

MOBILE PHONE

Model number: MK241

**If there is any technical assistance required,
please call the
hotline at (+48) 32 325 07 00,
or email us at serwis@maxcom.pl
Our website:
<http://www.maxcom.pl/>**

The Set Includes

GSM Mobile Phone
Charger
USB Cable
2000mAh Battery
Headset
User Manual
Quick User Guide

Keeping the original package is recommended as it might be used for transport.

Keep the receipt as it is necessary for warranty.

Important – The telephone works in the GSM 900/1800, WCDMA 1/8, LTE 1/3/5/7/8/20/38. Prior to switching on the phone, a SIM Card should be inserted.

Mobile phone GSM 900/1800, WCDMA 1/8, LTE 1/3/5/7/8/20/38.

- VoLTE and VoWiFi support (depends on operator)
- Wi-Fi
- Calendar with online synchronization
- KaiStore
- Partner applications including Google Search, Google Maps, YouTube, Google Assistant and Facebook
- Anti-theft function
- Web browser
- Backlighting keys
- Colour screen 320x240 px
- Cameras: 2MPix and VGA
- microSD card support up to 32 GB
- Loudspeaker
- Phonebook
- Loud ringing
- Bluetooth 4.1
- Radio FM
- Torch
- Calculator
- Unit converter
- Alarm clock
- Battery 2000 mAh
- Standby time: up to 900 hours*
- Talk time: up to 10 hours*

*depends on signal strength.

1. Safety Precautions

Reading the guidelines below will minimize the risk of misusing the phone.

- **USING** – The telephone emits electromagnetic field that might negatively interfere with other electronic devices including medical equipment.
- Never use the phone wherever such use is prohibited, in hospitals, airplanes, refuelling points or at proximity to flammable materials. Using the phone in such places might expose others to danger.
- Never use the phone without a headset while driving.
- A device and its accessories might contain small parts. Keep the phone and all parts out of reach of children.
- **SERVICE** - Never repair nor modify the phone on your own; all repairs should be made by authorized service only.
- **CLEANING** - Never clean the phone with any chemicals or corrosives.
- **TORCH** – Never look directly into the beam of light.
- **HEARING AID**– If you have a hearing aid, the phone volume should be carefully adjusted in line with the hearing aid sensitivity.
- **ELECTRONIC MEDICAL EQUIPMENT** – Your phone is a radio transmitter, that might interfere with the performance of electronic medical equipment or implants, heart pace makers, insulin pumps, etc. Keeping a distance no shorter than 15 cm between the phone and the implant is recommended. To learn more about it, contact your health care provider or manufacturers of such medical equipment.

- **WATERPROOF** – The phone is NOT waterproof. Keep it dry at all times.
- **DUSTPROOF** – The phone is NOT dustproof, never use the phone in the area with increased level of dust. Protect the phone against metal chips, that might cause the device to malfunction.
- **DISPLAY SCREEN** – Avoid pressing too hard on the LCD display screen and using sharp tools; otherwise the display screen might be damaged. • Never use any metal objects to press the battery contacts together as doing so might cause an explosion.
- Never expose the phone to either low or high temperature, direct sunlight, and high humidity. Never place the phone next to heating devices such as radiators, heaters, ovens, furnaces, camp fires, barbeque, etc.
- **PROTECT YOUR HEARING!** Prolonged exposure to sounds of high volume might damage your hearing. Listen to music at a moderate level, and do not keep the phone too close to an ear, while using a speakerphone. Lower the volume prior to using headphones.



