Nokia G20

User Guide

Issue 2026-05-31 en-ZA

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1 About this user guide

Important: For important information on the safe use of your device and battery, read “Product and safety information” before you take the device into use. To find out how to get started with your new device, read the user guide.

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2 Get started

KEEP YOUR PHONE UP TO DATE

Your phone software

Keep your phone up to date and accept available software updates to get new and enhanced features for your phone. Updating the software may also improve your phone's performance.

Please ensure you are on WIFI when checking for updates.

UNKNOWN ELEMENT iframe

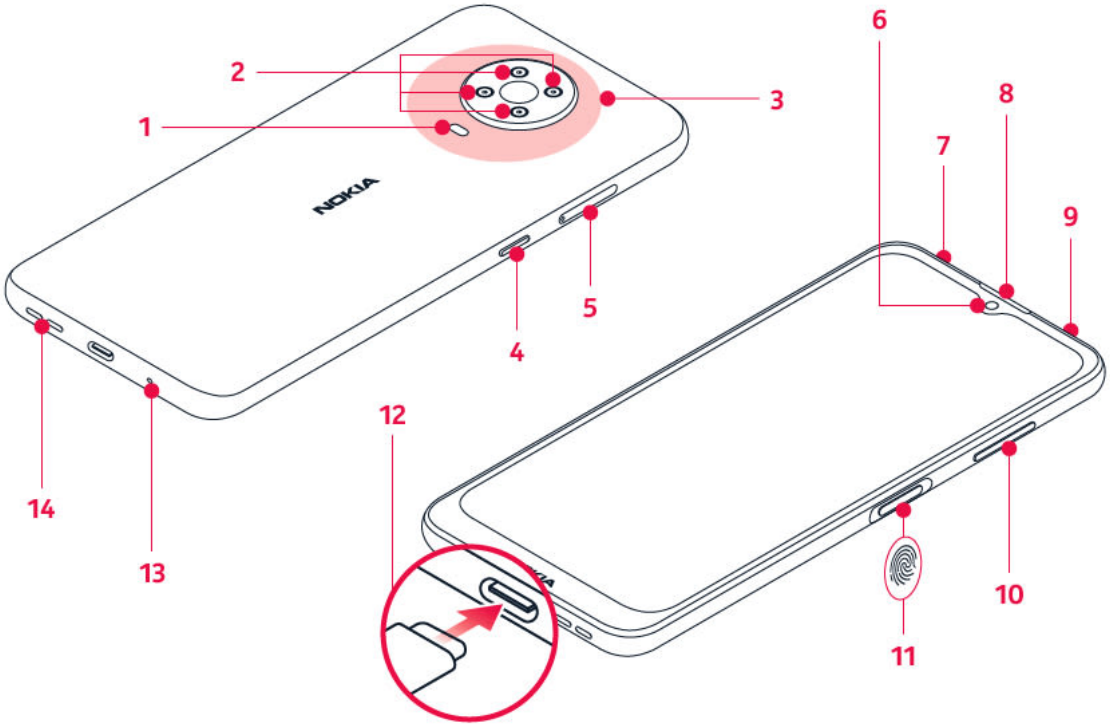
Update the apps on your phone

To maintain the performance of your Nokia device, we recommend that you regularly check for App updates.

Open the Google Play Store app. At the top right, tap the profile icon, then tap "Manage apps and device." Apps that have an update available are labelled "Update available." Tap "Update all" or select the individual app you want to update.

KEYS AND PARTS

Your phone



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This user guide applies to the following models: TA-1336, TA-1343, TA-1347, TA-1365, TA-1372.

1. Flash
2. Camera
3. NFC area (TA-1336, TA-1343, TA-1347 only)
4. Google Assistant/Google Search key*
5. SIM and memory card slot
6. Front camera
7. Microphone
8. Earpiece
9. Headset connector
10. Volume keys
11. Power/Lock key, fingerprint sensor
12. USB connector
13. Microphone
14. Loudspeaker

Some of the accessories mentioned in this user guide, such as charger, headset, or data cable, may be sold separately.

