

RHINO C6

User Manual

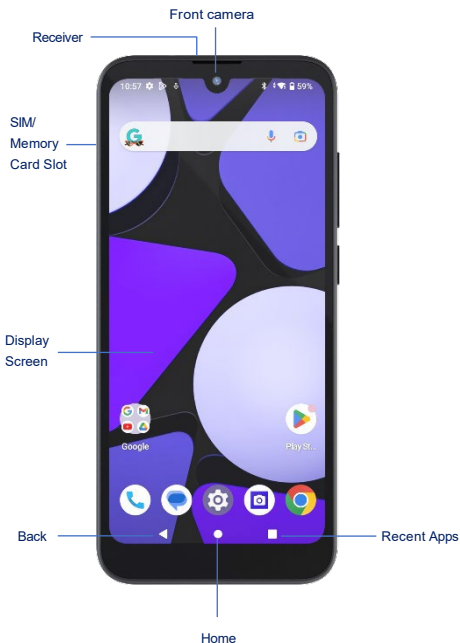


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Device Overview

Front View



Back View



Getting Started

Inserting a MicroSD Card

1. Pull out the card holder on the left side of the phone.
2. Put the microSD card into the microSD card slot of the card tray, and then push the card tray into the phone.

Inserting a SIM Card

1. Turn off device.
2. Into the small hole on the phone's left edge, insert the SIM ejection tool.
3. Firmly but gently push until the tray pops out.
4. Remove the tray and put the nano SIM card in the tray.
5. Gently push the tray back into its slot.

Set Up eSIM

1. Open the Settings app. Then, tap Network & internet.
2. Tap SIMs.
3. Tap Download a SIM instead?
4. Tap Next and follow the steps.

How To Use Dual SIMs

You can utilize two SIMs—a physical SIM card and an eSIM—choosing which SIM to employ for specific actions such as messaging or calling through the Dual SIM Dual Standby (DSDS) feature.

You can choose which SIM your phone uses for data, calls, text messages, and more. Your phone uses that SIM automatically.

Change Dual SIM Preferences

You can choose which SIM your phone uses for data, calls, text messages, and more. Your phone uses that SIM automatically.

Set default SIM for data, calls, and text messages

1. Open your Settings app.
2. Tap Network & internet and then SIMs and then your network.
3. For each network, set your preferences:
4. Data: Turn on Mobile data.

Important: Only one SIM can be the default for data. If you already have one set up, you'll get a notification.

5. Calls: Tap Call Preference. Then pick your default carriers, or tap Ask me every time.
6. Texts: Tap SMS Preference. Then pick your default carriers, or tap Ask me every time.

Use a different SIM during calls

Calls: If you're on a call, you can't get a call through the other SIM at the same time. Calls to the other SIM will go to voicemail.

Data: Most data goes through the default SIM for that use type. Exception: During a phone call, all data goes through the SIM making the call.

To use data during calls on a SIM not normally used for data:

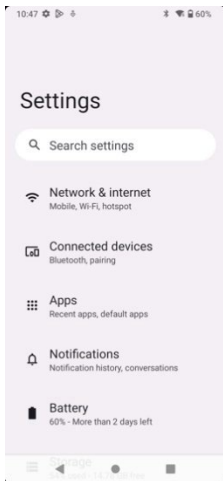
1. Open your Settings app.
2. Tap Network & internet and then SIMs.
3. Turn on Data during calls.

Some combinations of SIM networks don't work well together. If you see a notification that says "Voice

unavailable” or “Voice interruptions,” the networks on your two SIMs are having trouble working together. To get help, contact your mobile carrier.

Set Up Hotspot

1. Open your phone's Settings app.
2. Tap Network and Internet and then Hotspot and tethering and then Wi-Fi hotspot.
3. Turn on Wi-Fi hotspot.
4. On the other device, open that device's list of Wi-Fi options.
5. Pick your phone's hotspot name.
6. Enter your phone's hotspot password.
7. Click Connect.



Connect to Bluetooth

1. Open your phone's Settings app.
2. Tap Connected devices and then Connection preferences and then Bluetooth.

3. Make sure that Bluetooth is turned on.
4. In the list of paired devices, tap a paired but unconnected device.
5. When your phone and the Bluetooth device are connected, the device shows as 'Connected'.

Turning Phone On/Off

To turn on phone

Press and hold the power key for a few seconds until you see the RHINO welcome screen.

To turn off phone

1. Press and hold the power key and volume up.
2. Select Power Off.

Unlocking the Screen

The screen is locked by default when you turn on the phone. To unlock the screen:

1. Press the power key.
2. Place finger on center of screen and swipe up.
3. If you previously set up an unlock security option, draw a pattern, use your fingerprint, or enter PIN.

Locking the Screen

To lock the screen, press the power key.

