



Quick Start Guide



Coolpad Snap

Hello from Coolpad

Thank you for purchasing your Coolpad Snap mobile phone! Please follow these simple but important instructions for optimal use of your new phone.

Application features and functions may vary among countries, regions or hardware specifications.

We offer self-service for our smart terminal device users. Please visit the Coolpad Americas official website (at www.coolpad.us) for more information on supported product models, information on the website takes precedence.

Device Layout



Charging the Battery

1. Connect the microUSB side of the data cable to the USB port on your device. This is located on the lower right side of your phone.
2. Connect the USB end to the travel adapter.
3. Connect the travel adapter to an electrical outlet to fully charge your phone.

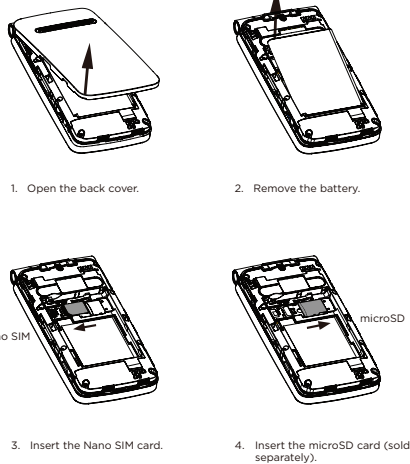
Power Phone On & Off

Press and hold the **End key** (⏻) until the phone powers on, the Home screen will be displayed. If screen lock is set up, enter the PIN code to access the Home screen.

If you don't know your PIN code or if you have forgotten it, contact your service provider. Do not store the PIN code within your phone, instead store the PIN code in a location that is accessible without using the phone.

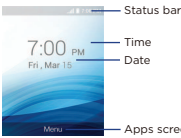
Press and hold the **End key** (⏻) to power off your phone.

SIM Card



Home Screen

The Home screen displays important information about your phone.



Status Bar

The status bar appears at the top of your Home screen. From the status bar, you can view both the phone status (to the right side) and the notification information (to the left side), icons indicating your phone's status appear on the status bar.

Icon	Status
	Bluetooth active
	Wi-Fi active
	Vibrate
	Network (full signal)
	4G LTE data service
	Airplane mode
	Alarm set
	Battery (charging)
	Battery (full charge)
	Missed call
	New message

Changing Home Screen Wallpaper

1. From the home screen, press **OK key** (⏻) to access the apps screen.
2. Select **Settings** (⚙️) > **General settings** > **Display > Wallpaper**.
3. Choose wallpaper from **Gallery** (🖼️) > **Wallpapers** (📱).
4. Select an image, and press **Left soft key** (←) to access the **Menu** (⌵).
5. Select **Set as Wallpaper** to set it as the wallpaper.

Phone

Making a Call

On the Home screen, dial the desired number and press the **Send key** (📞) to place the call. The number you entered can be saved to Contacts by accessing **Menu** (⌵) > **Create new contact**. If you make a mistake, you may press **Clear key** (⌫) to delete the incorrect digits.

Emergency call

To make an emergency call, dial emergency number and press the **Send key** (📞). This works even without a SIM card but requires network coverage.

Receiving a Call

The incoming Call screen pops up when a call comes in, along with the caller ID and other information you've entered in the Contacts.

There are various options available when a call comes in.

- To answer a call, press the **Send key** (📞).
- To reject a call, press the **End key** (⏻).

To mute the ringtone volume of an incoming call, press the **Volume key**.

Contacts

On the Home screen, press **OK key** (⏻) to access the apps screen, and select **Contacts** (👤) to enter the Contacts screen. This app easily saves all your important contact information including contact names, numbers and email addresses.

Searching for a Contact

To search for your contacts, enter keywords in the search box. The phone system will automatically display the matched results.

Adding a New Contact

1. On the Contacts screen, press **Left soft key** (←) to access the **Menu** (⌵).
2. Select **New contact**.
3. Enter the contact information.
4. Press **Left soft key** (←) to access the **Menu** (⌵) and select **Save** to save it.

Editing a Contact

1. Select the contact you want to edit and press **OK key** (⏻) to access the contact details.
2. Press **Left soft key** (←) to access the **Menu** (⌵) and select **Edit**.
3. Edit the contact information.
4. Press **Left soft key** (←) to access the **Menu** (⌵) and select **Save** to save it or select **Discard** to discard changes.

Deleting a Contact

1. Select the contact you want to delete and press **OK key** (⏻) to access the contact details.
2. Press **Left soft key** (←) to access the **Menu** (⌵) and select **Delete**.
3. Press **Navigation key** (⏻) right to select **Delete**.
4. Press **OK key** (⏻) to confirm deleting.

Messages

On the Home screen, press **OK key** (⏻) to access the apps screen, and select **Messages** (✉️) to enter the Messages screen.

Creating a Message

1. On the Messages screen, press **Left soft key** (←) to access the **Menu** (⌵).
2. Select **New message**.
3. Press **OK key** (⏻) to select recipients.
4. Enter your message. Press **Left soft key** (←) to access the **Menu** (⌵) and select **Insert attachment** such as picture, video, audio and slides.
5. Press **OK key** (⏻) to send the message.

Note: An SMS will be sent as an MMS when attachments are added.

Camera

You can use the Camera app to take pictures and record videos. On the Home screen, press **OK key** (⏻) to access the apps screen, and select **Camera** (📷) to enter the Camera screen.

