

# Essential Phone

## User Manual



# Get to Know Your Phone

Learn about your phone's hardware, assembly procedures, and functionality



# Front View



## Front Camera

- 8MP resolution.
- 16:9 aspect ratio.
- f/2.20 fixed hyperfocal lens.
- Video is recorded at either 4K 30fps, 1080p 60fps, or 720p 120fps.

## Notification LED

- Pulses for notifications or when charging.

## Earpiece

- Low audio for use during calls.

## Proximity and Ambient Light Sensors

- Turn off the screen and disable touch functionality when the device is in close proximity to the user.
- Turn the screen back on and enable touch functionality when the device is outside a specific proximity to the user.
- Adjust screen brightness to environment.

## Volume Buttons

- Adjust the volume for ringtones, calls, notifications, and system sounds.
- In a camera app, press to take a photo.

## Power Button

- Briefly press to turn the screen on or off.
- Press and hold to select a power control option.
- Press twice quickly to launch the camera.

## Loudspeaker

- Provides high-volume audio for speakerphone calls and media

## USB Type-C Port

- Used for charging, listening to music through headphones, or connecting to other devices.

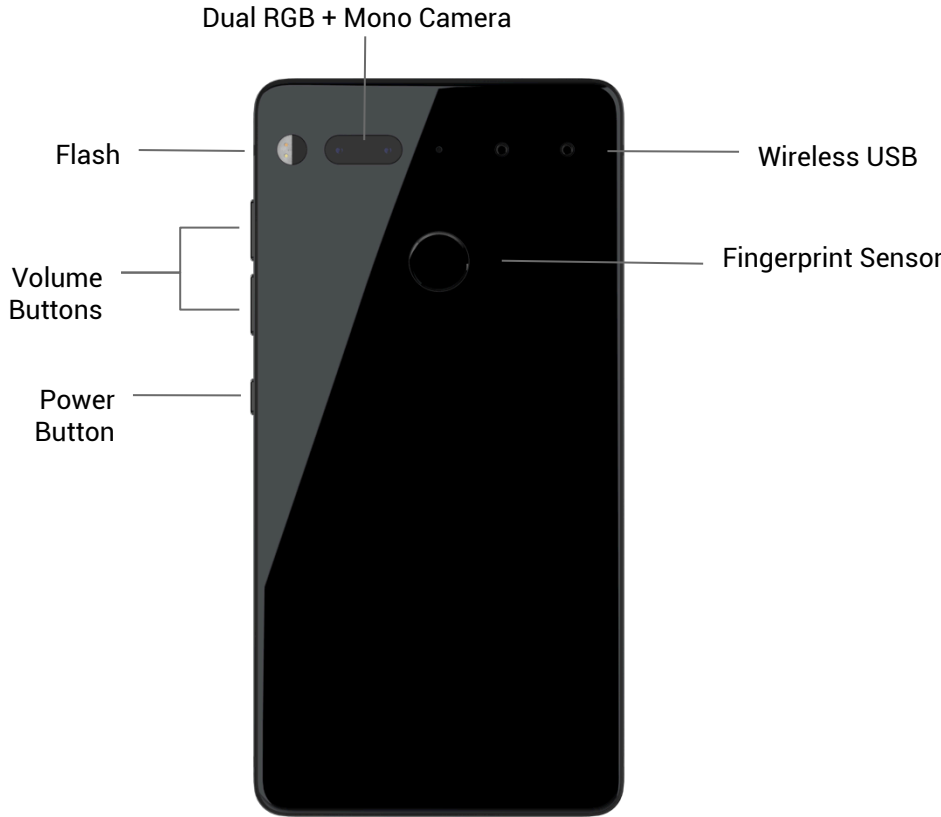
## SIM Tray

- A removable tray for a nano SIM chip.

## Microphone

- 4x microphones with noise cancellation and beamforming.

# Rear View



## Dual RGB + Mono Camera

- Two 13MP sensors that together create high-clarity photos with image fusion technology.
- 13MP True Monochrome mode (Black & White).
- f/1.85 lens.
- Hybrid Auto Focus combining contrast and phase detect methods, with an infrared laser assist.
- Video is recorded at either 4K 30fps, 1080p 60fps, or 720p 120fps.

## Flash

- LED flash for photography or flashlight.

## Wireless USB

- 60GHz, 6 Gbps wireless accessory connector.
- 2x magnetic accessory power pins.

## Fingerprint Sensor

- Allows the phone to be unlocked with the touch of a finger.

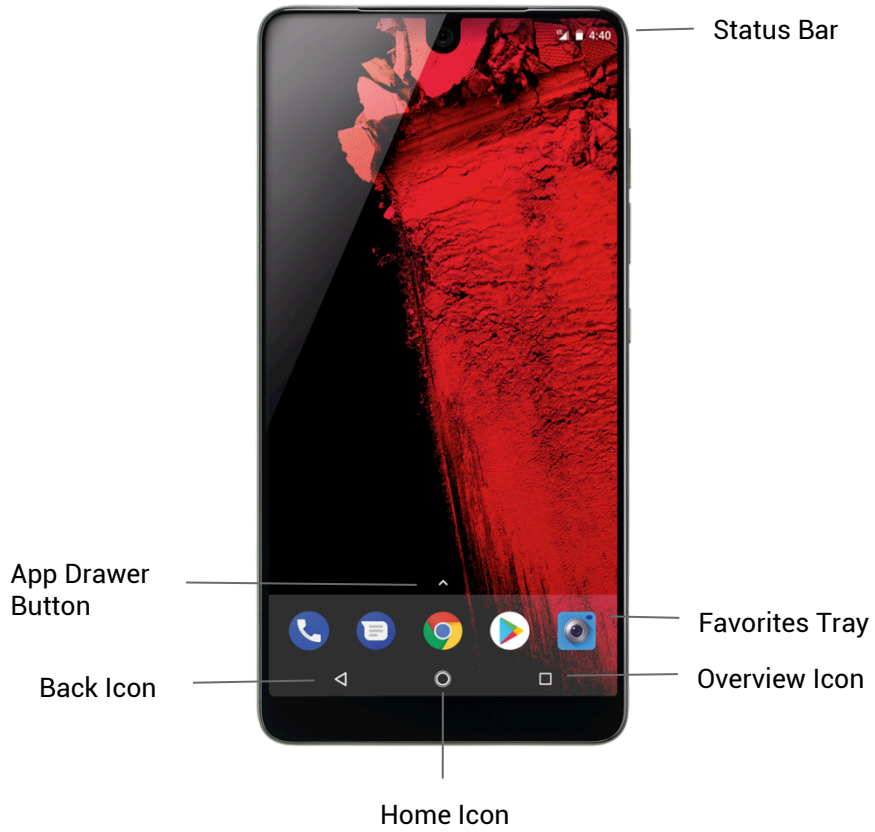
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- Adjust the volume for ringtones, calls, notifications, and system sounds.
- In a camera app, press to take a photo.

## Power Button

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# Home Screen



## Status Bar

- The Status Bar is locked in place and is visible in most situations while the screen is on.
- To the left of the camera cutout, notification icons from apps will appear as they arrive.
- To the right of the camera cutout, status icons give information about key settings.

## App Drawer

- The App Drawer button will open up the App Drawer, containing all installed apps on the device.

## Favorites Tray

- The Favorites Tray allows up to five app shortcuts to be saved for quick access from all Home Screens.

## Back Icon

- The Back icon will allow you to return to a previously opened screen, all the way back to the Home Screen.

## Home Icon

- Tap the Home icon from any screen to return to the Home Screen.

## Overview Icon






















- The Overview icon shows all apps currently open.
- Hit the image of an open app to bring it up on screen.
- Swipe the image of an app to the left or right to close the app.
- Touch and hold the image until it is able to be moved and drag it into a split screen.
- Tap the Overview icon twice to switch the screen between the two most recent open apps.



# Status Bar

The Status Bar at the top of the Home Screen provides device information (such as network status, battery charge, and time) on the right side of the camera cutout and notification alerts on the left side.

## Status Icons

- |   |   |  |   |
|---|---|--|---|
|  Battery full     |  4G LTE active         |  Missed call      |  New message               |
|  Battery low      |  Signal strength       |  Call in progress |  File download in progress |
|  Battery charging |  Network not available |  Call on hold     |  File upload in progress   |
|  Vibrate mode     |  Wi-Fi® active         |  New email        |  GPS active                |
|  Mute mode        |  Wi-Fi available       |  New voicemail    |  App updates available     |
|   |   |  |  App updates complete      |

## Notification Panel

You can access the Notification Panel from any Home Screen:

1. Drag the Status Bar down to display the Notification Panel.
2. Swipe down the list to see notification details.
  - To open an item, tap it.
  - To clear a single notification, swipe the notification left or right.
  - To clear all notifications, tap "Clear All."
3. Drag upward from the bottom of the screen or tap the Back icon to close the Notification Panel.

## Quick Settings

In addition to notifications, the Notification Panel also provides easy access to device functions such as Wi-Fi, allowing you to quickly turn them on or off.

To view additional Quick Settings and customize which Quick Settings are displayed:

1. Drag the Status Bar down to display the Notification Panel.
2. Drag down from the Status Bar a second time to view the Quick Settings.
  - Tap a setting to turn it on or off.
  - Tap the Pencil icon to reorder Quick Settings or to change the button layout.
3. Drag up from the bottom of Quick Settings to close the menu.

# Customize Your Home Screen

## Screens

Your device comes with multiple Home Screens to hold app shortcuts and widgets. You can add, remove, or change the order of screens:

1. From a Home Screen, pinch the screen or touch and hold in an empty space.
2. Use these options to manage screens:

## Wallpapers

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

1. From a Home Screen, pinch the screen or press and hold in an empty space.
2. Tap “Wallpapers” to customize.

## App Shortcuts

You can use app shortcuts to launch an app from any Home Screen.

To add a shortcut:

1. From a Home Screen, swipe up from the bottom to open the App Drawer.
2. Touch and hold an app in the menu and move it in any direction to create a shortcut.
3. Drop the shortcut over the desired location on the Home Screen.

To remove a shortcut:

1. Touch and hold an app shortcut until it is able to be moved.
2. Drag the app shortcut to the “X Remove” option that will appear in the upper left corner of the screen and drop it.
  - Removing a shortcut does not delete the app. It simply removes the shortcut from the Home Screen.

To move a shortcut from one Home Screen to another:

1. Touch and hold an app until it is able to be moved.
2. Drag the app shortcut to a new Home Screen and release it.

## Folders

Place folders on the Home Screen to organize items.

### Create a Folder

You can create an app folder on a Home Screen:

1. From a Home Screen, touch and hold an app shortcut until it is able to be moved.
2. Drag and drop it on top of another app shortcut.
3. To give the folder a name, touch the folder to open it, select "Unnamed Folder," and type the desired name.

### Remove a folder from the Home Screen

You can remove a folder that you add to a Home Screen the same way you remove an app shortcut.



## Widgets

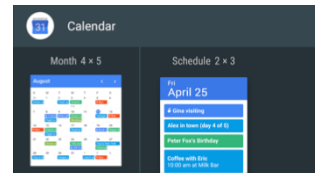
Widgets are simple application extensions that run on a Home Screen. There are many kinds of widgets, including links to specific contacts, internet bookmarks, Gmail and other email accounts, and many others.

To add a widget to a Home Screen:

1. From a Home Screen, pinch the screen or touch and hold in an empty space.
2. Tap "Widgets."
3. Touch and hold a widget, drag it to a Home Screen, and release it.

To remove a widget:

1. From a Home Screen, touch and hold a widget.
2. Drag the widget to the "X Remove" option that appears at the top of the screen and release it.



## Power Up, Power Down, Lock, and Restart

To power up the Essential Phone, hold down the Power button below the volume control buttons until you see the Essential logo pop up.

To turn off: Hold down the Power button. Two menu options will appear. Select "Power Off."

To Restart: Hold down the Power button. Two menu options will appear. Tap "Restart." You can also hold the Volume Up and Power buttons for 10 seconds.

To lock: Press the Power button once.

To unlock: Press the Power button. Swipe up from the Lock icon on the bottom of the screen.

## Turn Volume Up or Down

To increase the volume, press the Volume Up button.

To decrease the volume, press the Volume Down button.

## Point and Click (Your Camera)

Your Essential Phone has three cameras. The Front Camera is located above the Status Bar in the screen cutout. The dual-sensor Rear Camera is located on the back of the Essential Phone. For more details on the Essential Phone's Camera features, see Page 27.

