touch and hold an empty spot on the home screen and touch **WIDGETS**.

Favourites tray

The favourites tray appears at the bottom of the home screen. Use it to access your favourite apps quickly.

To remove an app from the favourites tray, touch and hold the app then drag to **Remove** at the top of the screen.

To add an app to the favourites tray, touch  Apps. Touch and hold the app, and drag it to the favourites tray.

Quick settings

Quick settings is a convenient settings menu that you can access at any time on your Constellation, even when the phone is locked. Using quick settings, you can access Wi-Fi settings, Aeroplane mode, main device Settings and more.

To access Quick settings, swipe down with two fingers on any screen.



Tip: Touch **Flashlight** to switch on the camera flash and use it as a flashlight. Touch it again to switch it off.

Sharing your Constellation

You can easily share your Constellation with others without revealing your personal information by using the Multiple User feature. Simply swipe down from the locked display, touch the  on the top-right corner and then select **Add guest**. Under this profile, the SMS Message function will be disabled and the Guest will not be able to access your messages, contacts, photos, installed applications or Vertu Services. The voice call function is disabled but can be enabled if you so choose.

To revert back to your own user profile, simply follow the same steps and select your personal profile.



Tip: You can choose to enable or disable the phone functionality in the Guest profile by switching to your own profile and selecting **MORE SETTINGS** > Guest  > **Turn on phone calls**.



Warning: Disabling the phone functionality will prevent outgoing calls but incoming calls can still be received.

If the Constellation is to be shared on a longer term basis, we recommend you use the **Add User** profile. This will prompt the phone setup sequence to provision the new user's accounts. If you choose, phone call and SMS Message functions can be enabled.

Voice actions

With voice actions you can set an alarm, call friends, and more just by speaking clearly into your phone.

- **Voice dialling:** on the home screen, touch  and then say "Call" and then a contact name or phone number.
- **Voice commands:** on the home screen, touch  and then say a command, such as "Open Calendar".

Apps

About apps

Your Constellation gives you access to a wide range of useful apps.

To access your apps, touch  Apps from the home screen. Scroll up and down to see all your apps.

To close the apps screen, touch  Home.

To view your most recently used apps, touch  Recent apps.

Recommended Apps

 >  >  > **Recommended Apps**

Recommended Apps provides you with a single, trusted destination where you can quickly and simply browse and install the apps you use every day. The selection of apps displayed has been chosen based on your country, ensuring that they are relevant to you.

Google Play™

 >  > 

The Google Play Store app will help you with just about anything.

Scroll to the app you want to install, and then touch **Install** (if the app is free) or touch the price to buy. Once installed, the new app is displayed in the apps screen.

To view a list of your downloaded apps, touch  Apps >  **Settings** > **Apps**. A list of your downloaded apps is displayed, and these apps are available to download again.

 **Important:** Choose your apps carefully from trusted sites, or you can rely on Vertu Recommended Apps.

Your application purchases are tied to your Google account and can be installed an unlimited amount of times on any device. So, for example, if you remove 'My Favourite Game' to save memory, you can reinstall it at a later date with no charge by simply visiting My Apps. For more information on My Apps, see "Manage and restore apps" on page 22. You can also re-install apps from the My Android™ Apps section of play.google.com.

Apps precautionary advice

To protect your phone from the threat of spyware, phishing, or viruses, it is important that you choose your apps carefully. For Vertu-recommended security apps, see "Recommended Apps" on page 21.

- Some apps drain your phone of phone memory and battery more than others. If you find that an app is draining your phone, simply uninstall it.
- Before you get Android apps on Google Play™, check the ratings and comments. If you aren't convinced by the legitimacy of an app, don't install it.
- Some apps may contain inappropriate content for children.

Update apps

If you receive an over-the-air notification of an update on your phone for a Google Play™ app, you can follow the instructions to download and install the update software or you can opt to dismiss the notification.

The **Allow automatic updating** setting is often activated by default when you install an app. To change this setting, touch  Apps >  **Play Store** >  > **Settings** > **Auto-update apps**.



Tip: To conserve data usage and only update your apps over Wi-Fi, touch  Apps >  **Play Store** >  > **Settings** > **Auto-update apps** > **Auto-update over Wi-Fi only**.

Manage and restore apps

To manage your apps, touch  Apps >  **Settings** > **Apps**.

Touch an app to see its details (such as access permissions and file size), and then touch to select options such as force the app to stop, uninstall, or clear data.

To restore apps that you have previously installed from Google Play Store, touch  Apps > **Play Store** >  > **My apps**. A list of your downloaded apps is displayed, and these apps are available to download again.

Close apps

To close an app, touch  Home.

Many of your apps will continue to run in the background after you have closed them. To quickly open recently used apps, touch  Recent apps.



Tip: To remove an app from this list, flick it left or right.

Uninstall apps

To delete an app, touch  Apps >  **Settings** > **Apps** > app name > **Uninstall**.

Vertu Services

About Vertu Services

Your unique Vertu experience starts with registration. Once you have successfully registered your phone you are able to access the privileges and benefits by pressing the Vertu Key.

Vertu Concierge

Concierge offers 24-hour worldwide assistance, recommendations and priority bookings. They facilitate your every request, from finding the perfect gift to accessing 'money-can't-buy' events, experiences and everything in between. Your Concierge will fulfil every request using their unique expertise and inside knowledge.

It's simple to stay in touch with a choice of live chat, email or telephone, depending on your personal communication preference. And so you're always up to date, you can find your requests at the touch of a button.

Note: Vertu Concierge requires a subscription. For more details, contact Vertu Customer Service.

Vertu Life

Vertu Life offers access to a world of opportunity with privileged access to curated experiences and global events, hand-picked for the discerning taste of Vertu users.

Enjoy privileged access to a private members club in Hong Kong, tickets for the Champions League final or an invitation to join the stars at the Academy Awards, all dynamically delivered through your handset.

Vertu Setup

Vertu Setup provides peace of mind for your Vertu and your data, delivering a host of integrated security features and services through our expert partners and best-in-class technology.

Vertu Setup also includes:

- The ability to lock, wipe, find and ring your Vertu phone at any time via the Lost Phone service. This service does not require set up and is activated once you have registered your Vertu phone. In the event of losing your Vertu phone, simply log in to your account on [vertu.com](https://www.vertu.com) from another device.
- Vertu Sync which allows iCloud users to easily synchronise their iCloud contacts and calendar with their Vertu phone. See "Transfer contacts" on page 32 for more details.

* For partner services and duration please see the specification for your phone.

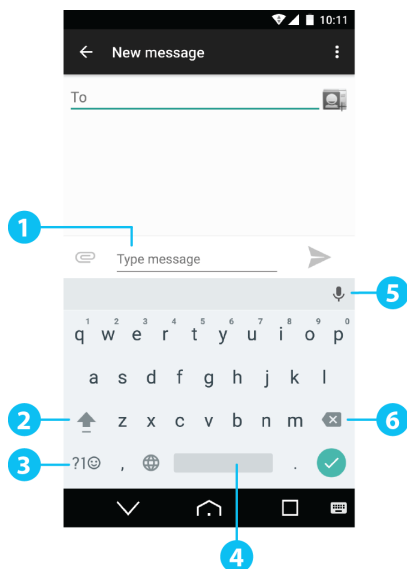
Vertu Support

Our renowned Vertu Customer Service is always available should you require any assistance with your Vertu. Call or email Vertu Customer Service from within the Vertu Support app, or browse the phone user guide and FAQs directly on your phone. With our Remote Assist technology we can support you immediately wherever you are to keep you and your Vertu going.

Text entry

Keyboard entry

To open the touch screen keyboard, touch a text entry box. To enter text, touch the letters on the keyboard. The keyboard is displayed in your country's native text input format, for example, QWERTY, in both portrait and landscape modes.



- 1 Text box
- 2 Shift
- 3 Keyboard for numbers and symbols
- 4 Space
- 5 Speech-to-text dictation
- 6 Delete

Cut, copy and paste text

Touch and hold a section of text to select it. Tabs appear, marking the boundaries of the selection. Drag these tabs to reduce or increase the selection. To cut or copy the text, touch **CUT** or **COPY**. To paste the text, touch the point where you wish to insert it, and then touch **PASTE**.

Predictive text

Predictive text input is based on a built-in dictionary to which you can add new words. It is not available in all languages, and is active by default. As you start typing a word, your phone suggests possible words for you to choose. When the correct word is displayed, touch the word. If the word is not in the dictionary, the phone suggests an alternative word from the dictionary. To add a new word to the dictionary, touch the word you have typed.



Tip: To see a menu of punctuation marks, touch and hold the full stop key.

Gesture typing

For many languages, your phone lets you spell out words by sliding a finger tip across the keyboard. As you move between keys, your movements are traced by a blue trail across the keyboard and the word you have spelt out appears in the middle of the strip above the keyboard. To end a word and insert a space, lift your finger. The phone automatically inserts spaces between words.

Dictionaries

To view your dictionaries, touch  Apps >  **Settings** > **Language & input** > **Personal dictionary**.

Touch + to add words to your dictionary.

Change the keyboard language

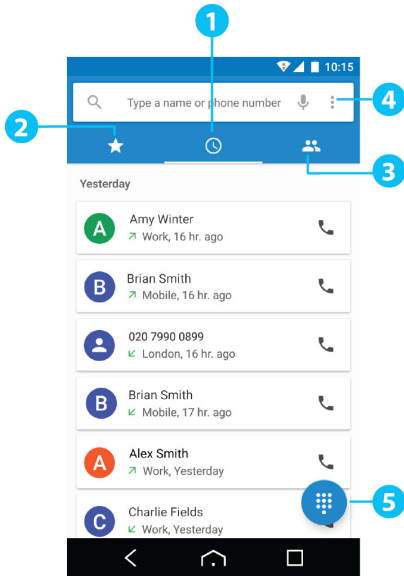
To change the language on your keyboard, touch  Apps >  **Settings** > **Language & input** and select another option from **Keyboard & input methods**.

Note: The keyboard options available will change depending on your language selection.

If you change the keyboard language and you want to be able to use spellcheck for the new language, you must install an additional keyboard dictionary. Under **Keyboard & input methods**, touch **Google Keyboard** > **Dictionary** > **Add-on dictionaries** > a listed dictionary option.

Calls

About calls



- 1 Recent calls
- 2 Speed dial your favourite contacts
- 3 All contacts
- 4 Options menu
- 5 Dialler

Make and answer calls

To make a call:

1. Touch Apps > Phone > dial pad and enter the phone number on the dial pad.
 2. To make the call, touch .
- Note:** To enter the + character, used for international calls, touch and hold **0**.
3. To end the call, touch .



Tip: To voice dial a contact from the home page, touch and say a contact name.

To answer a call, touch  and drag to .

- To send an incoming call to your voicemail, touch  and drag to .
- To send an automated text message to the caller, touch , drag to , and then select an appropriate message.
- To silence an incoming call, press the Power key or Volume keys.

Call recent number

The call log displays information about the calls you have made and received. This makes it easy to call someone again if they are not answering. Simply access the call log and quickly retrieve the number.

To call back a recent caller:

1. From the home screen, touch  **Phone** > .
2. Select the person you want to call back.
3. Touch .

To clear the call history list, touch  > **Call history** >  > **Clear call log**.

Call using Speed Dial

Speed Dial enables you to quickly call favourite or frequently called contacts. To use Speed Dial:

1. From the home screen, touch  **Phone** > .
2. Select a contact to call.

To clear the list of frequently called contacts, display the list, touch  > Clear frequents.

Listen to your voicemail

You can divert your incoming calls to your voicemail (network service). Also, people can leave you a message, for example, when you have not answered the call.

