

USER GUIDE





Thank you for purchasing a Danew product. Your Surnaturel R500 has been designed to offer you a unique gaming experience on a smartphone. Before using the device, read carefully the operation instructions presented in this manual. It aims at familiarizing you with the technical features of your R500 in order to make operation easier.

NOTE : All information presented in this manual and on the box were current at the time of printing. However, as we are permanently enhancing our products through software updates, this manual and the box might not present all the functions of your actual product.

Pictures are for illustration purpose only and are not contract-binding.



SURNATUREL
500

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INTRODUCTION

FEATURES

Screen	IPS 2.5D Gorilla Glass 4, 5"
Resolution	Full HD 1920 x 1080 px
Processor	64 bits MT6753 OctaCore 1.5Ghz
RAM	3 Go
Internal memory	32 Go
Network	Wifi 802.11 b/g/n, Bluetooth 4.0
Camera / Webcam	13 Mpx Sony IMX214 - f/2.0 / 8 Mpx Samsung
Battery	2700 mAh
Speaker	1W / 103dB
G-sensor	G-sensor / Light-sensor / Proximity Sensor / Geomagnetic sensor
Connectors	3.5 mm audio jack / Micro USB type C
Dimensions	141.4 x 69.3 x 7.4 mm
Weight	142 g

BUTTONS & DEVICE PARTS

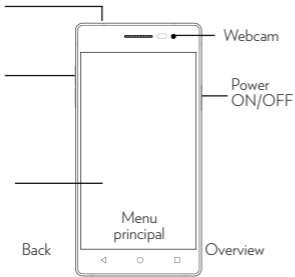
3,5 mm
audio jack

Volume
keys

Touch
screen

Back

USB Connector TypeC
(charge & PC connection)



Camera lens

Flash Led

Fingerprint reader



2

GETTING STARTED

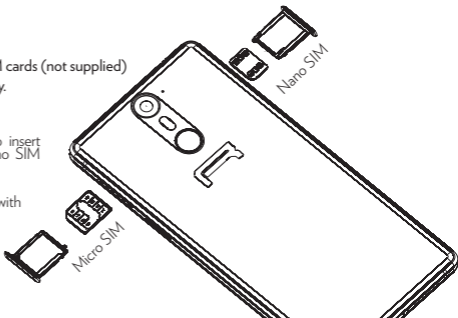
INSERT THE SIM CARD

The phone can operate two SIM cards (not supplied) simultaneously or independently.

Insert the SIM card(s),

Note : the right slot enables to insert either a memory card or a Nano SIM card.

Note : If your SIM is configured with a PIN code, enter it at start up then confirm by clicking on :



CHARGE THE BATTERY

To power or charge the phone, use only the universal charger supplied in the box (5 V 2A model). The use of unapproved charger presents the risk of electric shock or burns. If the device is damaged due to improper use, the warranty will be void.

We recommend that you fully charge the battery for the first three charge times. The battery should never be allowed to discharge fully, full discharges (under 10%) cause damage to the battery and wears it off prematurely. Since the battery is lithium-ion, you can charge it partially without a risk of damage.

Note: To avoid electrical damage, use only the universal charger supplied or a genuine Danew charger to charge the device.

MAKE OR ANSWER A CALL

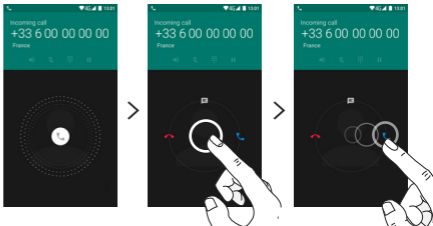
The phone enables you to make or answer a call, use options during a call and customize these functions to better fit your needs.

MAKE A CALL

Open the dial screen, dial a telephone number and press .

ANSWER A CALL

When you receive a call, drag the telephone icon to the right.



SEND SMS AND MMS

You can create and send text (SMS) or multimedia (MMS) messages.

This feature may not be available depending on your service provider. Sending or receiving messages outside your service provider's coverage area may result in additional fees depending on the plan you have subscribed to.

For more information, contact your service provider.