Note: It is recommended to lock the screen to protect your information and reduce battery usage. You can set up your phone to automatically lock after a certain period.

To do so, press finger on bottom-center of screen, and swipe up to open All Apps. Tap Settings → Display → Screen timeout.

Connect to VPN

Add a saved network

1. Get your VPN information from your administrator.
2. Open your device's Settings app.
3. Tap Network and Internet and then VPN.
4. At the top right, tap Add.
5. Enter the information from your administrator.
6. Tap Save.

Connect

1. Open your device's Settings app.
2. Tap Network and Internet and then VPN.
3. Tap the VPN that you want.

4. Enter your username and password.
5. Tap Connect.
6. If you use a VPN app, the app opens.

Make a Call

1. Open your phone's Phone app.
2. Pick who to call.
3. To enter a number, tap Dial pad.
4. To pick a saved contact, tap Contacts.
5. To pick from numbers that you've recently called, tap Recents.
6. To pick from contacts saved to Favorites, tap Favorites Speed Dial.
7. Tap Call.

When you've finished with the call, tap End call button. If your call is minimized, drag the call bubble to the bottom right of the screen.

Make an Emergency Call

If you're in an emergency situation, you can use your phone to start emergency actions like calling for help, sharing your location with your emergency contacts, and recording video.

1. On your phone, press the power button 5 times or more.
2. Depending on your settings, touch and hold inside the red circle for 3 seconds or wait for the automatic countdown to start the emergency call.
3. After you start an emergency call, other emergency actions begin based on your settings.

Send a Message

1. Open Settings.
2. Click Apps.
3. In the list of apps, click Messages and then SMS and then Messages.

Use the Camera App

Open the Google Camera app

You can open your camera in several ways:

1. Tap your phone's Camera app.
2. Double-press our phone's Power button.

Close the Google Camera app

From the Camera app:

1. Swipe up from the bottom, hold, then let go.
2. Then swipe up on the app.

Update Software

Android updates

1. Open your device's Settings app.
2. Tap System and then System update.
3. You'll find your update status. Follow any steps on the screen.

Security updates and Google Play updates

1. Open your device's Settings app.
2. Tap Security & privacy.
3. To check if a security update is available, tap Google Security Checkup.
4. To check if a Google Play system update is available, tap Updates and then Google Play system update.
5. Follow any steps on the screen.

Back Up or Restore Data

You can back up content, data, and settings from your phone to your Google Account. You can restore your backed up information to the original phone or to some other Android phones. You can't use back up when you set up a personal device with a work profile or for work only, or when you set up a company-owned device.

Manually back up data & settings

1. Open your phone's Settings app.
2. Tap Google and then Backup.
3. Tap Back up now.

Get your data onto a new phone

When you add your Google Account to a phone that's been set up, what you'd previously backed up for that Google Account gets put onto the phone.

To restore a backed-up account to a reset phone, follow the on-screen steps.

Important: You can't restore a backup from a higher Android version onto a phone running a lower Android version.

Reset Your Device

To remove all data from your phone, you can reset your phone to factory settings.

1. Open your phone's Settings app.
2. Tap System and then Reset options and then Erase all data (factory reset).
3. To erase all data from your phone's internal storage, tap Erase all data.
4. If needed, your phone asks for your PIN. Enter your PIN and then tap Erase all data.
5. When your phone finishes the reset, pick the option to restart.

Fingerprint Sensor

To set up the fingerprint security option, press finger on bottom-center of screen, and swipe up to open All Apps. Tap Settings → Security → Fingerprint and follow the on-screen instructions.

Note: After setting up the fingerprint option, please allow the phone display to go to sleep naturally (default is 1 minute) before the first use. This process must be followed every time a fingerprint is changed.

Using the Touch Screen

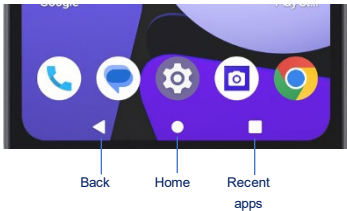
All functions of the phone, except for power and volume, are performed on the touch screen. The following finger actions may help you easily understand how to use the touch screen.

- **Tap:** With your finger, touch an item (i.e. application or widget) to run it, or access a menu or option.
- **Double tap:** Tap an item twice with your finger.
- **Drag:** Tap and hold your finger on an item, then slide it without losing contact with the screen.
- **Swipe:** Place your finger on an empty space of the screen and move the screen up or down or left or right.
- **Pinch:** Place two fingers on the screen and move them apart to zoom into a picture, document, or webpage; or move them together to zoom out.
- **Select and tap:** Tap an item in the list of options available.
- **Press and hold:** Press a key or any item for a few seconds until a list of options appears.

Caution

- Do not use sharp tools that can scratch the touch screen.

