

JioPhone Guide

Reach us at

Customer Care Number 1800 890 9999

Email us jiophonecare@jiophone.com

Visit us www.jiophone.com

Safety guidelines

Please read these simple safety guidelines.

Restricted area limitation

Switch off your phone in restricted areas.

Road safety

Do not message/text or talk on your phone while driving. Use a hands free device.

Battery use

Use batteries, chargers, and other accessories provided by the manufacturer in the box pack.

Authorised service personnel

Only authorised service personnel should handle your phone.

Avoid moisture

Keep your phone dry.

Hearing damage

Do not listen at high volume levels for long period of time.

SAR

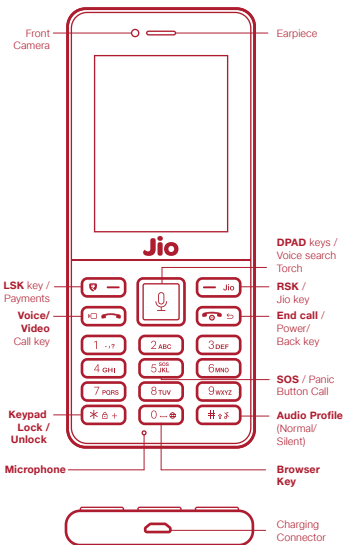
THIS DEVICE MEETS INTERNATIONAL GUIDELINES FOR EXPOSURE TO RADIO WAVES.

The JioPhone is designed not to exceed the limits for exposure to radio waves recommended by international guidelines.

Getting started.

1 JioPhone.

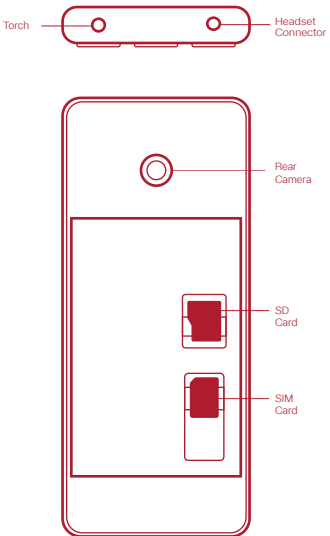
Illustration for reference only.



Let us get started with the specifics and have the JioPhone up and running. The image on the left illustrates keys and parts of the JioPhone.

The image below illustrates the placements of SD card and SIM card.

Placement of phone parts can vary.



2 Know your keys

Directional Keypad (DPAD) keys



The navigation keys on DPAD (Left/Right/Top/Down) are used to move around the screen and the center key to select a particular item.

DPAD Shortcuts from home screen

Left key Short press it to launch Messages app.

Right key Short press it to launch Camera app.

Up key Short press it to open Quick settings which gives you easy access to frequently used features like Torch, Bluetooth, Wi-Fi, Calculator, Airplane Mode, Camera, Volume, Brightness, etc.

Down key Short press it to launch Music app OR to reopen any other music app running in the background.

HelloJio Long press the center key to launch Voice search using HelloJio.

Torch Long press the top key to turn Torch ON/OFF.

Right Side Key (RSK) / Jio key



To show respective app related features & options / save; long press from home screen to launch My Jio app.

End call key / Back key / Power key



To end calls; single press takes one step back; long press to power ON/OFF the phone.

Audio profile key / Hash / Input method



Long press from home screen to toggle between normal/vibrate audio profile mode.

While in input field in apps - single press to toggle between numbers, upper case and lower case characters; long press to toggle between languages.

Zero / Space / Browser key



Long press to launch browser from home screen.

Lock / Plus / Star Key



Long press to Lock/Unlock the phone. In unlocked state, press twice to insert plus(+).

SOS / Panic button call



Long press to initiate Emergency service number "112".

Call key Short press to make voice



call and long press to make video call.

Left Side Key (LSK) / Payments key



In unlocked state, long press to launch/close payment option; short press to launch alerts/notifications.

3 About the JioPhone

a) Insert Jio SIM card, battery and memory card

Important: This Phone is designed to be used with Jio SIM card only and comes with a pre-installed Jio SIM card.

Follow the next steps to replace it.

