

# ASPERA



**GEM** 

User Manual



# **ASPERA GEM**

*User Manual*



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## **Technical specifications**

Quadcore 1.5Ghz Processor

5.5" IPS HD+ Display, 18:9 1440x720 Display Ratio

Android™ 9.0 Pie

Fingerprint Sensor and Face Recognition

Dual 4G SIM

3G 850/900/2100Mhz

4G Bands 1/3/5/7/28 a+b

8MP RF + 5MP FF Camera

Bluetooth 5.0

2GB RAM & 16GB ROM

2500mAh battery

Dimensions: 150mm x 72.5 mm x 9.3 mm

Micro SD card slot, expands storage capacity up to 64GB (Not included)

## **General and Safety Information**

### **Profile**

Please read this manual carefully to help you make the most of your phone. Aspera Mobile may change features of this mobile phone without prior written notice and reserves the final right to interpret the performance of this mobile phone. Due to different software and network operators, display on your phone may be different, please refer to your phone for details.

### **Lost Device**

If your phone has been lost or stolen, notify your network service provider as soon as possible and ask for the SIM card to be disabled (network support is required). This can avoid economic loss caused by unauthorised use.

### **Safety Warning - Road safety comes first!**

Do not use the mobile phone in hand-held mode while driving. Use hands-free fittings when calls are unavoidable while driving. In some countries/states, dialling or receiving calls while driving is illegal, regardless of hands-free status. You will need to ensure you are obeying road safety laws by checking the laws of the state/country you are driving in.

### **Switch off in aircraft**

Wireless devices can cause interference in aircraft. Please make sure to only use your phone when switched to Aeroplane mode when in an aircraft. Go to Menu > Settings > Network Settings and tap on Aeroplane mode.

**Switch off before entering risk areas**

Strictly observe the relevant laws, codes, and regulations on the use of mobile phones in risk areas.

Turn off your mobile phone before entering a place susceptible to an explosion, such as an oil station, oil tank, chemical plant, or a place where a blasting process is under way.

**Observe all special regulations**

Follow any special regulations in force in any areas such as hospitals and always switch off your phone whenever it is forbidden to use it or when it may cause interference or danger. Carefully use your mobile phone near medical apparatuses, such as pacemakers, hearing aids and some other electronic medical devices, as it may cause interference to such apparatus.

**Interference**

The conversation quality of any mobile phone may be affected by radio interference. An antenna is built inside the mobile phone and located near the microphone. Do not touch the antenna area during a conversation; this will cause conversation quality to deteriorate.

**Qualified service**

Only qualified Aspera personnel or approved agents may install and/or repair phone Aspera equipment. Installing or repairing the mobile phone and/or parts by yourself may be dangerous and will lead to breakage of warranty terms.

**Accessories and batteries**

The Aspera GEM box will come with an Aspera charger and battery. The recommended charging time for the Aspera GEM is three to four hours when the battery is low or depleted. We recommend to not leave it charging overnight, as this may damage or deteriorate the battery over time.

Please note the device is only warranted when used with Aspera authorised cables, plugs, and batteries supplied for this device.

**Headset earphones**

The Aspera GEM box will include a pair of earphones. It will show a headphones icon at the top-right of screen when you insert the earphones. Ensure that the earphones are plugged into the jack correctly to ensure clarity in the audio, and that the audio jack is clear of any obstructions or material.

**Device Temperature**

The Aspera GEM can become warm when completing different operations. These operations include, but are not limited to:

- Utilising the wireless and mobile data functionalities for a multitude of purposes, including but not limited to video streaming, video recording, accessing the internet, tethering, and more.
- Using the GPS function for navigation or location services
- Using the device in areas with weaker and/or no reception

If the device becomes warm, we recommend closing apps that are not in use, and to let the phone cool down naturally.

### **Emergency calls**

Ensure the phone is switched on and has service reception, enter the emergency number (e.g. 000), then press the Dial key. Give your location and state your situation briefly and follow the instructions of service personnel. Do not end the call until told to do so.

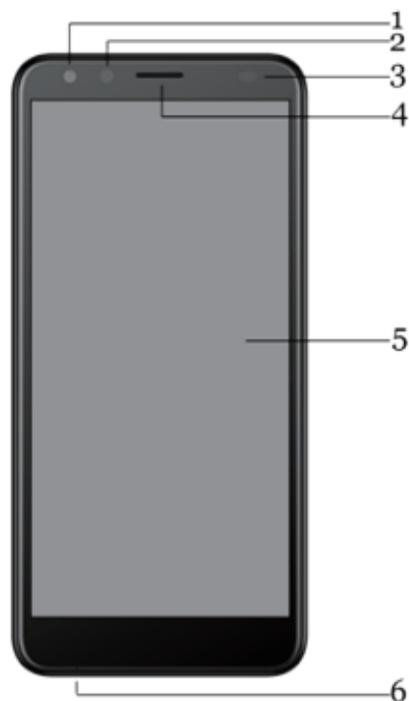
The emergency number can be dialled with or without a sim card installed.