2. Installation

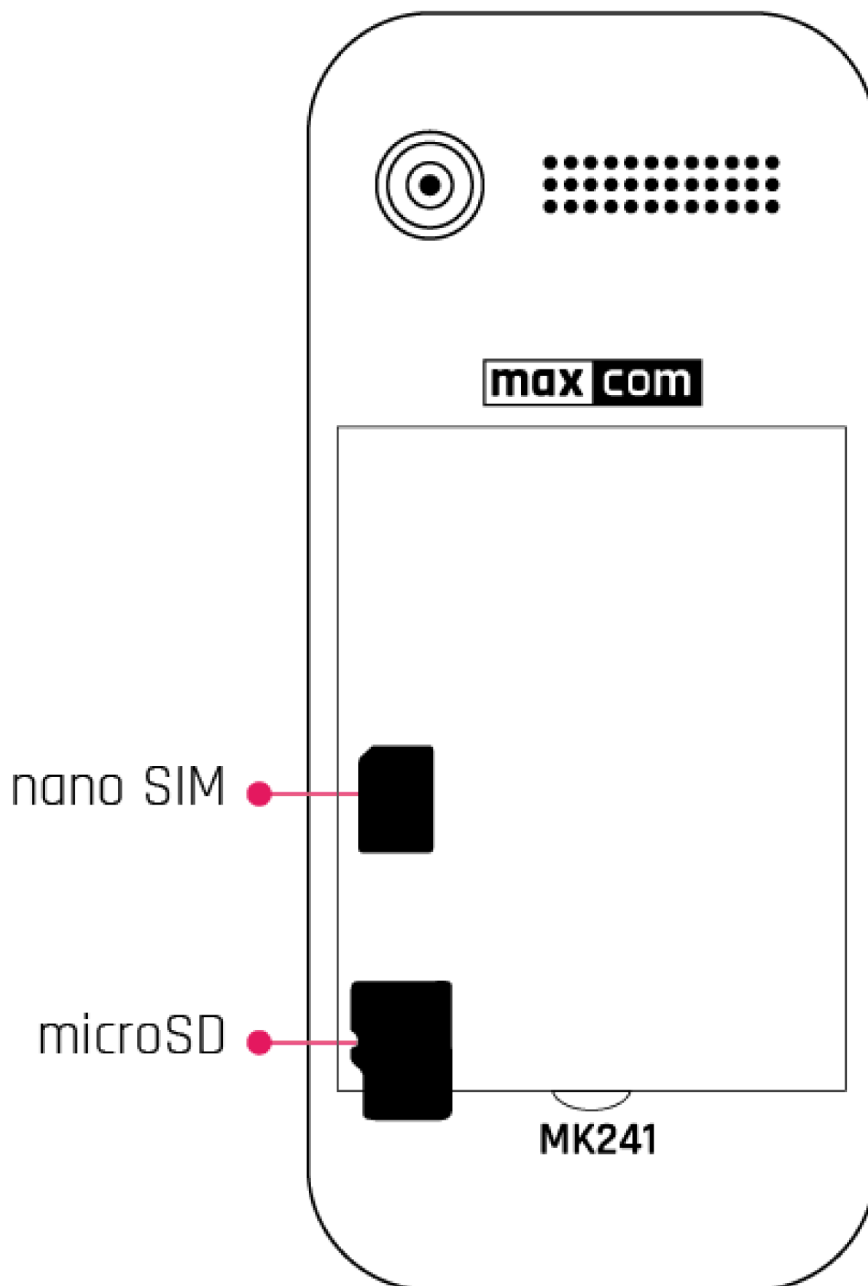
Before turning on the phone the SIM card should be installed. Please pay attention not to damage SIM card when inserting into slot. SIM cards should be kept out of child reach.

2.1 SIM card, memory card and battery installation

Phone is equipped with nanoSIM slot. If you have different size of SIM card without possibility to change the size yourself, please contact your operator who should provide you with correct SIM card.

In order to insert SIM card please follow these steps:

- When phone is turned off, open the battery cover. Start by lifting the bottom corner
- Take out battery
- Slide down metal cover of SIM card slot
- Place nanoSIM in the slot according to drawing. Make sure that notch is facing upwards
- Close metal cover of SIM card slot and slide it up to secure SIM card in place
- Memory card microSD can be inserted similarly to SIM card. Memory card slot is placed towards the back of the phone.



Be careful while using memory cards especially while inserting and removing the card. Some memory cards must be formatted on a computer before the first use. Regularly make backup copies of data stored on cards used in other devices, if you use SD Cards! Misuse or other factors might damage the card or make the card lose its content

- Insert the battery so that the contacts +/- will go to the front of the phone.