Note Switch OFF your phone and disconnect the charger.

1 To remove back cover, gently pull it using the indentation at the back side of your phone.

2 Take the battery out.

3 Insert your Jio SIM card into SIM card slot.

SIM Slot It is for Nano SIM card.

4 Insert a memory card into the SD card slot.

SD Slot It is for External memory card

5 To insert the battery, slide it into the compartment ensuring that the three terminals match the three contact points on your phone.

6 Reattach the back cover.

b) Remove Jio SIM card, battery and memory card

Note Switch OFF your phone and disconnect the charger.

1 To remove back cover, gently pull it using the indentation at the back side of your phone.

2 Take the battery out.

3 Take your Jio SIM card out.

4 Take your memory card out.

c) Charge the battery

For the first time, fully charge the battery before switching ON the JioPhone.

1 Insert the battery into the JioPhone.

Note DO NOT switch on the JioPhone.

2 Plug in one end of the charger to the power outlet and the other end to the JioPhone.

Note When the battery gets fully charged, it will get displayed on your screen. Unplug the charger and switch on the JioPhone.

Extending Battery life

Turn off radio services, i.e. Wi-Fi, Bluetooth, GPS, if not required.

Due to non-usage of the phone for prolonged duration, battery may be drained out. Allow battery to be charged for at least 30-40 minutes. If the battery still does not reflect any charge, then please visit the nearest Device Care Center.

d) Lock or unlock your phone

Use keypad lock to avoid pressing the keys by mistake. When the JioPhone keypad is unlocked, long press * button to lock the keypad. When the JioPhone keypad is locked, long press * button to unlock the keypad.

4 About your Jio SIM

Your Jio SIM empowers you with True 4G experience everywhere you go. You can make voice calls in HD, enjoy high speed Internet and get access to a secure mobile wallet, TV channels, movies, songs, news, and magazines and secure cloud storage, all on the JioPhone.

1 Subscribe to Jio services

To subscribe to Jio services, visit the nearest Jio Store to purchase the JioPhone.

Remember to carry the following documents with you: Aadhar Card or Proofs of identity & address, Passport size colour photograph

After subscribing, insert Jio SIM in the SIM slot of the JioPhone.

2 Activate your Jio SIM

After inserting the Jio SIM, switch on the JioPhone. Ensure the JioPhone is fully charged. Follow the steps to activate Jio SIM. To know more about Jio services, visit www.jio.com.

3 JioCare

Customer Care Number	198
General Information Number	199
From other networks	1800 889 9999
Visit us	www.jio.com
Email us	care@jio.com

SMS keywords to 199 to receive information about the following:

Tariff Plan (Postpaid)	<MY PLAN>
Bill (Postpaid)	<BILL>
Balance (Prepaid)	<BAL>

If you have registered for a complaint, we will provide you a unique docket number. Your complaint will be resolved within the timelines as prescribed by TRAI. In case, you are unsatisfied with the response from JioCare, you can make a further appeal to the Appellate Authority in your region with your complaint docket number. The unique appeal number of your appeal will be communicated to you within 3 days of filing your appeal. The appeal will be decided within 39 days from the date of filing your appeal.

Appellate Authority

Reliance Jio Infocomm Ltd.

Phone Number 1800-889-3999

Fax Number 1800-889-1211

For email and address details, please visit our website www.jio.com.

4 Terms and conditions

Your usage will be rounded up to the next higher pulse for voice & data usage. As per TRAI regulations, the tariff is charged depending upon the duration of the call which is recorded to be within +/-1 second, traceable to an appropriate time reference. In case of non-usage (no voice or video calls, data, outgoing SMS, usage of Value Added Services or payment of rental for postpaid) for a continuous period of 90 days or more, the services to the mobile number will be deactivated at the discretion of Reliance Jio Infocomm Limited. Jio mobile number can be reactivated by making payment of ₹20 within 15 days of deactivation due to non-usage.

Postpaid

Postpaid customers can opt for the safe custody scheme in case of continued non-usage of a mobile number by paying ₹150 for every three months or part thereof.