To listen to your voicemail messages, from the home screen touch  **Phone**, and then touch and hold **1** on the dial pad.

Divert calls to another number

If you cannot answer your calls, you can divert incoming calls to another phone number.

From the home screen, touch  **Phone** >  > **Settings** > **Calling accounts**. Choose a SIM card and then touch **GSM call settings** > **Call forwarding**.

Several diverting options, such as **When busy** and **When unanswered** can be active at the same time.

Note: Call divert is a network service. For details, contact your service provider.

Make a conference call

To start a conference call:

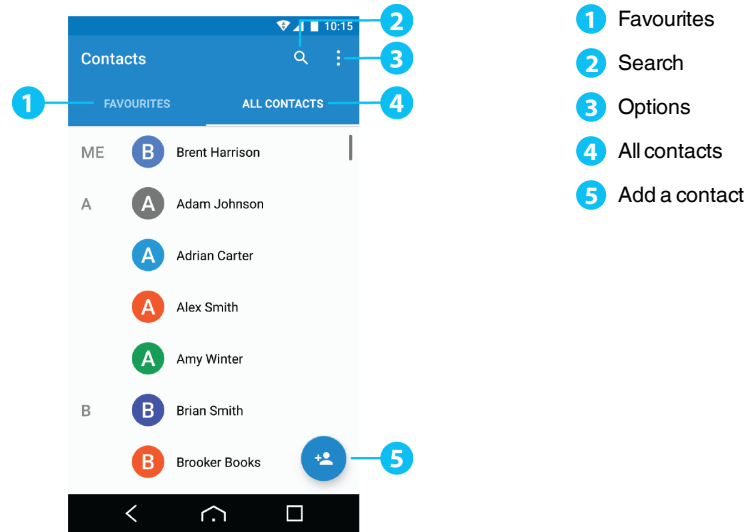
1. Call the first number.
2. After the call connects, touch  **Add call**.
3. Dial the next number, or select it from contacts or favourites.
4. When the next number answers, touch  **Merge calls**.

Note: Conference calls are a network service. For details, contact your service provider.

Contacts

About contacts

With contacts, you can save and organise your friends' phone numbers, addresses and other contact information.



Call, text or email contacts



To call a contact, touch the contact and then touch the phone number.

To text a contact, touch the contact and then touch .

To email a contact, touch the contact and then touch the email address.

Add contacts



1. Select an account to back up your contact.

Note: If you have not set up an account, like a Google or email account, your contact is only saved to your phone memory.

2. Enter the contact details, and then touch ✓.



Tip: Backing up your new contact to an account will also sync it to that account.

Join contacts

If you have two or more contacts for the same person, maybe a Gmail contact that is also stored on your phone, you can join them.

Touch Apps > **Contacts** > contact name > > **Merge**, and then touch the contact that you want to join.

Edit or delete a contact

To edit a contact, touch Apps > **Contacts** > contact name > .

To delete a contact, touch Apps > **Contacts** > contact name > > **Delete**.

Save a number from a call or message

When you receive a call or a message from a person whose phone number is not yet saved in the contacts list, you can save the number in a new or existing contact list entry.

To save a number from a received call:

1. From the home screen, touch **Phone** > .
2. Touch the call entry.
3. Touch .

To save a number from a received message:

1. From the home screen, touch Apps > **Messaging**.
2. Touch the message to open it.
3. Touch .
4. Touch **Add to People**.

Mark contacts as favourites

You can find and call important contacts more quickly if you mark them as favourites.

- To mark a contact as a favourite, touch  Apps >  Contacts > **ALL CONTACTS** > Contact name > ☆ . The star changes to white. To remove a contact from your favourites, touch the white star.
- To view the list of your favourites, touch  Apps >  Contacts > **FAVOURITES**.

Personalise contacts

Set unique photos and ringtones for your contacts.



To add a photo, touch the contact >  then touch the photo area.

To add a ringtone, touch the contact >  >  > **Set ringtone**.

Transfer contacts

You can transfer contacts to your Constellation by using your Gmail™, your SIM card or your iCloud account.

Gmail™

You can transfer your contacts to a Comma Separated Values (.csv) text file. After you have imported this file into your Gmail account, it will automatically sync with your phone (if you have already set up a Gmail™ account).

1. Export the contacts on your previous phone to a .csv file. For information on how to do this, refer to the user documentation supplied with your previous phone.
2. Log into your Gmail™ account on your PC and click **Contacts > Import Contacts**.
3. Click **Browse** and select the .csv file that you created.
4. Click **Import Contacts**.

 **Important:** Syncing your contacts with your Gmail™ account means that your contacts will always be backed up.

SIM card

For details on exporting contacts stored on your old phone to your SIM card, refer to the user documentation supplied with your previous phone.

Then, to import these contacts stored on your SIM card to your Constellation, touch  Apps >  Contacts >  > **Import/Export > Import all SIM contacts**.

Note: Transferring contacts with your SIM card may result in data for some contacts being lost.

iCloud

If you have an iCloud account, you can easily synchronise your iCloud contacts and calendar with your Constellation.

When you set up your phone for the first time, you have the opportunity to set up the Vertu Sync service. Alternatively, the Vertu Sync application is preloaded onto your phone and can be found in the application menu grid.

To use the service, simply enter your Apple ID and follow the instructions on screen. In some cases you may need to generate an application-specific password for the service to work.

1. Go to <https://appleid.apple.com/account/home>.
2. Select **Manage your Apple ID** and sign in.
3. Select **Password and Security**.
4. Click **Generate an App-Specific Password** and follow the steps on screen.
5. Enter the app-specific password into the password field of the Vertu Sync application.

Messaging and email

About messaging



You can send and receive various kinds of messages:

- Text messages
- Multimedia messages that contain photos, videos or audio

Send and read messages



To send a message:

1. Enter the recipient.

Note: To send the message to multiple recipients, add more than one contact in the **To** field.

2. Type your message. Touch to **Add subject**.
3. Touch to send your message.

To open a text message and the previous conversation, touch it.

To reply to a text message, open it and enter your response in the text box at the bottom, and then touch .

Instant messages



To send and receive instant messages, you can use Google Hangouts™.

Manage messages



To delete a message, touch and hold to select it, and then touch the trash can at the bottom.

To change your messaging options, touch Apps > **Messaging** > > **Settings**.

Set up your email

From the home screen, touch  Apps >  **Settings** > **Accounts**. You can now set up one of three account types:

- Select  **Add account** > Exchange to set up your business accounts running on Microsoft™ Exchange server.
- Select  **Add account** > Google to set up your Gmail account.
- Select  **Add account** > Personal if you are using any other email provider.

Enter your username and password when prompted.

Note: You may be prompted to enter your domain name and server name. Contact your IT administrator for details.

When your email accounts are set up, you can access them by touching  **Email** or  **Gmail**. If you have set up two or more email accounts, you can switch between accounts by touching  and then selecting the required email account.

To read and reply to messages, touch  Apps >  **Email**.

- To compose a new message, touch . Enter your message and then touch  to send the email.
- To read a message, simply touch it from the inbox.
- To reply all or forward the email, touch .

If Auto-sync data has been disabled, simply flick downwards from the email inbox display to manually refresh the synchronisation.

 **Tip:** When you have a new email,  will appear in the status bar.

Music

About music



Google Play Music lets you listen to your current music collection and to buy additional music through Google Play Store.

The Music Manager desktop application provides a simple way for you to put your music collection into the cloud, unlocking the potential of the Play Music service. The application scans your computer for music files, including files in your iTunes® library, and makes any discovered tracks and albums available to you in Play Music. If your collection can be matched to music in Google Play Store, the tracks do not even need to be uploaded, saving you data transfer time.

Once your music is in the cloud, you can access it from any computer connected to Google.com or from any Android phone or tablet that has the Play Music app installed.

When you first listen to a track with Play Music on your Constellation, the song is cached on the phone. So, over time your favourites are automatically made available for offline listening, such as when you are travelling on an aeroplane.

Note: The Music Manager application and music purchases from Google Play Store are only available in certain markets.

Supported file types

Your Constellation will play the following audio file formats: AAC, AAC+, MP3, MP4, WAV, M4A, OGG and WMA.

Adding songs or albums to Play Music

You have two options for listening to music on your phone. You can listen to music files that you store on your phone, or you can listen to music in your online library in the Play Music cloud.

To add your music to the Google Play Music cloud

1. **Sign up for your Google Play™ music library:** To get started, sign up for Google Play™ and download Music Manager, a desktop application that lets you upload your collection from your iTunes music library, or any music folder on your computer, to the cloud.
2. **Upload your collection:** Sign in to Music Manager and choose where you keep your music. Music Manager then starts uploading automatically. When you add new music to your computer, Music Manager can automatically add it to your library too. Music Manager even adds your iTunes playlists and ratings so you can start listening to your favourites right away.
3. **Access your music on the web and your phone:** After you have set up your Play Music music library, you can access it on your Constellation, on any Android phone or tablet or on the web. Sign in and all your music is ready to be played.

To add your music to your Constellation phone only

To load music on your computer and then load it on your phone, you need the following:

- A Microsoft™ Windows™ computer or Apple Macintosh™ computer
- A USB data cable

Note: When you connect your phone for first time, your computer may prompt you that drivers are being installed. Complete the driver installation before you continue with the following steps.

1. Connect the USB cable from your phone's USB connector to a USB connection on your computer.
2. Drag the status bar down and touch . Make sure the **Transfer files (MTP)** check box is ticked.
3. On your computer, navigate to the removable disk showing your phone and open the Internal Storage.
4. Drag and drop files between your computer and the 'Music' folder.
5. When you have finished, disconnect the USB cable.

To buy new music through your Constellation phone

To buy new albums or tracks from your phone, follow these steps:

1. Go to the Google Play Store application.
2. Touch the 'Music' shortcut.
3. Follow the instructions in the app to make your choice and to complete the purchase.

Play music

Touch a song or playlist to start playing music.

Music player controls

- Play or pause: touch  or .
- Select the previous or the next song: touch  or .
- Fast forward or rewind: touch and hold the progress bar, and then drag forwards or backwards.
- Turn shuffle on or off: touch .
- Repeat all on or off: touch .
- Adjust the volume: press the volume keys on the side of the phone.
- Go to the music home screen: press Back .
- Add a song to playlist: while the song is playing, touch  > **Add to playlist** > playlist name.
- Delete a song: in the music library, touch  next to the song you wish to remove, and then touch **Delete**.

Playlists

To add a song from the music library to a playlist, touch  and then touch **Add to playlist**. Choose an existing playlist or touch **New playlist**.

Hide the music player

Touch Home . Your music will continue to play and you will see  in the status and notifications bar. You can continue to work with other apps while your music is playing.

When you see  in the status and notifications bar, a song is playing. Flick down to see details. Touch the song to return to the music controls.

Turn off the music

Touch .

Maps and navigation

Google Maps™

Google Maps is a Google service offering powerful, user-friendly mapping technology and local business information, including business locations, contact information, and driving directions.



You can save data from Google Maps to your phone so that a map is available for use offline. This feature is useful when you do not have a data connection, and it can also reduce your data transmission costs.

To save a map to your phone, view an area in Google Maps and touch  > **Your places**, scroll to the bottom and touch **SAVE A NEW OFFLINE MAP**. If you wish to adjust the selected area, you can pinch the map to zoom in or zoom out. Touch **Save** to download the map data.



Tip: Blocks of map data can be up to 100 MB. So Vertu recommends that you connect to a Wi-Fi network before you download.

For help with Google Maps™, touch  > **Help**.

You can use Google's navigation service from the Google Maps app. This is an internet-connected GPS navigation system with voice guidance. Simply touch  and input your location details.