- After placing the battery close the battery cover carefully and make sure you heard “click” sound

2.2 Charging

Never use a charger or battery that is damaged or not manufactured by the Manufacturer. Accessories of different type or modifications might damage the phone and might give basis for violation of regulations pertaining to radio devices, and might void the warranty.

When the battery is discharged, there will be an icon of the empty battery displayed on the screen. To charge the battery, plug the charger to the power outlet and to the phone. The battery icon will show little bolt symbol as long as the battery is being charged. Important! While charging, the air temperature must be between 0°C and +40°C. After certain time, batteries wear out; therefore, their performance time will get shorter and shorter over time.

In order to charge phone:

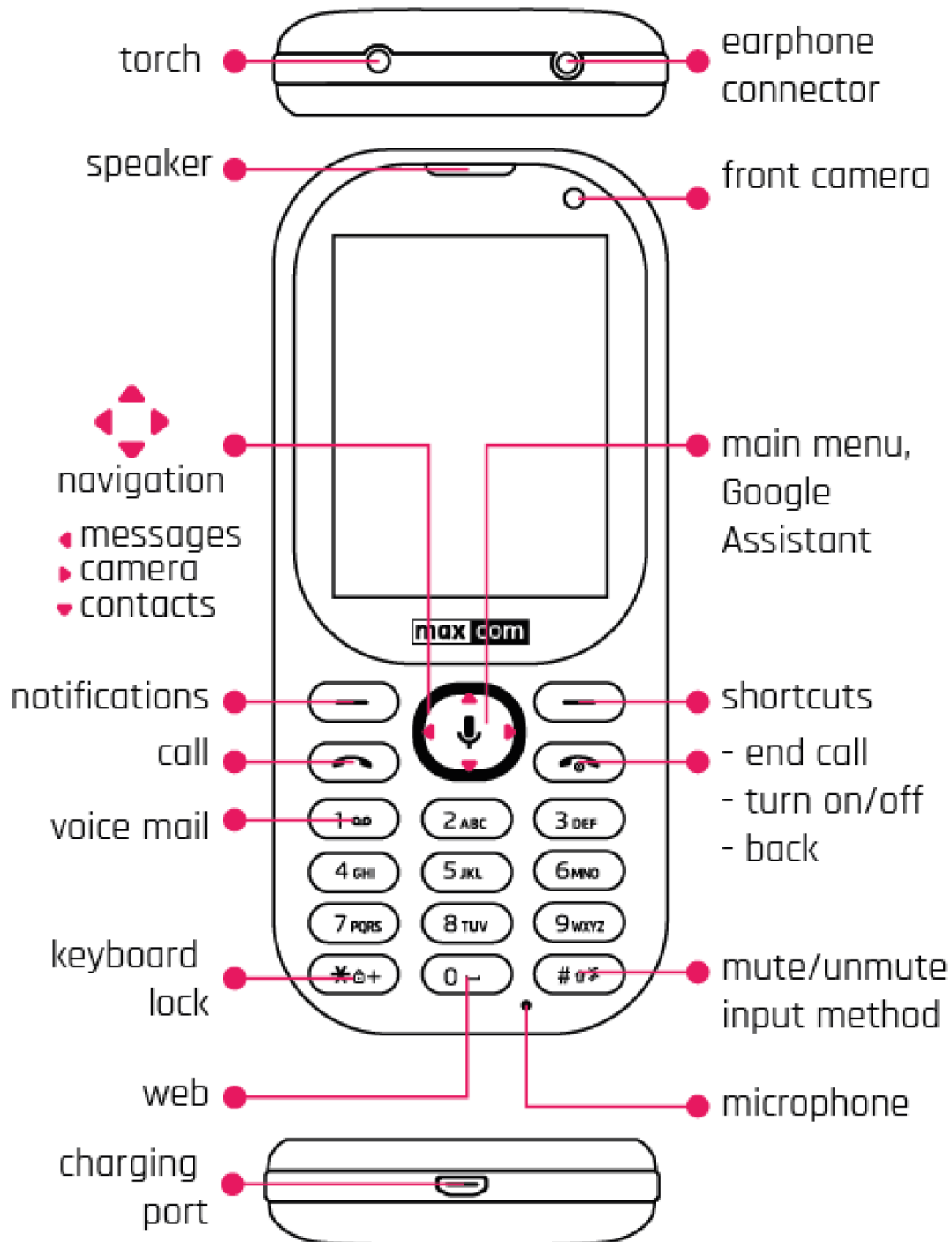
1. Plug charger into power outlet
2. Plug charger cable into charging port at the bottom of the phone. On battery icon you will be able to see little bolt symbol
3. When phone will be fully charged unplug charger from power outlet and cable from phone