*Google Assistant is not available in certain languages and countries. Where not available, Google Assistant is replaced by Google Search. Check availability at https://support.google.com/assistant.

Parts and connectors, magnetism

Do not connect to products that create an output signal, as this may damage the device. Do not connect any voltage source to the audio connector. If you connect an external device or headset, other than those approved for use with this device, to the audio connector, pay special attention to volume levels.

Parts of the device are magnetic. Metallic materials may be attracted to the device. Do not place credit cards or other magnetic stripe cards near the device for extended periods of time, since the cards may be damaged.

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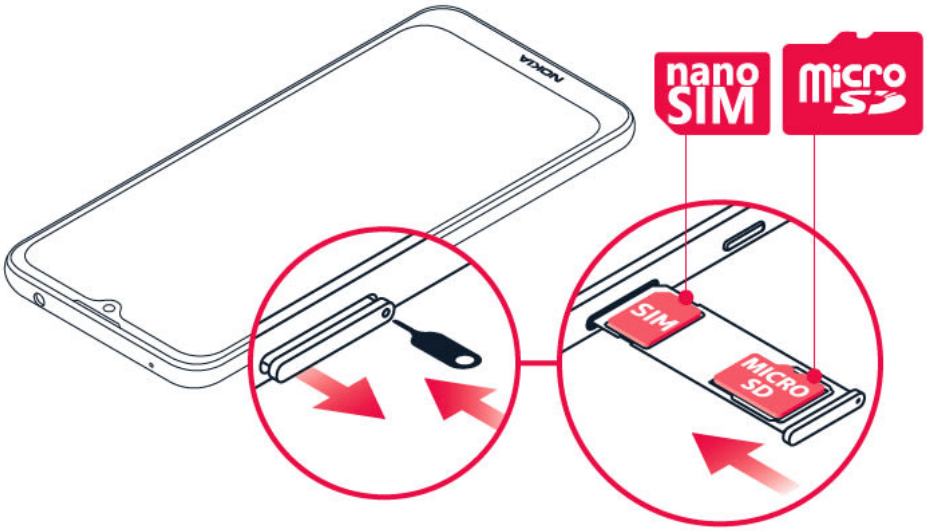
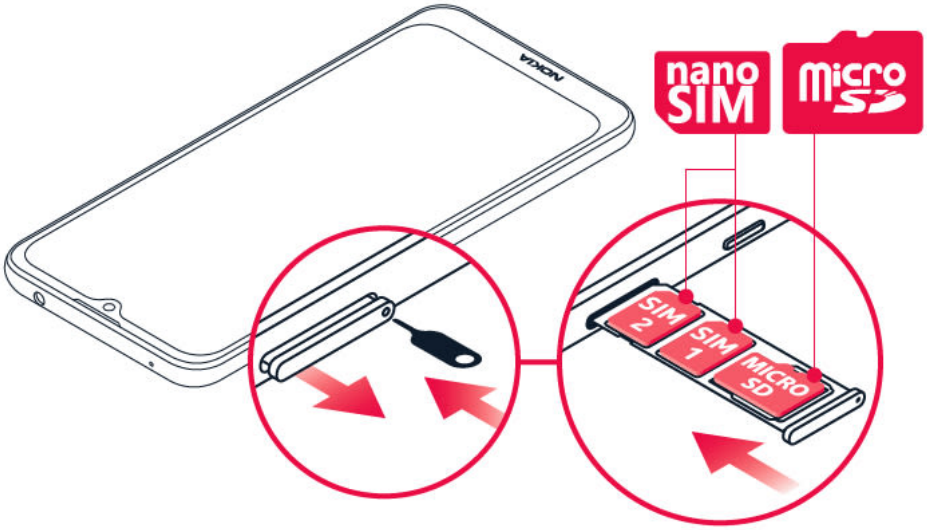
INSERT THE SIM AND MEMORY CARDS

Insert the SIM card



1. Open the SIM card tray: push the tray opener pin in the tray hole and slide the tray out.
2. Put the nano-SIM in the SIM slot on the tray with the contact area face down.
3. If you have a memory card, put it in the memory card slot.