### **Precautions**

This mobile phone has an intricate design, so please exercise special care when using it. The following suggestions will help your mobile phone survive the warranty period and extend its service life:

- Keep the mobile phone and all its fittings beyond young children's reach.
- Keep the mobile phone dry. Keep away from rain, moisture, liquid or other substances that may corrode electronic circuits.
- Do not use or store the mobile phone in dusty places, lest that active parts of the mobile phone be damaged.
- Do not store the mobile phone in a high-temperature location. High temperature may shorten the life of electronic circuits and damage the battery and some plastic parts.
- Do not store the mobile phone in extreme cold places. This will cause moisture to form inside the mobile phone and may damage electronic circuits when the mobile phone is moved to a constant temperature place.
- Do not throw, knock or shock the mobile phone, as that may cause damage to the internal circuits and high-precision components of the mobile phone.

## Getting to know your Aspera GEM



### Front of Phone

- 1 – Notification Light
- 2 – Front Facing Camera
- 3 – Proximity Sensor
- 4 – In-Ear Speaker
- 5 – Touch Screen
- 6 – Microphone



### Right-Hand side of Phone

- 1 – Volume Up Key
- 2 – Volume Down Key
- 3 – Power/Lock key
- 4 – Indent to remove back cover



### Top and Bottom of Phone

- 1 – 3.5mm audio jack



- 2 – Micro-USB charging port/connection port

## **What's in the Box**

The Aspera GEM comes with the handset, earphones, USB cable, charging adapter, user guide, and warranty information.

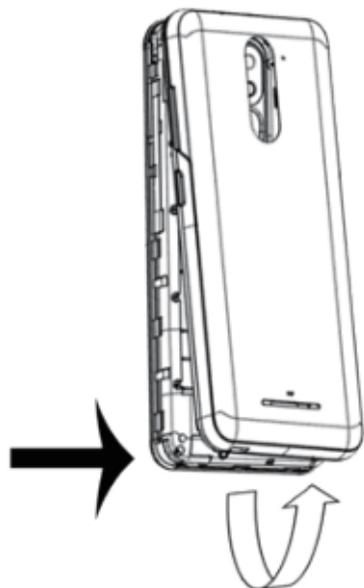
Earphones – GEM has a standard 3.5mm head jack, allowing for audio functions including music, videos and calls. The earphones also have a built-in microphone.

USB cable – Can be used with the wall plug to charge the phone. Can also be used to connect your device to a Windows computer for file transfers and further functionality.

Charging adapter – Connects to a power outlet and used in conjunction with the USB cable to charge the phone.

## **Getting Started**

Please make sure the Aspera GEM has charge before beginning the setup process.



**Please ensure the device is turned off before inserting the SIM card.  
The Aspera GEM takes a micro-SIM sized card in the first slot, and a nano size SIM in the second slot.**

•Take the back cover off the Aspera GEM. This can be done by applying gentle force on the indent located on the bottom corner of the phone as indicated by the black arrow. The rest of the cover is connected by clips and can be pried off in a firm but gentle manner.

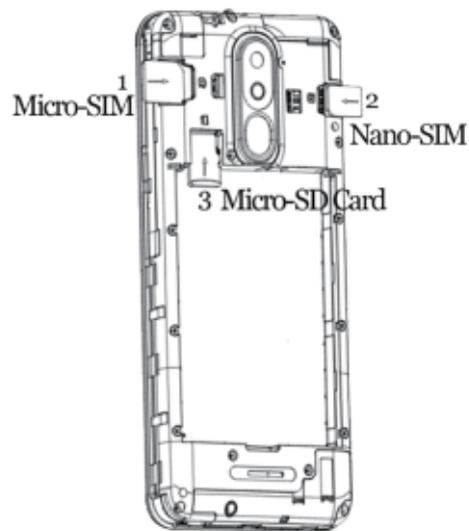
•Insert the micro-SIM into the first slot in the orientation shown by the phone (as shown by (1) in the diagram). Please ensure that the micro-SIM is orientated correctly and inserted fully.

•You can also optionally insert a second SIM card, as the Aspera GEM is a dual-SIM phone. The second SIM slot is a nano-SIM. Please ensure when inserted the nano SIM is orientated correctly and inserted fully, as shown by (2) in the diagram.

•You can optionally insert a micro-SD card to expand the storage on the GEM. This can be inserted into the (3) slot, following the orientation as given in the diagram.

•Insert the battery into the back of the phone by lining up the battery connections to the pins located at the base of the phone.

You may now turn on the phone to begin the Android setup process.



- Press and hold the power button for five seconds, and the phone will begin the start-up process. Let go of the power button at this stage.
- After the phone has finished starting up, it will display a Welcome screen. Select the language you wish to use on the phone, then tap "Start".
- If the SIM card has not been inserted correctly, it will ask you to insert the SIM card. If there is no SIM card in the phone, you can skip this step.
- You can connect to a Wi-Fi network to continue setup or skip this step if you do not wish to pursue any backup/restoring options for now.
- If you do not connect to a wireless network, you will need to manually adjust date and time, and setup the device "as new" from the list of Google™ Services onwards.
- If you do connect to a wireless network, the phone will need to check for necessary updates, and this may take some time.
- If you do decide to connect to a wireless network, you will have the option of Copying Apps & Data over to the Aspera GEM.