Personalising your phone

Widgets

To add widgets to the home screen:

1. Touch and hold an empty spot on the home screen and touch **WIDGETS**.
2. To select a widget, touch and hold it, and then drag it to a home screen panel.

To customise a widget, touch it to open it, and touch .

Shortcuts

To add shortcuts to the home screen, touch  App, touch and hold an app, and then drag it to a spot on the home screen panels.

To create a shortcut folder, drag one shortcut on top of another. To add more shortcuts to the folder, drag them onto the folder icon. If you wish to name the folder, touch it and enter a name at the bottom.

- To move shortcuts or shortcut folders, touch and hold them, and then drag to a new location.
- To remove shortcuts or shortcut folders from the home screen, touch and hold them, and then drag to **Remove** at the top of the screen.

You can also drag shortcuts or shortcut folders in or out of the favourites tray for instant access from the home screen.

Ringtones

You can adjust your ringtone for incoming calls or for notifications, such as a text message or email:

Touch  Apps >  **Settings** > **Sound & Notification**.

To activate the ring and vibrate option, touch  Apps >  **Settings** > **Sound & Notification** > **Also vibrate for calls**.

Wallpapers

To set a new wallpaper for the home screen, touch and hold an empty spot on the home screen, and then touch **WALLPAPERS**.

Assign sounds to actions

- To set sounds for touches on the dial pad, touch  Apps >  **Settings > Sound & Notification > Other sounds > Dial pad tones.**
- To set screen locking sounds when you lock or unlock the screen, touch  Apps >  **Settings > Sound & Notification > Other sounds > Screen locking sounds.**

Display settings

Option	Setting
Set the brightness of the screen	From the home screen, touch  Apps >  Settings > Display > Brightness level.
Set the font size for menus and settings	From the home screen, touch  Apps >  Settings > Display > Font size.

Pulse notification light

The pulse notification light constantly updates you on the status of the phone.

Colour of the light	Phone status
Steady green	Battery full.
Flashing green	Battery charging.
Steady red	Battery low but charging.
Flashing red	Battery low and not charging. For example, if the phone is plugged into a PC, but there is not enough current to charge the phone.
Flashing blue	Call, text message or email received.

Auto-rotate

To set whether the screen rotates automatically in certain apps, touch  Apps >  **Settings** > **Display** > **When device is rotated**.



Tip: You can access the auto-rotate feature quickly by dragging down from the top of the display with two fingers.

Screen lock

You can make the touchscreen lock when it goes to sleep.

There are several different lock options. Touch  Apps >  **Settings** > **Security** > **Screen lock**, and then select the lock type:

- **Swipe:** drag upwards to unlock.
- **Pattern:** draw a pattern to unlock.
- **PIN:** enter a PIN code to unlock.
- **Password:** enter a password to unlock.

Note: Certain corporate email accounts make use of a specific lock that may disable the lock options listed above.

Protect your phone with a fingerprint

Your Constellation has a fingerprint sensor. You can use your fingerprint to protect your phone, authorise payments and sign into supported apps.

To set up fingerprint recognition, touch  Apps >  **Settings** > **Security** > **Fingerprint**.

Date and time settings

To set date, time, time zone, and time formats, touch  Apps >  **Settings** > **Date & time**.

To automatically use the network date and time, touch **Auto date & time** or **Auto-time zone**.

Language and input options

To set your menu language and region, touch  Apps >  **Settings** > **Language & input** > **Language**.

Social networks

Add an account

With the Browser you can keep up to date with your social networking accounts on sites like Facebook™, Twitter™ and Google+™. If you don't have accounts, go to their websites to set them up. Most social networking accounts offer dedicated apps that can be installed on your Constellation from Google Play™.

To download a social networking app, from the home screen touch  Apps >  **Play Store**.

To sign in to your social networking account, enter your username or email address and password.

The social networking accounts are third-party services and not provided by Vertu. Check the privacy settings of the social networking accounts to control what information you are sharing. Familiarise yourself with the terms of use and the privacy practices of any social networking accounts you use.

Delete an account

To delete a social networking account from the phone, touch  Apps > touch and hold a social networking app and drag it to **Uninstall**.

Synchronise contacts

When you sign in to a social networking account on your phone, you may be prompted to sync account contacts, pictures and status with your **Contacts** app. You can accept or decline this request. To change your sync settings at any time, touch  Apps >  **Settings** > **Accounts** > account name.

Managing accounts

Configure sync options

Automatic synchronisation of the accounts is set by default. To disable it, touch  Apps >

 **Settings** > **Accounts** >  > **Auto-sync data**.

Disabling auto-sync data will conserve data and battery usage, but you will need to sync each account manually to update latest information. To perform a manual sync, just flick downwards from within the email inbox of the account.

Delete accounts

To delete an account, touch  Apps >  **Settings** > **Accounts**, select the account and then touch the account name, touch  > **Remove account**.

Backup and restore accounts

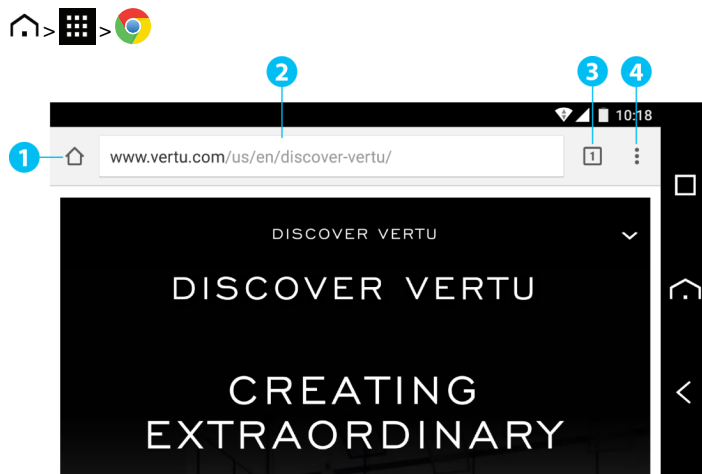
To backup and restore your accounts, from the home screen touch  Apps >  **Settings** > **Backup & reset** > **Auto-restore**. Check that the **Auto-restore** box is ticked to ensure that backed up settings and data are restored when you reinstall an app.

Note: To backup application data, Wi-Fi passwords and other settings to Google servers make sure that the **Back up my data** box is ticked.

Browser

About the web browser

To browse the web with your Constellation, you must have either a cellular or Wi-Fi data connection.



- 1 Home
- 2 URL bar
- 3 Tabs
- 4 Browser options, such as bookmarks and browser settings

To browse to a website, touch the web address bar, enter a web address and then touch ➔.

Connect to the internet

Your phone uses the cellular mobile phone network (over the air) or a Wi-Fi connection to access the internet.

Note: Check your data plan with your service provider. You may be charged to access the internet and to download data over the air.

To use a Wi-Fi network for faster internet access, drag downwards from the top of the home screen with two fingers. Touch the **Wi-Fi networks available** notification to select a preferred network. See "Wi-Fi" on page 53.

To close your browser, touch Home .

Note: If you cannot connect to the internet, contact your service provider.

Add a bookmark

If you visit the same websites regularly, add them to your bookmarks, so that you can easily access them.

To save a website as a bookmark, touch  > .

To view your bookmarked websites, touch  > **Bookmarks**.

Privacy and security

To make changes to your privacy and security settings, from the home screen touch  Apps >  >  > **Settings** > **Privacy**.

To empty the cache and other browsing data, touch  > **Settings** > **Privacy** > **Clear browsing data**.

Downloads

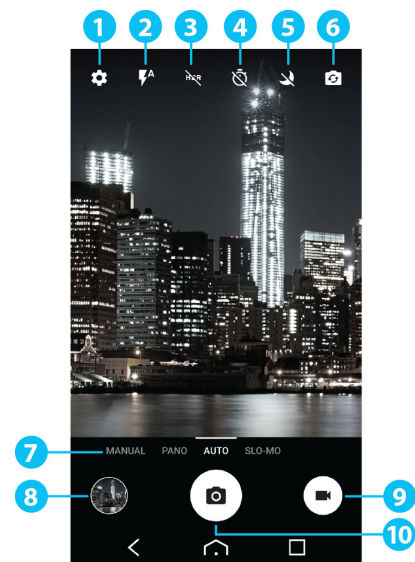
To download files in your browser, touch and hold a link or picture, and then touch **Save image** or **Save link**.

To see the files you have downloaded, from the home screen touch  Apps >  **Downloads**. Touch an item to open it, and then select the app that you want to use.

Camera

About camera

You can use your Constellation to take photos or record videos. You can then view or edit the photos and videos, share them on the internet, or send them to compatible devices.



- 1 Change camera settings
- 2 Change flash settings
- 3 Turn HDR mode on or off
- 4 Turn the timer on or off
- 5 Turn Night mode on or off, to take photos in dark conditions
- 6 Switch between back and front cameras
- 7 Change camera mode, for example, choose manual camera settings or take a panoramic photo
- 8 View recent photos and videos
- 9 Start recording video
- 10 Capture a photo

Note: The location of the icons will vary depending on the orientation of your phone. The appearance will vary depending on your current choice of photo type and camera settings.

Take and share photos

To take a photo:

1. From the home screen, touch  Apps >  **Camera**.

Note: Touch the screen to change the focus location.

2. Touch  to take your photo.

You can use Manual mode to choose advanced settings for the camera, such as the shutter speed and white balance. To use Manual mode, flick the camera mode to **MANUAL**. To hide options when the camera is in Manual mode, touch .

To take a wide panoramic photo:

1. From the home screen, touch  Apps >  **Camera**.
2. Flick the camera mode to **PANO**, then touch .
3. Move your phone slowly across the scene you want to capture.

As you move your phone, the camera automatically captures multiple shots.

4. To stop capturing shots, touch . Your phone joins the shots together to make one large photo.

To share a photo:

1. From the home screen, touch  Apps >  **Gallery**.
2. Touch the photo, touch  and then choose how you want to share, for example by email, SMS or social media.



Tip: To share a photo immediately after capture, touch the small image of the previous photo.

The screen shows a "film strip" of your recent photos and videos. Flick right or left to move between photos. Touch to see the sharing options. To return to the live camera view, select the  Back option.

Record and share a video

Besides taking photos with your phone, you can also capture videos.

To take a video:

1. From the home screen, touch  Apps >  **Camera**.
2. To start recording, touch . To stop recording, touch . Your phone then stores the video.

Note: When recording a video, you do not have to touch the screen to set a focus location. The phone will auto-focus to the centre of the frame while you capture the video.

To take a slow motion video:

1. From the home screen, touch  Apps >  **Camera**.
2. Flick the camera mode to **SLO-MO**.
3. To start recording, touch . To stop recording, touch .

To share a video:

1. From the home screen, touch  Apps >  **Gallery**.
2. Touch the video, touch  and then choose how you want to share, for example by email, SMS or social media.



Tip: To share a video immediately after capture, touch the small image of the previous video.

The screen shows a "film strip" of your recent photos and videos. Flick right or left to move between videos. Touch  to see the sharing options. To return to the live camera view, select the  Back option.

Gallery

About Gallery



With Gallery you can watch the videos you have recorded or browse through the photos you have taken.

View and edit photos and videos



Just touch a photo or video to view it.



Tip: To zoom in and out, quickly touch the screen twice.

To edit a photo, touch .

To trim a video, touch . To edit a video, touch .

Share photos and videos

Share a photo or video:

1. From the home screen, touch Apps > **Gallery**.
2. Touch the photo or video, touch and then choose how you want to share, for example by email, SMS or social media.