Attention:

- Before starting charging make sure the battery is properly installed
- During charging do not take out battery

- If battery voltage is too low, phone will turn off automatically.
- If the battery is completely flat, you will have to charge it for several minutes before you are able to turn on the phone

3. Phone description



4. Using the phone

4.1 Turning on the phone

Press and hold Red button to turn on the phone

You might be asked to insert PIN code. You will find it in the SIM starting set from your Operator.

After typing the code confirm it with OK button.

Warning:

If PIN & PUK codes were not provided along with the SIM Card, contact your service provider.

If the PIN has been inserted incorrectly 3 times, the SIM will be locked, and entering the PUK will be required.

On the first launch of the phone with selected SIM card (or after restoring factory settings) you will be asked several configuration questions.

First please choose **language** that you would like to use on the phone. At this step you can also turn on text-to-speech settings.

In the second step you can choose to login to one of available WiFi networks.

Next you will be asked if you agree to participate in anonymous data gathering in order to improve your experience. If you don't agree, please uncheck "Yes, I want to help".

Finally you will have to accept Kaiostech Inc. terms and conditions to use the phone.

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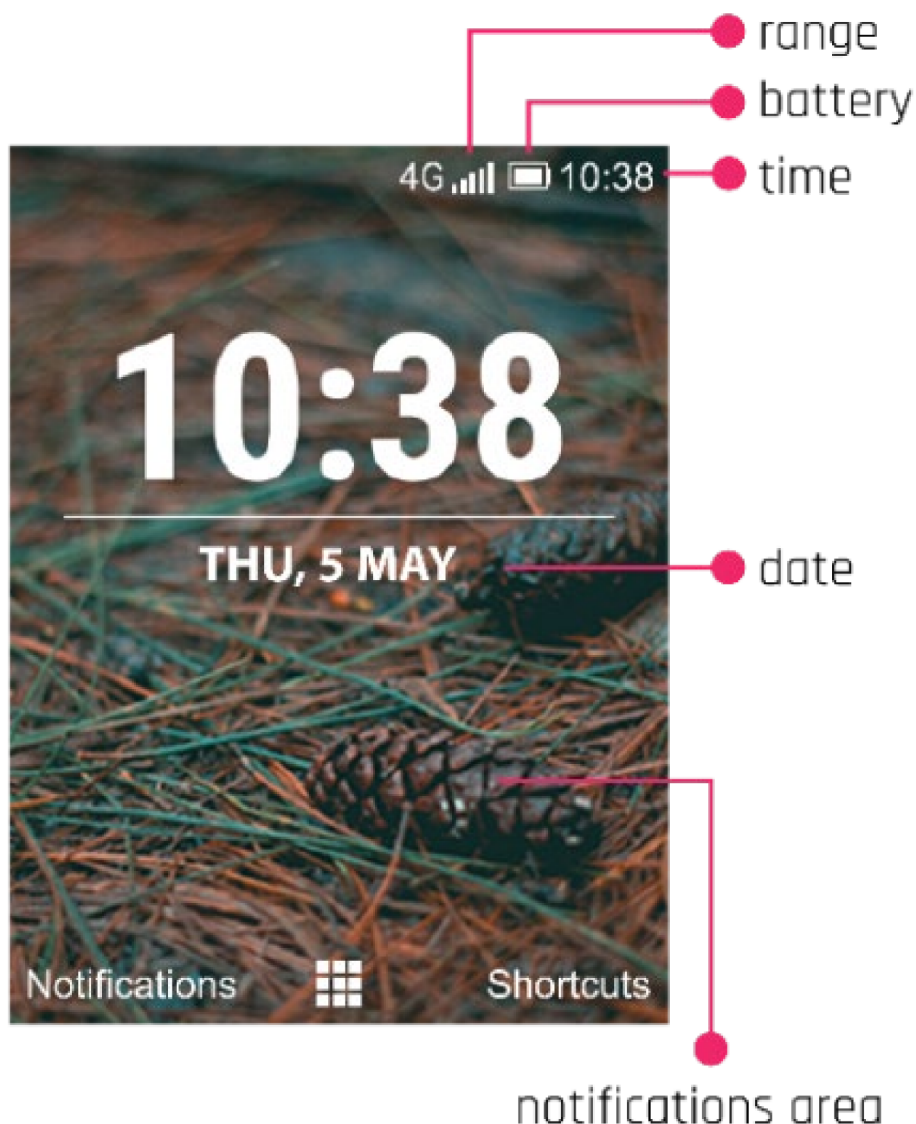
4.2 Turning off and restarting