#### **If you decide to setup the device as new:**

- Select "Do Not Copy"
- You can opt to sign into a Google Account, or skip this selection.
- There will be a list of Google Services, you can enable or disable some of these to your choosing by tapping on the radio button. Tap "Next" to continue.
- You may choose to setup a security measure, including a pattern, PIN, password, and/or fingerprint sensor.

**Warning: Please keep a note of the PIN, Password, or Pattern used to lock/unlock the phone. If you lose this, you may lose access into the device due to the security protocols of Android.**

- Your device is ready to be used.

#### **If you decide to setup the device from a backup/copy:**

- Please ensure that you follow the on-screen prompts if you do decide to back-up from either a different device or previous copy, as the instructions will change.

**Please note that you cannot restore a backup from a higher Android version into a lower Android version. The Aspera GEM runs on Android 9.0.**

For any further documentation please visit Google's support portal on back-up and restore, which can be located here - <https://support.google.com/android/answer/2819582?hl=en>

Your key applications



**Phone** – Make calls, manage recent call history, and access further call settings.



**Contacts** – Add people's information (including phone numbers and email addresses) into a phonebook. Can be used to make calls or messages quickly.



**Messages** – Start a text conversation, send multimedia, or have group conversations.



**Chrome** – Android's default browser, used to access the internet.



**Camera** – Uses the Aspera GEM's camera to take both photos and/or videos.



**Play Store** – Used to update and/or install applications onto the phone from the Android store.



**Gmail** – Android's default Email client, can be used to access different email accounts.



**Maps** – Android's default navigation client, used to track your location, give directions, and show what is in your surrounding area.



**Photos** – Any taken or saved videos and photos appear here, which can be backed up online or sent to different people.



**Settings** – Home of configuration settings and more.

## Introduction to Aspera GEM

**Interaction** – The Aspera GEM operates mainly from interactions on the touch screen and detects finger pressure and direction to then operate the software.

Your main controls will be tapping, holding, and swiping on the screen with your fingers. Most methods rely only on a single finger making the interaction, so beware of your other fingers or your hands interfering with input if they are close to the edge of the device.

**Lock Screen** – When your phone is on standby and/or idle mode and the screen has switched off, you can wake the screen to land into the Lock Screen by pressing the power button once.

Depending on your security settings, you may need to either Swipe upwards on the screen with one finger, input a PIN code, or input a password to pass the Lock Screen and enter the Home Screen.

**Home Screen** – When your device has been unlocked, you will land onto the Home Screen, which has your application shortcuts and your primary applications available for use.

**Notification and Quick Access Panel** – Used to quickly access key settings, such as Wi-Fi, Mobile Data, Bluetooth, App Notifications, and more.

Can be accessed by swiping one finger in a downwards motion from the top of the screen when the phone is unlocked and on the Home Screen.



- Once opened, you can quickly enable and disable these options by tapping on them once.
- To go into the respective icon's advanced options, tap and hold one finger on the icon until your phone transitions to the advanced options screen.

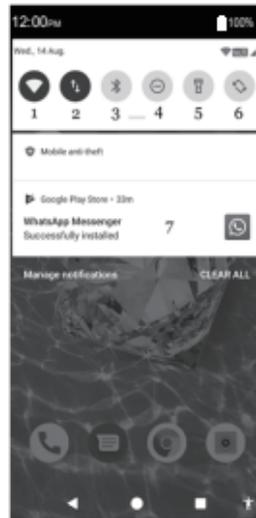
- 1.Wireless Networks
- 2.Mobile Network Data
- 3.Bluetooth
- 4.Do Not Disturb
- 5.Flashlight/Torch
- 6.Screen Orientation Lock
- 7.Notifications

For notifications (7), you can remove them by holding one finger on them and swiping to the right. You can swipe one finger down again after this to bring down an advanced Panel, which has access to more settings.

The advanced panel allows you to see what the icons are and allow you to adjust brightness and further additional settings. To access additional settings, swipe one finger from the right side of the screen to the left.

**Screenshot** – You can quickly take a photo of what is currently on your device screen by holding the power and volume down buttons together for three seconds. Alternatively, you can hold the power button for three seconds to bring up the option of taking up a screenshot on the right side of the screen.

**Navigation Buttons and Task Manager** – Depending on the context of the screen, you will have three buttons to use at the bottom of the screen. The triangle, located at the bottom left, is the back button. This will take you to the previous screen



you were on.

You may see this triangle shift when using a keyboard or input method. Tapping this when the triangle is pointing downwards will remove the keyboard/input method.

The circle, located in the middle, takes you back to the Home Screen when tapped once.

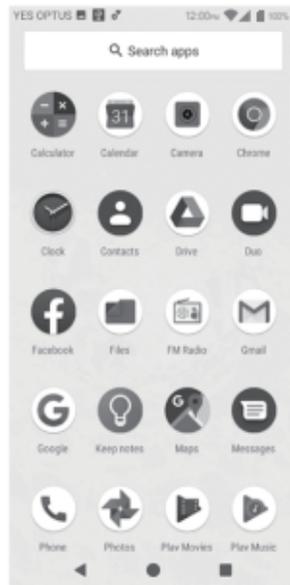
When you hold down the circle button, this will open Google Assistant. Google Assistant is a feature embedded with Android and can be used to integrate the phone into a smart home environment. For more information regarding Google Assistant, please visit <https://assistant.google.com>

The square, located in the bottom-right, opens up Android Task Manager. This allows you to open previously accessed applications, while also allowing you to free up memory by closing applications running in the background. You can close all applications running in the background by tapping the “broom” icon located at the bottom of the screen.