## Setting Up Your Essential Phone

Upon powering up your device for the first time, you will be asked to set up your new Essential Phone.

Follow the prompts to select a default language, connect to a Wi-Fi network, add accounts, and more. The screen will also ask you to sign in to your account to take advantage of the various Android features on your Essential Phone.

This step can be skipped, if desired. Tap "Skip" when prompted to sign in to an account.

## Signing In Later

If you skipped the account sign-in process, you're always free to enter an account later. To do this, follow these steps:

1. From a Home Screen, swipe up from the bottom to open the App Drawer button.
2. Open the Settings app and tap "Accounts." Then tap "+ Add Account."
3. Follow the prompts provided.

### Factory Reset Protection:

By signing into your account, Factory Reset Protection will be activated. This will prompt the system to ask for your login information when your phone is turned on after a Factory Reset. This protects your personal details should your device ever be lost or stolen.

## Setting Up Your Voicemail

You can set up your Voicemail by doing the following:

1. Open the Phone app.
2. Hold down the "1" key.
3. Follow the guide to create a password and record your name and a greeting.

## Inserting a SIM Card into the Essential Phone

1. Locate the SIM tray on the bottom right of the device, to the side of the USB-C port.
2. Locate the provided sim ejector tool in your Essential box and push it into the small hole on the SIM tray.
3. When the tray pops out, remove it and place your SIM card so that it sits comfortably in the tray.
4. Push the tray back inside the device, making sure the tray is flush with the device and hides the white informational tab.

## Your Notification Panel

The Notification Panel can be pulled down from any screen by swiping your finger down from the top of the Status Bar.

To open a notification, tap the appropriate tile. To clear a notification, swipe the unwanted tile left or right. To wipe out all notifications, press the “Clear All” button on the bottom of the last tile. You can close the panel by either pressing the Back icon or swiping the panel back to the top of the screen.

## Easily Access Important Information

Drag the screen down again after revealing your notifications panel to find the Quick Settings on your phone. This will show you what Wi-Fi network your device is on, signal strength, battery life, locations services, etc.

## Quick Settings

You can customize your Quick Settings to suit your needs by pressing the Pencil icon on the top of your screen while Quick Settings are opened.

You can add or remove icons from your Quick Settings:

1. Tap and hold an icon until it is able to be moved.
2. Drag up to Quick Settings panel or down to “Drag here to remove” panel.

You can return to the Home Screen by pressing the Back icon twice.



## Shortcuts

You can use app shortcuts to launch an app from any Home Screen.

To add a shortcut:

1. From a Home Screen, swipe up from the bottom to open the App Drawer.
2. Touch and hold an app icon until it is able to be moved and drag it in any direction to create a shortcut.
3. Drop the shortcut over the location desired on the Home Screen.

To remove a shortcut:

1. Touch and hold an app shortcut until it is able to be moved.
2. Drag the app shortcut to the “X Remove” option that will appear in the upper left corner of the screen and drop it.
  - Removing a shortcut does not delete the app. It simply removes the shortcut from the Home Screen.

## Folders

You can create an app folder on a Home Screen to organize items.

To create a folder:

1. From a Home Screen, touch and hold an app shortcut until the quick menu appears.
2. Drag and drop it on top of another app shortcut.
3. To give the folder a name, touch the folder to open it, select “Unnamed Folder,” and type the desired name.

To remove a folder from the Home Screen:

You can remove a folder that you add to a Home Screen the same way you remove an app shortcut.



# Navigation

Learn the basics for how to navigate through your phone



## Touchscreen Navigation

Please note that a touchscreen responds best to a light touch from the pad of your finger or a capacitive stylus. Using excessive force or a metallic object on the touchscreen may damage the tempered glass surface and void the warranty.

Use the following motions and gestures on your touchscreen to navigate the device:

### Tap

Lightly tap items to select or launch them.

- Tap the keyboard to enter characters or text.
- Tap an item to select it.
- Tap an app shortcut to launch the application.

### Double-Tap

Lightly tap items twice to select or launch them.

- Double-tap an image to zoom in or out.

## Touch and Hold

Touch and hold items on the screen to activate them.

- Touch and hold a field to display a pop-up menu of options.

### Swipe

Lightly drag your finger vertically or horizontally across the screen.

- Swipe the screen to unlock the device.
- Swipe the screen to scroll through the Home Screen or menu options.

### Drag

Touch and hold an item and then move it to a new location.

- Drag an app shortcut to add it to a Home Screen.
- Drag a widget to place it in a new location on a Home Screen.

### Pinch and Spread

Pinch the screen using your thumb and forefinger or spread by moving your fingers apart.

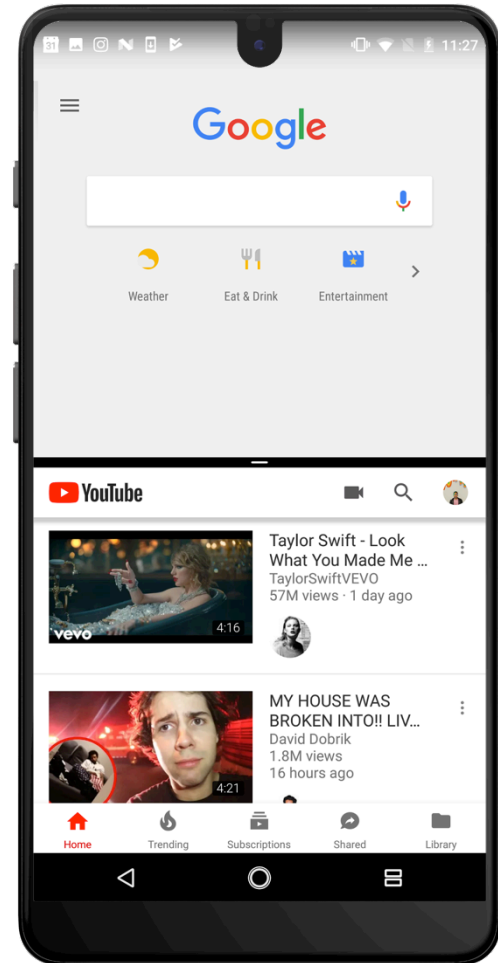
- Pinch the screen to zoom out while viewing a picture or a web page.
- Spread your fingers on the screen to zoom in while viewing a picture or a web page.

# Split Screen

Multitask by running multiple applications at the same time. Apps that support Split Screen display together in a multiwindow view. You can switch between the apps, adjust the size of their display on the screen, and copy information from one app to the other. Split Screen is not available for all apps.

1. Open both apps and minimize them to the background by touching the Home icon.
2. From any screen, tap the Overview icon in the bottom right corner.
3. Touch and hold one of the apps until it allows you to drag it to the top of the screen.
4. Drop the first app and select the second app from the list available at the bottom.
  - The phone will state if the app does not support Split Screen.

To end Split Screen, drag the bar separating the apps to the bottom of the screen.



# Apps

Learn how to change the way apps are displayed, organize apps into folders, and uninstall or disable apps



## Using Apps

The App Drawer displays all preloaded apps and apps that you downloaded including preloaded apps and those you downloaded.

## Access Apps

You can access and launch all applications from the App Drawer:

1. From a Home Screen, swipe up from the bottom to open the App Drawer.
2. Tap an app icon to launch it.
  - To return to the main Home screen, tap the Home icon.

## Download and Install New Apps

Find new apps to download and install on your phone: in the Google Play Store. Visit [play.google.com/store/apps](https://play.google.com/store/apps) to learn more.

## Uninstall Apps

You can uninstall apps you download and install.

Preloaded apps cannot be uninstalled.

To uninstall an app:

1. From a Home Screen, swipe up from the bottom to open the App Drawer.
2. Touch and hold the app you want to remove.
3. Drag the app to the “X Remove” option that appears at the top of the screen and release it.

# Application Settings

Manage settings for applications on your phone.

## Application Manager

You can download and install new applications on your device. Use Application Manager settings to manage your downloaded and preloaded applications. Warning: Because this phone can be configured with system software not provided by or supported by Google, Essential, or any other company, you operate this software at your own risk.

Find out the status of your apps:

1. Open the Settings app and tap "Apps."
2. If you have disabled applications:
  - Tap "All apps" at the top left corner of the screen.
  - Tap "All apps," "Enabled," or "Disabled."
3. Tap "More Options" for the following options:
  - Show System: Show or hide system (background) apps.
  - Reset app preferences: Reset options that have been changed. Existing app data is not deleted.

4. Tap an application to view and update information about the application. The following options are displayed:
  - Uninstall/Disable: Uninstall or disable the application. Preloaded apps can only be disabled.
  - Force stop: Stop an app that is misbehaving. Restart your device if stopping an app, process, or service causes your device to stop working correctly.
  - Storage: Manage the app's storage usage.
  - Data usage: View mobile data usage.
  - Permissions: View permissions granted to the app for access to your device's information.
  - Notifications: Configure notifications from the app.
  - Open by default: Set the app as a default for a certain category of apps.
  - Battery: View battery usage since the last full charge.
  - Memory: View memory usage.
  - App details: Link to additional details about the app.

5. Tap the Gear icon for the following options:
- App permissions: View permissions granted to the app for access to your device's information.
  - Opening links: Allow or deny apps the ability to open outside URLs.
  - Assist & voice input: Choose a default assistant app.
  - Home app: Choose a default home app.
  - Browser app: Choose a default browser app.
  - Phone app: Choose a default phone app.
  - SMS app: Choose a default messaging (text and multimedia) app.
  - Special access: Battery optimization, Device administrators, Do Not Disturb access, Draw over other apps, VR helper services, Modify system settings, Notification access, Premium SMS access, Unrestricted data access, and Usage access.



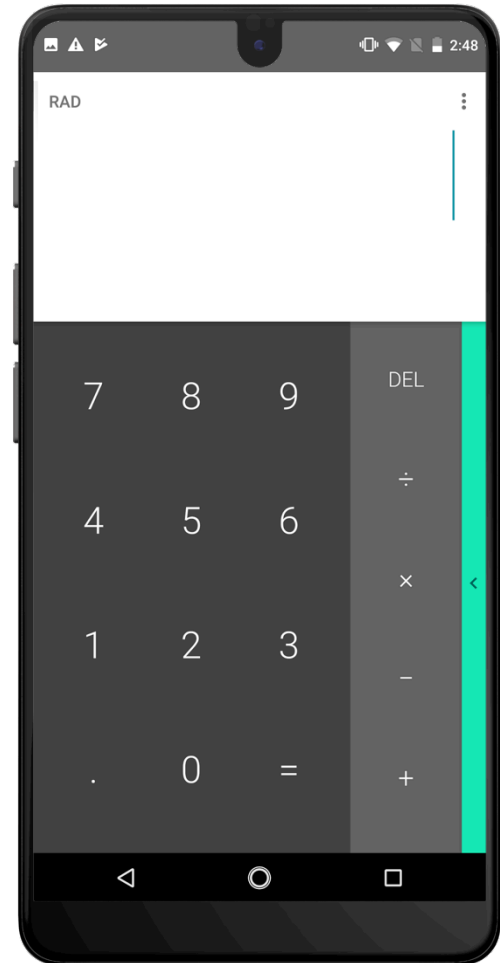
# Calculator

The Calculator provides basic and advanced arithmetic functions.

## Basic Operation

You can use your calculator to perform basic operations:

1. Open the Calculator app and enter the first number using the numeric keys.
2. Tap the appropriate arithmetic function key and enter the next number.
3. Tap "=" to view the result.
4. Tap "c" to clear the results.



## View Calculator History

You can view and clear your Calculator history:

1. From the Calculator app, tap the  $\text{⋮}$  icon.
2. Select "History"

To return to the calculator, tap the Back icon.

To clear the calculator history, tap "Clear" in the menu.

## Scientific Calculator

The Calculator app also provides advanced arithmetic functions:

1. From the Calculator app, rotate the phone into landscape view to reveal the additional functions.

Autorotate must be enabled.