Prepaid

In case, the available balance in your account is more than ₹20 at the expiry of 90 days of non-usage period, ₹20 will be deducted from your account and the non-usage period will be extended by 30 days. This process will continue till the balance in your account is less than ₹20 post which your number will be deactivated.

As per DOT directions, national roaming is not permitted for J&K prepaid customers. Also, prepaid customers from other circles cannot roam in J&K.

As per DOT directions, International roaming is not permitted for prepaid customers of Assam, North East and J&K.

JioPhone Features

Let us learn about the amazing features of the JioPhone.

Call supports True 4G VOLTE calls including popular options such as Speed dial, Recent, Contacts and Emergency call key.

Network supports True 4G VoLTE (HD Voice and Video Call).

Messaging supports SMS and popular options.

Internet supports 4G Data, supports browsing.

Languages supports English and multiple Indian languages.

SPECIAL FEATURES AND APPS

Connect to TV Watch your favourite movies and television shows on your TV from the JioPhone with the help of a JioMediaCable. This feature works on any TV set, be it CRT, LCD, or a Smart TV with JioMediaCable.

HelloJio Give voice commands in English, Hindi or any other supported language to call, message, search, open the native phone functions like alarm, camera etc.

Long press voice search key to start your personal Voice Assistant.



Speak your command and get redirected to your chosen service. Try commands like Call 'Name', Message 'Name', Open Camera.

JioPay Use JioPay App to make payments, book travel tickets and get exclusive offers anytime, anywhere. Use JioPay for all your everyday payments, recharges, bookings and avail exclusive offers. Long press LSK key to launch JioPay from home screen.



MyJio Provides easy access to MyJio. Manage your Jio account - balance, recharge, usage etc.



JioStore Download and enjoy many more Apps on the JioPhone.

Basic Functions

1 CALL & MESSAGING

Make / End a call

- 1** Type in the desired phone number with the help of the keypad.
- 2** Press the dial key .
- 3** To end your call, press the end call key.

Save a contact

- 1** Type in a phone number. Contact option will appear on the LSK key
- 2** Press the LSK key. New contact option will appear on the left bottom corner of your screen.
- 3** Press the LSK key to create a New contact.
- 4** Type in name, mobile number, email, company name, add picture, add phone, add another email, add address, add date, add ringtone, add note with the help of the DPAD keys.
- 5** Press the RSK key to select Options.
- 6** Press the DPAD center key to Save the contact.

Write, send and receive messages

- 1** From Home screen, press the DPAD left key to open Messages OR press the DPAD center key to launch the App menu; navigate to Messages and press DPAD center key to open it.
- 2** Press the LSK key to create new message.

3 Type in the number or add from Contacts (bottom left on it).

Note To shift to only numeric or alphanumeric option, press # key. To delete, press back key.

4 Move down to SMS writing field.

5 Press the LSK key to send your message.

Receive Messages

There are two ways in which you can view incoming messages.

Option 1 Your unread message will appear on the status bar.

1 Press the LSK key to access recent Notices.

2 Navigate to the unread message and press the DPAD center key to read it.

Option 2 Your unread message is directly stored in your Messages inbox.

1 Press the DPAD center key and navigate to Messages in the App menu.

2 Press the DPAD center key to open Messages and read your unread message.

2 CAMERA

Access Camera

1 From Home screen, press the DPAD right key to launch Camera OR press the DPAD center key to launch the App menu; navigate to Camera and press DPAD center key to open it.

2 You can open the Camera with the help of voice assistant also. Long press the DPAD center key and give the command "Open Camera".

Take a photo

1 Press the DPAD center key to take a photo.

Note: Press the RSK Key to access Options. The options are: Switch between Front and Rear camera, Access Self Timer, Switch On or Off Grid, go to gallery and select Photo or Video Mode. Move up and down to zoom in or zoom out.

View Photos

1 From Home screen, press the DPAD center key to launch the App menu; navigate to Gallery and press DPAD center key to view the photos.

Record a video

1 In the Camera app, press DPAD right key to select Video mode.

2 Press the DPAD center key to start recording a video.

Note Press the RSK Key to access Options. The options are: Switch between Front and Rear camera, go to video application and select Photo or Video.