1. Open the messaging application.
2. Create a new message by adding recipients and type the text of your message (for SMS, go to step 4).
3. To add an item to your message, select the corresponding option, then select the element.
4. Send the message.

KEYS



BACK

Opens the previous home screen, even it is of a different application. Once returned to the home screen, you will not be able to go any further in the history.



HOME

Opens the main home screen. To open Google Now, press the button for 2 seconds.



PREVIEW



Long press : Open the list of thumbnails of the recently visited screens. To open one, click on it for a few seconds. To delete a screen from the list, slide your finger to the left or the right, or click on X.

Short press : Open the multi-desktop menu and access quick customizations (settings, wallpapers, Widgets).

MEMORY CARD*

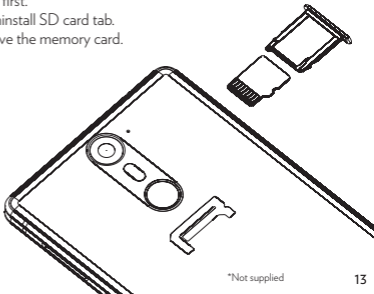
UNINSTALLING THE MEMORY CARD

To remove the memory card securely, disable it first.

- 1 Click on  >  > Device > Storage > Uninstall SD card tab.
- 2 Use the key to extract the right slot and remove the memory card.

Warning

Do not remove the memory card while a data transfer or use is in progress. It may result in data loss or corruption, or cause damage to the device and memory card. DANEW is not responsible for any losses relating to improper operation of corrupted memory cards, including data losses.



*Not supplied

SWITCH-ON

A long press on the ON/OFF button (for 5 seconds) switches the device on. The screen plays an animation of the Danew's logo before loading the interface.

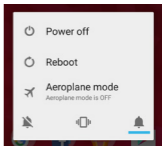
SWITCH-OFF

Press the ON/OFF button (for about 2 seconds), a window suggesting to either switch-off or restart the phone is displayed. When the battery is low, the device will shutdown automatically in order to save power.

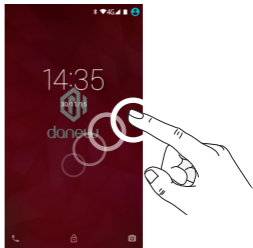
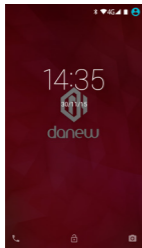
LOCK SCREEN & POWER SAVING MODE

a) Lock screen

When the device is switched on, pressing the ON/OFF button shortly will switch off the screen and enable the power saving mode or lock (after a period of inactivity, the screen switches off automatically). When this mode is enabled, the applications in use will not be closed.



To unlock the device, press the ON/OFF button, tap the screen and slide your finger in any direction.



b) Power saving

To optimize the battery life, follow the instructions below :

SCREEN

Do not use a 100% luminosity. The screen of your phone 'écran de votre appareil is a part that uses the most energy (when switched on).

In most cases, a luminosity set to 50% ensures a sufficiently comfortable operation.

To optimize the battery life, it is recommended to set an automatic standby period (in the case of inactivity). The shorter this period is, the better is your battery life. To set the standby period:

Click on  >  >  Device > Display > Standby tab.

WI-FI / BLUETOOTH

Wi-Fi and Bluetooth connections are features that use energy. To optimize your battery life, it is recommended to disable the Wi-Fi / Bluetooth when not in use. For example, when you watch a video or play music on your phone, you should disable Wi-Fi, you will then save up to 30% of batterie life.

HOME SCREEN & SETTINGS



Back Button



Home Button



Short press - Settings/Wallpapers/Widgets
Long press - Open application



Application Button



Wi-Fi

Configure Wifi settings



Bluetooth

Configure Bluetooth settings



SIM cards

Define preferences for SIM cards associated services








Data usage







View your Wifi data consumption




More


-  Display _____ Setting luminosity/standby/wallpaper/rotation
-  Sound & notification _____ Volume and sound environment settings
-  Storage _____ Storage device management and memory status
-  Battery _____ View the battery consumption
-  Apps _____ Application management


Personal


-  Location _____ Enable or disable Geolocalization services
-  Smart Wake _____
-  Fingerprint _____ Configuring fingerprint unlock
-  Security _____ Manage security options of the smartphone
-  Accounts _____ Accounts Management (Gmail, Facebook ...)
-  Language & input _____ Setting Language/Keyboard/Voice research


System

-  Date & time

 Setting Date/Time/Timezones
-  Scheduled power on & off

-  Accessibility

-  Printing

-  About phone

 Information on the firmware version

USING THE HOME SCREEN

By default, Android™ suggests four home screens. To navigate to each one, slide your finger horizontally on the screen. Each screen may contain several rows of applications (Shortcuts, Widgets...).