# Camera and Video

## Camera Shortcut

Open the Camera by using one of the following steps:

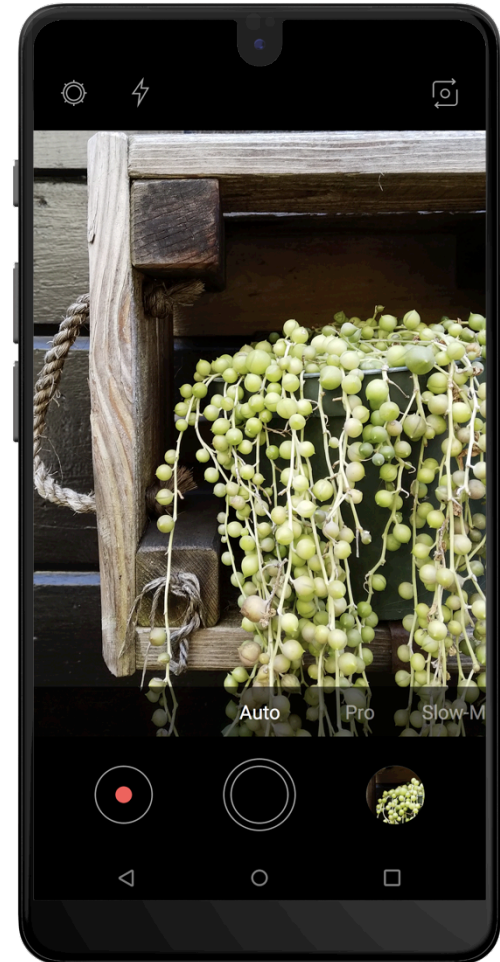
1. Quickly press the Power button twice.
2. While the phone is locked, swipe up from the camera icon on the bottom right corner of the screen.

## Take Pictures

Take pictures with your phone's front or rear camera:

Open the Camera app and use the display screen as a viewfinder by aiming the camera at the subject. While composing your picture, use the available options or these gestures:

- To focus the shot, tap the screen in the area where focus is desired.
- To add a shooting mode, select the desired mode from the options at the bottom of the viewfinder.
- To switch between the front and rear facing cameras, tap Orientation button (circle with arrows surrounding it) in the upper right corner of the screen.
- Flash can be turned on or off or set to auto by tapping the Lightning icon at the top of the screen.
- HDR can be added or removed by tapping the HDR icon at the top of the screen.

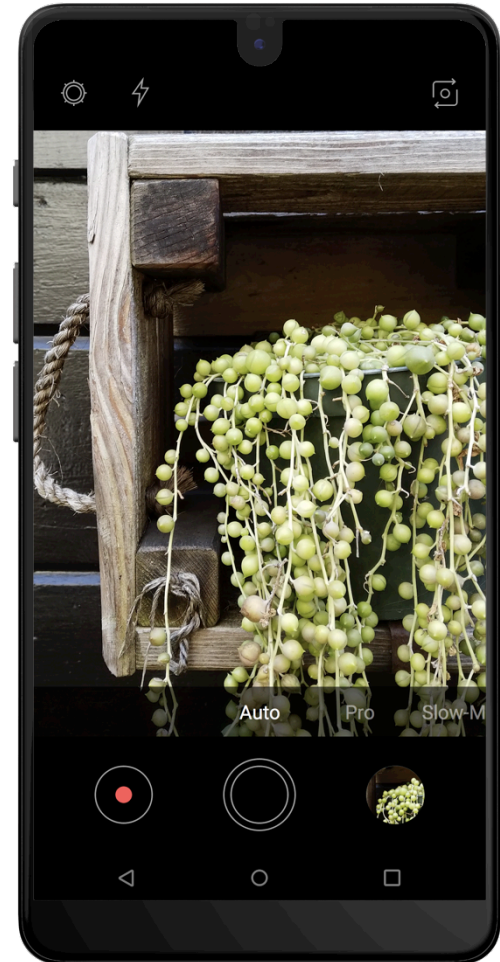


2. Tap the Shutter button (Double Circle) above the Home icon to take a picture.
  - Pressing and holding the icon will take a burst of pictures.
  - The Volume Up and Volume Down buttons can also be used to take a picture.

## Record Videos

Record high-quality videos using your phone:

1. Open the Camera app and aim the camera at the subject. Tap the Record icon (circle with red dot in the middle) to record.
2. The following actions are available:
  - Tap the Double Circle icon to capture a picture while recording.
  - Tap the Pause icon to pause recording.
  - Tap the Record icon to resume recording when paused.
  - Tap the Stop icon to stop recording.



# Clock

The Clock app offers features for keeping track of time and setting alarms:

1. Open the Clock app and tap one of the icons at the top to use a feature:
  - Alarm: Set an alarm to ring at a specific time.
  - Clock: View the time of day or night in other parts of the world. The world clock displays time in hundreds of different cities within all 24 time zones around the world.
  - Timer: Use a timer to count down to an event based on a present time length (hours, minutes, and seconds).
  - Stopwatch: Measure intervals of time.

The world clock lets you keep track of the current time in multiple cities around the globe. To list a city on the main clock screen:

1. Tap the Clock app and tap the Clock icon at the top of the screen.
2. Tap the Globe icon at the bottom of the screen.
3. Scroll down the list to search or type in the name of the desired city.
4. Tap the boxes next to the city's name.
5. Tap the Back icon to return to the previous screen.

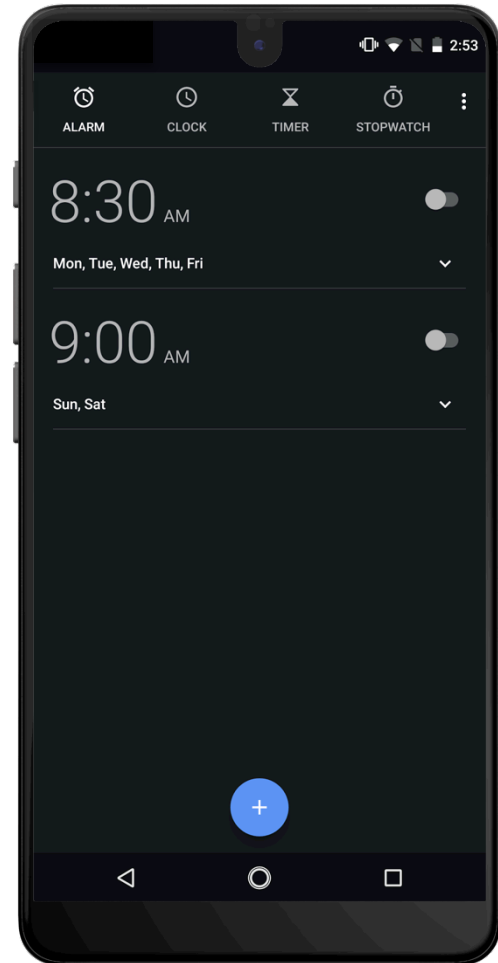
To remove a clock from the list, go back to the Globe menu and tap the highlighted boxes that are no longer desired.



## Create an Alarm

Set an alarm to ring at a specific time. You can set alarms for a single use or to recur on specific days of the week. You can also choose options for how to be notified.

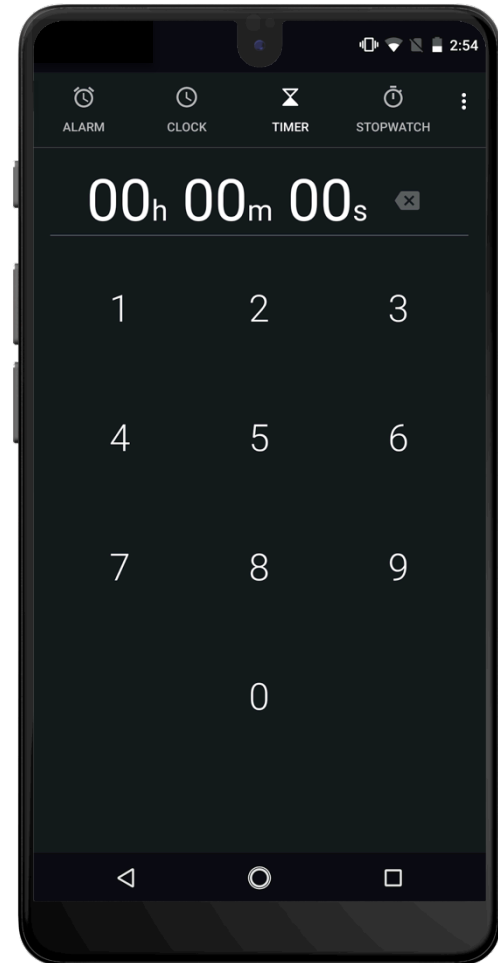
1. Open the Clock app and tap the Alarm icon at the top.
2. Tap the "+" icon at the bottom of the screen.
3. Select the desired time and tap "OK."
  - After the alarm is created, it will be listed as a one-time event.
  - Additional options can be selected such as recurrence, ringtone, and label after the alarm is created.
  - The alarm can be switched on or off using the toggle to the right or deleted by tapping the Delete icon.



## Timer

The timer provides a countdown timer for up to 99 hours, 99 minutes, and 99 seconds (100 hours, 40 minutes, and 39 seconds).

1. Open the Clock app and tap the Timer icon at the top of the screen.
2. Using the keypad, enter the desired length of time, starting with the two-digit hour followed by the two-digit minutes and two-digit seconds.
3. Tap the Play icon at the bottom of the screen to start the timer.
4. While the timer is running, the following options are available:
  - + 1:00: Add an additional minute to the timer.
  - ADD TIMER: Add an additional timer while the first runs in the background.
  - DELETE: Delete the timer in view.
  - Pause: Pause the timer.
  - Play: Resume the timer when the timer is paused.
  - Reset: Reset the timer when the timer is paused.
5. Swipe up and down the screen to see timers running, paused, or available to start.



# Stopwatch

The stopwatch lets you time events down to a hundredth of a second.

1. Open the Clock app and tap the Stopwatch icon at the top of the screen.
2. Tap the Play button to begin timing.
3. While the stopwatch is running, the following options are available:
  - Lap: Keep track of lap times.
  - Pause: Pause the stopwatch.
  - Play: Resume the stopwatch when the stopwatch is paused.
  - Reset: Reset the stopwatch when the stopwatch is paused.
  - Share: A window pops up with various ways to share the current saved time(s).

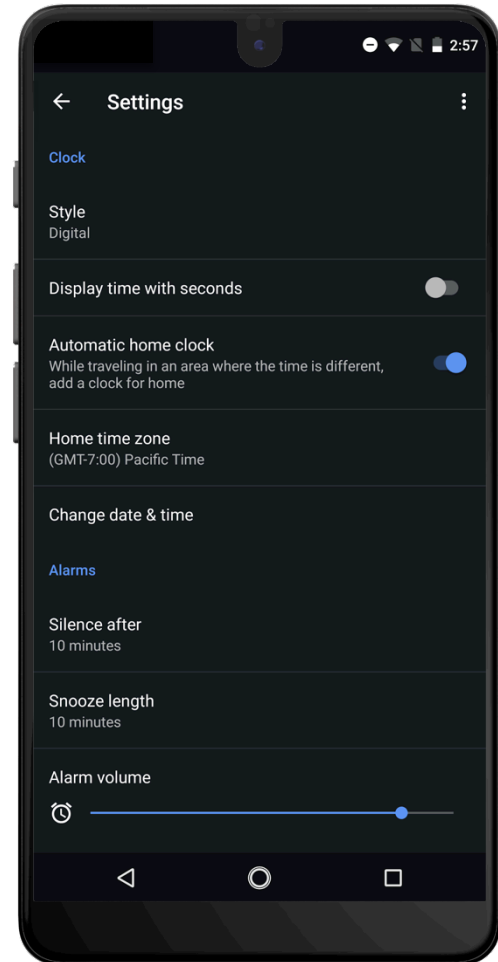




# Settings

The Settings menu controls settings for all elements within the Clock app.

1. Open the Clock app and tap the Menu icon (⋮) in the top right corner of the screen. Select "Settings" from the list.
2. Clock settings:
  - Style: Digital or Analog.
  - Display time with seconds: Yes or no toggle.
  - Change date & time: Quick link to System Settings > Date & time.
3. Alarm settings:
  - Silence after: Select amount of time before alarm stops sounding.
  - Snooze length: Select amount of time to snooze.
  - Alarm volume: Slider for alarm-specific volume.
  - Gradually increase volume: Select the amount of time the alarm will take to reach full volume selected.
  - Volume buttons: Select function of volume buttons during alarm (Snooze, Dismiss, or Control volume).
  - Start week on: Select the day the week begins.

