

FAQ for KULT

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Basics

1. What do the Icons mean that can be found in notifications bar at the top of my screen?

"CALLS"



"In call"



"Missed call"



"Speakerphone on"



"Mute your microphone"



"Show the dial pad"



"Put a call on hold"



"Turn on the speakerphone"

"NETWORK"



"3G Connected"



"4G LTE connected"



"Wi-Fi connected"



"Wi-Fi within range"



"Wi-Fi with non-working internet connection"



"Signal strength"



"No signal."



"Roaming"



"No SIM card"



"Unknown SIM card"



"Airplane mode"



"GPS on"

 "Location services off"

 "App update available"

 "Downloading"

 "Uploading"

 "Download successfully"

 "Emergency Alert"

"CONNECTIVITY"

 "Syncing"

 "[Have](#) Problem with sign-in or sync"

 "Mobile hotspot on"

 "USB connected"

 "USB debugging mode"

 "Bluetooth connected"

 "Bluetooth on"

 "Headset connected"

 "SD card full"

"EMAIL and MESSAGING"

 "New Gmail message"

 "New message"

 "Email not sent"

 "Message not sent"

"BATTERY"

-  "Full Battery"
-  "Charging Battery"
-  "Low Battery"
-  "Empty Battery"

"OTHER ICONS"

-  "More notification"
-  "Screenshot saved"

2. How [can I](#) move an item on the home screen?

You can move items to organize your home screen, such as an app icon. [Long-press and drag](#) an item to a new spot on the screen. [Then release](#) the item.

You can move around some items on your home screen, such as apps, widgets, and shortcuts, to suit your preferences. [Long press and drag](#) to a new spot on the screen. [Then release](#) the item.

3. How [can I switch](#) between home screens?

[You can switch](#) or see your [home screens by swiping the screen to the left or right.](#)



4. How [can I](#) organize my home screens?

There are multiple home screens that you can organize to suit your preferences. You can add and organize apps, widgets, and shortcuts on your home screens, move items to different home screens and add new home screens when you need them. You can also remove apps, widgets, and shortcuts that you don't need.

Do any of the following:

To move an app, widget, or shortcut, touch and hold the item [which](#) you want to move, then

drag it to a new spot. Release your finger to place the app, widget, or shortcut in the new spot.

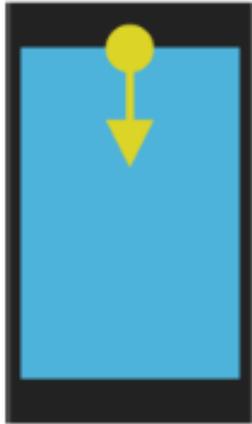
To organize your apps and shortcuts into folders, touch and hold an app or shortcut. Move the app or shortcut on top of another app or shortcut, then release your finger when the folder appears. To rename the folder, tap the folder. Tap **New folder**, then type a folder name.

To add a home screen, touch and hold an app, widget, or shortcut. Drag the item to the right edge of the screen. Hold your finger until a new home screen appears, then release your finger to place the app, widget, or shortcut on the new home screen.

To remove an app, widget, or shortcut from a home screen, touch and hold the app, widget, or shortcut, then drag the item to the **Remove** bar at the top of the screen.

5. How [can I](#) check my latest notifications?

To check your latest notifications ([such as](#) emails, text messages, etc), [you can touch the indicator icon area and drag it downwards with one finger](#). Pull down to see more notifications. Tap a notification to open it.



6. How [can I](#) change my wallpaper?

Add your favorite photo to the home screen of your device.

- 1) In the Photos app, tap a picture.
- 2) Tap  > **Use as**. If necessary, tap **More**.
- 3) Tap **Wallpaper**.
- 4) Slide your fingers apart or together to zoom in or zoom out.
- 5) Tap Set wallpaper.