You can copy photos and videos between your phone and PC. See "Copy between the phone and a PC" on page 55 for details.

Assign contact images and wallpaper

Add a photo for a specific contact, or set your favourite photo as your background image.



Touch a photo, and then touch > **Set as...** > **Contact photo** or **Wallpaper**.

Take a screenshot

To take a screenshot, press and hold the power key and volume down key at the same time.

To see the screenshot, touch Apps > **Gallery** > **Screenshot**.

Office tools

Clock



You can use Clock as an alarm clock, a timer, or a stop watch.

To view a list of your current alarms, touch . To activate an alarm, drag the toggle to the right.

To add an alarm touch and then enter alarm details.

Touch to change the sound or other settings for an alarm. To change settings that affect all your alarms, touch **> Settings**.

When an alarm sounds, drag to the right to turn the alarm off or to the left to delay the alarm for ten minutes.

Calculator



Your calculator has two views: basic and advanced. To change your views, swipe the green bar to the left.

Calendar



With the Calendar app you can automatically see calendar events from your Google™ account.

You can view your calendar in different ways: touch the date, and then touch **Day**, **Week**, **Month**, or **Agenda** to change the view. Touch an event to see more details.



Tip: To add a calendar widget to the home screen, touch **WIDGETS**, touch and hold **Calendar**, and drag it to the home screen.

To add an event, touch **> New event**. Enter the event details and touch **DONE**.

To delete an event, touch it to open it, and then touch the trash can .

To see multiple calendars, touch **> Calendars to display**. Select the check boxes next to the calendars you want to see.

To sync your calendar, touch **> Calendars to display**. Select the check box next to your calendar and touch **Calendars to sync > OK**.

To change your calendar reminder tone, touch  > **Settings** > **General settings** > **NOTIFICATIONS & REMINDERS**.

Note: You will need to have added an account for each calendar that is shown.

Connectivity

Restrictions



Important: There may be restrictions on the use of Wi-Fi and Bluetooth technology in some countries. For more information, contact your local authorities.

Wi-Fi



With Wi-Fi connectivity, you can connect to a Wi-Fi network for a faster internet connection to browse the web or to stream music and videos.

Connect to a Wi-Fi network

To connect to a new Wi-Fi network:

1. Touch Apps > Settings > Wi-Fi.
2. Drag the toggle to the right to turn on.

If Wi-Fi is already on and if Wi-Fi networks are available, the Wi-Fi indicator is shown in the status bar. Drag down the status bar and touch the **Wi-Fi** to select and connect to a network.

3. Touch a network in the list, and then touch **CONNECT**. You may need to enter **Network SSID**, **Security**, and **Password** details. For these details, contact the network administrator.

When your phone has connected, the Wi-Fi indicator is shown in the status bar.



Tip: If you are using a domestic Wi-Fi connection, the security information can often be found on your Wi-Fi router.

Bluetooth



With Bluetooth connectivity, you can make a wireless connection to other compatible devices, such as phones, computers, headsets, and car kits. You can use the connection to send items from your phone, transfer files from your compatible PC, and print files with a compatible printer.

Connect a Bluetooth device

To connect with a new Bluetooth device, you need to pair your phone with it.

1. Make sure that the Bluetooth device you are going to pair with is in discoverable mode. For details, see the user guide of the device.

2. Touch  Apps >  **Settings** > **Bluetooth**.
3. Drag the toggle to the right to turn on and scan.
4. Touch a device to connect. You may need to touch **OK** or to enter the device passkey to connect. For details, see the user guide of the device.

When your phone has connected, the Bluetooth indicator  is shown in the status bar.

The Constellation has been equipped to support accessories with Qualcomm® aptX™ audio capabilities.



Tip: Switch Bluetooth off when not in use to conserve battery power.



Warning: Obey all local laws. Always keep your hands free to operate the vehicle while driving. Your first consideration while driving should be road safety.

Change your device name

You can change the name of your device.

1. Touch  Apps >  **Settings** > **Bluetooth**.
2. Touch  > **Rename this device**.
3. Enter new name and touch **RENAME**.

Location services

 >  >  > **Location**

Certain apps use location information from sources such as GPS, Wi-Fi and mobile networks to determine your approximate location.

Set your phone to sync with your computer

Note: When you connect your phone for first time, your computer may prompt you that drivers are being installed. Complete the driver installation.

1. Connect the USB cable from your phone's USB connector to a USB connection on your computer.
2. Drag the status bar down and touch . Make sure the **Transfer files (MTP)** or **Transfer photos (PTP)** check box is selected.
3. Follow the prompts on your computer to sync your digital media files.

When the sync has finished, disconnect the USB cable.

Copy between the phone and a PC

Note: When you connect your phone for first time, your computer may prompt you that drivers are being installed. Complete the driver installation.

1. Connect the USB cable from your phone's USB connector to a USB connection on your computer.
2. Drag the status bar down and touch . Make sure the **Transfer files (MTP)** check box is selected.
3. On your computer, navigate to the removable disk showing your phone and open the Internal Storage.
4. Drag and drop files between your computer and the phone Internal Storage folders, such as 'Music', 'Pictures' or 'Movies'.
5. When you have finished, disconnect the USB cable.

Tethering and portable hotspot

You can 'tether' your phone to your computer, via a USB cable or a Wi-Fi or Bluetooth connection, so that the computer can share the phone's internet connection.

NFC

Near Field Communication (NFC) allows you to beam information (such as contacts, photos and browser pages) by bringing your phone close to another NFC-capable device (typically back to back).

From the home screen, touch  Apps >  **Settings** > **More** > **NFC** and make sure the toggle is to the right. Touch  Apps >  **Settings** > **More** > **Android Beam**, drag the toggle to the right to turn on.

To beam information:

1. Go to the screen that shows the item you want to beam, such as a photo.
2. Bring your phone and the other device close together (back to back).
3. When you see **Touch to Beam**, touch your phone's screen.

Secure payment

The NFC feature in your Constellation is based on a Host Card Emulation (HCE) scheme. This means that you can use your phone for cashless and secure payments.

Phone management

System update

If you receive an over-the-air notification of a system update on your phone, you can follow the instructions to download and install the update software or you can opt to dismiss the notification.

To check for updates on your phone, touch  Apps >  **Settings** > **About phone** > **System Update**.

Free up phone memory

Your photos, videos, and other files are automatically stored in your phone's internal memory.

Note: The total available internal memory is shared between system, application and user information files.

To see the space available in your phone's internal memory, from the home screen touch  Apps >  **Settings** > **Storage & USB**.

To free up space on your phone's internal memory, remove unwanted files. Touch a storage category such as Pictures, videos, touch and hold a folder or file, and then touch  > **Delete**.

Optimise data usage

You can monitor the amount of data uploaded and downloaded by your phone, and you can set a limit on your monthly data usage.

Note: Data usage information is provided to help you manage your usage. Your service provider might not measure data usage in the same way so check your data charges with your service provider.

 >  >  > **Data usage**

To set a data usage warning level, touch the current warning on the graph and adjust accordingly. You will receive a notification when the set level is reached.

To set a data usage limit, touch **Set mobile data limit**, drag the toggle to the right and then drag the right side of the red bar up or down. You will receive a notification when the set level is reached and your mobile data will be turned off automatically.

Data roaming settings

To change your data roaming settings, from the home screen touch  Apps >  **Settings** > **More** > **Mobile networks** > **Data roaming**.

Note: You may incur significant charges if you use data roaming. Check the data roaming conditions with your service provider.

Back up and restore your phone

To back up your application data, Wi-Fi passwords and other settings to Google servers, touch  Apps >  **Settings** > **Backup & reset**.

Use Google Drive™ to back up your music, photos, videos and documents, touch  Apps > **Google Drive** >  > **My Drive**.

Use your Gmail™ account to back up your contacts, emails and calendars. To set your Google sync settings, touch  Apps >  **Settings** > **Accounts** > select your Google account.

Set your phone to lock automatically

To set your phone to lock automatically, touch  Apps >  **Settings** > **Security** > **Screen lock** > lock type > **Automatically lock**. Then select how long after sleep mode you want to lock your phone.

Note: This feature does not apply to the **Swipe** lock option.

Change your PIN code

To set your PIN code, from the home screen touch  Apps >  **Settings** > **Security** > **Screen lock** > **PIN**. Enter your numerical PIN and then confirm it.

You will be prompted to enter the PIN to unlock your phone.

Access codes

PIN code (4-8 digits)

The PIN code protects your SIM against unauthorised use or is required to access some features. You can set your phone to ask for the PIN code when you switch it on. If you enter the code incorrectly three times in a row, you need to unblock the code with the PUK code. To change your PIN code, see "Change your PIN code" on page 57.

PUK or PUK2 code (8 digits)

The PUK or PUK2 codes are required to unblock a PIN or PIN2 code. For PUK or PUK2 details, contact your service provider.

IMEI number (15 digits)

The IMEI number is used to identify valid phones in the network. This number can also be used to block a stolen phone. You may be required to give this number to Vertu Customer Service. To see your IMEI number, from the home screen touch  Apps >  **Settings > About phone > Status > IMEI information**.

Lock code (security code - minimum of 4 digits)

A lock code helps you protect your phone against unauthorised use. You can set your phone to ask for the lock code that you define. Keep the code secret and in a safe place separate from your phone. If you forget the code and your phone is locked, your phone will require service. Additional charges may apply, and all the personal data in your phone may be deleted.

Master reset

A master reset returns your phone to the factory settings and erases all the data from the phone.

To perform a master reset, from the home screen touch  Apps >  **Settings > Backup & reset > Factory data reset**.



Warning: You may want to back up your data before performing a master reset.

Device protection

Your Constellation has Factory Reset Protection, which keeps your data safe when your phone is lost or stolen. After you perform a master reset, you need to enter your Vertu account and/or Google account details to use your phone.

Note: If you intend to give your phone to a new owner, then before you perform a master reset, touch



Apps >  **Settings > Accounts** and remove your accounts.

Boot validation

Each time your phone is booted, the phone software is tested for authenticity. Most of the time this is successful. However, two possible issues with authentication may occur. These are explained below.



Your device software has been unlocked for modification.



The authenticity of your device software cannot be verified.

If you receive either of these notifications and are unsure about what to do, contact Vertu Customer Service for assistance.

FAQs

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How can I extend the battery life of my phone?

The notification light constantly updates you on the status of your phone.

Colour of the light	Phone status
Steady green	Battery full
Flashing green	Battery charging
Steady red	Battery low but charging
Flashing red	Battery low and not charging. For example, if the phone is plugged into a PC, but there is not enough current to charge the phone.
Flashing blue	Call, text message or email received

You can extend the life of the battery by adjusting your phone's settings to manage features that are heavy consumers of battery charge:

- Reduce the brightness of your screen or use the automatic brightness option. Touch  Apps >  **Settings** > **Display** > **Brightness level**.
- Turn off background data transfers. Touch  Apps >  **Settings** > **Data usage** and then drag the **Mobile data** toggle to the left to turn off.
- Turn off the connectivity options for Wi-Fi and Bluetooth™. To quickly adjust the settings, drag down the notification bar with two fingers and then touch any active connectivity option you wish to turn off.
- Reduce how often your phone checks for new emails in your mailbox. Open your email app and touch  > **Settings** > an account name > **Sync frequency** > a frequency option.
- Whenever possible, use Wi-Fi rather than cellular services for mobile data.
- Limit your use of widgets that dynamically updated their content. Remove widgets that you do not need or use.
- Set the **Battery Saver** features to turn on automatically when the phone is at 15% battery. Touch  Apps >  **Settings** > **Battery Saver**. This extends battery life by limiting your device's power consumption. Your phone's performance is reduced when Battery Saver is switched on, and email and other apps may not update until you open them. Battery saver automatically turns off when you charge the phone.