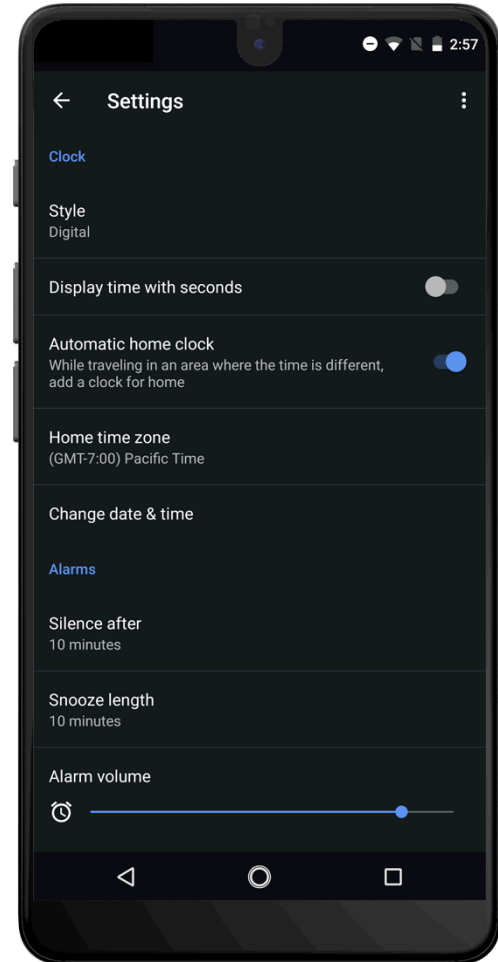


#### 4. Timer Settings:

- Timer sound: Select a sound for the timer to make when it expires.
- Gradually increase volume: Select the amount of time the alarm will take to reach full volume.
- Timer vibrate: Toggle on or off vibration with sound.

#### 5. Screen saver:

- Style: Digital or Analog.
- Night mode: Very dim display of screen saver checkbox.



# Contacts

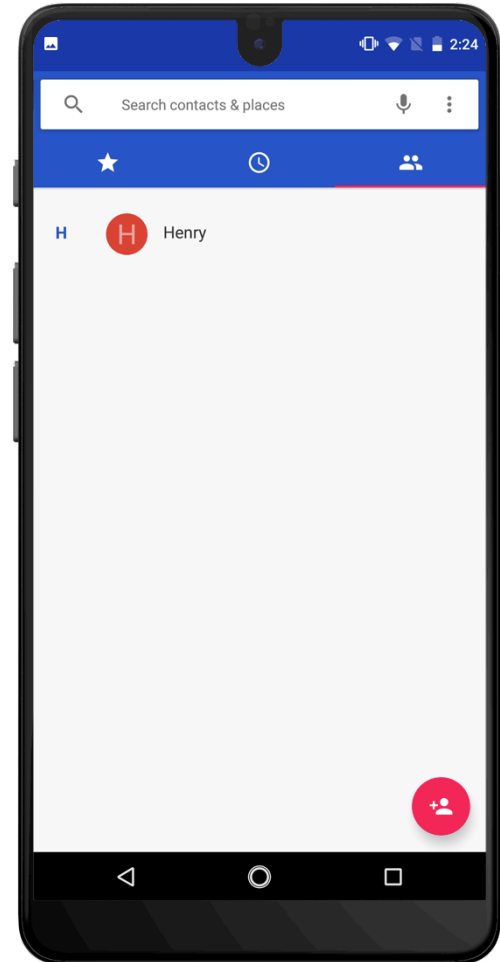
Store and manage contacts with the Contacts app, which can be synchronized with a variety of your existing personal accounts.

Note: The Contacts app is different from the “Contacts” tab in the Phone app. Although both list the contacts in your phone and accounts, the available options and functions are different.

## Add a Contact

Use the following procedure to add a new contact.

1. Open the Contacts app and tap the “+” icon in the bottom right corner of the screen.
2. Enter a name and other contact information.
  - First name, Last name, Phone and type, and Email and type.
3. Select “More fields” to reveal additional sections.
  - Phonetic last name, Phonetic middle name, Phonetic first name, Nickname, Company, Title, Address and type, IM and type, Website, Important date and type, Relationship, Notes, and Label.
4. Tap “SAVE” in the upper right corner of the screen to save the contact. Tap the “X” in the upper left corner of the screen to cancel.



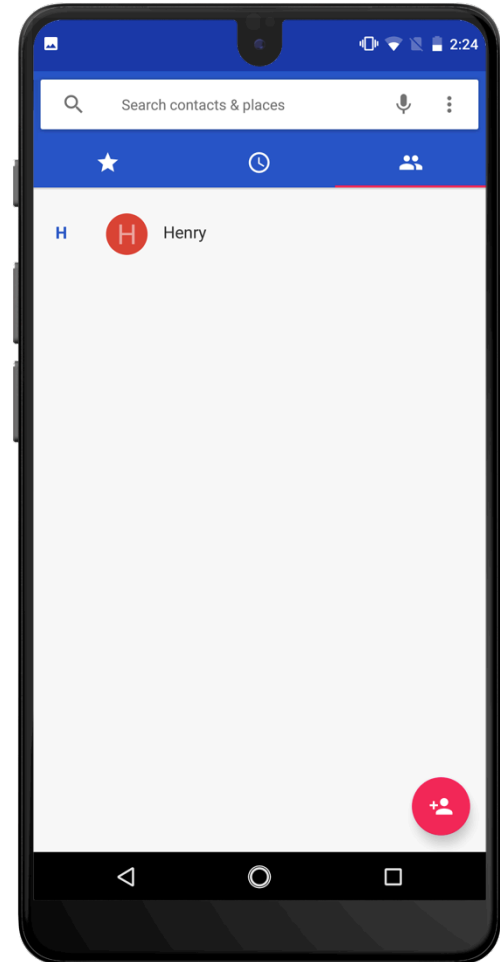
## Edit a Contact

When editing a contact, you can tap a field to change or delete the information, or you can add more fields to the contact's list of information.

1. Open the Contacts app and tap a contact to select it.
2. Tap the Pencil icon on the bottom right corner of the screen.
3. Tap any of the fields to add, change, or delete information.
4. Tap "SAVE" in the upper right corner of the screen to save the changes. Tap the "X" in the upper left corner of the screen to cancel.

## Share a Contact


1. Open the Contacts app and tap a contact to select it.
2. Tap the Menu icon in the top right corner of the screen and select "Share."
3. Choose a sharing method and follow the prompts.




## Merge or Unlink Contacts

When you have contacts from various accounts, you may have multiple similar entries for a single contact. The Contacts app lets you merge multiple entries into a single contact.

To merge contacts:

1. Open the Contacts app and press and hold a single contact until a checkmark appears to the left of it.
2. Tap one or more additional contacts until all contacts you wish to merge into one are selected.
3. Tap the  icon in the top right corner of the screen and select "Merge."


To unlink contacts:

1. Open the Contacts app and tap the contact to select it.
2. Tap the  icon in the top right corner and select "View linked contacts."
3. Select "UNLINK" in the bottom right corner of the box and select "UNLINK" in the confirmation box.


## Mark Contacts as Favorites

When contacts are marked as favorites, they are easily accessible from other apps. Favorites display together on the Favorites tab in the Phone app.

To mark contacts as favorites:


1. Open the Contacts app and tap the contact to select it.
2. Tap the outlined Star icon next to the  icon in the top right corner; it will become solid.

To remove contacts from your favorites:

1. Open the Contacts app and tap the contact to select it.
2. Tap the Star icon next to the  icon in the top right corner; it will become an outline.

## Delete Contacts

You can delete a single contact or choose multiple contacts to delete.

1. Open the Contacts app and press and hold a single contact until a checkmark appears to the left of it.
2. Tap any additional contacts that are to be deleted.
3. Tap the Trash icon in the top right corner next to the  icon and confirm when prompted.

# Phone

## Use the Dialer

1. Open the Phone app and tap the Dialpad icon at the bottom right of the screen.
2. Enter a phone number on the keypad and tap the Call icon (a phone) at the bottom of the screen to place a call.

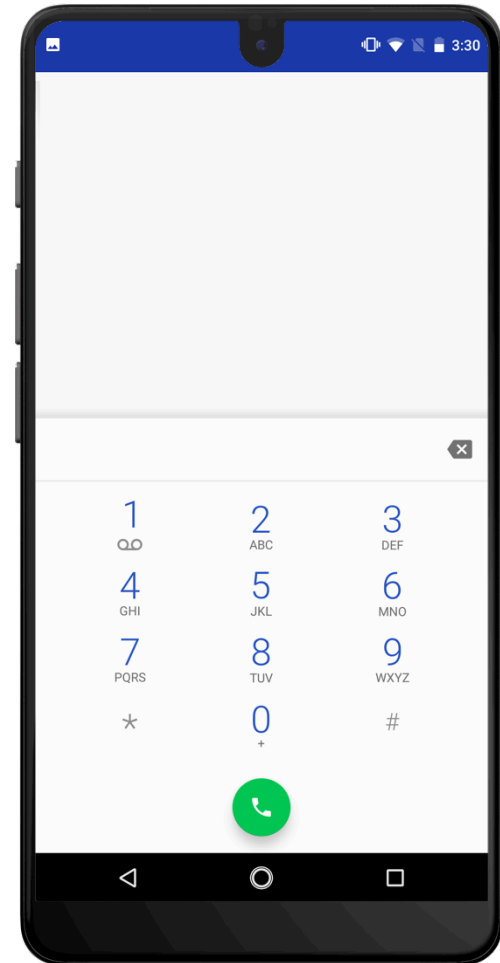
## Use the Contact List

1. Open the Phone app and tap the Contact List icon (two people) at the top right corner of the screen.
2. Tap the desired contact and tap the phone number to place a call.

## Use the Call Log

All incoming, outgoing, and missed calls are recorded in the call log. If the number or caller is listed in your contacts list, the associated name is also displayed:

1. Open the Phone app and tap the Recents icon (a clock) at the top center of the screen.
2. Tap the Phone icon to the right of the contact to place a call.



## Answer a Call

When a call is received, the phone rings and the caller's phone number or name is displayed if it is stored in the contacts list. To answer a call:

1. On the incoming call screen, swipe up from the Call icon to answer the call.
2. If an app is in use, a pop-up screen is displayed for the incoming call.

## Decline a Call

On the incoming call screen, swipe down from the Call icon to reject the call and send it to voicemail.

## End a Call

To finish a call, tap the End icon at the bottom center of the screen.

# While on a Call

## Adjust the Call Volume

Press the Volume buttons to increase or decrease the volume.

## Multitasking

If you exit the call screen and return to a Home Screen, your active call is indicated by a Phone icon on the Status Bar. You can continue your current call while you do something else, such as access the contacts list, view a recent email, or locate a picture.

To return to the call screen:

1. Drag the Status Bar down to display the Notification Panel.
2. Tap the call in progress to return to the Phone app.

## Switch to Speakerphone

Tap the Speaker icon to play the call on your phone's loudspeaker.

# Call Log

The numbers of the calls that have been dialed, received, or missed are stored in the call log.

1. Open the Phone app and tap the Recents icon at the top center of the screen.
2. A list of recent calls is displayed. If the caller is in the contacts list, the caller's name is displayed.

## Save a Contact from a Recent Call

Use recent call information to create a contact or update your contacts list.

1. Open the Phone app and tap the Recents icon at the top center of the screen.
2. Tap the call that contains the information you want to save to the contacts list.
3. Tap "Create new contact."
4. Fill out any information you want associated with the contact and tap "SAVE" at the top right corner of the screen.




## Block a Number

By adding a caller to your block list, future calls from this number will be sent directly to voicemail and messages will not be received.

1. Open the Phone app and tap the Recents icon at the top center of the screen.
2. Tap the caller that is to be added to the block list.
3. Tap the "Block/report spam" icon and confirm the selection by tapping "BLOCK."

The block list can be modified in Settings:

1. Open the Phone app and tap the  icon in the upper right corner of the screen.
2. Tap Settings and select "Call blocking" from the menu.
3. Tap the "X" icon next to a number to remove it from the list.

## Emergency Calls

You can dial the emergency telephone number in your region regardless of the phone's cellular service status.

### Make an Emergency Call

You can dial the emergency telephone number from your phone whether or not cellular service has been activated. If your phone is not activated, you can only make an emergency call.

1. Open the Phone app, enter the emergency telephone number (911 in North America), and tap the Call icon.
2. Complete the call. During this type of call, most in-call features are active.

### Make an Emergency Call from a Locked Screen

The emergency telephone number can be dialed even if the phone is locked, allowing anyone to use the phone to call for help in an emergency. When accessed from the Lock Screen, only the emergency calling feature is accessible to the caller. The rest of the phone remains secured.