Tip: To change your wallpaper, touch and hold a blank area on a home screen. Tap **Wallpapers**. Tap wallpaper. To use a picture as your wallpaper, tap **Select image** and tap a picture.

7. How can I check the IMEI number of my device?

You can check the IMEI information by touching *#06# in dial keypad, or by going to main menu -> "Settings" -> "About phone" -> "Status" -> "IMEI information".

8. How can I check the device's model, android version, Baseband version, and Kernel version?
You can check the information by accessing into menu -> "Settings" -> "About phone".

9. How can I change the language of the device?
Change language of your phone by accessing into main menu -> "Settings" -> "Language & input" -> "Language" -> Add a language-> Choose the language that you want to add. ->Press and drag the language to the top to set.

Connections

10. [How can I](#) connect to a Wi-Fi network?

[There're 2 ways to connect to a Wi-Fi network.](#)

[Way 1:](#)

Swipe down from the top of the screen twice using one finger, then tap  [to active Wi-Fi, the device will scan for available networks and display the names, touch a network name to see more details or connect to it.](#)

[Way 2:](#)

- 1) Swipe down from the top of the screen twice using one finger.
- 2) Tap  > **Wi-Fi** >.
- 3) If necessary, turn on the switch.
- 4) Tap a network.
- 5) If necessary, do one of the following:
 - i. Enter the password for the Wi-Fi network, then tap **Connect**.
 - ii. To connect to a Wi-Fi network at work, enter your username and password, then tap **Connect**.

11. Why I can't connect to a Wi-Fi network?

Start by checking the following:

- 1) Verify that Wi-Fi is turned on. [Swipe down using one finger for twice](#) > Tap  > **Wi-Fi**.
- 2) Try turning airplane mode on and off. Swipe down [using one finger for twice](#) > Tap  > **More**. Turn the **Airplan mode** switch on and off.
- 3) Check that your password for the Wi-Fi network is correct.
- 4) Turn off your device, then turn it on again.
- 5) Delete the information used to connect to the Wi-Fi network, then try to connect again.

Swipe down [for using one finger for twice](#) > Tap  > **Wi-Fi**. Tap a network, then tap

Forget.

- 6) Verify [if](#) mobile hotspot mode is turned off. If mobile hotspot mode is on, your device can't connect to a Wi-Fi network. Swipe down [using one finger for twice](#)>Tap  >

More > Tethering & portable Hotspot.

- 7) Unplug your modem or router for 15 seconds, then plug it in again.
- 8) Try connecting your device to another Wi-Fi network at another location. If you can connect to another Wi-Fi network, the problem might be specific to the Wi-Fi network at the original location.

If you still can't connect, [you can](#) contact your Internet service provider [for help](#).

12. [How can I](#) connect to the mobile network?

Insert a SIM card into your device. Your device should automatically connect to the mobile network.

Before you begin:

To connect to the mobile network, airplane mode must be turned off.

Your device is designed to connect automatically to your service provider's mobile network after you insert your SIM card into your device. If your device doesn't connect automatically, you can manually select the mobile network.

- 1) Insert your SIM card into your device.
- 2) If necessary, swipe [using one finger for twice](#).
- 3) Tap  > **More > Mobile networks > Network Operators.**
- 4) Tap a network.

To turn off your mobile network connection, turn on airplane mode.

13. Why I can't connect to the mobile network?

Verify that airplane mode is turned off, or try switching to another mobile network.

Try the following:

- 1) Check [if](#) airplane mode is turned off. Swipe down [using one finger for twice](#)>Tap  > **More.**
- 2) Try switching to another mobile network. Swipe down [using one finger for twice](#)>Tap  > **More > Mobile networks > Network Operators.** Tap a network.
- 3) Check that the SIM card is inserted correctly in your device.

14. [How can I](#) pair and connect my device with a Bluetooth enabled device?

Before you begin:

Make sure that you turn on Bluetooth technology on the device that you want to connect to.