**Applications Menu** – All the applications can be accessed in the applications menu. When on the home screen, swipe your finger upwards from the middle of the screen, taking care to not press any application shortcuts.

In this screen, you can tap to open up an application. To search for a particular application, tap on the “Search Apps” bar, and type in the name (or partial name) of the application.

For further functionality in this menu regarding creating shortcuts and un-installing non-core applications, please see the section “Applications” and “Application Shortcuts” below.



## Basic Functionality

### Locking and Unlocking your Device

Locking the device when not in use prevents accidental operation of the screen and preserves battery time. To lock the device:

- Press the lock button on the right side of the Aspera GEM once when the screen is open and displaying images. This will switch off the screen and restrict any inputs from being made on the screen.

To unlock the device:

- Press the lock button on the right side of the Aspera GEM once to wake up the screen. Upon waking up the screen, swipe up from the bottom of the screen.
- If you have placed a PIN/password/swipe pattern as a lock, you will need to input the PIN/password/swipe pattern set to unlock the device and access the Home Screen.

The phone screen will automatically shut off after 30 seconds of inactivity. To change this time, please proceed to section "Display and Screen Options".

### Notifications

Notifications will appear on the screen when turning on the screen, alerting you to any potential changes to your device and/or applications.

You can interact with these notifications from here by tapping on them twice.

To get rid of a notification, hold one finger on the notification, and slide right.

When the device is unlocked, you can access your notifications within the Notification and Quick Access Panel. Please see the above-mentioned section for instructions.

### Applications

Your Aspera GEM will come with many applications installed, many of them critical for the functionality of the phone. We ask that you do not disable or uninstall them, as they may be critical for the device to perform as expected.

If you wish to uninstall and/or disable certain applications, please contact our customer support to see whether they are integral to the functionality of your device.

To install applications:

- You will need to use the Play Store to install additional applications. You can find instructions in the section titled "Installing and Updating Applications" below.

To delete applications you have installed:

- Unlock the phone and open the Applications menu.
- Tap and hold with one finger over the application you wish to delete. Extra options will appear.
- Keep holding this finger on the application and drag it near the top of the screen. An option called "Uninstall" will appear near the top right-hand side of the screen.
- Drag the application into the "Uninstall" space and let go of your finger.
- A prompt will appear and ask if you wish to uninstall the application selected. To proceed, tap the "OK" option.

### **Application Shortcuts**

You may find you use certain applications more than others and would like to access them directly from the Home Screen. To do this:

- Unlock the phone and open the Applications menu.
- Find the application you wish to create a shortcut for. Tap and hold one finger on the application. Extra options will appear.
- While you are still holding the application, move your finger, and the screen will change, allowing you to place the application shortcut on a respective position and page on the home screen.
- Once you are happy with the position of your application shortcut, let go of your finger.
- Note: You can create folders with applications shortcuts grouped in them. To do so, follow the instructions in the previous steps, and drag the application shortcut over another application. This will create a folder for future use.

To remove an application shortcut:

- On the Home screen, find the application shortcut you wish to delete
- Tap and hold with one finger over this shortcut. Extra options will appear.
- Keep holding this finger on the application and drag it near the top of the screen. An option called "Remove" will appear.
- Drag the application shortcut into the "Remove" space and remove your finger from the screen. This will delete the application shortcut.

### **Calling and using the Phone Application**

- When on the Home screen, select the Phone application.

If you would like to call to a number that is not on your contact list:

- Select the keypad icon in the bottom or the bottom right-hand corner of the screen
- Type the number you wish to dial with the keypad on the screen
- Tap the green telephone button to make a call.

If you would like to call a number that is on your contact list:

- Select the contact icon located in the top right-hand corner of the screen

- Select the contact you wish to dial
- Tap the “call” icon.

### **Answering a call**

If the phone screen is off and locked, when a phone call comes in, a green icon will appear at the bottom of the screen.

- To answer the incoming call, hold one finger to the green icon and swipe up.
- To reject the incoming call, hold one finger to the green icon and swipe down.

If the phone screen is on and unlocked, when a phone call comes in, two options will appear at the top of the screen.

- To answer the incoming call, tap “Answer”.
- To reject the incoming call, tap “Reject”.

### **Call Options**

When you are on a call with someone, you will see a screen with multiple options on it.

Please note that the Aspera GEM has a proximity sensor. This means the screen will turn off when it senses your face is close to it, and the screen will turn on when it fails to detect the presence of a face.

You will have multiple options when inside a call.

- Mute – Tap this to mute/unmute your microphone
- Keypad – Tap this to bring up a keypad. This is used in phone calls where you may need to dial a number, or enter in keys to proceed
- Speaker – Places the call into loudspeaker mode
- Add Call – Add a call to make it a conference call
- Hold – Puts/takes the call on/off hold
- Hang Up (Red Phone Icon) – Ends the voice call that is currently active.