1. Drag up from the bottom of the screen to reveal the passcode screen.
2. Tap "EMERGENCY" at the bottom center of the screen.
3. Enter the emergency telephone number and tap the Call icon.
4. Complete the call. During this type of call, most in-call features are active.

## Voicemail

Use the phone's voicemail feature:

1. Open the Phone app and press and hold the "1" key on the dialpad.
2. Follow the voice prompts from the voicemail center.


# Optional Calling Services

## Place a Multiparty Call

If supported by your service plan, calls can be made while another call is in progress.

1. From an active call, tap “Add call.”
2. Dial the new number and tap the Call icon.
3. When the call is answered, tap the number on hold to switch between the two calls.
4. Tap “Merge” to hear both callers at once (multiconferencing).

## Phone Settings

1. Open the Phone app and tap the  icon in the upper right corner of the screen.
2. Select “Settings” from the drop-down menu.

# Messages

Learn how to send and receive messages using the Messages app.

## Types of Messages

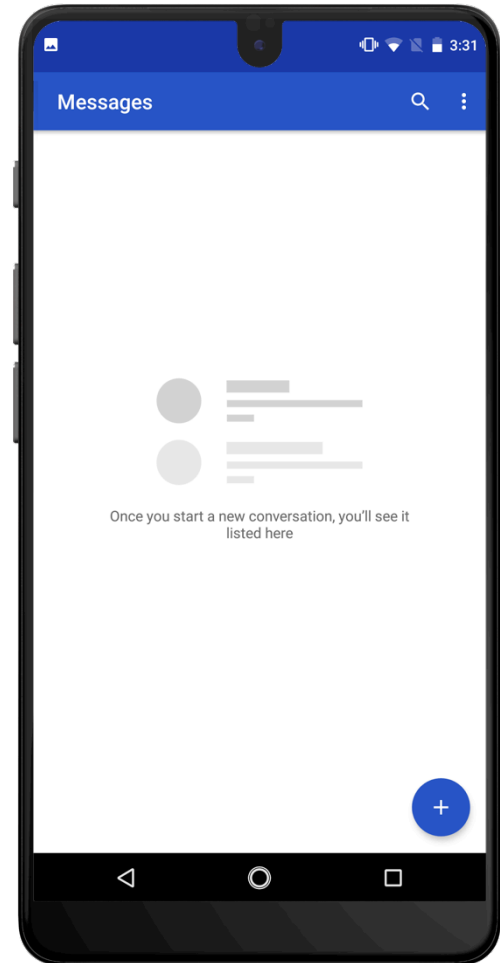
The Messages app provides the following message types:

- Text messages (SMS)
- Multimedia messages (MMS)

Short Message Service (SMS) includes sending and receiving text messages to and from other mobile phones or email addresses. To use this feature, you must have a subscription with a service provider's message service.

Multimedia Messaging Service (MMS) includes sending and receiving multimedia messages (such as pictures, videos, and audio messages) to and from other mobile phones or email addresses. To use this feature, you must have a subscription with a service provider's message service.

Messaging icons are displayed at the top of the screen and indicate when messages are received and their type.



## Create and Send Messages

How to create and send a message using the Messages app.

1. Open the Messages app and select the "+" icon at the bottom right of the screen.
2. In the "To" field, type the name of a contact or enter the phone number of the desired recipient.
  - Additional recipients may be added at any time before the message is sent.
3. Tap the "Type an SMS message" field to enter a message.
4. Tap the "+" next to the message field to add images, audio, and more to the message.
5. Tap the Happy Face icon on the keyboard to choose an available emoticon from the list and add it to the message at the cursor location.
6. Review the message and tap the Paper Airplane icon to send.

## View New Messages

When new messages are received, a New Message notification will appear on the Status Bar.

To view the message:

Open the Notification Panel and tap the message or open the Messages app and tap the new message to view it.

- To play a multimedia message attachment (audio or video), tap the Play icon.
- To scroll through the list of messages, swipe up or down the page.


## Delete Messages

1. Open the Messages app to view the list of text messages.
2. Touch and hold the message you want to delete until a checkmark appears next to it.
  - You can select a number of messages to delete at the same time.
3. Tap the Trash icon in the top right corner of the screen and confirm when prompted.

## Message Search

1. Open the Messages app and touch the Magnifying Glass icon at the top right corner of the screen.
2. Enter a word or phrase to search for. Tap any message listed to open it.

## Messages Settings

1. Open the Messages app and tap the  icon in the upper right corner of the screen.
2. Select "Settings" from the drop-down menu.

## Emergency Alerts

This device is designed to receive wireless emergency alerts from the Commercial Mobile Alerting System (CMAS), also known as the Personal Localized Alerting Network (PLAN). For more information, contact your wireless provider.

Emergency alerts allow customers to receive geographically targeted messages. Alert messages notify customers of imminent threats to their safety within their area. There is no charge for receiving an emergency alert message.

There are three types of emergency alerts:

1. Alerts issued by the President.
2. Alerts involving imminent threats to safety of life (extreme and severe).
3. AMBER alerts (missing child alert).

Users may choose not to receive imminent alerts (extreme and severe) and AMBER alerts.

Alerts issued by the President cannot be disabled.

To disable imminent and AMBER alerts:

1. Open the Settings app and select "Sound" from the menu.
2. Select "Emergency broadcasts."
  - All alerts are enabled (turned on) by default.
3. Tap the checkbox to uncheck the alert you want to disable.

# Settings

Configure your Essential Phone's various features, from adding accounts to moving around apps



# Menu

## Open Settings

Here are a couple of ways to access Settings:

- From a Home Screen, swipe up from the bottom to open the App Drawer. Scroll down to the Settings app and tap it to open.

Or:

- Drag down the Status Bar to display the Notification Panel and tap the Settings icon.

## Search for Settings

If you need to pull up a specific setting on your phone, you can search for it in the Settings menu by pressing the Search icon on the upper right corner and typing in the term you are looking for.

# Wi-Fi

## Wi-Fi

Wi-Fi is a term that refers to certain types of wireless local area networks. To connect to these sort of networks, access to a wireless access point is required.

## To Connect to a Wi-Fi Network

To locate and connect to an available network:

- From a Home Screen, swipe up from the bottom to open the App Drawer and open the Settings app.
- Tap "Wi-Fi," switch the toggle to "on," and tap the name of your network of choice.
  - If your network requires a password, a prompt will appear after selection to allow you to enter the required information. When finished, press "Connect."

## Connecting to Wi-Fi Manually

You can connect to a wireless network manually by doing the following:

- From a Home Screen, swipe up from the bottom to open the App Drawer and open the Settings app.
- Tap "Wi-Fi" and switch the toggle to "on."
- Scroll to the bottom of the page and tap "+ Add network."
- Enter your network's information:
  - Network Name: Provide your Wi-Fi network's name.
  - Security: Select the type of security your network utilizes.
  - Advanced Options: This menu allows you to enter your network's proxy and IP settings.



## Advanced Wi-Fi Options

There are many ways you can customize your Wi-Fi experience. Read on to learn more:

- From a Home Screen, swipe up from the bottom to open the App Drawer and open the Settings app.
- Tap “Wi-Fi” and switch the toggle to “on.”
- Tap “More options” and select “Advanced.”

The following options can be selected:

- Install certificates: Install network certificates
- Wi-Fi Direct: Your device looks for Wi-Fi Direct devices.
- WPS PIN Entry: Set up your device’s PIN to create a PIN-secured Wi-Fi connection with another device.
- WPS Push Button: Set up your device to connect to a Wi-Fi Protected Setup device.

## Wi-Fi Direct:

This feature allows users to connect with other devices directly through Wi-Fi, without a Wi-Fi network.

- From a Home Screen, swipe up from the bottom to open the App Drawer and open the Settings app.
- Tap “Wi-Fi” and switch the toggle to “on.”
- Tap “More options” and select “Advanced.” Tap “Wi-Fi Direct.”
- Tap the name of the device you would like to connect to.

To disconnect:

- Tap “Wi-Fi.”
- Tap “More options” and select “Advanced.” Tap “Wi-Fi Direct.”
- Tap the name of the device you would like to disconnect from.

# Bluetooth

## Bluetooth

Bluetooth is a type of software that allows for wireless, short-range communication between other Bluetooth-enabled devices, such as headsets, printers, and computers. Bluetooth can reach a range of up to 30 feet.

## Pair with a Bluetooth Device

Through pairing, your device is able to share information with another Bluetooth-enabled device. Pairing two devices is a one-time process—in the future, both devices, unless prompted, will remember each other's information, allowing them to reestablish communication without delay.

To pair devices:

- From a Home Screen, swipe up from the bottom to open the App Drawer and open the Settings app.
- Select “Bluetooth,” switch the toggle to “on,” and select the device you would like to connect to from the list of available devices.
  - Ensure that both devices are discoverable. Refer to the second device's manual, if possible, to confirm how to make it discoverable.
  - When Bluetooth is turned on, your phone will scan for nearby devices and display the results on the screen.
  - For a new scan, tap “More options” and select “Refresh.”
  - Your phone will attempt to automatically pair with the other device. The other device may prompt you for a passcode. Enter the passcode provided in the second device's manual, if needed.

# Bluetooth/Data Usage

## Disconnecting from Bluetooth:

To disconnect Bluetooth service:

- From a Home Screen, swipe up from the bottom to open the App Drawer and open the Settings app.
- Tap “Bluetooth” and switch the toggle to “off.”

## Unpair Bluetooth Devices:

If you no longer intend to connect a Bluetooth device to your Essential Phone, please do the following:

- From a Home Screen, swipe up from the bottom to open the App Drawer and open the Settings app.
- Tap “Bluetooth” and switch the toggle to “on.”
- Tap the Gear icon next to the device of your choice; on the second window, tap “Forget.”

## Data Usage

You can monitor how your Essential Phone utilizes data and set limits to conserve data. Please note that your service provider may calculate data differently than your device.

## Turn Data Saver On/Off

Data Saver allows your device to restrict data usage for certain programs running in the background. To turn this on:

- From a Home Screen, swipe up from the bottom to open the App Drawer and open the Settings app.
- Select “Data Usage” and tap “Data Saver.”
- Switch the toggle on or off.

# Data Saver

## Customize Data Saver

You can set which apps on your Essential Phone are allowed run in the background while Data Saver is on. To do this:

- From a Home Screen, swipe up from the bottom to open the App Drawer and open the Settings app.
- Select “Data usage” and tap “Data saver.”
- Switch the toggle to “on” and select “Unrestricted data access.”
- Use the toggles to enable or disable data access for your apps of choice.

If the toggle next to your app is turned on, the app will be active in the background while Data Saver is on. If it is off, the app will not be active while Data Saver is on.

## Mobile Data

You can enable or disable the use of mobile data from your Essential Phone. To do this:

- From a Home Screen, swipe up from the bottom to open the App Drawer and open the Settings app.
- Select “Data usage” and use the toggle to turn cellular data on or off.

## Alerts on Data Usage

Alerts can be set to warn you when you’re nearing your data cap for the month. To create one:

- From a Home Screen, swipe up from the bottom to open the App Drawer and open the Settings app.
- Select “Data usage” and tap “Cellular data usage.”
- Tap the Gear icon and switch the “Set Data warning” toggle to “on.”
- Select “Data warning,” type in your desired limit, and tap “Set.”

You can set the measuring unit of your data to either megabytes (MB) or gigabytes (GB) by clicking the arrow above the “Set” button.

## Reviewing Data Usage by Apps

You can keep an eye on how much data each app uses by doing the following:

- From a Home Screen, swipe up from the bottom to open the App Drawer and open the Settings app.
- Select "Data Usage" and tap "Cellular Data Usage."
- Tap the app you would like to review.

## Additional Data Options

Here are other options that will help optimize the data usage on your Essential Phone. To access them:

- From a Home Screen, swipe up from the bottom to open the App Drawer and open the Settings app. Tap "Data Usage."

You can choose from:

- **Billing Cycle:** This determines when your phone's monthly cycle resets. Note: this will not change your data provider's billing cycle in any way.
- **Wi-Fi Data Usage:** Review data used via Wi-Fi.
- **Network Restrictions:** Determine which Wi-Fi networks, when active, restrict apps from running in the background.

# Airplane Mode

Airplane Mode disconnects your device from all networks and turns off connectivity features such as phone calls, Bluetooth, and Wi-Fi. While in Airplane Mode, you are able to use applications that do not require an online connection to function.