- 1) Swipe down [using one finger for twice](#).
- 2) Tap  > **Bluetooth.**

- 3) If necessary, turn on the switch.
 - 4) To pair the devices, in the **Available devices** list, tap the device name, and complete the instructions on the screen. If you are prompted to enter a pairing code, try entering 0000 or 1234, or check the documentation that came with the device.
 - 5) To connect the devices, in the **Paired devices** list, tap the device name.
- Your devices are ready to communicate over the Bluetooth connection.

Apps

15. [How can I](#) download an app on Google Play™?

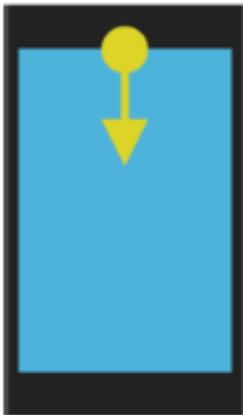
To download apps, your device must be connected to a internet connection.

- 1) Open the Google Play™ store app.
- 2) If necessary, sign in with your Google™ account.
- 3) Browse or search for an app that you want to download.
- 4) Tap the app, then tap **Install**.

Settings

16. [How can I](#) open Quick Settings?

In Quick Settings, you can access settings for the torch, connections, notifications, screen brightness, and more. To open Quick Settings, swipe down using one finger for twice.



17. [How can I](#) use Locks, passwords to protect my data?

There're several types of locks, PINs, and security features that you can use to help protect the data on your device. One of the easiest ways to protect your data is to set a screen lock. Some security features on your device require that you set a screen lock before you set up the security feature. Other security features, such as data encryption, use your screen lock to add an extra degree of security to your device.

Screen lock

A screen lock helps prevent someone else from unlocking your device and accessing your

data. When you set up a screen lock, you [can](#) set whether the screen lock must be entered to turn on the device.

Some security features, such as Smart Lock, require that you set up a screen lock before you set up the feature.

There're several types of screen locks to choose from. Each type is designed to provide a different level of security.

Password: A secure password can contain letters, numbers, and symbols. A password is designed to be a strong screen lock that is difficult for someone else to figure out.

PIN: A PIN must contain a minimum of four numbers. The more numbers there're in your PIN, the more secure your screen lock.

Pattern: A pattern is a continuous line that connects four or more dots on a grid. You trace your pattern to unlock your device.

Swipe: A swipe gesture can unlock your device.

Fingerprint: You can touch the fingerprint scanner to unlock your device quickly. If you use this type of screen lock, you must also set up a backup screen lock (password, PIN, or pattern).

Smart lock

The Smart Lock feature lets you set up your device to remain unlocked when it's connected to a trusted Bluetooth enabled device or when you are carrying it in your hand, pocket, or bag. The Smart Lock feature also allows your device to remain unlocked when it is in a familiar location, such as your home or workplace.

The Smart Lock feature is a convenient way to access the data on your device, but it doesn't confirm that the device owner is the person using the device.

You must have a screen lock set before you can set up the Smart Lock feature.

SIM card lock

You can set up a PIN for your SIM card, which you can use to help prevent unauthorized use of your SIM card in another device. For example, if you lose your SIM card and someone tries to use it in another device, the SIM card can't be used unless the PIN is entered correctly.

Google™ account and factory reset protection

The factory reset protection feature uses your Google™ account information to help protect the data on your device. If your device is lost or stolen, the factory reset protection feature is designed to prevent someone else from being able to set up your device for use, even if that person tries to reset your device to its factory settings. The device must be set up using the same Google™ account information that was set up on the device before it was reset.

To use the factory reset protection feature, you must set up a screen lock and you must add your Google™ account to your device.

18. [How can I](#) change my device settings?

Your Kult device is designed to provide you with extensive customization and control. Get acquainted with the options and discover more about what your device can do.

- 1) Swipe down using one finger for twice.
- 2) Tap a setting or, to see more settings, tap 

Tip: To find a setting quickly, tap  , then type the setting that you're looking for.