3 ENTERTAINMENT

Listen to music

1 From Home screen, press the DPAD down key to open Music app OR press the DPAD center key to launch the App menu; navigate to Music and press DPAD center key to access your music collection.

2 Use DPAD up and down keys to select the music you wish to play.

Play FM radio

1 From Home screen, press the DPAD center key to launch the App menu; navigate to FM Radio and press DPAD center key to open it.

2 Use DPAD left and right keys to select the radio station you wish to listen to.

Note You can play or pause the radio by pressing the LSK key.

Play a video

1 From Home screen, press the DPAD center key to launch the App menu; navigate to Video and press DPAD center key to open it.

2 Use DPAD up and down keys to select the music you wish to play.

4 CLOCK & CALENDAR

Set an alarm

1 From Home screen, press the DPAD center key to launch the App menu; navigate to Clock and press DPAD center key to open it.

2 Press the LSK key to select New Alarm option on the bottom left corner of the screen.

3 Press the DPAD center key to select the time.

4 Press the RSK key to save the alarm.

Note You can repeat this alarm, set a ringtone, opt for vibrate option, and assign this alarm a name for reference.

Add a calendar event

1 From Home screen, press the DPAD center key to launch the App menu; navigate to Calendar and press DPAD center key to open it.

- 2 Use DPAD up/down/left/right keys to select the date of event.
- 3 Press the LSK key to add an event.
- 4 Enter a title, location, start date, end date, start time, end time, event reminder and notes.
- 5 Press the RSK key to Save the event on your phone's calendar.

5 PHONE SETTINGS

Access Settings

- 1 From Home screen, press the DPAD center key to launch the App menu; navigate to Settings and press DPAD center key to open it.

Change the time and date

- 1 Use DPAD right key to navigate to Personalization tab.
 - 2 Use DPAD down key to navigate to Date & Time and select OK.
 - 3 Press the DPAD center key to change date.
 - 4 Use DPAD down key to navigate to Time and press DPAD center key to change the time.
- Note** You can opt for automatic time and date selection. Enable Auto option and select Kolkata (UTC+05:30) under Time zone.

Change the wallpaper

- 1 Use DPAD right key to navigate to Personalization tab.
- 2 Use DPAD down key to navigate to Display and select OK.
- 3 Press the DPAD center key to select Wallpaper.
- 4 Select the image you wish to display on your

screen from Camera or Wallpaper or Galley.

5 Use DPAD up/down/left/right keys to select the image.

6 Press the RSK key to Save your selection.

Set Language

1 Use DPAD right key to navigate to Personalization tab.

2 Use DPAD down key to navigate to Language and select OK.

3 Use DPAD up and down keys to select the language of your choice and press OK.

Change the volume

1 Use DPAD right key to navigate to Personalization tab.

2 Use DPAD down key to navigate to Sound and select OK.

3 Press the DPAD center key to open Volume.

4 Use DPAD up and down key to navigate between media, ringtones & notice and alarm.

5 Use DPAD right key to increase the volume and left key to decrease the volume.

Set the ringtone

1 Use DPAD right key to navigate to Personalization tab.

2 Use DPAD down key to navigate to Sound and select OK.

3 Press the DPAD center key to open Tones.

4 Press the DPAD center key to open Ringtones.

5 Use DPAD up and down keys to select the ringtone of your choice and press OK.

Update your device software

1 Use DPAD right key to go to Device tab.

2 Press the DPAD center key to open

Device Information.

3 Use DPAD down key to navigate to LYF software update, select OK and follow instructions.

Factory reset

1 Use DPAD right key to go to Device tab.

2 Press the DPAD center key to open Device Information.

3 Use DPAD down key to navigate to Reset Phone and select OK.

4 Press the RSK key to reset your phone to factory settings.

Model number and serial number (IMEI)

1 Use DPAD right key to go to Device tab.

2 Press the DPAD center key to open Device Information.

Model

You can view the model number and software.

IMEI

3 Use DPAD down key to navigate to More Information and select OK.

You can view the IMEI number.

6 BROWSER

Browse the web

1 From Home screen, long press the 0 key to launch Browser OR press the DPAD center key to launch the App menu; navigate to Browser and press DPAD center key to open it.