Do I need a Google™ account to use my phone?

You'll still be able to perform basic functions on your phone without a Google account, like calling or text messaging, but a Google account is highly recommended as it will give you access to Google Play™ and other Google apps.

How can I reduce my data costs, especially when abroad?

You can disable mobile data by touching  Apps >  Settings > **Data usage** and then dragging the toggle to the left next to **Mobile data**. Confirm **OK** when you are prompted.

You can set a limit on the amount of data you are able to use. Touch Home  >  >  > **Data usage**.

To set a data usage warning level, touch the current warning on the graph and adjust accordingly. You will receive a notification when the set level is reached.

To set a data usage limit, touch **Set mobile data limit**, drag the toggle to the right and then drag the right side of the red bar up or down. You will receive a notification when the set level is reached and your mobile data will be automatically turned off.

Note: Data usage information is provided to help you manage your usage. The way your service provider measures data may not be the same so check your data charges with your service provider.

You can disable data roaming. Touch Home  >  >  > **More** > **Mobile networks** > **Data roaming**.

How do I transfer music from my computer to my phone?

When you connect your phone to your computer for the first time, your computer may prompt you that drivers are being installed. It is important that you install these drivers on your computer.

1. Connect the USB cable from your phone's USB connector to a USB connection on your computer.
2. Drag the status bar down and touch . Make sure the **Transfer files (MTP)** check box is selected.
3. On your computer, navigate to the removable disk showing your phone and open the Internal Storage.
4. Drag and drop files between your computer and the 'Music' folder.
5. When you have finished, disconnect the USB cable.



Tip: If you drag and drop folders of music, such as a folder for an artist containing multiple album folders, this organisation will be replicated on your phone.

How can I listen to my iTunes music library on my phone?

One easy way is to use Music Manager, a desktop application that puts your music collection into the cloud, unlocking the potential of the Play Music service. The application scans your computer for music files, including files in your iTunes® library, and makes any discovered tracks and albums available to you in Play Music. If your collection can be matched to music in Google Play Store, the tracks do not even need to be uploaded, saving you data transfer time. When you add new music to your computer, Music Manager can automatically add it to your library too. Music Manager even adds your iTunes playlists and ratings so you can start listening to your favourites right away.

Once your music is in the cloud, you can access it from any computer connected to Google.com or from any Android phone or tablet that has the Play Music app installed.

When you first listen to a track with Play Music on your phone, the song is cached on the phone. So, over time your favourites are automatically made available for offline listening, such as when you are travelling on an aeroplane.

Note: The Music Manager application and music purchases from Google Play Store are only available in certain markets.

To add your music to the Google Play Music cloud

1. **Sign up for your Google Play™ music library:** To get started, sign up for Google Play™ and download Music Manager.
2. **Upload your collection:** Sign in to Music Manager and choose where you keep your music. Music Manager then starts uploading automatically.
3. **Access your music on the web and your phone:** After you have set up your Play Music music library, you can access it on your Constellation, on any Android phone or tablet or on the web. Sign in and all your music is ready to be played.

How do I setup an email account on my phone?

You can set up a number of different email accounts on your phone: corporate email, Gmail or personal email accounts.

To set up these accounts, touch  Apps >  Settings > Accounts > Add account. Select **Exchange** for email accounts on Microsoft™ Exchange server, **Google** for your Gmail accounts or **Personal** for your personal email accounts.

How do I transfer contacts to my phone?

To transfer contacts to your Constellation with your Gmail™ account you must first export the contacts on your old phone to a Comma Separated Values (.csv) file. Once this file is imported in to your Gmail account it will automatically sync with your phone (provided that you have already set up a Gmail account).

1. Export the contacts on your previous phone to a .csv file. For information on how to do this, please refer to the user documentation supplied with your previous phone.
2. Log into your Gmail account on your PC and click 'Contacts' > 'Import Contacts'.
3. Click 'Browse' and select the .csv file that you created.
4. Click 'Import Contacts'.



Important: Syncing your contacts with your Gmail account means that your contacts will always be backed up.

How do I set my music as ringtone?

Using your computer, you need to copy the song over to the 'Ringtones' folder on your Constellation:

1. Connect the USB cable from your phone's USB connector to a USB connection on your computer.
2. Drag the status bar down and touch . Make sure the **Transfer files (MTP)** check box is selected.
3. On your computer, navigate to the removable disk showing your phone and open the Internal Storage.
4. Drag and drop the song file between your computer and the 'Ringtones' folder.
5. When you have finished, disconnect the USB cable.
6. Touch  Apps >  **Settings** > **Sound & Notification** > **Phone ringtone** > song > **OK**.

How do I change the font size on my phone?

To change the font size, touch  Apps >  **Settings** > **Display** > **Font size**.

How do I check if I have the latest software updates on my phone?

To check if your Constellation phone has the latest software, touch  Apps >  **Settings** > **About phone** > **System Update**.

Why have I got no connectivity?

If you lose network connection, check your network signal strength in the top right corner of your screen. It is possible that you are in an area with poor network coverage. If this problem persists contact your service provider.

When your phone has a strong network connection, the network (full signal) indicator  is shown in the status bar.

If you lose your Wi-Fi connection, check the Wi-Fi status indicator at the top of your screen for the connection strength. You may be out of range. To scan for Wi-Fi networks, touch  Apps >  **Settings** > **Wi-Fi**. Drag the toggle to the right to turn on. Touch a network in the list, and then touch **CONNECT**. You may need to enter **Network SSID**, **Security**, and **Password** details. For these details, contact the network administrator.

When your phone has connected, the Wi-Fi indicator  is shown in the status bar.



Tip: If you are using a domestic Wi-Fi connection, the security information can often be found on your Wi-Fi router.

Why is my internal storage less than advertised?

This may be due to the size of the system files on your phone, or the number of apps you have downloaded. For a graphical representation of the storage details, touch  Apps >  **Settings** > **Storage & USB**.

How do I protect my phone from unauthorised use?

You can choose from a number of different lock options to protect your Constellation. To select a lock type, touch  Apps >  **Settings** > **Security** > **Screen lock** and select from **Swipe**, **Pattern**, **PIN** or **Password**.

If you're using a corporate email account it may make use of a specific lock.

How do I find the IMEI number of my phone?

The IMEI number is used to identify valid phones in the network. This number can also be used to block a stolen phone. You may be required to give this number to Vertu Customer Service. To see your IMEI number, from the home screen touch  Apps >  **Settings** > **About phone** > **Status** > **IMEI information**.

How can I clear the log of my calls or the list of people I have contacted frequently?

To clear the call log, from the home screen, touch  Apps >  **Phone** >  >  > **Call history** >  > **Clear call log**.

Why does my phone get warm?

Your Constellation may occasionally get warm when it is used for an extended period, being charged, or has been exposed to extreme heat. In these instances you should power off your phone (press and hold the Power key, and then touch **Power off**) for a few minutes.

How do I set a photo as my wallpaper?

To set a new wallpaper for the home screen, touch and hold an empty spot on the home screen, and then touch **WALLPAPERS**.

Can I still use Google Maps if I do not have a data connection?

You can save data from Google Maps to your phone so that a map is available for use offline. This feature is useful when you do not have a data connection, and it can also reduce your data transmission costs.

To save a map to your phone, view an area in Google Maps and touch  > **Your places**, scroll to the bottom and touch **SAVE A NEW OFFLINE MAP**. If you wish to adjust the selected area, you can pinch the map to zoom in or zoom out. Touch **SAVE** to download the map data.

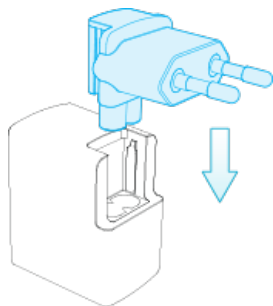


Tip: Blocks of map data can be up to 100 MB. So Vertu recommends that you connect to a Wi-Fi network before you download.

Accessories

Battery charger

The wall charger supplied with your phone should be suitable for your region. However, you should always check that the electrical rating of the AC outlet is appropriate for the charger before you attempt to plug it in.



The battery for your Constellation requires charging at regular intervals. The battery does not have to be completely discharged before you can charge it.

Other charging options

You can also charge the battery by using:

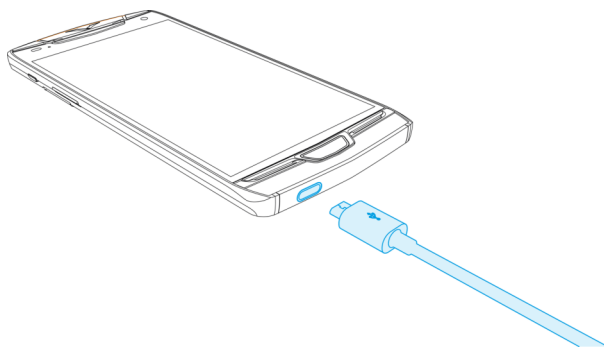
- A compatible PC (this method also provides data connectivity)
- The VERTU Wireless Charging Pad or a wireless charger that conforms to the Qi standard.

Data cable

The USB data cable enables you to transfer data between your Constellation phone and a compatible computer.

Note: A USB cable, 1200 mm (VC-02), is supplied.

1. Connect the USB data cable to the USB connector of your Constellation. Make sure the cable is inserted correctly, with the USB symbol facing up.



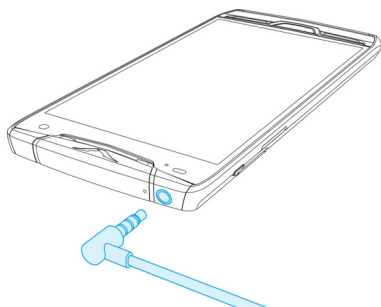
2. Connect the cable to a USB port of the computer. The phone starts charging, and a number of USB connection modes are available. Drag the status and notification bar down to select from the following options:

Transfer files (MTP) — to transfer media files between your phone and a PC.

Transfer photos (PTP) — to transfer photos, and any other file types not supported by **Transfer files (MTP)**, between your phone and a PC.

Wired stereo headset

Your Constellation phone is supplied with a wired stereo headset, which includes a microphone and integrated volume controls. Connect this to the headset connector on the phone.



Specifications

Specifications

Dimensions

- Length: 161.5 mm
- Width: 77 mm
- Depth: 10 mm
- Weight: 241 g

Services

- Vertu Concierge, Vertu Life, Vertu Setup and Vertu Support

In-box

- CONSTELLATION X phone
- Wall charger (AC-32V) with regional plug heads
- USB data cable 1200 mm (VC-02)
- V wired headset
- Polishing cloth
- Collateral pack, including Quick Start Guide, Warranty and Authenticity Card

Operating system

- Android™ 6.0, Marshmallow

Hardware characteristics

- Qualcomm® Snapdragon™ with Multi-core 64-bit processor
- 5.5 inch, WQHD, high-contrast, bright and vibrant display
- 12 MP main camera with PDAF and twin LED flash
- 4 MP front camera
- 128 GB of internal memory
- External memory available
- High-fidelity stereo 17 mm x 11 mm loudspeakers with Dolby® Digital Plus support
- A-GPS and compass
- Gyro and accelerometer for orientation and game play

Battery

- Internal 3220 mAh Li-ion (minimum 3200 mAh)
- Talk time: Up to 19 hours (WCDMA)
- Stand-by: Up to 450 hours

Connectivity

- Dual nanoSIM card support
- Quadband GSM 850/900/1800/1900 MHz
- CDMA Bands BC0, BC1 (CDMA 1xEvDo)
- LTE TDD Bands 38, 39, 40, 41
- LTE FDD Bands 1, 2, 3, 4, 5, 7, 8, 12, 13, 17, 19, 20, 25, 26, 28, 29 and 30
- Pentaband WCDMA I, II, IV, V, VIII
- TD-SCDMA Bands 34, 39
- DC-HSPA+ Release 8, Cat24, 42 Mb/s Downlink, Cat6 5.76 Mb/s Uplink
- LTE-A FDD/TDD Release 11 Cat6, 300 Mb/s Downlink, 50 Mb/s Uplink
- 2x2 MIMO Dual-band WLAN 802.11 a, b, g, n, ac
- Wi-Fi hotspot (tethering & portable hotspot)
- Qualcomm® aptX™ audio
- USB 3.1, Bluetooth, NFC & 3.5 mm AV
- Qi and PMA compatible wireless charging

Operating temperature

- Maximum operating temperature: 45°C
- Maximum charging temperature: 40°C

Applications

- Google Mobile services, including Google Play™, Gmail, Google Chrome, Google+, Google Maps, Google Drive cloud storage, YouTube™ and other services.
- Browser, Calculator, Calendar, Camera, Clock, Downloads, Email, Gallery, Messaging, Movie Studio, Contacts, Phone and Settings.