19. How can I extend battery life?

Try turning off connections that you aren't using, changing your sleep settings, or dimming the screen.

By default, to save battery power, your device goes to sleep when you aren't using it, and apps that you don't use regularly are put in standby mode.

If your battery is still draining more quickly than expected, you can change device settings to extend battery life. Swipe down using one finger for twice->Tap , then change any of the following settings.

Turn off network connections that you aren't using.

When your device is outside a wireless coverage area, you can turn off your connection to the mobile network or to Wi-Fi so that your device doesn't search for a wireless network signal continuously.

In the device settings, do any of the following:

To turn off all connections, tap **More**. Turn on the **Airplane mode** switch.

To turn off Wi-Fi only, tap **Wi-Fi**. Turn off the switch.

Delete saved Wi-Fi networks

- 1) In the device settings, tap **Wi-Fi**.
- 2) Tap a Wi-Fi network, then tap **Forget**.

Shorten the length of time before your device goes to sleep.

- 1) In the device settings, tap **Display**.
- 2) Tap **Sleep**, then tap **15 seconds** or **30 seconds**.

Dim the screen.

- 1) In the device settings, tap **Display > Brightness level**.
- 2) On the slider, drag the slider handle to the left.

Decrease the volume

- 1) In the device settings, tap **Sound**.
- 2) On the **Media volume**, **Alarm volume**, or **Ring volume** sliders, drag the slider handle to the left.

Turn on battery saver

If your device is low on battery power, you can turn on battery saver to limit features that use the most power, such as vibration, location services, and data services. You can set battery saver to turn on automatically when your battery power reaches a certain percentage.

Note: When battery saver is turned on, some applications and messaging services that rely on syncing might not update unless you open them.

- 1) In the device settings, tap **Battery > Battery saver**.
- 2) Turn on the switch.

- 3) To turn on battery saver automatically when your device is low on battery power, tap **Turn on automatically**. Tap a percentage.

Turn on battery optimization

By default, battery optimization is turned on for most apps and features. If you turned off battery optimization for an app, you might want to turn it back on again, at least until you have a chance to charge your device.

- 1) In the device settings, tap **Battery** >  > **Battery optimization**.
- 2) Tap an app.
- 3) Select the **Optimize** option, then tap **Done**.

20. [How can I](#) check my battery power level and usage info?

The percentage of battery power remaining for your device appears next to  on the upper-right corner of the screen.

You can see which apps and features are using the most battery power and how much battery power you have left.

- 1) Swipe down from the top of the screen once using two fingers, or twice using one finger.
- 2) Tap  > **Battery**

21. How can I use split screen?

- 1) Touch Recents button  in the bottom right corner of screen, the recently used applications appear.
- 2) Drag one of the applications to the top to use split screen.
- 3) Touch Recents button to switch between apps
- 4) You can also double click the Recents button to jump the last opening app.

22. How can I turn on USB debugging?

To turn on the USB debugging, you can follow below steps.

- 1) Go to "Settings" -> "About phone" -> "Build number"
- 2) Touch the Build number no less than 7 times.
- 3) When you see a warning that mentioned developer mode already turned on
- 4) Back to "Settings" again, you will find the "Developer options"
- 5) Activate "Developer options"
- 6) Activate "USB debugging".

23. What should I do when I insert or remove SIM card?

- 1) Power off your device
- 2) Insert or remove your SIM card
- 3) Restart your device

Note: Please don't insert or remove your SIM card while your cell phone is power-on.

Otherwise, you may damage the SIM card.

Media

24. [How can I](#) take a photo?

To make sure that your photo looks the best on other devices or a computer screen, hold the camera in landscape mode to take a photo.

The Camera can detect face and focus on face automatically. The focus follows the largest face when multiple faces are detected. If you want the focus to follow a different face, tap a face.

1) In the Camera, do any of the following:

To zoom in or zoom out, slide your fingers apart or together on the screen.