Key Functions



Back Key

Tap to return to the previous screen and exit the running application.

Tap to close the on-screen keyboard in text input mode.

Home Key

Tap to return to the main screen.

Tap and hold to open the Google search.

Recent Apps Key

Tap to open the applications list used recently.

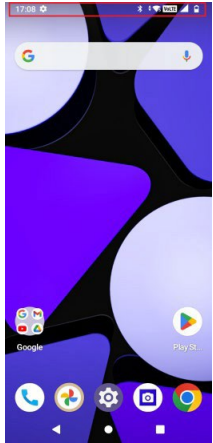
Screen Orientation

For optimal viewing experience, the screen orientation changes automatically depending on how you hold the phone.

Note: To enable or disable auto-rotate, place finger on top-center of screen, and slide down to view Status and Notification panel, then tap the Auto-rotate icon.

Status Bar

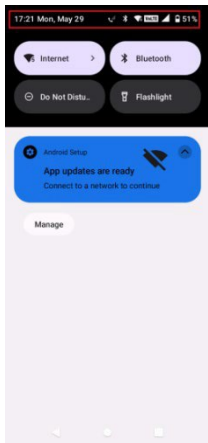
The Status bar at the top of the screen includes notifications from various apps, current time, and the states of various items such as battery status, Wi-Fi status, Signal status, and more.



Status and Notification Panel

The Status panel displays icons to show the current state of your phone, such as battery charging progress, alarms, Bluetooth, and more. The Notification panel displays notifications to inform you of new email, messages, and more.

To view both panels, place finger on top-center of screen, and slide down, then tap an icon to view details.



Connecting to the Internet Using Wi-Fi

1. Press finger on bottom-center of screen and swipe up to open All Apps.
2. Tap Settings → Network & internet → Internet → Wi-Fi.
3. Drag the slider to the On position.
4. Phone will scan for Wi-Fi networks in range.
5. Tap the network you want to connect to.

6. Type a password (if connecting to a secure network).
7. Tap Connect to connect to the selected Wi-Fi network.

Note: The range and quality of the Wi-Fi signal is affected by the distance between the phone and the wireless router, the number of connected devices, infrastructure, and objects through which the signal is transmitted.

Connecting to the Internet Using Mobile Broadband

1. Press finger on bottom-center of screen and swipe up to open All Apps.
2. Tap Settings → Network & internet → Internet → Wi-Fi.
3. Drag the slider to the Off position.
4. The phone will search for the carrier signal and connect to the network. When the phone is connected to a mobile broadband network, the network type appears in the status bar.

Note: On the LTE/HSPA+ models, if both Wi-Fi and mobile broadband networks are available, the phone gives priority to Wi-Fi connection.

Phone Maintenance/Safety

The following list shows how to maintain your phone, together with precautions to take.

- Keep your phone and its accessories out of the reach of pets.
- If children use the phone, make sure that they use it properly.
- Maintain your phone in dry conditions and keep it within normal operating temperatures.
- Do not try to dry your phone in a microwave oven. If you do, sparks can occur and cause an explosion or fire.
- Do not use or store your phone in dusty, dirty, or wet areas.
- Do not attempt to disassemble your phone.
- Do not drop or cause severe impact to your phone.
- Do not sit on or apply pressure to phone.
- Do not use chemical products, cleaning solvents or detergents to clean your phone.
- Use only authorized batteries, battery chargers and accessories. Any malfunction or damage caused by the use of unauthorized batteries, battery chargers and accessories will void the limited product warranty.

Ensure that the battery charger does not come in contact with conductive objects.

- The battery is not fully charged when you take it out of the box. Do not remove the battery pack when the phone is charging.

Battery Warning

This device has a non-removable battery. Do not attempt to remove the battery or try to disassemble the smartphone as this could result in personal injury.

Regulatory Information

FCC Statement

FCC ID: 2AUOUC6

Regulatory information(e-label) in device:

Settings—About phone—Regulatory information

This device complies with Part 15 of the FCC Rules.

Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

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 of the following measures:

1. Reorient or relocate the receiving antenna.
2. Increase the separation between the equipment and receiver.
3. Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
4. Consult the dealer or an experienced radio/TV technician for help.

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

This transmitter must not be co-located or operating in conjunction with any other antenna or transmitter.

Radiation Exposure Statement

This device meets the government's requirements for exposure to radio waves.

This device is designed and manufactured not to exceed the emission limits for exposure to radio frequency (RF) energy set by the Federal Communications Commission of the U.S. Government.

The exposure standard for a wireless device employs a unit of measurement known as the Specific Absorption Rate, or SAR. The SAR limit set by the FCC is 1.6W/kg. Tests for SAR

are conducted using standard operating positions (10mm) accepted by the FCC with the device transmitting at its highest certified power level in all tested frequency bands.