### **Call History**

- On the Home screen, select the Phone application.

To look at recent calls both incoming and outgoing:

- Tap on the “Recent” Icon located at the top of the screen.

To change between all calls received and calls missed:

- Tap on the three dots located at the top right-hand corner of the screen.
- Select “Call History”
- You can switch between All Calls and Missed calls with the two tabs located at the top of the screen.

You can delete calls from both the call history as well as recent calls.

- Tap and hold on the number/name in the call history you wish to delete. Extra options will appear after a short time, on which you can remove your finger.
  - Use your finger to tap the "Delete" Option.
- To delete all calls from your call history:
- Follow the instructions in the "All calls received and missed" option to reach the All Calls and Missed Calls tab.
  - Tap on the three dots located at the top right-hand corner of the screen.
  - Select "Clear Call History".

### **Caller ID**

You can choose to show your contact number when calling out to different numbers. To change this setting:

- When on the Home screen, select the Phone application.
- Tap the three dots located in the top right-hand corner of the screen and select "Settings".
- Select "Calling accounts".
- Select the SIM which you wish to make the changes.
- Select "Additional Settings".
- Select "Caller ID".
- You can choose between Network default (whatever you have selected with your carrier), Hide Number (this will show as Private to whoever you call), and Show Number (this will show your number to whoever you call).

### **Blocking Numbers**

If you do not wish to be contacted by certain numbers, you can block them from contacting you. Please note that they can still leave voicemails if this service is activated.

To block a specific number:

- When on the Home screen, select the Phone application.
- Select the "Recent" tab.
- Find the number you wish to block. Tap and hold your finger over this number until additional options pop up.
- A confirmation screen will appear asking if you wish to block this number. You will also have the option of reporting this call as a spam/nuisance call, if you wish to do so. Select "Block" to confirm these selections.

To unblock a specific number:

- When on the Home screen, select the Phone application.
- Select the "Recent" tab.
- Find the number you wish to unblock. Tap and hold your finger over this number until additional options pop up.

- Select "Unblock number". Tap "Unblock" to confirm this.

If you cannot find the number in recent call history to either block or unblock:

- On the Home screen, select the Phone application.

- Tap the three dots in the top right-hand corner and select Settings.

- Select "Blocked Numbers".

- From here, you can either Add a Number by tapping on this option or remove a blocked number by pressing the cross next to the number.

## **Contacts**

- Unlock the phone and open the Applications menu.

- Select the Contacts application.

- In the bottom right-hand corner of the screen, tap the "Plus" Icon.

- This will bring up a screen with fields and forms to fill out.

- Input all relevant information for the contact you wish to save (Name, Email, Phone Number, etc.)

- Tap the save option in the top right-hand corner of the screen.

If saving to the phone, you can also include a photo of the contact which will come up as a small icon in the Contacts application. To do this:

- On the page where you input information for the contact, tap on the camera icon near the top of the screen.

- You can select a pre-existing photo saved onto the phone or take a new photo with the camera of the phone.

## **Editing Contacts**

- Open the Applications menu, select the Contacts application, and tap on the name of the contact you wish to change.

- Tap on the "Edit Contact" button located near the bottom right-hand corner of the screen.

- You can now make changes to the relevant fields or change their picture by tapping on the camera icon if applicable (the contact will need to be saved onto the phone for you to change their picture).

- Tap the save option located at the top right-hand corner of the screen to ensure all the changes are remembered.

## **Messages**

- Unlock the phone and select the Message application.

- To start a new text message, tap on the "Start chat" button in the bottom right-hand corner of the screen.

- You can either type in a contact name or number at the top of the screen, or you can select a contact by scrolling down on the screen and selecting the contact you wish to message.

- Once the contact has been selected, you may type in the message at the messaging box, then press the "SMS" icon located next to the message to send. Android organises messages into "threads". This means that messages from a contact will all be listed together in a single thread, so it is easier to follow a conversation with a contact.

To read a thread:

- Unlock the phone and select the Message application.

- Threads are sorted by most recent activity and will have the contact name or number listed above the message.

- Unread messages will appear as bolded text, while read messages will appear as normal text.

- To enter a thread, tap on the contact name/message.

- To read previous messages in a thread, you can scroll up by swiping your finger in a downwards motion. To go to the most recent message, you can scroll down by swiping your finger in an upwards motion.

- To respond to the contact/number, tap the bottom where the messaging box is located at, and press the "SMS" icon located next to the message to send it.

To delete a thread:

- Unlock the phone and select the Message application.

- Tap on the thread you wish to delete.

- Once in this thread, tap on the three dots located in the top right-hand corner of the screen.

- Select "Delete" and confirm that you wish to delete the conversation by tapping "Delete" again.

## **Display and Screen Options**

On the Aspera GEM, you can change the display brightness, wallpaper, when the screen turns off, orientation, and further settings to a configuration you prefer.

Brightness level determines how bright the screen is. To change this:

- Open the Applications Menu and select the Settings applications

- Select Display.

- Select Brightness Level.

- Once this option has been tapped, a bar will appear. You can hold your finger to this slider.