In order to turn off the phone press and hold Red button and choose whether you want to turn off or restart the phone.

4.3 Standby mode

When phone is turned on and no actions are taken it is in the standby mode. You are able to see current time and date.

Screen description



Icons on the screen:

	Number of notifications
	Roaming
	No service
	No SIM card/SIM card error
	Only vibrations
	Turned off sounds
	Battery empty
	Battery low
	Battery full
	Charging
	Battery full and connected to charger
	2G coverage
	GPRS coverage
	4G coverage
	VoLTE coverage
	VoWiFi coverage
	Data transfer
	Downloading file

	WiFi turned on
	WiFi connected
	Bluetooth turned on
	Bluetooth connected
	GPS turned on
	GPS connected
	Data roaming
	Airplane mode
	Alarm turned on
	Hotspot turned on
	Hotspot turned off
	Earphone set connected
	Wireless earphone set connected
	Call forwarding
	Call over Wifi



Connected via USB

4.4 **Keyboard lock**

In order to lock keyboard in the standby mode press and hold “*” key. You do not have to unlock the keyboard to answer a call. In phone setting you can change after what time the keyboard should lock automatically.

5. Main Menu

In order to enter main menu, press HOME navigation key when in Standby mode. Use UP/DOWN/LEFT/RIGHT navigation keys to move around the menu. To confirm choice please press OK (HOME) key. To go back please press Red button.

6. Searching contacts

1. Enter MENU and choose Contacts or in the standby mode press DOWN key.
2. Start typing name of the contact you are looking for
3. Phone will jump to contacts starting with the latter you typed. Use UP/DOWN key to choose desired contact

By pressing “#” key you can change the input method

7. Calling

7.1 Calling a number

1. Input the number you want to call
2. Press Green button or HOME button to start the call
3. To hang up press Red button.

While entering foreign numbers, always enter “+”(instead of “00”) prior to entering the actual number.

7.2 Choosing number from phonebook or last calls

In the standby mode please press DOWN key to enter phonebook. Using UP/DOWN keys choose desired contact. Press Green key to call the number.

In the standby mode please press Green key to enter call log.

7.3 Receiving calls

In order to pick up incoming call press Green key.
In order to reject incoming call please press Red key.

8. SMS and MMS messages

8.1 Writing and sending texts

1. Enter MENU and choose Messages -> New to open editor.
2. Enter message and choose to who do you want to send the message by choosing contact from list or typing number directly.

Changing input method. In order to change input method(numbers, small/capital letter/Predictive mode) keep pressing „#” key. To change the language press and hold „#” key.

By holding “#” key you can change input language. First you need to select what languages you would like to use. You can do it in the main setting of the phone.

8.2 Reading and replying to texts.

When unread message icon will display on the screen or you want to check previous messages in MENU choose Messages and navigate to desired thread. You will be able to read the whole message history with chosen contact and well as perform additional actions.