For Country Code Selection Usage (Wi-Fi Devices)

Note: The country code selection is for non-US model only and is not available to all US models. Per FCC regulation, all Wi-Fi product marketed in US must fixed to US operation channels only.

HAC

Your phone is compliant with the FCC Hearing Aid Compatibility requirements.

The FCC has adopted HAC rules for digital wireless phones. These rules require certain phones to be tested and rated under the American National Standard Institute (ANSI) C63.19-2011 hearing aid compatibility standards. The ANSI standard for hearing aid compatibility contains two types of ratings:

- M-Ratings: Rating for less radio frequency interference to enable acoustic coupling with hearing aids.

- T-Ratings: Rating for inductive coupling with hearing aids in telecoil mode.

Not all phones have been rated. A phone is considered hearing aid compatible under FCC rules if it is rated M3 or M4 for acoustic coupling and T3 or T4 for inductive coupling. These ratings give non a scale from one to four, where four is the most compatible.

IC Statement

IC: 27356-C6

CAN ICES (B) / NMB (B)

This device complies with Industry Canada license-exempt RSS standard(s).

Operation is subject to the following two conditions:
this device may not cause interference, and
this device must accept any interference, including interference that may cause undesired operation of the device.

Cet appareil est conforme avec Industrie Canada RSS exemptes de licence standard(s).

Son fonctionnement est soumis aux deux conditions suivantes:

- (1) cet appareil ne peut pas provoquer d'interférences, et
- (2) cet appareil doit accepter toute interférence, y compris

celles pouvant causer un mauvais fonctionnement de l'appareil.

This Class B digital apparatus complies with Canadian ICES-003.

Cet appareil numérique de la classe B est conforme à la norme NMB-003 du Canada.

The exposure standard for wireless device employs a unit of measurement known as the Specific Absorption Rate, or SAR. The SAR limit set by the IC is 1.6W/kg. Tests for SAR are conducted using standard operating positions (10mm) accepted by the IC with the device transmitting at its highest certified power level in all tested frequency bands.

Les normes d'exposition pour les appareils sans fil utilisent une unité de mesure appelée taux d'absorption spécifique (SAR). La limite SAR fixée par le circuit intégré est de 1.6 W/ kg. Les tests SAR sont effectués en utilisant une position de travail standard (10 mm) reconnue par le circuit intégré et l'appareil transmet à son niveau de puissance certifié le plus élevé dans toutes les bandes de fréquences testées.

The device for operation in the band 5150-5350 MHz is only for indoor use to reduce the potential for harmful interference to co-channel mobile satellite systems.

L'équipement utilisé pour fonctionner dans la bande 5150 - 5350 MHz est destiné uniquement à un usage intérieur afin de réduire le risque de brouillage préjudiciable aux systèmes mobiles par satellite à canal identique.

IEEE 1725 Statement

1. Do not disassemble or open crush, bend or deform, puncture or shred.
2. Do not modify or remanufacture, attempt to insert foreign objects into the battery, immerse or expose to water or other liquids, expose to fire, explosion or other hazard.
3. Only use the battery with a charging system that has been qualified with the system per CTIA Certification Requirements for Battery System Compliance to IEEE 1725. Use of an unqualified battery or charger may present a risk of fire, explosion, leakage, or other

hazard.

4. Replace the battery only with another battery that has been qualified with the system per this standard, IEEE-Std-1725. Use of an unqualified battery may present a risk of fire, explosion, leakage or other hazard. Only authorized service providers shall replace battery. (If the battery is non-user replaceable).
5. Promptly dispose of used batteries in accordance with local regulations
6. Improper battery use may result in a fire, explosion, or other hazard.
7. Do not replace an embedded battery pack. Improper replacement may present a risk of fire, explosion, leakage or other hazard. Contact the manufacturer for replacement instructions.
8. The device recognizes the battery via battery ID resistance.
9. The phone shall only be connected to CTIA

Certification certified adapters, products that bear the USB-IF logo or products that have completed the USB-IF compliance program.

Warranty Information

Please visit our website for details on warranty information.

support.rhinomobility.com/support/warranty

Customer Support

Before reaching out, please prepare the following information to ensure we can help you as quickly as possible:

- A detailed description of the issue you're facing
- Detailed steps to replicate the issue (if available)
- Images or video of the issue (if available)
- Logs from the device for software-based issues
- Device details
- Android version
- Model name
- Build number (software version) - Locate in Settings > About > Build number
- Serial number/IMEI

- Number of devices affected
- Period of time this issue has been present

Should you suffer from an obvious hardware issue (dead pixels, unusable ports, etc.), please state this clearly when raising an issue with the RHINO support team, as an RMA process will need to be initialized for in-warranty devices.

With all of the information above prepared, please submit a request to support@rhinomobility.com