Insert the second SIM



1. If you have a dual-SIM phone, put the second SIM in the SIM2 slot.
2. Slide the tray back in.

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Use only original nano-SIM cards. Use of incompatible SIM cards may damage the card or the device, and may corrupt data stored on the card.

Use only compatible memory cards approved for use with this device. Incompatible cards may damage the card and the device and corrupt data stored on the card.

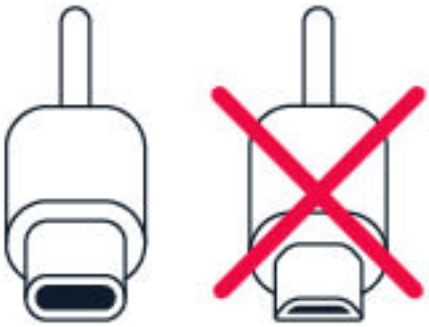
Tip: To find out if your phone can use 2 SIM cards, see the label on the sales box. If there are 2 IMEI codes on the label, you have a dual-SIM phone.

Important: Do not remove the memory card when an app is using it. Doing so may damage the memory card and the device and corrupt data stored on the card.

Tip: Use a fast, up to 512 GB microSD memory card from a well-known manufacturer.

CHARGE YOUR PHONE

Charge the battery



1. Plug a compatible charger into a wall outlet.
2. Connect the cable to your phone.

Your phone supports the USB-C cable. You can also charge your phone from a computer with a USB cable, but it may take a longer time.

If the battery is completely discharged, it may take several minutes before the charging indicator is displayed.

SWITCH ON AND SET UP YOUR PHONE

When you switch your phone on for the first time, your phone guides you to set up your network connections and phone settings.

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Switch on your phone

1. To switch on your phone, press and hold the power key until the phone vibrates.
2. When the phone is switched on, choose your language and region.
3. Follow the instructions shown on your phone.

Transfer data from your previous phone

You can transfer data from an old phone to your new phone using your Google account.

To back up data on your old phone to your Google account, refer to your old phone's user guide.

1. Tap Settings > Accounts > Add account > Google.
2. Select which data you want to restore on your new phone. The sync starts automatically once your phone is connected to the internet.

Restore app settings from your previous Android™ phone

If your previous phone was an Android, and back up to Google account is enabled on it, you can restore your app settings and Wi-Fi passwords.

1. Tap Settings > System > Backup.
2. Switch Backup to Google Drive to On.

DUAL SIM SETTINGS

If you have a dual-SIM phone, you can have 2 SIMs in your phone, for example, one for your work and one for your personal use.

Choose which SIM to use

When, for example, making a call, you can choose which SIM to use by tapping the corresponding SIM 1 or SIM 2 button after you dial the number.

Your phone shows the network status for both SIMs separately. Both SIM cards are available at the same time when the device is not being used, but while one SIM card is active, when, for example, making a call, the other may be unavailable.

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Manage your SIMs

Don’t want work to interfere with your free time? Or do you have a cheaper data connection on one SIM? You can decide which SIM you want to use.

Tap Settings > Network & Internet > SIM Cards.

Rename a SIM card

Tap the SIM you want to rename, and type in the name you want.

Select which SIM to use for calls or data connection

Under Preferred SIM for, tap the setting you want to change and select the SIM.

LOCK OR UNLOCK YOUR PHONE

Lock your phone

If you want to avoid accidentally making a call when your phone is in your pocket or bag, you can lock your keys and screen.

To lock your keys and screen, press the power key.

Unlock the keys and screen

Press the power key, and swipe up across the screen. If asked, provide additional credentials.

USE THE TOUCH SCREEN

Important: Avoid scratching the touch screen. Never use an actual pen, pencil, or other sharp object on the touch screen.