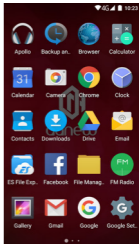
INSTALL SHORTCUTS :

1/ Drag/Drop
«applications» icons to the
main interface page.

To do so, press



The Applications page
appears.





Then press and hold your
fingerpint on the icon



and place it by sliding
your finger to the home
screen

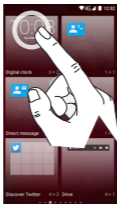


2/ Drag/drop « Widgets » icons to the main interface.

To do so, short press  .



Click on Widgets icon.



Select and hold the desired Widget



Place it on the home screen.



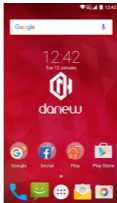
DELETE A SHORTCUT FROM THE HOME SCREEN



Click and hold the icon

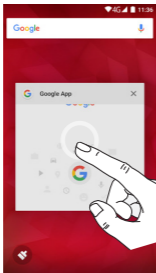


Then move it to
« X Delete ».

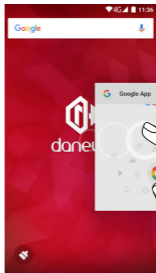


CLOSE RUNNING APPLICATIONS :

A short press on the  button for 2 seconds displays the list of running applications.



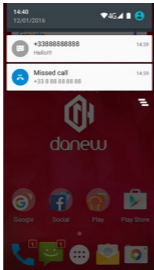
Glissez votre doigt vers la droite ou vers la gauche pour fermer les applications.



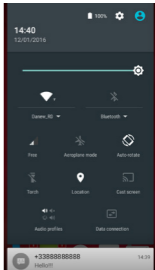
SECTIONS OF THE HOME SCREEN

The clock is located in the upper right corner of the screen. Tap and hold the clock while sliding downwards to view 2 sections.

Sliding downwards for the first time will display the notifications section.



Slide downwards again to view the quick settings section (Wifi ; Luminosity ; Rotation ; Settings ; Battery level ; Airplane mode...).



To hide a notification, slide it to the right or the left.



USB CONNECTION

When the smartphone is switched on and connected to a computer, a USB icon appears on the notifications bar. Connecting to a computer enables you to synchronize content between your smartphone and your computer. You can also view the contents of the internal memory and the memory card.

USING THE TOUCH SCREEN

Your device is equipped with a fully touch interface. The basic movements are explained below.



SELECT

Click once on an application, menu or option to run or select them.



HOLD

Maintain your finger pressing a selected item on the screen for more than 2 seconds.



MOVE

Move a selected item on the screen.



DOUBLE-CLICK

Click twice and quickly on an item on the screen.



SCROLL

Move the finger quickly in the direction of the desired movement.



ZOOM

Place your thumb and forefinger on the screen. Separate to zoom in and bring closer to zoom out.

STORAGE & FILE MANAGEMENT

There are many applications called « File Browsers » that enable you to manage your files (audio, video, documents and photos).

Android supports different storage methods like memory cards and internal memory. Applications are installed to the internal memory by default. You can use this space to create folders and organize your personal files.

The file manager also enables you to manage contents located on a memory card (microSD).

Besides the internal memory, you can also create folders to organize your files.



To move applications from the internal memory to the memory card, go to settings, then click on «applications». Select the desired application and click on «move to SD».

CONFIGURING YOUR GOOGLE ACCOUNT





The first time you open the Google application on your device, you will need to sign in with your existing Google account. If you don't have a Google account, you will be prompted to sign up.