Care of your phone

General care

If your Constellation phone or any of the accessories are not working as they should, contact your Vertu dealer.

- Always use your Constellation in the documented manner. Incorrect usage may affect performance.
- Do not attempt to open or disassemble your Constellation phone. The only part you ever need to open is the SIM door. Your Constellation phone should only be serviced by Vertu-authorized personnel.
- Do not mishandle or abuse your Constellation phone.
- Use only Vertu-approved accessories.
- The supplied charger is only intended for use with your Constellation phone. Do not use them with any other device, as this could result in permanent damage to the phone, battery, or charger.
- Keep your Constellation phone and all parts and accessories out of the reach of small children and pets.
- Do not allow your Constellation phone or accessories to come into contact with liquids or moisture, or dust and dirt.
- Do not expose your Constellation phone to extreme temperatures as these may cause the battery to stop working temporarily. Performance is particularly limited in temperatures well below freezing.
- Do not apply paint or other similar substances to your Constellation phone.
- Only use a soft, clean cloth to clean your Constellation phone. Do not use chemicals, detergents, abrasive substances, or any liquids. Use a cotton swab to clean the camera lens.
- Do not insert any sharp objects into any of the audio ports.

Embroidery

Vertu recommends that you avoid the following:

- Direct exposure to strong light, heat and humidity
- Contact with items and substances that may stain or scratch the surfaces

If your Constellation phone gets wet, it is essential that you dry it as soon as possible with a soft, absorbent cloth.

Exotic leathers

Vertu recommends that you occasionally wipe the exotic leather in the direction of the scales with a slightly damp soft cloth, avoiding excessive pressure.

- If your phone accidentally gets wet, it is essential that you dry it as soon as possible with a soft, absorbent cloth.
- Direct exposure to strong light, heat and humidity should be avoided, as well as contact with items and substances that may stain or scratch the surfaces.
- Vertu recommends that you store your handset in a pouch when not in use.

Leather

Each piece of leather used by Vertu's craftsmen is unique. The natural markings present in the hide should be considered part of the individuality of fine leather. All leather can be damaged and should be treated with care.

Avoid the following:

- Exposure to water and high humidity
- Dropping, rubbing or knocking on hard surfaces
- Exposure to extreme temperatures
- Contact with oily substances, make-up and solvents

Non-precious metals

Vertu metals are finished to a high standard and care needs to be taken to maintain their appearance.

Avoid the following:

- Contact with chemicals such as solvents, alkaline and acid solutions, cola-based drinks and exposure to salt water. Wipe with a clean, soft cloth as soon as possible if contact occurs.
- Contact with sharp objects
- Dropping or knocking against hard surfaces
- Metal polishes

Precious metals

Precious metals, such as gold and platinum, have a much softer composite and extra care must be taken when handling a Vertu product containing these materials.

Precious stones

Precious stones are extremely hard and durable, but can be damaged if handled inappropriately. For example, they can be broken, or their settings could be damaged by a sharp impact on a hard surface, causing the stone to become loose or fall out.

Care should also be taken to avoid contact with other jewellery such as diamond rings and diamond earrings as they can cause abrasion and chipping of the stone or the setting. Reasonable care should be taken to not catch the setting with threads that may bend the setting and loosen the stones.

We recommend that your Vertu phone is kept in a Vertu leather case when not being used, particularly when placed in handbags and other luggage.

If the stones appear to become dull from use, the product can be lightly polished using the Vertu microfibre polishing cloth.

Sapphire and ceramics

Sapphire and ceramics are very hard materials but are also brittle and can be scratched by harder materials or objects. They can also be damaged if dropped.

Avoid the following:

- Contact with other hard materials such as diamond jewellery, nail files, abrasives and mineral crystals
- Dropping or knocking the product on hard surfaces
- Repeated rubbing against hard surfaces

Safety and warranty

Safety text

The sales package may contain several different products and parts (hereafter known collectively as the “Product”), for example a phone with various chargers. The following simple guidelines are intended to cover all products and parts. Not following the guidelines may result in risks to personal safety or data, damage to the Product, or in non-compliance with legal requirements.

Medical considerations

The operation of radio transmitting equipment, including wireless phones, may interfere with the function of inadequately protected medical devices. Consult a physician or the manufacturers of the medical devices to determine whether they are adequately shielded from external RF (Radio Frequency) energy.

Manufacturers of medical devices recommend a minimum separation of 15.3 centimetres (6 inches) between a wireless device and an implanted medical device, such as a pacemaker or implanted cardioverter defibrillator. Persons who have such devices should also:

- Not carry the phone in a breast pocket.
- Hold the phone to the ear opposite the medical device.
- Turn the phone off if there is any reason to suspect interference.
- Follow the manufacturer’s instructions for the implanted medical device.

If you have any questions about using your wireless device with an implanted medical device, consult your health care provider.



To prevent possible hearing damage, do not listen at high volume levels for long periods. When you use the headset, your ability to hear outside sounds may be affected. Do not use the headset where it can endanger your safety. Listen to the headset at a moderate level, and do not hold the device near your ear when the loudspeaker is in use.

HAC Hearing Aid Compatibility (HAC) for digital handsets

Your phone complies with FCC (Federal Communications Commission) rules governing hearing aid compatibility. Some wireless devices may interfere with some hearing aids. For full hearing aid compatibility, you should turn off the Bluetooth connectivity.

FCC’s wireless hearing aid compatibility rules ensure that consumers with hearing loss are able to access wireless communications services through a wide selection of handsets without experiencing disabling radio frequency (RF) interference or other technical obstacles.

To define and measure the hearing aid compatibility of handsets, FCC references ANSI C63.19 2007 version and 2011 version; ANSI C63.19 standard specifies testing procedures for determining the M-rating and T-rating of the digital handsets.

A handset is considered hearing aid-compatible for acoustic coupling if it meets a rating of M3 or M4, under the ANSI C63.19. A handset is considered hearing aid-compatible for inductive coupling if it meets a rating of T3 or T4, under ANSI C63.19. (Not all hearing-aids have telecoil inside.) This device was tested according to ANSI C63.19 2011 version, and this meets the M4/T3 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 Vertu Customer Service for information on hearing aid compatibility. If you have questions about return or exchange policies, consult Vertu Customer Service.

Switch off the phone in restricted or dangerous areas

Switch the phone off when mobile phone use is not allowed or when it may cause interference or danger, for example near medical equipment, fuel, chemicals, or blasting areas.

Aeroplane profile when travelling

Unless specifically requested to turn the phone off, you can select the Aeroplane (offline) profile, which means that you cannot make or receive any calls, or use other features that require cellular network coverage, Wi-Fi or Bluetooth. You can, however, still make emergency calls.

Use in vehicles

Radio signals may affect improperly installed or inadequately shielded electronic systems in motor vehicles such as electronic fuel injection, electronic anti-lock braking, electronic speed control, and air bag systems. For more information, check with the manufacturer of your vehicle or its equipment.

Only qualified personnel should install the phone in a vehicle. Faulty installation or service may be dangerous and may invalidate your warranty. Check regularly that all wireless device equipment in your vehicle is mounted and operating properly. Do not store or carry flammable liquids, gases, or explosive materials, in the same compartment as the phone, its parts, or accessories. Remember that air bags inflate with great force, so do not place your phone or accessories in the air bag deployment area.

Keep the product away from children

Keep your Product and all parts and accessories out of the reach of small children and pets. Failure to do this may endanger them and invalidate your Warranty.

Road safety comes first

Obey all local laws. Always keep your hands free to operate your vehicle while driving. Your first consideration should be road safety.

Qualified service

Only qualified personnel may install or repair the Product.

Batteries, chargers and other accessories

If the Product has an internal battery, this is intended to be rechargeable and non removable, being intended for use when supplied with power from the Vertu Mains charger (AC-32V), or from a suitable computer. Do not attempt to remove the battery, as you may damage it.

The full performance of a new battery is achieved only after two or three complete charge and discharge cycles. The battery in a device can be charged and discharged hundreds of times, but it will eventually wear out. When you believe that the performance of the device has deteriorated (for example, when the talk and standby times on the phone are noticeably shorter than normal), replace the battery if it is removable, or, if it is non-removable, take the associated device to the nearest authorised service facility.

Use the battery only for its intended purpose.

Never use any charger or battery that is damaged.

Use only Vertu-approved batteries, and recharge your battery only with Vertu approved chargers designated for the device.

Use of an unapproved battery or charger may result in a risk of fire, explosion, leakage, or other hazard. Do not connect other, incompatible devices to the chargers.

When your charger is not in use, unplug it from the electrical plug and the device. Do not leave a fully charged battery connected to a charger, as overcharging may shorten the battery's lifetime.

Do not dismantle, cut, open, crush, bend, deform, puncture, or shred cells or batteries. In the event of a battery leak, do not allow the liquid to come in contact with the skin or eyes. In the event of such a leak, flush your skin or eyes immediately with water, or seek medical help.

Do not modify, remanufacture, attempt to insert foreign objects into the battery, or immerse or expose it to water or other liquids. Improper battery use may result in a fire, explosion, or other hazard. If the device or battery is dropped, especially on a hard surface, and you believe that the battery has been damaged, take it to the nearest service facility for inspection before continuing to use it. If the phone battery has not been used for a long time, then, in order to begin charging it again, you may need to connect the charger, and then disconnect and reconnect it. If the battery is completely discharged, it may take several minutes before the charging indicator appears on the display or before any calls can be made.

Keep your device dry

Your Product is not fully water-resistant, so keep it dry.

SIM card

The Constellation has been designed for use with a nanoSIM card. All other SIM cards are not supported.

The use of an incompatible SIM card may damage the card or the phone, and may corrupt data stored on the card.

IMEI number and compliance number

To find the IMEI number, dial the sequence *#06# into the phone. The unique 15-digit IMEI code of your phone is instantly displayed. Write it down and keep it in a safe place so that you can find it if your phone is misplaced or stolen. You can also find the IMEI number by checking the compliance label (refer to the phone's reference manual to locate this label).

WLAN

Use encryption to increase the security of your WLAN connection.

Headset connector

Do not connect products that create an output signal as this may cause damage to the phone. Do not connect any voltage source to the headset connector. If you connect an external device or headset, other than those approved by Vertu, pay special attention to volume levels.

Camera flash

Keep a safe distance when using the flash in the camera. Do not use the flash on people or animals when they are at close range. Do not cover the flash while taking a picture.