- While holding the slider, move your finger left and right to change the brightness levels.

- After you are happy with the brightness level, tap away from the bar, and it will return you to the previous screen.

Sleep determines the period of inactivity on the device before the screen is darkened and the phone is locked. To change this:

- Open the Applications Menu and select the Settings applications

- Select Display

- Tap on Advanced

- Tap on Sleep

- Choose the period of time you are comfortable with.

Auto-rotate screen, Font size, and Display size are all under the Advanced tab.

- Auto-rotate screen can be enabled so the phone calibrates and orientates the screen to a portrait or landscape format depending on how you hold the phone.

- Font size and Display size change the size of what is displayed on your screen. You can adjust these to your personal preferences.

You can also change the brightness level and auto-rotate screen options in the Notification and Quick Settings Panel.

### **Ringtones and Volumes**

There are multiple methods to change your ringtone and volume settings through the Aspera GEM.

The first method is to go through the Settings application.

- Open the Applications Menu and select the Settings applications

- Select Sound.

- From here, you can change different volume options – media, call, ring, and alarm volume.

- To change these, hold one finger on the button on the sliding bar, and move it in a left or right direction.

- To reduce the volume, move the button to the left.

- To increase the volume, move the button to the right.

- Let go of the button once you are happy with the value set.

Android has four different volume controls.

- Media volume is the volume in which videos, songs, and similar media play from your device.

- Call volume is the volume you will hear when you are in a phone conversation.

- Alarm volume is the volume your alarm will make when set off.

- Ring volume is the volume your phone will make when you are receiving a call.

You can also choose whether your phone vibrates when receiving a call by switching on or off this option below the volume bars.

Underneath these settings, you will find "Do Not Disturb". You can find more information about this feature in the section below.

"Shortcut to prevent ringing" is used to either place the phone on vibrate only, or completely muted by pressing the volume up and power key together for one second. This can be turned off or changed to your choosing.

You can change the phone ringtone to one of your choosing by tapping on Phone Ringtone, and then selecting the ringtone you would like.

You can access further volume settings by tapping into Advanced. This will allow changes to:

- Alarm ringtones
- Ability to change other sounds and vibrations (dial pad tones, touch sounds, vibrate on tap, etc.)

The second method to quickly change your ringtone is to press the volume buttons on the right side of the phone when your phone is unlocked. To do so:

- Press the volume buttons.
- This will briefly show a volume notification at the right side of the screen.
- To change the setting, hold one finger on the button on the slider, and move it to the direction you choose. Going down decreases the volume, going up increases the volume.
- Once you are satisfied with level, release your finger from the screen.
- Note: If you do not interact with this sound notification for a short while, it will disappear, and you will have to begin the process from the start again.

## **Wi-Fi**

- Open the Applications Menu and select the Settings applications
- Select Network & Internet, then select Wi-Fi. Ensure that it is turned on at the top, then it will automatically search for wireless networks around you.
- The strength of the wireless network is indicated to the left of the network name. If the wireless network is secure and requires a password, a padlock icon will show to the right of the wireless network name.
- To connect to a wireless network, tap on the network name. If it is a secure network, it may prompt you to enter a password, which you will need to do so before selecting connect.
- Once you are connected, you will be able to see a wireless network indicator at the top right-hand corner of the screen, next to the battery and mobile network.

## **Cellular/Mobile Data**

The Aspera GEM can use the 4G network to connect to cellular data. Please note that you will need a valid mobile data plan to access cellular data, and that data restrictions may apply depending on the phone plan.

To use your cellular network for internet:

- Open the Applications Menu and select the Settings applications
- Select Network & Internet
- Select Data Usage
- Enable the option for Mobile Data.

You can also quickly turn on and off cellular data by accessing the Notification Panel and tapping the cellular data icon (second from the left).

### **Roaming**

If your carrier supports it, your Aspera GEM can be used for roaming services. Please note that you will need a valid mobile data plan for roaming services, and there may be significant costs attached with a valid roaming service. Please check with your telephone service provider regarding these conditions.

To enable your phone for roaming:

- Open the Applications Menu and select the Settings applications
- Select Network & Internet
- Select Mobile Network
- Enable the option for Roaming

### **Bluetooth**

- Open the Applications Menu and select the Settings applications
- Select Connected Devices, then select Bluetooth.
- Ensure that Bluetooth is turned on so you can access more options.

You can connect a device by selecting "Pair New Device".

Wait for the device to find the relevant Bluetooth device name, then tap on it. A prompt will ask if you would like to pair, and to confirm the pairing code.

### **Email Access and Setup**

As the Aspera GEM is an Android-based operating system, it comes with Gmail as the default email application for the phone. This application can be used with different service providers, such as Google, Outlook, Hotmail, Live, Yahoo, Exchange, and Office 365.

- Open the Applications Menu
- Select Gmail

If you have a different service provider, it is possible to setup your email account with Gmail. You will need to contact your email service provider on how to setup the correct protocol (POP3, IMAP, or Exchange) to access your email through Gmail.

Select the relevant service provider and follow the instructions on the screen to setup your Email for your Aspera GEM.

## **Internet Access**

As the Aspera GEM is an Android-based operating system, it comes with Chrome as the default internet browser application for the phone.