9. KaiStore

In the KaiStore you can find many useful apps and games. The database of available apps is constantly growing so we encourage you to check it from time to time to see what is new.

After downloading any app it will appear in the main menu.

Internet connection is necessary to operate KaiStore.

10. Camera

To take a picture in the default settings turn on camera application and press HOME key. In order to zoom in/zoom out use UP/DOWN keys.

Immediately after you take the picture you can jump to gallery where you can edit the picture, share it with friends or set as wallpaper.

By pressing „Options” in the camera mode you can switch between main camera and front camera or change mode to video recording.

11. Web browser

To use internet open the browser app.

By default you can navigate page with clickable arrow pointer.

In order to switch to smooth scrolling mode press “2” and then use “1” or “3” keys to zoom in/zoom out.

By pressing options you can change volume, refresh page or manage bookmarks.

12. Calendar

After opening the calendar app you will see today's date. Press HOME screen again to display full calendar. Using navigation keys you can move between date and times. When you choose desired time and date press "Add" to add event to calendar. By pressing "Option" you can switch between Week/Month/Day view.

In calendar settings you can set up synchronization with i.e. Google Calendar and choose how often synchronization should occur.

13. Music

Music app allows to play music stored in the phone memory or on the memory card. This application can also run in the background allowing you to listen to music and use other apps at the same time.

14. FM Radio

In order to use FM Radio you have to plug in headset included in the set.

After Radio app is launched for the first time phone will ask you to search for available stations.

This application can also run in the background allowing you to listen to the radio and use other apps at the same time.

15. E-mail

E-mail app allows to use any email service provider. In order to properly configure email account please refer to provider of your email account.

16. Change language

If you accidentally change language go to standby mode and press following combination of keys:

- HOME
- Right (x2)
- Down (x7)
- HOME
- Right
- Down (5x)
- HOME (2x)

Choose language from list.

17. Memory

In the Memory tab in the Main Settings you will find USB memory settings. If you want to access your phone memory from computer via USB cable you have to switch USB Memory to ON.

18. Account

In the Account tab in the Main Settings you can manage your KaiOS account and turn on Antitheft feature.

After you create KaiOS account and turn on antitheft function go to website

<https://services.kaiotech.com/antitheft/> in order to remotely lock your phone or turn on ringing.

19. Safe use

Please read the following rules. Noncompliance with such regulations might be dangerous or illegal.

Read the entire User Manual to get more information.

- Switch off the phone in proximity to chemical plants, refueling points, and other places that might store explosives.
- Devices and accessories might contain small parts. Keep the phone away from children.
- Use a headset while driving, for your safety.
- Switch off the phone prior to boarding an aircraft. Keep it off while in the air.
- Be careful while using the phone in proximity to devices such as heart pace makers, hearing aids and other medical equipment if their work might be interfered by the phone.
- Only original accessories are covered under warranty.
- Never attempt to disassemble the phone on your own. For any problems related to the device, contact the Manufacturer.
- Never charge the phone if the battery is not in place. For your safety, never talk on the phone while charging.
- Charge the phone in well ventilated areas; keep the device away from flammable and explosive materials.
- To prevent demagnetizing, keep the phone away from any item containing magnet such as credit card or magnetic discs.
- Keep the phone dry at all times. If wet or eroded, contact the Manufacturer.
- Avoid using the phone in too low or high temperature or exposing the device to direct sunlight. Never place the phone next to heating devices such as radiators, heaters, ovens, furnaces, camp fire, barbeques, etc. Never expose the phone to sun, high humidity or dusted air. Keep it away from metal chips

- that might cause the phone to malfunction.
- Do not use liquids or rags soaked in detergents to clean the phone.
- Wireless phones might be easy to catch interferences that might impact their performance.
- Use ONLY accessories and batteries recommended by the Manufacturer. Never use incompatible accessories nor batteries.
- The product shall only be connected to a USB interface of version USB 2.0
- Adapter shall be installed near the equipment and shall be easily accessible.
- The plug considered as disconnect device of adapter
- The device complies with RF specifications when the device used at 5mm from your body.