Protect your phone from harmful content

Your phone may be exposed to viruses and other harmful content. Take the following precautions:

- Be cautious when opening messages. They may contain malicious software or otherwise be harmful to your phone or computer.
- Be cautious when accepting connectivity requests, browsing the internet, or downloading content.
- Do not accept Bluetooth connections from sources that you do not trust.
- Only install and use services and software from sources that you trust and that offer adequate security and protection.
- Install anti-virus and other security software on your phone and any connected computer. Only use one anti-virus application at a time (using more may affect the performance and operation of the phone and/or computer).
- If you access pre-installed bookmarks and links to third party internet sites, take the appropriate precautions. Vertu does not endorse or assume liability for such sites.

Bluetooth hidden mode

Operating the phone when Bluetooth Visibility is set to Hidden is a safer way to avoid malicious software. Alternatively, switch off the Bluetooth function completely (this does not affect other functions on the phone).

Magnetic fields

Keep your phone away from magnets or magnetic fields.

Antennae

Avoid touching the antennae unnecessarily while they are transmitting or receiving. Contact with the antennae affects the communication quality and may cause a higher power level during operation and reduce battery life.

Backups

To keep your important data safe, store it in at least two separate places, such as on your phone and on your PC.

It is particularly important to carry out a backup prior to repair or replacement of the Product because content and data may be lost during these operations.

Digital rights management (DRM)

When using the phone, you are required to obey all laws and respect local customs, privacy and the legitimate rights of others, including copyrights. Copyright protection may prevent you from copying, modifying, or transferring images, music, and other content.

Additional care and maintenance

The Product in the sales package contains one or more sophisticated electronic devices. Vertu therefore strongly encourages you to familiarise yourself with the instructions provided with and for these devices.

To help protect your Warranty coverage, you should observe both the preceding “SAFETY TEXT” and the following:

- Always use your Product in the documented manner.
- Your Product contains high precision displays, camera lenses and other such parts, so handle them with great care to avoid scratching or otherwise damaging them.
- Do not attempt to remove any fixed internal battery or memory card.
- Keep the Product free of dust and dirt.
- Do not expose the Product to extreme temperatures, as these may cause the battery to stop working temporarily. Performance is particularly limited in temperatures well below freezing.
- Do not mishandle or abuse the Product.
- Do not paint the Product.
- Only use a soft, clean cloth to clean your Product. Do not use chemicals, detergents, abrasive substances, or any liquids. Use a cotton swab to clean the phone's camera lens.

Specific phone care

- Avoid scratching the phone screen. Never use a pen, pencil, or other sharp object, on it.
- In order to protect the ceramics and sapphire, do not drop, knock, or rub your phone on or against hard surfaces. In particular, avoid contact with hard materials such as diamond jewellery, nail files, abrasives, and mineral crystals.

- All leather can be damaged and should be treated with care. Therefore, in addition to the avoidance of extreme temperatures or water and high humidity, avoid contact with oily substances, make-up, and solvents.
- Do not allow the metals on the phone to come into contact with sharp objects, metal polishes, and chemicals such as solvents, alkaline and acid solutions, cola-based drinks, and salt water. If contact occurs, wipe the surface with a clean, soft cloth as soon as possible.

Manufacturer's Limited Warranty

This Limited Warranty replaces all other Vertu warranties and liabilities, whether oral, written, (non-mandatory) statutory, contractual, in tort or otherwise, including, without limitation, and where permitted by applicable law, any implied conditions, warranties or other terms as to satisfactory quality or fitness for purpose. However, this Limited Warranty shall neither exclude nor limit: i) any of your legal (statutory) rights under the applicable national laws; or ii) any of your rights against the seller of the Product.

Vertu warrants to you, the Purchaser of the Product, that, during the warranty period, Vertu, or a Vertu-authorized service company, will, in a commercially reasonable time, remedy defects in materials, design and workmanship free of charge, by repairing or, should Vertu in its discretion deem it necessary, replacing the Product in accordance with this Limited Warranty (unless otherwise required by law).

Warranty periods

The Warranty starts at the time of the original purchase of the Product by the first end user. Different individual products and parts within the overall Product may be covered by different Warranty periods. The different possible Warranty periods are:

- a. Twenty-four (24) months for the mobile phone and all technical accessories limited to: batteries, headsets, speakers, chargers, charger cables and data cables
- b. Twelve (12) months for all leather cases
- c. Twelve (12) months for all other products not listed above

As far as your national laws permit, the particular Warranty period will not be extended or renewed, or otherwise affected due to subsequent resale, Vertu-authorized repair, or replacement of the Product. However, any part repaired or product replaced during the Warranty period will be warranted from any defect for 12 months from the date of repair, or for the remainder of the original Warranty period, whichever is the longer.

How to get warranty service

If you wish to make a claim under this Limited Warranty, please return your Product, or the affected part (if it is not the entire Product), to a Vertu-authorized service company. For further details on how to make a claim, you can contact a Vertu call centre (national or premium rates may apply). (Information about Vertu-authorized service companies and call centres can be found in the sales package, or on local Vertu web pages, where available.)

Any claim under this Limited Warranty is subject to you notifying Vertu, or a Vertu authorised service company, of the alleged defect within a reasonable time of it having come to your attention, and in any event no later than the expiry date of the Warranty period.

When making a claim under this Limited Warranty, you will be required to provide: a) the affected Product (or the affected part); and b) the original proof of purchase, clearly indicating the name and address of the seller, the date and place of purchase, the Product type, and the IMEI or other serial number.

What is not covered?

1. This Limited Warranty does not cover user manuals or any third party software, settings, content, data or links, whether included or downloaded in the Product, whether included during installation, assembly, shipping or at any other time in the delivery chain or otherwise and in any way acquired by you. By using such a third party application, you acknowledge that the application is provided as is. Vertu does not warrant that any Vertu software will work in combination with any hardware or software provided by a third party, that the operation of any software will be uninterrupted or error-free, or that any defects in the software are correctable or will be corrected.
2. A third party/independent operator provides the SIM card and cellular and/or other network or system on which the Product operates. Therefore, Vertu will not accept responsibility under this Limited Warranty for the operation, availability, coverage, services or range of the cellular or other network or system. Before Vertu or a Vertu-authorised service company can repair or replace the Product, the operator may need to unlock any SIM-lock or other lock that may have been added to lock the Product to a specific network or operator. In such situations, please first ask the operator to unlock your Product.
3. This Limited Warranty does not cover: a) normal wear and tear (including, without limitation, wear and tear of camera lenses, batteries or displays); b) defects caused by rough handling (including, without limitation, defects caused by sharp items, by bending, compressing or dropping, etc.); c) defects or damage caused by misuse of the Product, including use that is contrary to the instructions provided by Vertu (for example, as set out in the Product's user guide), and/or d) other acts beyond the reasonable control of Vertu.
4. This Limited Warranty does not cover defects or alleged defects caused by the fact that the Product was used with, or connected to, any product, accessory, software and/or service not manufactured, or supplied by Vertu, or was used other than for its intended purpose. Defects can be caused by viruses from your, or from a third party's, unauthorised access to services, other accounts, computer systems or networks. Such unauthorised access can take place through hacking, password mining or through a variety of other means.
5. This Limited Warranty does not cover defects caused by the fact that the battery has been short-circuited, or by the fact that the seals of the battery enclosure or the cells are broken or show evidence of tampering, or by the fact that the battery has been used in equipment other than that for which it has been specified. This Limited Warranty is not enforceable if the Product has been opened, modified or repaired by anyone other than an authorised service centre, if it is repaired using unauthorised spare parts, or if the Product's serial number, the mobile accessory date code, or the IMEI number, has been removed, erased, defaced, altered or are illegible in any way. This shall be determined by the sole discretion of Vertu.

6. This Limited Warranty is not enforceable if the Product has been exposed to moisture, to extreme thermal or environmental conditions (or to rapid changes in such conditions), to corrosion, oxidation, spillage of food or liquid, or to influence from chemical products.

Limitations of Vertu's liability

This Limited Warranty is your sole and exclusive recourse against Vertu, and the only and exclusive liability of Vertu in respect of defects in your Product.

To the extent permitted by applicable law(s), Vertu does not assume any liability for loss of or damage to or corruption of data, for any loss of profit, loss of use or functionality of the Product, loss of business, loss of contracts, loss of revenues or of anticipated savings, increased costs or expenses or for any indirect loss or damage, consequential loss or damage, or special loss or damage. To the extent permitted by applicable law(s), Vertu's liability shall be limited to the purchase value of the Product. The above limitations shall not apply in cases of gross negligence or intentional misconduct of Vertu, or in case of death or personal injury resulting from Vertu's proven negligence.

Other important warranty notices

The availability of products, features, applications, and services may vary by region. For more information, contact your nearest Vertu-branded store or Vertu-authorized service company.

All wireless devices may be susceptible to interference, which could affect performance.

Vertu is not responsible for any radio or TV interference caused by unauthorised modifications to this equipment. Such modifications could void your authority to operate the equipment.

Reverse engineering of software in the Product is prohibited to the extent permitted by applicable law. Insofar as this document contains any limitations on Vertu's representations, warranties, damages and liabilities, such limitations shall likewise limit any representations, warranties, damages and liabilities of Vertu's licensors.

Vertu, in a manner consistent with the provisions of section "Limitations of Vertu's liability" above, shall not under any circumstances be liable, either expressly or by implication, for any damages or losses of any kind whatsoever resulting from loss of, damage to, or corruption of, content or data during repair or replacement of the Product.

All parts of the Product or other equipment that Vertu has replaced shall become the property of Vertu. If the Product is found not to be covered by the terms and conditions of this Limited Warranty, Vertu and its authorized service companies reserve the right to charge a handling fee.

When repairing or replacing the Product, Vertu may use products or parts that are new, equivalent to new, or reconditioned. The Product may contain country-specific elements, including software. If the Product has been re-exported from its original destination country to another country, the Product may contain some country-specific elements that are not considered to be a defect under this Limited Warranty.

Software application notices for the phone

The Vertu services on the phone require a data connection to send up-to-date information to your Vertu phone. If the connection cannot be made, these features will be unavailable or will have reduced functionality. You will need to contact your network service provider for information on the availability of data connectivity when in your home network and when roaming onto other networks.

Some applications on the phone, including those listed above, may connect to the internet automatically. To prevent this, select the appropriate Connectivity settings on the phone and/or disable the services when roaming.

Before installing updates on the phone, ensure that the phone can connect to the internet, and that the phone battery has enough power (or connect the charger before starting the update).

If you install a software update, you cannot use the phone, even to make emergency calls, until the installation has been completed and the device restarted.

Service or software upgrades may reset timers on the phone.

The existence of a certificate considerably reduces the risks involved in remote connections and software installation. To benefit from increased security, certificates must be used correctly, and they must be authentic or trusted. Certificates have a restricted lifetime. If they are expired or invalid, check that the current date and time in your device are correct. Before changing any certificate settings, you must trust the owner of the certificate and be sure that the certificate belongs to the listed owner.

Network support is required to indicate that a sent message has been received or read. However, this information may not always be reliable.

Only compatible devices can receive and display multimedia messages.

If the item you inserted in a multimedia message is too large for the network, the phone may automatically reduce the size.

Messages may look different on different devices.

If your phone is able to provide over-the-air synchronisation with Microsoft Exchange ActiveSync-enabled servers, the provision of this service does not grant you, and nor do you receive, any rights under any Microsoft intellectual property with respect to any server software, or server device, that is accessed using the phone, or with respect to the use of Microsoft Exchange ActiveSync outside of the phone.

Using voice tags may be difficult in a noisy environment or during an emergency, so you should not rely solely upon voice dialling in every circumstance.