Taking a Photo

1. On the Camera screen, focus on your subject by looking through your phone screen.
2. Press **OK key** (⏻) to take a photo.
3. Press **OK key** (⏻) again to confirm saving the photo or press **Left soft key** (←) to retake a photo.

Creating a Video

1. On the Camera screen, press **Navigation key** (⏻) right to activate the Video mode.
2. Press **OK key** (⏻) to start recording a video.
3. Press **OK key** (⏻) again to stop when you finish recording.

Gallery

On the Home screen, press **OK key** (⏻) to access the apps screen, and select **Gallery** (🖼️) to enter the Gallery screen. You can view and manage photos and videos stored in your phone.

Deleting an image or a Video

1. Select an image or a video you want to delete and press **OK key** (⏻) to access the image or video details.
2. Press **Left soft key** (←) to access the **Menu** (⌵) and select **Delete**.
3. Press **OK key** (⏻) to confirm deleting.

Note: To delete multiple images and videos, enter the album and press **Left soft key** (←) to access the **Menu** (⌵) and select **Multi-select**. Select the images or videos you want to delete one by one. If you want to delete all images or videos, press **Left soft key** (←) to access the **Menu** (⌵) and select **Select all**.

Sharing an image or a Video

1. Select an image or a video you want to share and press **OK key** (⏻) to access the image or video details.
2. Press **Navigation key** (⏻) right to select **Share**.
3. From the pop-up screen, select your desired sharing method.

Wireless Settings

Connecting to a Wi-Fi Network

1. On the Home screen, press **OK key** (⏻) to access the apps screen, and select **Settings** (⚙️) to enter the Settings screen.
2. Select **Device** (📱) > **Data usage and Wi-Fi** > **Wi-Fi**.
3. Press **OK key** (⏻) to enable your phone to scan for available Wi-Fi networks.
4. Select the name of a desired network to connect, entering the password if necessary.
5. Follow the activation instructions below and you'll be able to start using your phone.

Note: Previously connected and saved networks will be automatically joined, a user can join a network and forget it, removing it from the known networks list.

Wi-Fi Calling

Wi-Fi Calling allows you to make and receive phone calls and messages over a Wi-Fi connection.

Important! You must have an E911 address registered with your account in order to use Wi-Fi Calling. You can register an E911 address via the myMetro® Android™ app that is either pre-installed on your phone, or available for download from the Google Play™ Store. If you do not have an Android smartphone, you can call 611 to update the address.

To enable/disable Wi-Fi Calling

1. On the Home screen, press **OK key** (⏻) to access the apps screen, and select **Settings** (⚙️) to enter the Settings screen.
2. Select **Device** (📱) > **Call settings** > **Wi-Fi calling**.
3. Press **OK key** (⏻) to activate/deactivate the feature.

To change the connection preference for Wi-Fi Calling

1. On the Home screen, press **OK key** (⏻) to access the apps screen, and select **Settings** (⚙️) to enter the Settings screen.
2. Select **Device** (📱) > **Call settings** > **Wi-Fi calling** > **Connection preferences**.
3. Tap the desired Wi-Fi Calling preference.

Sprint Activation and Service

Follow the instructions below to activate your phone if it has not already been activated. Depending on your account or how and where you purchased your phone, it may be ready to use or you may need to activate it on your Sprint account.

- If you purchased your phone at a Sprint Store, it is probably activated and ready to use.
- If you received your phone in the mail and it is for a new Sprint account or a new line of service, it is designed to activate automatically.
- If you received your phone in the mail and you are activating a new phone for an existing number on your account (you're swapping phones), you can activate on your computer online or directly on your phone.

To confirm activation, make a phone call. If your phone is still not activated, visit sprint.com/support for assistance. If you do not have access to the Internet, call Sprint Customer Service at 1-888-211-4727 from another phone.

Boost Activation and Service

Before using your phone, you must set up your service with Boost Mobile. You will need your phone's serial number (MEID), printed on the sticker located on the back of your phone in the battery compartment.

1. From your computer, visit boostmobile.com and click **Activate**.
2. Choose an activation option and click **Next**.
3. When prompted, enter the serial number (MEID).
4. Follow the remaining instructions to choose your plan and select a payment method.
5. Follow the activation instructions below and you'll be able to start using your phone.

After setting up your account on boostmobile.com, simply turn your device on. Your device is designed to activate automatically. If you are swapping from another Boost Mobile device to a new one, be sure to turn off the old device before swapping the serial number (MEID). Once the MEID swap is complete, turn on the new device and the programming information will be pushed to your device automatically.

Note: You can also activate by phone by calling 1-888-BOOST-4U (1-888-266-7848) from any other phone.

Virgin Mobile Activation and Service

Before using your phone, you must set up your service with Virgin Mobile. You will need your phone's serial numbers (MEID and ICC ID), printed on the sticker located on the back of your phone in the battery compartment.

1. From your computer, visit virginmobileusa.com and click **Activate**.
2. Choose an activation option and click **Next**. Then enter your zip code and click **Next**.
3. When prompted, enter the serial number (MEID).
4. Follow the remaining instructions to choose your plan and select a payment method.
5. Follow the activation instructions below and you'll be able to start using your phone.

After setting up your account on virginmobileusa.com, simply turn your device on. Your device is designed to activate automatically. If you are swapping from another Virgin Mobile device to a new one, be sure to turn off the old device before swapping the serial number (MEID). Once the MEID swap is complete, turn on the new device and the programming information will be pushed to your device automatically.

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