20. Battery information

There is a battery in the phone. The battery can be recharged using a charger that is included in the set.

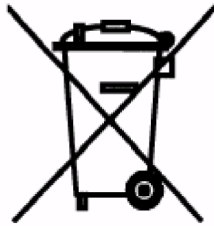
The battery life depends on conditions in which the phone is used. Your distance from a relay transmitter, number and the length of phone calls significantly Reduce the battery life. While on the go, the phone switches between relay transmitters and such switching also significantly affects the battery life.

After multiple charges and discharges, it is natural for the battery to eventually lose its ability to hold charge. Get a new battery if you notice a significant drop in the battery performance.

Use only batteries recommended by the Manufacturer.

Never leave the charger connected longer than 2-3 days.

Never keep the phone in excessively hot places.



High temperatures might negatively impact both the battery and the phone.

Never use a battery that is clearly damaged. Doing so might cause a short circuit, and might damage the phone. Check

battery installation for proper polarization.

Leaving the battery in excessively hot or cold places will Reduce the battery life. The recommended storage temperature range is between 15°C and 25°C. Installing a cold battery into the phone might cause the phone to malfunction and might damage the phone.

CAUTION : RISK OF EXPLOSION IF BATTERY IS REPLACED BY AN INCORRECT TYPE. DISPOSE OF USED BATTERIES ACCORDING TO THE INSTRUCTIONS.

21. SAR information

Information about the impact of radio waves and Specific Absorption Rate [SAR]. This phone model has been designed to meet all international standards pertaining to the impact of radio waves as recommended by international guidelines. These guidelines were developed by the International Commission on Non-Ionizing Radiation Protection (ICNIRP), an independent scientific organization with a safety margin to protect all people regardless their age and health condition. Such guidelines use a unit of measurement called Specific Absorption Rate (SAR) – actual absorption.

As recommended by ICNIRP, the border value of SAR for portable equipment is 2,0 watts per kilogram (W/kg), and it is an average value per 10g of tissue. SAR value is determined at the maximum transmit power and in the full spectrum of frequencies covered by research; the actual SAR value while the product is working might be much lower than the maximum level. Such discrepancies result from automatic changes in device power necessary to ensure that the device operates at a minimum power level required to be connected with network.

This device was tested for typical body-worn operations. To comply with RF exposure requirements, a minimum separation distance of 5mm must be maintained between the user's body and the handset, including the antenna. Third-party belt-clips, holsters, and similar accessories used by this device should not contain any metallic components. Body-worn accessories that do not meet these requirements may not comply with RF exposure requirements and should be avoided. Use only the supplied or an approved antenna.

In case of this model, the highest SAR value in tests is:

Highest value of SAR		
	Device next to head	Device next to body
GSM 900	1,42	1,514
GSM 1800	0,443	1,453
WCDMA 8	0,744	0,924

WCDMA 1	0,646	1,661
LTE 20	0,424	0,62
LTE 8	0,664	0,739
LTE 3	0,564	1,65
LTE 1	0,434	1,021
LTE 7	0,217	1,427
LTE 38	0,099	0,388
WLAN 2.4G	0,43	0,272

SAR values might also vary due to various reporting and testing requirements in different countries as well as to different frequencies in a certain network.

22. RF specification

Function	Operation Frequency	Max RF output power:	Limit
BT(BLE)	2402MHz~2480MHz	-0.03dBm	20 dBm
BT (BR+EDR)	2402MHz~2480MHz	5.26dBm	20 dBm
Wi-Fi (802.11b/g/n 20)	802.11b/g/n20: 2412MHz~2472MHz;	17.8dBm	20 dBm
GSM/GPRS/ EGPRS 900	Tx(Uplink): 880MHz~915MHz; Rx(Downlink): 925MHz~960MHz	32.86dBm	class4 (33±3dBm)
GSM/GPRS/ EGPRS 1800	Tx(Uplink): 1710MHz~1785MHz; Rx(Downlink): 1805MHz~1880MHz	30.75dBm	Class1 (30±3dBm)
WCDMA Band 1	Tx(Uplink): 1920MHz~1980MHz; Rx(Downlink): 2110MHz~2170MHz	22.37dBm	Class3 24 (dBm) +1,7/- 3,7 (dB)
WCDMA Band 8	Tx(Uplink): 1920MHz~1980MHz;	22.37dBm	Class3 24 (dBm) +1,7/- 3,7 (dB)