A cache is a memory location that is used to store data temporarily on the phone. If you have accessed, or have tried to access, confidential information or a secure service requiring passwords, clear the cache after each use.

The input methods and languages supported by handwriting recognition vary by region and may not be available for all languages.

The availability and quality of GPS signals may be affected by your location, satellite positions, buildings, natural obstacles, weather conditions and adjustments to GPS satellites made by the United States government. GPS signals may not be available inside buildings or underground. Do not use GPS for precise location measurement, and never rely solely on the location information provided by GPS and cellular networks.

Coordinate information may not be available in all regions.

Location information can be attached to an image or a video clip if location coordinates can be determined via network and GPS.

If you share an image or a video clip which has location information attached, the location information may be visible to others that view the image or the video clip. You can deactivate such geotagging in the camera settings.

Some location content is generated by third parties and not by Vertu. Some of this content may be inaccurate and subject to local availability.

Almost all digital cartography is inaccurate and incomplete to some extent. Never rely solely on the cartography that you download for use in this device.

The social networking services are third party services and are not provided by Vertu. They may not be available in all countries.

Check the privacy settings of the social networking service you are using as you may be sharing your location and information with a large group of people. The terms of use apply to sharing information on that service, and you should familiarise yourself with both the terms of use and the privacy practices of the service.

DRM-protected content comes with an associated license that defines your rights to use the content. Some licenses may be connected to a specific SIM card, and the protected content can be accessed only if the SIM card is inserted in the phone.

WLAN and Bluetooth restrictions

There may be restrictions on the use of WLANs and Bluetooth technology in some countries. For more information, contact your local authorities.

Environmental

ROHS Statement

This Product does not contain any of the following substances, in accordance with EU RoHS (Reduction of Hazardous Substances) Directive 2011/65/EU:

- Lead
- Hexavalent Chromium
- Mercury
- Polybrominated Biphenyls (PBB)
- Cadmium
- Polybrominated Diphenyl Ethers (PBDE)

Nickel

The surfaces of Vertu devices do not contain nickel in the platings. Depending on the model and variant of the device, surfaces may contain stainless steel or other alloys.

EU recycling notice



Vertu complies with European Community requirements for the recycling of Waste Electrical & Electronic Equipment (WEEE). Such compliance is indicated by the addition of the crossed-out wheeled-bin symbol to the Product where appropriate. This symbol indicates that the Product was put onto the market after the WEEE legislation was implemented, and that the consumer should not dispose of the Product as normal household waste or unsorted municipal waste, but that it should be appropriately recycled. Background information on the European WEEE directive is available from

http://ec.europa.eu/environment/waste/weee/index_en.htm.

If you want Vertu to recycle your Product at the end of its life, please either return it to the point from which you purchased it (if known), or return it to Vertu's headquarters. Alternatively, should you purchase a replacement Product from another supplier, the new supplier is obliged to take back the original Product and recycle it appropriately.

Never dispose of your phone's battery in a fire, because it may explode.

Export and controls

The Product may contain commodities, technology or software subject to export laws and regulations from the US and other countries. Diversion contrary to law is prohibited.

Copyright and trademark notices

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This product uses Assertive Display technology by Apical Limited

The Bluetooth word mark and logos are owned by the Bluetooth SIG, Inc. and any use of such marks by Vertu is under license.

The availability of particular products, features, applications, and services may vary by region. For more information, contact your nearest Vertu retail store.

SAR (Specific Absorption Rate) notice - VM-08

YOUR VERTU PHONE (MODEL: CONSTELLATION X, TYPE: VM-08, FCC ID: P7QVM-08) MEETS GUIDELINES FOR EXPOSURE TO RADIO WAVES

Your phone is a radio transmitter and receiver. It is designed to not 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 exposure guidelines for mobile devices employ a unit of measurement known as the Specific Absorption Rate, or SAR. The SAR limit stated in the ICNIRP guidelines is 2.0 Watts/kilogram (W/kg), averaged over ten grams of tissue. Tests for SAR are conducted using standard operating positions, with the device transmitting at its highest certified power level in all tested frequency bands. The actual SAR level of an operating device can be below the maximum value because the device is designed to use only the power required to reach the network. That amount changes depending on a number of factors, such as how close you are to a network base station. The highest SAR value under the ICNIRP guidelines for use of the device at the ear is 0.991 W/kg. This phone meets RF exposure guidelines when used either in the normal use position against the ear or when positioned at least 5 mm (3/16 inch) away from the body. When a carry case, belt clip or holder is used for body-worn operation, it should not contain metal, and should position the phone at the above-stated distance away from your body.

In order to transmit data files or messages, this device requires a good quality connection to the network. In some cases, transmission of data files or messages may be delayed until such a connection is available. Ensure that the above separation distance instructions are followed until the transmission is completed.

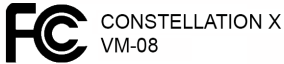
Use of phone accessories and enhancements may result in different SAR values. SAR values may vary depending on national reporting and testing requirements and the network band. Additional SAR information may be provided under Product information at www.vertu.com.

USA and Canada

Your phone is also designed to meet the requirements for exposure to radio waves established by the Federal Communications Commission (USA) and Innovation, Science and Economic Development Canada. These requirements set a SAR limit of 1.6 W/kg, averaged over one gram of tissue. The FCC/IC highest SAR values reported under this standard during Product certification for use at the head is 1.13 W/kg, and when properly worn on the body (10 mm, 3/8 inch gap) is 1.19 W/kg.

Carry this device at least 10 mm away from your body to ensure RF exposure level compliant or lower to the reported level. To support body-worn operation, choose the belt clips or holsters, which do not contain metallic components, to maintain a separation of 10 mm between this device and your body.

Your phone may cause TV or radio interference (for example, when using the phone in close proximity to receiving equipment). The FCC or Industry Canada can require you to stop using your phone if such interference cannot be eliminated. If you require assistance, contact Vertu Customer Service. The Product, or Products, comply with Part 15 of the FCC rules.



Operation is subject to the following two conditions: (i) the Product(s) may not cause harmful interference, and (ii) the Product(s) must accept any interference received, including interference that may cause undesired operation. Any changes or modifications not expressly approved by Vertu could void the user's authority to operate this equipment.

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 Class B digital apparatus complies with Canada ICES-3(B)/NMB-3(B).

The device could automatically discontinue transmission in case of absence of information to transmit or of operational failure. Note that this is not intended to prohibit the transmission of control or signalling information or the use of repetitive codes where required by the technology.

- The device for the band 5150-5250 MHz is only for indoor usage to reduce potential for harmful interference to co-channel mobile satellite systems.
- The maximum antenna gain permitted (for devices in the bands 5250-5350 MHz and 5470-5725 MHz) to comply with the limit on equivalent isotropically radiated power (EIRP).
- The maximum antenna gain permitted (for devices in the band 5725-5850 MHz) to comply with the EIRP limits specified for point-to-point and non point-to-point operation as appropriate.

In addition, high-power radars are allocated as primary users (meaning that they have priority) of the band 5250-5350 MHz, and these radars could cause interference and/or damage to licence-exempt LAN devices.

ISED Canada Notice

RSS-Gen 8.4

This device complies with Innovation, Science and Economic Development Canada license-exempt RSS standard(s). Operation is subject to the following two conditions:

1. This device may not cause interference, and;
2. This device must accept any interference, including interference that may cause undesired operation of the device.

IC: 4299A-VM08

ISED Canada Radiation Exposure Statement

This EUT is compliance with SAR for general population/uncontrolled exposure limits in RSS-102 and had been tested in accordance with the measurement methods and procedures specified in IEEE 1528 and IEC 62209. This equipment should be installed and operated with minimum distance 1.0 cm between the radiator and your body. This device and its antenna(s) must not be co-located or operating in conjunction with any other antenna or transmitter.

Declaration of Conformity

Model: CONSTELLATION X

We hereby declare the above named product is in conformity with the essential requirements of Directive 2014/53/EU. A copy of the Declaration of Conformity can be found at <http://www.vertu.com>.

The above named product operates in the Frequency Bands with maximum Powers as shown below:

Mode	Band	Uplink (MHz)	Downlink (MHz)	Power Class	Power
GSM	850	824 - 849	869 - 894	4 (32.5dBm)	1800 mW
	900	880 - 915	925 - 960	4 (32.5dBm)	1800 mW
	1800	1710 - 1785	1805 - 1880	1 (29.5dBm)	900 mW
	1900	1850 - 1910	1930 - 1990	1 (29.5dBm)	900 mW
WCDMA	I	1920 - 1980	2110 - 2170	3 (23dBm)	200 mW
	II	1850 - 1910	1930 - 1990	3 (23dBm)	200 mW
	IV	1710 - 1755	2110 - 2155	3 (23dBm)	200 mW
	V	824 - 849	869 - 894	3 (23dBm)	200 mW
	VIII	880 - 915	925 - 960	3 (23dBm)	200 mW
TD-SCDMA	34	2010 - 2025	2010 - 2025	2 (23dBm)	200 mW
	39	1880 - 1920	1880 - 1920	2 (23dBm)	200 mW
CDMA	BC0	824 - 849	869 - 894	3 (24 dBm)	260 mW
	BC1	1850 - 1910	1930 - 1990	2 (24 dBm)	260 mW

Mode	Band	Uplink (MHz)	Downlink (MHz)	Power Class	Power
LTE-FDD	1	1920 - 1980	2110 - 2170	3 (23 dBm)	200 mW
	2	1850 - 1910	1930 - 1990	3 (23 dBm)	200 mW
	3	1710 - 1785	1805 - 1880	3 (23 dBm)	200 mW
	4	1710 - 1755	2110 - 2155	3 (23 dBm)	200 mW
	5	824 - 849	869 - 894	3 (23 dBm)	200 mW
	7	2500 - 2570	2620 - 2690	3 (23 dBm)	200 mW
	8	880 - 915	925 - 960	3 (23 dBm)	200 mW
	12	699 - 716	729 - 746	3 (23 dBm)	200 mW
	13	777 - 787	746 - 756	3 (23 dBm)	200 mW
	17	704 - 716	734 - 746	3 (23 dBm)	200 mW
	19	830 - 845	875 - 890	3 (23 dBm)	200 mW
	20	832 - 862	791 - 821	3 (23 dBm)	200 mW
	25	1850 - 1915	1930 - 1995	3 (23 dBm)	200 mW
	26	814 - 849	859 - 894	3 (23 dBm)	200 mW
	28	703 - 748	758 - 803	3 (23 dBm)	200 mW
	29	RX Only	717 - 728	RX Only	RX Only
	30	2305 - 2315	2350 - 2360	3 (23 dBm)	200 mW
LTE-TDD	38	2570 - 2620	2570 - 2620	3 (23 dBm)	200 mW
	39	1880 - 1920	1880 - 1920	3 (23 dBm)	200 mW
	40	2300 - 2400	2300 - 2400	3 (23 dBm)	200 mW
	41	2496 - 2690	2496 - 2690	3 (23 dBm)	200 mW
BT	2.4GHz	2402 - 2480	2402 - 2480	1 (8dBm)	7 mW
WLAN	2.4GHz	2412 - 2472	2412 - 2472	<21 dBm	125 mW
	5GHz	5180 - 5825	5180 - 5825	<17 dBm	50 mW
GNSS	GPS	NA	1575.42	NA	NA
	GLONASS	NA	1597 - 1606	NA	NA
	Beidou	NA	1561.098	NA	NA
	Galileo	NA	1575.42	NA	NA
NFC	13.56MHz	13.56	13.56	<100 mW	<100 mW
Qi	200kHz	NA	110kHz - 205kHz	NA	<10 mW

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