## Turning Airplane Mode On/Off:

- From a Home Screen, swipe up from the bottom to open the App Drawer and open the Settings app.
- Tap "More" under "Data Usage" and switch the Airplane Mode toggle on or off.

# Emergency Information

This feature allows you to select certain contacts that can be reached in the event of an emergency. This information and more can be added by doing the following:

- From a Home Screen, swipe up from the bottom to open the App Drawer and open the Settings app.
- Select “Users” and tap “Emergency Information.”

You will be taken to a screen that allows you to enter basic medical information about yourself. You can enter:

- Name
- Address
- Blood Type
- Allergies
- Medications

- Organ Donor Status
- Medical Notes

You can choose which contacts can be reached in the event of an emergency by doing the following:

- From a Home Screen, swipe up from the bottom to open the App Drawer and open the Settings app.
- Select “Users” and tap “Emergency Information.” Tap the “Contacts” tab.
- Tap “Add Contact” and select one or more emergency contacts from the contact list.

Once this is done, you can view this information from your phone’s Lock Screen. Press the Power button and select “Emergency” on the Lock Screen. Tap “Emergency Information” twice to view your pertinent medical details and your emergency contact information.

# Files

To pull up any files that you may have on your Essential phone:

- From a Home Screen, swipe up from the bottom to open the App Drawer and open the Downloads app.
- Tap the icon in the top left corner to pull up different categories of files on your device.

Categories include:

- Recent Files (This will only appear if a file has been viewed recently.)
- Images
- Audio
- Videos
- Downloads
- Drive (Files stored in your Google Drive.)

## File Options

You can customize the organization of your files. The way your files are displayed can be changed by tapping the List/Tiles icon located on the upper left corner of the screen. Tap the button next to the List/Tiles option for filters to sort your files by name, date, and size.

Tap "More Options" to create a new folder and either hide or reveal the size of each file.

You can delete a file by holding down the file in question and selecting the Trash icon. If you would like to share your file, press the Share icon to the left of the Trash icon and select how you would like to send your information. When a file is selected, you can also copy, move, or select all applicable files by tapping "More Options."



# Tap and Pay

You can choose which payment app you would like to use for all purchases made through your Essential Phone device. To set this up:

- From a Home Screen, swipe up from the bottom to open the App Drawer and open the Settings app.
- Tap “Tap and Pay” and then tap “Payment Default.”
- Tap the name of the app you would like to use for all applicable purchases.

# Bluetooth Tethering

You can share your Essential Phone's internet connection with another device via Bluetooth. This is different from a mobile hotspot, as the device shares the Wi-Fi connection from a different network. To turn on Bluetooth tethering:

- From a Home Screen, swipe up from the bottom to open the App Drawer and open the Settings app.
- Press “More” under “Data Usage” and then tap “Tethering & Portable Hotspot.”
- Switch the Bluetooth Tethering toggle to “on”; ensure that your Essential Phone and the tethered device are connected via Bluetooth.

# USB Tethering

Similar to Bluetooth tethering, USB tethering also allows you to share your internet connection with another device. To enable this feature, connect your Essential Phone to another device with the supplied USB cable and complete the following steps:

- From a Home Screen, swipe up from the bottom to open the App Drawer and open the Settings app.
- Press “More” under “Data Usage” and then tap “Tethering & Portable Hotspot.”
- Switch USB Tethering toggle to “on.”

# Mobile Hotspot

Your Essential Phone can double as a Wi-Fi hotspot for other devices. Note: your data plan must have hotspot capability. Contact your mobile carrier for more information.

To turn your hotspot on:

- From a Home Screen, swipe up from the bottom to open the App Drawer and open the Settings app.
- Tap “More” under “Data Usage” and then tap “Tethering & Portable Hotspot.”
- Switch Portable Wi-Fi Hotspot toggle to “on.”

## Connecting a Device to Your Mobile Hotspot

To connect another device to your Essential Phone’s mobile hotspot:

- From a Home Screen, swipe up from the bottom to open the App Drawer and open the Settings app.
- Tap “More” under “Data Usage” and then tap “Tethering & Portable Hotspot.”
- Switch Portable Wi-Fi Hotspot toggle to “on.”
- Make sure the other device has its Wi-Fi on.
- On the other device, select your hotspot network from the list of available networks and sign in using your hotspot’s password.

## Change the Mobile Hotspot Password

To change your hotspot's password:

- From a Home Screen, swipe up from the bottom to open the App Drawer and open the Settings app.
- Tap “More” under “Data Usage” and then tap “Tethering & Portable Hotspot.”
- Select “Set up Wi-Fi hotspot”; change your password and tap “Save.”

## Configure Mobile Hotspot Settings

Your hotspot can be customized to suit your needs. To do this:

- From a Home Screen, swipe up from the bottom to open the App Drawer and open the Settings app.

- Tap “More” under “Data Usage” and then tap “Tethering & Portable Hotspot.”
- Tap “Set up Wi-Fi hotspot.”

Here, you can change the following options:

- Network Name: The name of your hotspot that other devices see.
- Security: Select the type of encryption security your hotspot will use.
- Password: If the security type you choose requires a password, enter one in the appropriate section. A default password will be provided. It can be viewed by selecting the “Show Password” checkbox.

# Mobile Networks/Location

Review different aspects of your Essential Phone's access to networks and mobile data:

- From a Home Screen, swipe up from the bottom to open the App Drawer and open the Settings app.
- Tap "More" under "Data Usage" and then tap "Cellular Networks."

Features include:

- **Data Roaming:** You can enable or disable data services when your device is roaming.
- **Preferred Network Type:** You can select which network bands your Essential Device prioritizes.
- **Access Point Names:** Choose or add APNs.
- **Network Operators:** View your network operators.

## Location:

Some apps, such as Google Maps, require location services to fully function. To turn location services on, do the following:

- From a Home Screen, swipe up from the bottom to open the App Drawer and open the Settings app.
- Scroll down and tap "Location."
- Switch Location toggle to "on."
- Tap "Mode" to determine how location is used on your Essential Phone.
  - **High Accuracy:** Uses GPS, Wi-Fi, and mobile networks.
  - **Battery Saving:** Uses Wi-Fi and mobile networks.
  - **Phone Only:** Uses GPS only.

# Location

To increase your device location's accuracy tap "More Options" and enable one or both of the following:

- **Wi-Fi Scanning:** Allows apps to scan for nearby Wi-Fi networks, even when Wi-Fi is disabled.
- **Bluetooth Scanning:** Allows apps to scan for nearby Bluetooth devices, even when Bluetooth is disabled.

## Recent Location Requests:

You can review which apps have recently requested your device's location by doing the following:

- From a Home Screen, swipe up from the bottom to open the App Drawer and open the Settings app.
- Scroll down and tap "Location."
- Tap on an app to view settings and information.

## Location Services:

Google Location History collects and uses your most recent location data to improve your experience with applicable apps such as Google Maps. This information can be seen by doing the following:

- From a Home Screen, swipe up from the bottom to open the App Drawer and open the Settings app.
- Scroll down and tap "Location."
- Switch Location toggle to "on."
- Tap Google Location History.

# Do Not Disturb

Do Not Disturb blocks all incoming alerts and notifications. The options described below allow you to customize this mode to suit your needs.

To turn Do Not Disturb on:

- Repeatedly press the Volume Down button until the Do Not Disturb icon appears.

Or:

- Pull down your Notification Panel twice to reveal Quick Settings. Tap the Do Not Disturb icon.

## Options:

To customize Do Not Disturb:

- From a Home Screen, swipe up from the bottom to open the App Drawer and open the Settings app.
- Select “Sound” and tap “Do Not Disturb.”

You can then customize what alerts, notifications, and features have priority under this mode and set up automatic rules that trigger Do Not Disturb on certain occasions.

# Languages

## Language and Input:

You can change your device's language settings by doing the following:

- From a Home Screen, swipe up from the bottom to open the App Drawer and open the Settings app.
- Tap "Languages & Input" and then tap "Languages."
- Tap "Add a Language" and choose your preferred language from the available options.

You can drag and drop your selections in the order you would like your device to prioritize them. If your primary language isn't available in an app, your Essential Phone will attempt to utilize the next language and so on. To delete a language, press the Trash icon and tap the checkbox corresponding to the language you would like to remove. Press the Trash icon again to finalize your choice.



# Accessibility

You can customize your device using accessibility settings and apps by doing the following:

- From a Home Screen, swipe up from the bottom to open the App Drawer and open the Settings app.
- Scroll down and tap “Accessibility.”

## Accessibility options

Get spoken feedback

**TalkBack:** To use touch and spoken feedback to interact with your device, you can turn on the TalkBack screen reader. TalkBack tells you about alerts and notifications and describes your actions.

**Select to Speak:** Turn on Select to Speak if you want spoken feedback only at certain times. Select items on your screen to hear them read or described aloud.

## Use a switch, keyboard, or mouse

**Switch Access:** If you have limited mobility, Switch Access provides an alternative to using the touch screen. You can use a switch or keyboard to control your device.

## Make your screen easier to see

Your device has several settings to make your screen easier to see.

**Display size and font size:** To change the size of items on your screen, adjust the display size or font size.

**Magnification gestures:** To temporarily zoom in on or magnify your screen, use magnification gestures.

**Contrast and color options:** To adjust contrast or colors, use high-contrast text, color inversion, or color correction.

## Turn on captions

**Captions:** You can turn on captions for your device and specify options (language, text, and style) for closed captioning.

# Essential Usage and Diagnostics

With this option enabled, you can help improve user experience and troubleshoot issues by allowing Essential to collect performance and log information, such as error logs, power status, app battery usage, system diagnostic logs, and reasons for reboots and network errors. For example, we may consider your app usage when analyzing your battery life or improving battery life for all users.

This information about your device and how you use it (such as battery level, app usage, and network connectivity) will be used to improve Essential's products and services for everyone, including things like battery life and app stability. For instance, if you report that your phone is dropping calls, we may troubleshoot connectivity based on your location. Some aggregated information will help partners make their apps and products better too.

If you change this setting after we have initiated a data upload, the new setting will go into effect after that process has been completed. Please see our [Privacy Policy](#) for details. Turning off this feature doesn't affect your device's ability to send the information needed for critical services, such as system updates and security.

# User Manual and Safety Guidelines



# Basic Safety

Please follow these suggestions and safeguards to decrease the chance of damage to your product, accessories, or any connected devices and to lessen the risk of harm or injury, such as from fire, burns, or electric shock:

- Use the product for its intended purposes only.
- Do not open or take apart your product, adapter, or accessories.
- Do not crush, perforate, drop, throw, or try to deform your product, adapter, or accessories.
- Do not short external contacts or circuits, expose your product or adapter to open flames or lit substances, or dispose of them in fire, solvents, or water.
- Do not use the product or adapter if they aren't working properly or have been damaged, cracked, or dropped.
- Do not expose the product or adapter to water or other liquids.
- Do not use the product while driving or in airplanes, hospitals, service stations, or professional garages.
- If the product or adapter gets wet, do not try to dry it using any household device such as an oven, microwave, or hair dryer.
- Do not twist, pinch, or tie the USB cable.
- This product is intended for use with a certified Class 2 limited power source rated: 5 volts DC, max 3 Amp; 9 volts DC, max 3 amp; or both.
- The product and charger generate heat during normal operation. Avoid prolonged, direct, or indirect skin contact, since this may result in discomfort or burns.
- Some applications or prolonged usage may increase product temperature.
- If the product feels hot, discontinue use and close all applications or turn off the product until it cools.
- Ensure that the area around the product is adequately ventilated. Covering the product affects air flow, which can trap heat and redirect it back to the product. This may affect product performance and poses a possible risk of fire or explosion, which could lead to serious bodily injuries or property damage.



# Basic Usage

When using, storing, or cleaning your product:

- Do not use or store the product or adapter in very cold or hot environments.
- Do not place the product near credit cards or key cards with a magnetic stripe.
- Unplug the product and adapter before cleaning, during electrical storms, or when unused for extended periods of time.
- Use a clean, soft, dry cloth to clean the product and accessories.
- Do not use any cleaning products to clean the product or accessories.

Some functions and services are not available in all areas and depend on your wireless plan and service provider. Apps or services that send or receive data over a wireless network may incur additional fees from your wireless service provider. Contact your wireless service provider for coverage maps, roaming charges, and any other information about available wireless service plans and offerings.