- Unlock the phone and select the Chrome application.
- You can opt to sign into a Google Account, which allows you to sync history, favourites, and other settings.
- Alternatively, you can skip this step if you do not wish to sync your Google Account to the Chrome on your mobile device.

From the landing page, you can either search or access a website directly by typing it in.

To search for a website through Google, simply type in the search query and press the green arrow button at the bottom right-hand side of the screen to proceed.

To access a website directly, you will need to enter the full URL before pressing the green arrow button.

## **Installing and Updating Applications**

Aspera GEM runs on Android. This means all applications that require updates will need to be done through the Google Play Store.

- Open the Applications Menu and select the Play Store application.
- When loading for the first time, you will need to sign in with a Google Account and allow the updating process to complete.
- Once updated, you will be able to access the Play Store storefront.

To install an application:

- Tap on the application name in the Play Store storefront. Alternatively, you can search for the application by typing it into the search bar at the top of the screen.
- Once you have tapped into the application page, tap install.
- Note: Applications may have a cost or additional fees attached.

To update an application:

- Tap the three horizontal lines in the top left-hand corner.
- Select "My Apps & Games".
- To update all your applications, select "Update All". To update a particular application, scroll down and select "Update" next to the specific application.

## **"Do Not Disturb" Feature**

Do Not Disturb is a feature present inside Android, which blocks all notification and ringtone noises except for alarms.

To turn on/off:

- Go into the Settings application and select Sound.
- Select Do Not Disturb
- Scroll to the bottom of the screen and tap "Turn on Now" or "Turn off Now"

You can also enable and disable Do Not Disturb by accessing the Notification and Quick Settings Panel and tapping on the Do Not Disturb icon, located to the left of the flashlight.

### **Expandable Storage**

The Aspera GEM comes with the ability to insert a micro-SD card up to the size of 64GB to expand the storage space on the device. This micro-SD card can be used in two different ways and will need configuration before it can be used.

When the micro-SD is first inserted, a notification will appear, asking you to tap it to setup.

- Tap this notification to transition to a screen on how you would like to use the SD card.
- You can choose to either use the SD card as extra phone storage or as portable storage.
- Electing to use the SD card as extra phone storage will format and delete everything off the storage card, and you will be able to use this storage space for applications and media files on this phone ONLY
- Electing to use the SD card as portable storage will only allow the SD card to be used to move media files (photos, music, videos etc.) but will not requiring formatting and can be used over multiple devices.
- Tap on the required selection, follow the prompts, and the SD card will be ready for use.

### **USB Tethering and Computer Connection**

You can use the USB connection to transfer files and internet tether with the Aspera GEM.

To transfer files to and from your Aspera GEM:

- Connect your Aspera GEM to a Windows-based computer with the USB cable.
- Once connected, unlock your phone and access the Notification Panel.
- Find the notification that states, "Android System – charging this device via USB". Tap on this notification to enter an options page.
- You will find multiple options under here. Under "Use USB for", choose "Files Transfer".
- Your Aspera GEM storage can now be accessed by the computer, and you can move files between the two devices.

To use your Aspera GEM as a tethering hotspot via USB:

- Connect your Aspera GEM to a Windows-based computer with the USB cable.
- Go to the Settings application and select Network & Internet.

- Select Hotspot & Tethering and enable USB tethering.
- After establishing the connection, you can access the internet through your Aspera GEM data on your computer.

## Application Functions

### Camera and Gallery

The Aspera GEM comes with a rear facing and front facing camera which can be used to take photos and videos. You can open the camera by tapping on the Camera application. Once inside, you can manipulate multiple settings.

- 1 – Opens to modes and further settings
- 2 – Chooses Flash Modes
- 3 – High Dynamic Range
- 4 – Switching between Rear and Front facing cameras
- 5 – Taking the camera shot

To view photos and videos on your device:

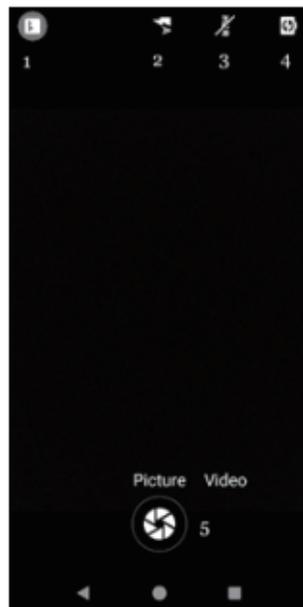
- Open up the Applications menu
- Select Photos

This will bring you into a gallery of the images and/or videos that are saved onto your phone, whether they are downloaded or taken with the camera.

To go into an image or video, simply tap once on the preview image.

To select multiple images or videos:

- Hold one finger over a preview image in the gallery until the screen changes and a blue tick has appeared next to the image.
- Once this blue tick has appeared, you can then tap on multiple images/videos to select them.



- After selecting images/videos, you can choose to share them via certain communication methods (like email, messaging applications and more) by tapping on the icon shaped similar to a triangle in the top right-hand corner.

- To exit out of this mode, simply press the cross shaped marker in the top left-hand corner.