2 Press the LSK key to search for your website of choice.

3 Type in the URL and press the DPAD center key.

Device Care and Maintenance

Phone care

Read all safety information before using the device to ensure safe and proper use.

Following are the warning information provided below to prevent incidents such as fire or explosion.

- 1** Do not expose the device to physical impact or damage.
- 2** Do not carry your device in your back pockets or on your waist.
- 3** Use manufacturer-approved batteries, chargers, accessories, and supplies.
- 4** Prevent the multipurpose jack and battery terminals from contacting conductive elements, such as metal or liquids.
- 5** Do not touch the device with wet hands. Also, do not use the device in humid environments, such as rest rooms, or during water-based activities, such as swimming.
- 6** If any part of the device is cracked or broken, or if the device becomes very hot, stop using the device immediately and take it to a Device Care Centre.
- 7** Do not turn on or use the device when the battery compartment is exposed.
- 8** Following are the warnings below to prevent injury to people or damage to the device
 - a)** Do not store your device in very hot or very cold areas. It is recommended to use your device at temperature between 5 to 35 degree Celsius.

- b)** Do not use your device outdoor during a thunderstorm.
- c)** Do not store your device near or in heaters, microwaves, cooking equipment, or high pressure containers.
- d)** Keep your device dry.
- e)** Comply with all safety warnings and regulations regarding mobile device usage while operating a vehicle.

Children

- 1** Do not allow children or animals to chew or suck the device.
- 2** Do not poke eyes, ears, or other body parts with the device or insert the device into the mouth.
- 3** If the device has a camera flash or light, do not use it close to the eyes of people or animals.

Hearing Safety

To prevent potential hearing damage, avoid listening at high volume levels for long period of time. We recommend that music and call volume to be set at an optimal level.

Return & Recycle

- 1** The user is obligated to return the JioPhone to RRL in terms as specified by RRL. Please contact JioPhone Customer Care or visit www.jiophone.com



This marking on the product accessories or literature indicates that the product and its electronic accessories (such as charger) should not be disposed with other household waste.



This product is ROHS compliant.

Certification information (SAR)

This mobile phone has been designed to conform to applicable safety requirements for exposure to radio waves.

Precautions

- 1** Use a wireless hands-free system (headphone, headset) with a low power Bluetooth emitter. Make sure the cell phone has a low SAR.
- 2** Keep your calls short or send a text message (SMS) instead. This advice applies especially to children, adolescents and pregnant women.
- 3** Use cell-phone when signal quality is good. People having active medical implants should preferably keep the cell phone at least 15cm from the implant.

THIS DEVICE MEETS INTERNATIONAL GUIDELINES FOR EXPOSURE TO RADIO WAVES.

Your mobile is designed not to exceed the limits for exposure to radio waves recommended by international guidelines.

The guidelines were developed by an Independent scientific organization (ICNIRP) and include a substantial safety margin designed to assure the safety of all persons, regardless of age and health. The radio wave exposure guidelines use a unit of measurement known as the Specific

- 1** Absorption Rate, or SAR, The SAR limit for mobile devices is 1.6W/Kg.
- 2** The highest SAR values under the ICNIRP guidelines for this device model are:
- 3** Maximum SAR for this model and Conditions under which it was recorded
- 4** Head SAR (refer to MRP Label)
- 5** Body-worn SAR (refer to MRP Label)
- 6** Body-worn SAR testing has been carried out at a separation distance of 1.5 cm. To meet RF exposure guidelines during body-worn operation, the device should be positioned at least this distance away from the body.

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TARIFF

For Postpaid customers, Tariff is as per the Tariff Enrolment Form (TEF) that you have filled and signed at the time of subscription.

Base Tariff for prepaid customers:

Your Jio Prepaid Plan ₹ 153

Voice Free Local, STD, Roaming Calls to any operator in India

Data Unlimited (0.5GB/day high speed, thereafter at 128 Kbps)

SMS 300

Jio Apps Complimentary subscription to Jio Apps

Validity 28 days

You can choose from a wide variety of plans that provide "All Unlimited". For more details, visit www.jio.com.