# Emergency Calls

To operate, this product relies on radio signals provided by your wireless service provider, and Essential cannot guarantee the quality, coverage, or reliability of your wireless service provider.

Never rely solely on any wireless device for emergency communications.

# Power Adapter and Accessories Safety

This product comes with a certified AC adapter.

Do not use adapters or accessories that haven't been approved by Essential for use with this product.

When unplugging the power adapter from a power outlet, pull on the adapter, not on the cable.

# Battery Safety and Disposal

This product contains a Lithium-ion polymer or Lithium-ion battery.  
Do not attempt to remove the battery.

Removal or use of an unqualified battery may present a risk of leakage, fire, or explosion.

If the battery leaks, do not allow the fluid to touch eyes, skin, or clothing. If the fluid comes in contact with eyes, do not rub them. Immediately rinse with clean water and seek medical advice.

Keep away from fire, as there is a risk of explosion.

Dispose of your product, battery, and accessories in accordance with local requirements. Do not dispose of them in normal household waste. Improper disposal may result in fire, explosion, or other hazards.



# Battery Safety and Disposal (cont.)

## European Union Waste Electrical and Electronic Equipment Disclosure



This symbol on the product, batteries, accessories, or packaging and materials means that this product and any batteries it contains must not be disposed of with your household waste. To prevent possible harm to the environment or human health from uncontrolled waste disposal, please separate these items from other types of waste, and recycle them responsibly to promote the sustainable reuse of material resources. It is your responsibility to hand this over to an applicable collection point for the recycling of batteries and electrical and electronic equipment.

This separate collection and recycling will help to conserve natural resources and prevent potential negative consequences for human health and the environment. For more information about where to drop off your batteries and electronic waste, please contact either the retailer where you purchased this product or your local government office for details of where and how to recycle in an environmentally safe manner. Business users should contact their supplier and should check the term and conditions of their purchase contract. This product and its electronic accessories should not be mixed with other commercial wastes for disposal. The batteries in this product should not be disposed of with other household waste at the end of their working life.

# Hearing Protection



Prolonged exposure to loud sounds (including music) can cause hearing loss.

To prevent possible hearing damage, do not listen at high volume levels for long periods.

# Health and Medical

This product is not designed or intended for use in the diagnosis of disease or other conditions or in the cure, mitigation, treatment, or prevention of disease.

Talk with your physician before using the product if you have any medical condition that could be affected by the product, such as seizures, blackouts, eye strain, or headaches.

When you perform repetitive activities such as typing or playing games on the product, you may experience discomfort in some parts of your body, such as your hands, wrists, neck, or shoulders. If you experience discomfort, stop using the product and consult a physician.

This product is not intended for use where the use or failure of the product could lead to environmental damage, personal injury, or death.

# Child Safety

Your product contains or comes with small parts and parts with sharp edges that may cause injury or create a choking hazard. To avoid injury or damage, do not leave your product or accessories within the reach of small children or allow them to play with them. Consult your physician if small parts are ingested.

# Environmental Precaution

Heat or direct sunlight may damage your product, overheat the battery, or create a risk of fire or explosion. Do not leave your product inside a vehicle or in places where it may get very hot.

Do not use, store, or transport your product near flammables or explosives (such as gas stations, garages, fuel depots, chemical plants or storage facilities, below deck on boats, or near demolition operations) or areas where the air contains chemicals or particles, such as grain, dust, or metal powders. Sparks in such areas could cause an explosion or fire, leading to property damage, bodily injury, or death.

To prevent damage, do not use or store your product or accessories near magnetic fields or in dusty, smoky, damp, or dirty areas.

# Pacemaker and Implantable Medical Device Precautions

This product emits electromagnetic fields and uses LTE, GSM, WCDMA, Bluetooth, and Wi-Fi technology to transmit data, which can interfere with pacemakers and other implanted medical devices. If you have a pacemaker or other implanted medical device, take the following precautions:

- Keep the product and charger more than 16 cm (6 in) from the surface of the skin near your pacemaker or other implanted device.
- Hold the product on the opposite side of your body from your pacemaker or other implanted device.
- Do not carry the product in a pocket near your pacemaker or other implanted device.
- If you suspect your product is interfering with your pacemaker or other implanted devices, or have questions about using your product with such a device, turn off your product and consult your physician.

# Hearing Aid Compatibility (HAC)

The product has been tested and rated under the American National Standard Institute (ANSI) C63.19 hearing-aid compatibility standards, which contain two types of ratings:

- M: For reduced radio-frequency interference for acoustic coupling hearing aids
- T: For inductive coupling with hearing aids operating in telecoil mode

This product is rated M4/T3. These ratings are on a scale from one to four, where four is the most compatible. A product is considered hearing-aid compatible under the FCC rules if rated M3 or M4 for acoustic coupling or T3 or T4 for inductive coupling.

HAC ratings don't guarantee that a specific hearing aid will work well with a specific product or with some newer wireless technologies. To ensure that a specific hearing aid works well with your product, test them together. If you have questions about return or exchange policies, visit <https://support.essential.com> or contact your product retailer.

# Regulatory Information

To access product certification information, on your product, go to Settings > About Phone > Regulatory labels.

## United States

This device complies with Part 15 of the Federal Communication Commission's 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.

Note: This device 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 device 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 device does cause harmful interference to radio or television reception, which can be determined by turning the device 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 device 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.

Important: Changes or modifications to this product not authorized by Essential could void (1) the electromagnetic compatibility (EMC), (2) wireless compliance of the device, and (3) your authority to operate the product.

This product has demonstrated EMC compliance under conditions that included the use of compliant peripheral devices and shielded cables between system components. It is important that you use compliant peripheral devices and shielded cables between system components to reduce the possibility of causing interference to radios, televisions, and other electronic devices.

The party responsible for FCC device compliance is:

Essential Products, Inc.

380 Portage Avenue

Palo Alto, CA 94306

+1 (888) 444-2222

Any questions or concerns about FCC compliance, quality, availability or reliability of the wireless voice or data services or connectivity should be directed to the wireless service provider to which you subscribe.



# SAR Compliance (FCC and ISED)

This device has been tested and found to meet applicable limits for radio frequency (RF) exposure.

Specific Absorption Rate (SAR) refers to the rate at which the body absorbs RF energy. The SAR limit is 1.6 watts per kilogram in countries that set the limit averaged over 1 gram of tissue and 2.0 watts per kilogram in countries that set the limit averaged over 10 grams of tissue. During testing, phone radios are set to their highest transmission levels and placed in positions that simulate uses against the head, with no separation, and when worn or carried against the torso of the body, with 5 mm separation.

To reduce exposure to RF energy, use a hands-free option, such as the built-in speakerphone, the supplied headphones, or other similar accessories. Cases with metal parts may change the RF performance of the device, including its compliance with RF exposure guidelines, in a manner that has not been tested or certified.

Although this device has been tested to determine SAR in each band of operation, not all bands are available in all areas. Bands are dependent on your wireless service provider's (and third-party roaming service provider's) wireless networks.

# Class 1 Laser Product

This product is a Class 1 laser device, which complies with 21 CFR 1040.10 and 1040.11, except for deviations pursuant to Laser Notice No. 50, dated June 24, 2007. To avoid radiation exposure, do not tamper with, open, or use this device other than as recommended. Laser module: Made in China. STS Microelectronics Co., 16 Tao Hua Rd. Futian Free Trade Zone, 518038 Shenzhen, China.



# California Notice

WARNING: This product or its packaging can expose you to chemicals including Bisphenol A (BPA), which are known to the state of California to cause cancer and birth defects or other reproductive harm. For more information go to [www.P65Warnings.ca.gov](http://www.P65Warnings.ca.gov).

# Canada

## Industry Canada statement.

This device complies with RSSs of the Industry Canada 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.

Ce dispositif est conforme à la norme CNRs d'Industrie Canada applicable aux appareils radio exempts de licence. Son fonctionnement est sujet aux deux conditions suivantes: (1) le dispositif ne doit pas produire de brouillage préjudiciable, et (2) ce dispositif doit accepter tout brouillage reçu, y compris un brouillage susceptible de provoquer un fonctionnement indésirable.



5150–5250 MHz is only for indoor use to reduce the potential for harmful interference to co-channel mobile satellite systems.

# European Union

## Simplified EU Declaration of Conformity

Hereby, Essential Products, Inc. declares that the radio equipment in this A11 smartphone device is in compliance with Directive 2014/53/EU.

The full text of the EU declaration of conformity is available at the following internet address: <https://www.essential.com/legal/eu-declaration/>

 				
BE	DK	GR	ES	FR
IE	IT	LU	NL	AT
PT	FI	SE	GB	NO
DE	CH	PL	HU	SK
CZ	CY	IS	RO	SI
EE	LV	LT	MT	LI
BG	TR	HR		

5.15-5.35GHz indoor use only.

# European Union

Supported Frequency Bands	Tx Output power
GSM 900	33.5 dBm
GSM 1800	30 dBm
WCDMA B1	25 dBm
WCDMA B8	25 dBm
LTE B1	24.5 dBm
LTE B3	24.5 dBm
LTE B7	25 dBm
LTE B8	25 dBm
LTE B20	25 dBm
LTE B28	25 dBm
LTE B38	25 dBm
LTE B40	25 dBm
LTE B42	24.5 dBm
BT 2.4GHz	9 dBm
802.11 b/g/n (WLAN 2.4GHz_SISO)	15.5 dBm
802.11 b/g/n (WLAN 2.4GHz_MIMO)	18.5 dBm
802.11 a/ac (WLAN 5GHz_SISO)	11.5 dBm
802.11 a/ac (WLAN 5GHz_MIMO)	14.5 dBm
NFC	-9.17dBuA/m@10m

# European Union

## France

Radiofrequency exposure.

This device has been tested and found to meet applicable limits for radio frequency (RF) exposure.

The SAR (Specific Absorption Rate) of mobile phones quantifies the maximum exposure level of the user to electromagnetic waves, for use at the ear. The French regulations require that the SAR does not exceed 2 W / kg.

It is recommended to use the product with a hands-free kit. Do not put the phone close to the belly of pregnant women or lower abdomen for teenagers.

It is recommended to use the product in good reception conditions, to reduce the amount of radiation received.

The radio frequency emitted by your device may interfere with some hearing aids. Before using your device, contact the manufacturer to determine whether or not your hearing aid will be affected by radio frequencies emitted by the device.

# Trademarks

The Essential logo, Essential Products, Essential, Essential Phone, and other marks are trademarks of Essential Products, Inc.

Google, Android, and other marks are trademarks of Google Inc.

LTE is a trademark of ETSI.

Wi-Fi®, the Wi-Fi CERTIFIED logo, and the Wi-Fi logo are trademarks of Wi-Fi Alliance.

The Bluetooth® word mark and logos are registered trademarks owned by Bluetooth SIG, Inc.

All other trademarks are the property of their respective owners.



# Product Limited Warranty

This Limited Warranty applies if You purchased Your Essential Products, Inc. (“EP”) device and/or accessories (collectively the “Product”) in the United States or Canada. “You” or “Your” means the original purchaser from EP or our authorized resellers or original end-user of the Product.

**Before using Your Product, please read this Limited Warranty carefully to understand Your rights and obligations, including the mandatory arbitration provision and class action waiver in the Dispute Resolution and Arbitration section below, which requires you to resolve Disputes (as defined below) with us on an individual basis and through final binding arbitration.**

**If You do not accept this Limited Warranty, do not use Your Product. Return it unused for a refund. See [www.essential.com/warranty](http://www.essential.com/warranty) for more information.**

# Limited Warranty

EP warrants that a new Product (including accessories packaged with it) will be free from defects in materials and workmanship under normal use in accordance with EP's manual and user documentation for one (1) year from the date of purchase by You. If You purchased a refurbished Product, EP warrants that the refurbished Product (including accessories packaged with it) will be free from defects in materials and workmanship under normal use in accordance with EP's manual and user documentation for ninety (90) days from the date of retail purchase by You. Collectively, the above warranties are EP's "Limited Warranty."

This Limited Warranty is available to You and is valid and enforceable only in the specified countries where the Product is sold and applies only if You purchased Your Product from EP or authorized resellers. This Limited Warranty applies only to hardware components and does not apply to software elements of the Product.