CREATING A GOOGLE ACCOUNT

- 1 Click on  >  > Personal tab > Accounts.
- 2 Click on «Add an account» > Google > Create an account.
- 3 Enter your first and last name, then click NEXT.
- 4 Enter a username and click NEXT. Your phone connects to Google servers and checks the username availability
- 5 Enter your password and click NEXT.
- 6 Follow the instructions and enter required and optional information relating to your account
Wait for your account to be set up on the servers.

CONNECTING TO YOUR GOOGLE ACCOUNT

- 1 Click on  >  > Personal tab > Accounts.
- 2 Click on «Add an account» > Google.
- 3 Enter your email address and click NEXT.
- 4 Once the connection established, you can use Gmail™ and Google services on your device.
- 5 Once your Google account is configured, your device will automatically sync with your Web Google account (if a data connection is available).

When a connection is established, your device synchronizes with your Google services, like Gmail™, Contacts and Google Calendar. You can also use Maps, download applications from Play Store, save your settings to Google servers and benefit of other Google services on your device.

FINGERPRINT READER

To enable fingerprint recognition, your fingerprints should be recorded and stored in the device. After registration, you can set the device to use your fingerprints for the following actions:

- Unlocking the screen
- The fingerprint recognition relies on the unique character of each fingerprint to enhance the security of your device. It is unlikely that two different fingerprints can be mistaken by the fingerprint recognition sensor. However, in cases where the fingerprints are very similar, the sensor might consider them identical.

For a better fingerprint recognition

Make sure the fingerprint reader is not scratched and that the fingerprint recognition area and your fingers are clean and dry. Fingerprints with wrinkles, scars or small and thin fingers may not be recognized.

To record your fingerprints

Follow the guide on your device, in the settings / Personal tab / Fingerprint reader.

3

NETWORKING

WIFI

Your device can connect to Wi-Fi b/g/n networks.

To view WIFI settings, click on  >  > Wireless and networks tab > Wi-Fi

Enable the Wi-Fi to view available networks. The list of nearby detected networks is displayed. Select the Wi-Fi network corresponding to your router by clicking on its name, an icon indicates the power of the signal.



Once the network name selected, a new window is displayed and prompts for a manual entry of the password.


Next, click on «Connect».

Once the connection established, the Wi-Fi icon  appears in the task bar.

BLUETOOTH

To configure Bluetooth.



Click on  >  > Wireless and networks tab > Bluetooth

Enable Bluetooth to view the list of enabled and detected devices, the bluetooth icon  will appear in the task bar.

Select the desired device to start Bluetooth pairing.

DUAL SIM

Your device can operate 2 SIM cards. You can now be reached at two numbers at once! You may choose your favorite SIM for calls, outgoing SMS and MMS, and even internet access.

You can configure and modify services associated to **each SIM** through the «Double Sim Settings» menu.. To do so, click on  >  > Wireless and networks tab > SIM cards.

4

SUPPORT & WARRANTY

For firmware updates, please visit our website www.danew.com and the Support and Drivers & Manuals section. Visit the website www.danew.com the Product registration section.

For customer service requests, you should first contact the technical support in order to get the Return Merchandise Authorization RMA number. Returns without RMA number previously obtained will not be accepted. Danew reserves the right to verify that device malfunction is not a result of improper use or manipulation by the user.

Product with 1 year warranty and accessories with 1 month warranty starting from the purchase date.

TECHNICAL SUPPORT 0899 782 728

(from France)

Our technical support team will answer your questions from :

- Monday to Thursday, from 9h00 to 13h00, from 14h00 to 18h
- Friday from 9h00 to 13h00, from 14h00 to 17h.

5

SAFETY INSTRUCTIONS

The following safety instructions apply to all mobile devices. They may not be all applicable to your device. Before using this device, read the safety instructions in order to protect yourself and others from injury hazards, and prevent the damage to the device.

Warning : prevent electrical shocks, fire and explosion.

Do not use damaged plugs or electrical cords or loose electrical outlets. Do not touch the power cord with wet hands, and do not disconnect the charger by pulling the cord off. Do not bend or damage the power cord. Do not use the device with wet hands or during the charge. Avoid short-circuiting the charger or the device. Do not drop the charger or the device and prevent them from shocks. Do not use an unapproved charger to charge the device. Do not use the device during an electrical storm. The device might show malfunction and the risks of electrical discharges might get increased. Do not use the Lithium Ion (Li-Ion) battery in the event of leakage or damage. For safe disposal of the Li-Ion battery, contact your nearest customer service center.