- Alternatively, after selecting multiple images/videos, you can choose to move them to the bin by tapping on the bin icon located in the top right-hand corner.

**These files will be automatically removed in sixty days, or by manually deleting them from the Bin option. You also have the option of restoring deleted images/videos.**

- To enter the Bin, return back to the original gallery of Photos, and tap the three horizontal lines located in the top left-hand corner. Select Bin, and you can proceed to either restore or delete files according to your needs.

### **Maps and GPS/Location**

The Aspera GEM has location-based services available to assist with navigation and other tasks. If you would like to disable or enable GPS/location services:

- Go to the Settings application

- Select "Security & Location"

- Go down to the privacy sub-section, and select Location

- You will see the "Use Location" button located at the top of the screen. To enable/disable it, tap the button.

The Aspera GEM comes with Google Maps, which can be used to help navigate and find local landmarks near you.

For further instructions and troubleshooting regarding Google Maps, please use Google's documentation, which can be found here:

<https://support.google.com/maps/?hl=en#topic=3092425>

### **Clock and Alarm**

- Open up the Applications menu and select Clock.

The clock has multiple features, including alarms, timers, a world time, and a stopwatch.

To setup an alarm:

- Inside the Clock application, select the Alarms icon in the top left-hand corner of the screen

- Press the red plus button at the bottom of the screen

- Select the time you wish for the alarm to ring by moving the hands on the clock. You can change between hour and minutes by tapping on the hour and minute at the top.

- You can change between AM and PM by tapping on the relevant option.

- Select "OK" when you are happy with the set time.

To enable/disable an alarm:

- Tap the button to the right of the alarm. Greyed out means it is disabled, red means it is enabled.

To edit an alarm and additional settings:

- Tap on the arrow located to the bottom right-hand side of where the alarm is, just underneath the button to enable and disable an alarm.
- This will bring up additional settings, including whether to repeat an alarm for certain days, the alarm tone, and whether you would like for it to vibrate upon ringing.
- You can also delete the alarm by tapping the delete button and icon located at the bottom of the additional settings.

### **Calendar**

The Aspera GEM uses the Google Calendar, which can synchronise events to your phone and computer if you have an applicable account to use with them. You can also use the calendar offline.

To access the calendar:

- Open the Applications menu and select Calendar application
- Pass through the information pages by pressing on the arrow key in the bottom right-hand side of the screen.

Once you have landed in the calendar, you can add events by tapping on the "plus" icon in the bottom-right hand corner. From here, you can fill in the required information.

You can scroll between the dates by swiping your finger vertically.

To view further information about information saved into the calendar on a date, simply tap once on the title of the entry. From here, you can view additional information, edit, or delete the event.

For further documentation and instructions on how to use Google Calendar, please use the resource linked below:

<https://support.google.com/calendar/?hl=en#topic=3417926>

### **Radio**

When using earphones through the headphone jack as an antenna, the Aspera GEM can connect to FM radio.

- Open up the Application menu and select FM Radio.

- To scan for stations, tap on the three horizontal lines in the top right-hand corner of the screen to enter "Radio Stations". From here, tap on the three dots, and select "Refresh".
- To change stations, tap on the three horizontal lines in the top right-hand corner of the screen to enter "Radio Stations", then select the frequency you wish to tune into.

### **Music**

You can transfer music onto the Aspera GEM by connecting it to a computer and copying the files over into the Internal Shared Storage folder called "Music" on the phone. For instructions on how to copy files over, please see section "USB Tethering and Computer Connection" above.

Once the music has been copied onto the phone, you can now access the music by using the Play Music application.

Play Music is also used to subscribe to the Play Music listening platform, but this is completely optional. You can enjoy your own copied music without subscribing to Play Music.

- Open the Applications menu and select Play Music.
- If launching for the first time, an advertisement for the Play Music subscription will appear. To skip this advertisement, tap the "No thanks" in the bottom left-hand corner.
- This will now take you to the Play Music application, where your copied music will appear.
- You can sort your music by artists and albums by tapping the three horizontal lines in the top left-hand corner and selecting "Music Library".

### **Calculator**

- Open up the Applications menu and select "Calculator".
- You can change between Radians (RAD) and Degrees (DEG) by tapping on the initials in the top left-hand corner.
- For further formulae and calculations, tap the blue arrow located on the right-hand side of the screen.

### **Maintenance of your device**

The Aspera GEM uses a lithium-ion battery, where the capacity will diminish over a period of time. To ensure longevity of the battery lifespan:

- Attempt to only charge the phone when the battery life is nearly depleted if possible

- Charge until the battery is full, then take it off the charger. We recommend to not let the phone charge overnight.

- Do not charge and use the phone at the same time, if possible.

Depending on intensity and usage of the phone, the battery may deplete faster when the processor is being utilised more. Some examples of this include, but are not limited to:

- Using the Phone application for calls

- Utilising mobile data and wireless internet for applications

- Running resource intensive games and applications

- Using location/GPS services

- Multiple applications running in the background (can be closed through Task Manager)

- Applications updating in the background

We recommend to close applications in the background when not in use by using the Task Manager (square button on the device) to maintain stability of the system.

We also recommend rebooting your device once a week to refresh the phone to maintain performance and stability of the device.







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