This Limited Warranty does not apply to the following:

(a) ordinary wear and tear; (b) defects or damage resulting from accident, misuse, abnormal use, abnormal conditions, improper storage, exposure to liquid, moisture, dampness, sand or dirt, neglect, or unusual physical, electrical or electromechanical stress; (c) scratches, dents and cosmetic damage; (d) defects or damage resulting from excessive force; (e) equipment that has the serial number removed, defaced, damaged, altered or made illegible; (f) defects or damage resulting from the use of the Product in conjunction or connection with accessories or equipment not approved by EP; (g) defects or damage resulting from testing, operation, installation, alteration, adjustment, or disassembly not approved by EP, including but not limited to installation of unauthorized software and unauthorized root access (including jailbreaking); (h) defects or damage resulting from external causes such as collision with an object, fire, flooding, dirt, windstorm, lightning, earthquake, exposure to nature or weather conditions (including extreme thermal or environmental conditions), theft, blown fuse, or improper use of any electrical source; (i) defects or damage resulting from cellular signal reception or transmission, or from viruses or other software problems introduced into the Product; or (j) any Product purchased outside of the United States or Canada.

Additionally, EP does not represent or warrant that (a) the functions contained in the Product will be accurate or meet Your requirements; (b) the operation of the Product will be secure, uninterrupted, error-free, or virus-free; or (c) any defects with the Product will be corrected other than as described in this Limited Warranty.



# Exclusive Remedy

If a defect arises and You return Your Product during the Limited Warranty period, EP will in its sole discretion (as permitted by law) either repair Your Product using new or refurbished parts, replace Your Product with a new or refurbished Product functionally at least equivalent to the Product, or accept the return of the Product in exchange for a refund of the price You paid for the Product. If EP repairs or replaces the Product, the repaired or replaced Product will continue to be warranted for the remaining time of the original warranty period. Please backup and then remove all personal data from the Product before returning it to EP. All returned parts for which You have received a replacement will become the property of EP. Nothing in this Limited Warranty will reduce or otherwise affect Your statutory rights in relation to the Product.

To make a claim under this Limited Warranty, visit [www.essential.com/warranty](http://www.essential.com/warranty). You must provide Your name, Your contact information, and the IMEI number, which can be found on the packaging or in the SIM tray. You will need to provide a purchase receipt.

The Limited Warranty written above is the only express warranty EP provides for the Product, and the above remedy is Your sole remedy. No oral or written information, guidelines, or advice given by EP will create a warranty. The foregoing disclaimer of warranties will apply to the maximum extent permitted by applicable law. The laws of some states or jurisdictions do not allow the disclaimer of implied warranties, so some or all of the disclaimers in this section may not apply to You. EP limits the duration and remedies of all statutory and implied warranties, including without limitation, warranties of merchantability and fitness for a particular purpose, and warranties against hidden or latent defects to the duration of this Limited Warranty.

Some jurisdictions do not allow limitations on how long an implied warranty lasts, so the above limitation may not apply to You.



# Limitation of Liability

**You expressly understand and agree that, to the maximum extent permitted by applicable law, EP and its subsidiaries and affiliates (collectively, "EP Parties") will not be liable to You under any theory of liability (whether contract, tort (including negligence), breach or failure of any warranty or otherwise) for any indirect, incidental, consequential, economic, or special damages, damages for loss of data, or damages arising out of the inability to use the Product, even if an EP Party has been advised of the possibility of such damages that may be incurred by You in connection with the Product or this Limited Warranty.**

**Some jurisdictions do not allow the limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to You. This Limited Warranty gives You specific legal rights, and You may also have other rights that vary from state to state or province to province.**

**MODIFICATION:** No employee or representative of EP or its affiliates or any third party is authorized to make any modification, extension or addition to this Limited Warranty whether by course of conduct or otherwise.

**SEVERABILITY:** If any provision or part of a provision of this Limited Warranty is unlawful, void, or unenforceable, that provision or part of the provision is deemed severable from the warranty and does not affect the validity and enforceability of any remaining provisions.

# Choice of Law and Jurisdiction

The Federal Arbitration Act, 9 U.S.C. § 1 et seq. (the "FAA"), applies to the agreement to arbitrate to the maximum extent allowable. Except as preempted by FAA, the laws of the State of California, without reference to its choice of law principles, will govern this Limited Warranty. With the exception of Disputes (as defined below) in small claims court or in arbitration, the parties consent to exclusive jurisdiction and venue in the state or federal courts located in Santa Clara County, California, for any claims arising out of a Dispute relating to this Limited Warranty.

## **DISPUTE RESOLUTION AND ARBITRATION:**

**Please read this section carefully because it requires You to submit to binding arbitration (and jury trial waiver) of any and all Disputes (other than specified intellectual property claims and small claims) with EP and limits the manner in which You can seek relief from EP. No class or representative actions or arbitrations are allowed under this agreement.**

Some jurisdictions may limit or prohibit arbitration agreements or class action waivers. If You are a resident of such a jurisdiction, the arbitration agreement and class action waivers below are not applicable to You. Instead, the provisions requiring that Disputes be heard in small claims court will apply to any claims that You may have against EP. If Your Dispute exceeds the monetary or other limits on jurisdiction of Your local small claims court, any Dispute will be heard in federal or state courts sitting in Santa Clara County, California.

Binding Arbitration; Disputes; Small Claims. You and EP agree to waive any right to a jury trial or the right to have any Dispute resolved in any court, and instead accept the use of binding arbitration, (which is either (a) the referral of a Dispute with an amount in controversy of less than \$10,000.00 to one impartial person for a final and binding arbitration, or (b) the referral of a Dispute with an amount in controversy of \$10,000.00 or more to three impartial persons for a final and binding determination); provided, however, that You have the right to litigate any Dispute in small claims court if all the requirements of the small claims court, including any limitations on jurisdiction and the amount at issue in the Dispute, are satisfied. You agree to bring a Dispute in small claims court only in Your county of residence or Santa Clara County, California. "Dispute" as used in this Limited Warranty means any dispute, cause of action, claim, or controversy arising out of or in any way related to the sale, condition, use, or performance of the Product, this Limited Warranty, or the subject matter of this Limited Warranty, including but not limited to personal injury disputes and disputes that involve third parties (such as developers of content), except any dispute, cause of action, claim, or controversy relating to Your or EP's intellectual property (such as trademarks, trade dress, domain names, trade secrets, copyrights, and/or patents). This section does not prevent the parties from seeking public injunctive relief in a court of competent jurisdiction. (continued)



# Choice of Law and Jurisdiction

No Class Arbitrations, Class Actions, or Representative Actions. You and EP agree that any Dispute is personal to You and EP and that any Dispute will only be resolved by an individual arbitration and will not be brought, whether inside or outside of arbitration, as a class or representative action, or on behalf of any other person or persons.

Federal Arbitration Act. You and EP agree that this Limited Warranty affects interstate commerce and that the enforceability of this Dispute Resolution and Arbitration section will be governed by, construed, and enforced, both substantively and procedurally, by the FAA to the maximum extent permitted by applicable law, consistent with the Choice of Law and Jurisdiction provisions above. Confidentiality. The arbitrators, EP, and You will maintain the confidentiality of any proceedings, including but not limited to any and all information gathered, prepared, and presented for purposes of the arbitration or related to the Dispute(s) therein. The arbitrators will have the authority to make appropriate rulings to safeguard that confidentiality, unless the law provides to the contrary.

Process. Our goal is to resolve claims fairly and quickly. Accordingly, for any Dispute that You have against EP, You agree to first contact EP and attempt to resolve the claim informally by sending a written notice of Your claim ("Notice") to EP by email at legal@essential.com or by certified mail addressed to: General Counsel, Essential Products, Inc., 380 Portage Ave., Palo Alto, CA 94306. The Notice must (a) include Your name, residence address, email address, and mobile telephone number; (b) describe the nature and basis of the claim; and (c) set forth the specific relief sought. Our notice to You will be similar in form to that described above. If You and EP cannot reach an agreement to resolve the claim within thirty (30) days after such Notice is received, then either party may, as appropriate in accordance with this Dispute Resolution and Arbitration section, submit the Dispute to binding arbitration administered by JAMS or, where applicable, in court. You will have the right to an in-person hearing in Your hometown area. In the case of a Dispute with an amount in controversy of less than \$10,000.00, the JAMS Streamlined Arbitration Rules & Procedures will apply. In the case of a Dispute with an amount in controversy of \$10,000.00 or more, the JAMS Comprehensive Arbitration Rules & Procedures will apply, and each party will pick one arbitrator, with those two arbitrators picking the third arbitrator, who will be the chief arbitrator. In the event that JAMS declines or is unable to administer the arbitration, You and EP agree to have the arbitration administered by the American Arbitration Association ("AAA"), or another mutually agreed-upon administrator, in accordance with the AAA Consumer Arbitration Rules. If, after making a reasonable effort, You and EP are not able to agree upon an arbitration forum, JAMS will appoint an arbitration forum or arbitrators. The arbitration will be conducted in accordance with either the JAMS Streamlined Arbitration Rules & Procedures or the JAMS Comprehensive Arbitration Rules & Procedures, as indicated above (collectively, the "JAMS Rules") then in effect, and You agree that such rules are subject to changes that JAMS may make from time to time. The JAMS Rules and other information about JAMS and arbitration are available at <https://www.jamsadr.com>, or by calling 1-800-352-5267. By agreeing to this Limited Warranty, You either (1) acknowledge that You have read and understand the JAMS Rules or (2) waive reading the JAMS Rules. You and EP agree that the terms set forth in this Limited Warranty govern the arbitration. You and EP agree that any Dispute must be commenced or filed within one year after such claim arises; otherwise, the Dispute is permanently barred.

As limited by the FAA, this Limited Warranty, and the applicable JAMS Rules, the arbitrators will have the exclusive power and jurisdiction to make all procedural and substantive decisions concerning the Dispute including the power to determine the question of arbitrability; provided, however, that this power does not include the power to conduct a class arbitration or a representative action, which is prohibited by this Limited Warranty (as stated above). The arbitrators may only conduct an individual arbitration, may not consolidate more than one person's claims, and may not preside over any form of representative or class proceeding, or any proceeding on behalf of or involving more than one person.

Fees and Award. If You initiate a Dispute, You will be required to pay a \$250 filing fee, which is approximately equivalent to current court filing fees. All costs associated with the arbitration will be paid by EP. The party that prevails in the Dispute will be required to pay the other party's fees and costs, including attorneys' fees, unless You live in California, in which case EP will pay its own fees and costs. An arbitrator's award will consist of a written statement stating the disposition of each claim and will provide a concise written statement of the findings and conclusions on which the award is based.



# Choice of Law and Jurisdiction

**Opt Out.** You may opt out of this dispute resolution procedure by providing notice to EP no later than thirty (30) calendar days from the date of Your purchase of Your Product. To opt out, You must send notice by e-mail to [legal@essential.com](mailto:legal@essential.com), with the subject line: "Arbitration Opt Out," and include in the e-mail (a) your name and address; (b) the date on which the Product was purchased; (c) the Product model name or model number; and (d) the IMEI, MEID, or serial number, as applicable, if you have it (the IMEI, MEID, or serial number can be found (i) on the Product box; (ii) on the Product information screen, which can be found under Settings; or (iii) on the Product or in the SIM tray if applicable). Alternatively, You may opt out by mailing an opt-out request with the same information to General Counsel, Essential Products, Inc., 380 Portage Ave., Palo Alto, CA 94306, postmarked no later than thirty (30) days from the date of Your purchase. These are the only two forms of notice that will be effective to opt out of this dispute resolution procedure. Opting out of this dispute resolution procedure will not affect the coverage of this Limited Warranty in any way, and You will continue to enjoy the benefits of this Limited Warranty.

**Severability and Survival.** If any portion of this arbitration section is found to be unenforceable or unlawful for any reason, (a) the unenforceable or unlawful provision shall be severed from this Limited Warranty; (b) severance of the unenforceable or unlawful provision shall have no impact whatsoever on the remainder of the arbitration section or the parties' ability to compel arbitration of any remaining claims on an individual basis pursuant to the arbitration section; and (c) to the extent that any claims must therefore proceed on a class, collective, consolidated, or representative basis, such claims must be litigated in a civil court of competent jurisdiction and not in arbitration, and the parties agree that litigation of those claims shall be stayed pending the outcome of any individual claims in arbitration. Further, if any part of this arbitration section is found to prohibit an individual claim seeking public injunctive relief, that provision will have no effect, and the remainder of this section will be enforceable.

**CONTACT INFORMATION:** This Limited Warranty is given by Essential Products, Inc., a Delaware corporation whose principal place of business is at 380 Portage Avenue, Palo Alto, CA 94306, United States.