	Rx(Downlink): 2110MHz~2170MHz		
FDD-LTE Band 1	Tx(Uplink): 1920MHz~1980MHz; Rx(Downlink): 2110MHz~2170MHz	22.93dBm	Class3 23 (dBm)+2/- 2(dB)
FDD-LTE Band 3	Tx(Uplink): 1710MHz~17 85MHz; Rx(Downlink): 1805MHz ~1880MHz	22.19dBm	Class3 23 (dBm)+2/- 2(dB)
FDD-LTE Band 7	Tx(Uplink): 2500MHz~2570MHz; Rx(Downlink): 2620MHz~2690MHz	21.93dBm	Class3 23 (dBm)+2/- 2(dB)
FDD-LTE Band 8	Tx(Uplink): 880MHz~915MHz; Rx(Downlink): 925MHz~960MHz	23.46dBm	Class3 23 (dBm)+2/- 2(dB)
FDD-LTE Band 20	Tx(Uplink): 832MHz~862MHz; Rx(Downlink): 791MHz~821MHz	23.95dBm	Class3 23 (dBm)+2/- 2(dB)
TDD-LTE Band 38	Tx(Uplink): 2570MHz~2620MHz;	22.66dBm	Class3 23 (dBm)+2/- 2(dB)

	Rx(Downlink): 2570MHz~2620MHz		
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This product can be used across EU member states.

23. Protect your Environment

Important: The phone is marked in compliance with the European Directive of 2012/19/EU and the Polish Act on Waste Electrical and Electronic Equipment, and with the symbol of waste electricals. Such a symbol tells us that the device, after use, must not be disposed of in the normal household waste stream.

Important: Never throw the phone nor accessories to municipal solid waste!!! The product should be utilized in authorized places only

As the product contains hazardous components, improper storage and use of such equipment might lead to serious consequences harmful for both people and natural environment. To avoid such consequences, proper handling of waste electrical and electronic equipment is essential.

To recycle materials used to produce the phone packaging, follow the local recycling regulations in your area. The set contains a Li-ion battery. Old



batteries pose environmental risks. They should be disposed of at a special place in a special container in compliance with current regulations. Never throw old batteries or chargers

to municipal solid waste, they should be collected for disposal.

NEVER PUT BATTERIES AND CHARGERS INTO FIRE!

24. Terms of warranty

The phone is covered under the warranty; proof of purchase is necessary to use such warranty. There is a charge for repair of phones damaged due to misuse, electrostatic discharge or lightning strike. Any attempts to fix or modify the phone by the User will void the warranty!

The above information is presented for information purposes only.

This Manual is for information purposes only. Some features and options presented in this Manual might vary depending on software installed and the country. If any technical assistance is required, we strongly encourage you to contact the technical department at +48 32 325 07 00 or via email at serwis@maxcom.pl

Our website: <http://www.maxcom.pl/>

Important: The battery performance depends on local network environment, SIM Cards, and the conditions in which the phone has been used. The Manufacturer shall not be liable for any problems or issues arising from misuse, abuse, or using the phone in violation of this User Manual.

Important: The Manufacturer reserves his right to make updates or modification without prior notification. Trademarks mentioned or used in this material remain a sole property of their owners

25. Simplified Declaration of EU Conformity

Maxcom S.A. hereby declares that radio equipment: mobile phone MAXCOM MK241 is in line with directive 2014/53/EU and with directive 2011/65/EU (RoHS). All essential radio test suites have been carried out.

Full text of EU Declaration of Conformity is available on website: www.maxcom.pl or can be made available on demand.

Operating Temperature: 0° C to +35° C

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