Manipulate and dispose of the device carefully.

Only use a battery and charger approved by Danew and specially designed for your device. Using unapproved battery or charger may result in serious injury or damage to your device.

Caution : follow all security warnings and applicable regulations when using your device in places where its use is regulated.

The device should not be used nearby other electronic devices. Do not use the device near to a cardiac pacemaker. Do not use your device in hospitals or in close proximity to medical equipment to prevent the interferences that may occur. If you are using medical equipment, contact its manufacturer before using your device in order to ensure that it will not be affected by the radiofrequencies emitted by the device. Do not throw the device or the battery into a fire. Follow the applicable local regulations regarding the disposal of batteries or used devices. If you are wearing a hearing aid, contact its manufacturer to obtain more information on the risk of interferences. Switch off the device in places with potential explosion risk. Switch off your device when on board an aircraft.

For service and proper operation: Store the device in a dry place. This device should not be used or stored in areas with high atmospheric concentration of dust or micro-particles. Always place your device on flat surfaces. Do not store your device in extremely hot or cold places. It is recommended to use this device at temperatures ranging from 5 °C to 35 °C.

Do not store your device in close proximity to metallic objects, such as parts, keys or necklaces. Do not store your device in close proximity to an electromagnetic field. Do not store your device in close proximity or inside radiators, microwave, heating kitchen appliances or high pressure containers. Do not drop or expose your device to impact. In the event of overheating, do not use the device or applications for some time. If your device camera is equipped with a flash, do not use it in close proximity to people or animals eyes. Take reasonable precautions when you are exposed to artificial lights.

Prevent the risk of muscle injury resulting from repetitive movements.

When performing repetitive actions, such as hitting keys, drawing characters on a touch screen or playing a game, you may experience discomfort at hands, neck, shoulders, or any other part of your body. In the case of extended usage, hold the device without pressure, lightly click on the buttons and take frequent breaks. If the discomfort remains, stop using the device and consult a doctor.

Extend the battery and charger life.

- Do not leave the device in charge for more than one week. Overcharging might decrease the battery life.
- When not in use for an extended period, your device will progressively discharge and should be recharged before use.

- Unplug the charger from the electrical outlet when not in use.
- Use the battery only for the purpose it is designed for.

Use approved batteries, chargers, accessories and furnitures. Do not bite or bring near to your mouth the device or the battery. Do not insert your device or its accessories into your eyes, your ears or your mouth. Be careful when using the device when you are walking or moving.

Do not place the device inside your back pockets or belt. Do not disassemble, alter or repair the device yourself.

- Any modification or change to your device might result in a void warranty. If your device needs to be repaired, contact Danew's customer service.
- Do not disassemble or puncture the battery, this may result in explosion or fire.

Do not paint your device or put stickers on. To clean your device :

- Wipe your device or charger with a cloth or a rubber.
- Clean the battery terminals using a cloth.
- Do not use chemical products or detergents.

Do not use the device if the screen is cracked or broken. Use your device only for its intended use.

Do not disturb your surroundings when using your device in a public area. Keep children away from your device.

Listening at full power might damage the ear of the user and result in hearing loss (temporary or definitive, à forte puissance peut endommager l'oreille de l'utilisateur et entraîner des troubles auditifs (surdit  temporaire ou d finitive, ringing in the ears, tinnitus, hyperacusis). In order to preserve your audition, do not use the music player at full volume for more than an hour daily (at average volume). Use headsets and headphones supplied with the device.

Install the device and accessories carefully

- Make sure your mobile device and accessories are well fixed inside your vehicle.
- Do not place your device or its accessories in close proximity to airbags system location. If the mobile device is not properly installed, triggering the airbags might cause serious injury.

The device should be serviced by a qualified technician.

Take care when manipulating SIM and memory cards. Make sure emergency services can be accessed.

Protect your sensitive data. Do not transmit copyrighted material.



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