To change the focus, tap the area of the screen that you want to focus on.

Tap white button on screen to take picture.

Tip: You can also take a photo by pressing the **Volume** key.

You can view your photos in the Google Photos™ app or Gallery app.

25. [How can I](#) share a photo?

You can use the Photos app to share your special moments with friends, family, and other contacts.

1) In the Photos app, tap the photo that you want to share.

2) Tap 

3) Tap a method for sharing.

26. [How can I](#) record a video?

To make sure that your recorded video looks the best on other devices or a computer screen, hold the camera in landscape mode to record the video.

1) In the Camera, swipe left for Video.

2) Do any of the following:

To zoom in or zoom out, slide your fingers apart or together on the screen.

To access your recording settings, such as video size or the option to turn on high frame rate, tap rectangular icon at the top of the screen.

3) To start recording, tap red button. To take a photo while you record a video, tap white button.

4) To stop recording, tap red button again.

You can view your videos in the Google Photos™ app and gallery app.

27. [How can I](#) take a screen shot?

To capture the image or text displayed on your screen, press and hold the Volume down and Power keys at the same time. Your screen shot is saved in the Photos app.

To find your screenshot, in the Photos app, tap  > **Photos**. Screenshots are saved in the **Screenshots**.

Calls

28. [How can I](#) change my ringtone?

You can change the ringtone to one of the default ringtones included on your device or use a ringtone that you download.

1) Swipe down using one finger for twice.

2) Tap  > **Sound** > **Phone ringtone**.

3) Tap a ringtone then tap **OK**

Tip: To use a song or a custom sound as your ringtone, move the .mp3 file you want to use to the **Ringtones** folder on your device.

29. How can I change ringtone to vibration?

To activate Vibrate, press volume [down](#) key until you feel the phone vibrate.

To resume normal ringtone, press volume [up](#) key.

30. How can I adjust the volume of media, alarm and ringtone quickly?

Press the volume down key and touch the arrow.

You will see the Volume bar of each sound. Drag the slider to your preferred volume.

31. How can I set priority interruptions?

1) Touch "Settings" icon from the Home screen or under main menu.

2) Touch "**Sound**".

3) Touch "Do not disturb"

You can set priority interruptions by checking **Events and reminders/Calls/Messages**.

You can also set interruptions mode **when calls and notifications arrive**.

32. [How can I](#) make a call?

In the Phone app, do one of the following:

To dial a number, tap . Enter the number. Tap .

To call a contact, tap . Tap a contact. Tap the number.

33. [How can I](#) block a caller?

1) In the Phone app, tap  at the top right corner.

2) Tap Settings > Blacklist > Add a Number

3) Add a number manually.

34. [How can I](#) turn off all sounds and notifications except calls and alarms?

- 1) Swipe down from the top of the screen twice using one finger.
- 2) Tap  > **Priority only**.
- 3) Tap **More Settings**> **Priority only allows**.
- 4) Turn off the **Reminders** and **Events** switches.
- 5) Tap **Messages** > **None**.
- 6) To allow calls, tap **Calls** > **From anyone**.

Tip: You can also silence notifications by pressing the **Volume down** key once more when the volume slider is at the lowest setting. **Do Not Disturb** turns on and all notifications except alarms are silenced.

Backup & Reset

35. How can I back up my data with phone?

Back up data through the following steps.

- 1) Go "Settings"
- 2) touch "**Backup & reset**"
- 3) activate "Back up my data" in the open window

36. How can I perform a factory reset on my phone?

You can follow below steps to reset your phone in the boot status.

- 1) Go to "Settings"
- 2) Touch "**Back up & reset**"
- 3) Touch "**Factory data reset**" to start.
- 4) Touch "**RESET PHONE**" in the open window
- 5) Touch "**ERASE EVERYTHING**" to start.

Warning: this action will erase all your personal information and downloaded apps.