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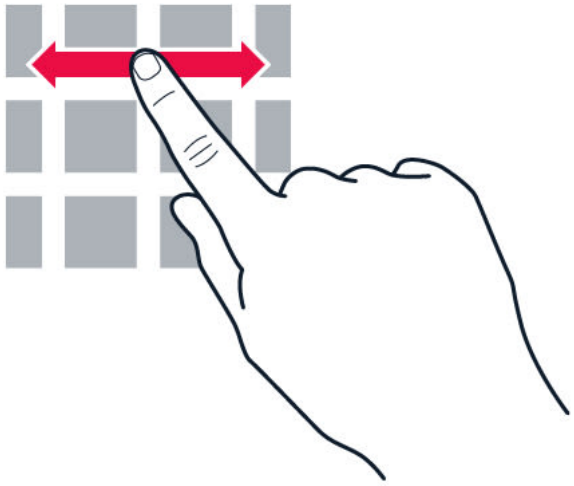
Tap and hold to drag an item

Place your finger on the item for a couple of seconds, and slide your finger across the screen.

Swipe



Place your finger on the screen, and slide your finger in the direction you want.

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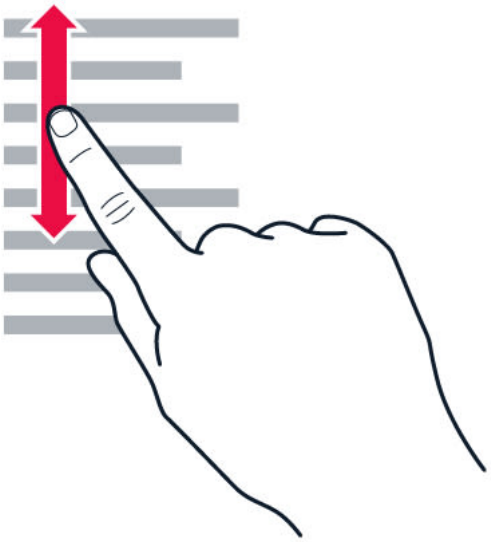
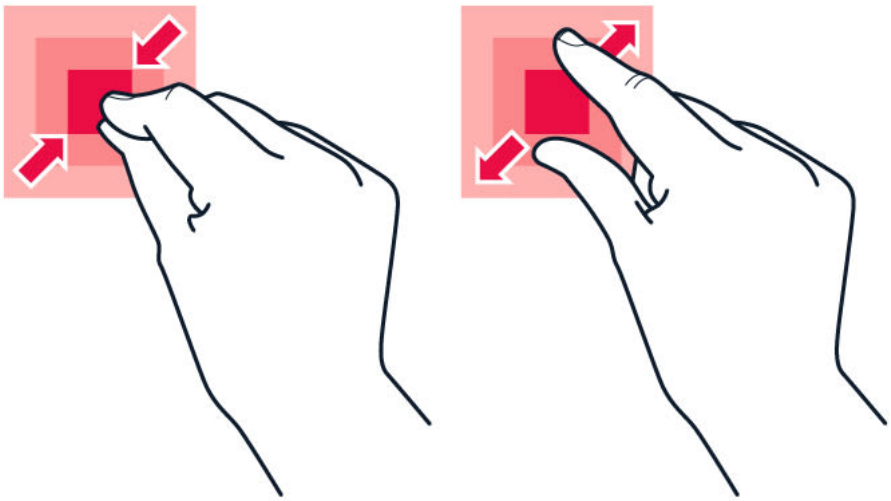
Scroll through a long list or menu



Slide your finger quickly in a flicking motion up or down the screen, and lift your finger. To stop the scrolling, tap the screen.

Zoom in or out



Place 2 fingers on an item, such as a map, photo, or web page, and slide your fingers apart or together.

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Lock the screen orientation

The screen rotates automatically when you turn the phone 90 degrees.

To lock the screen in portrait mode, swipe down from the top of the screen, and tap Auto-rotate.

Navigate with gestures

To switch on using gesture navigation, tap Settings > System > Gestures > System navigation > Gesture navigation.

- To see all your apps, swipe up from the bottom of the screen.
- To go to the home screen, swipe up from the bottom of the screen. The app you were in stays open in the background.
- To see which apps you have open, swipe up from the bottom of the screen without releasing your finger until you see the apps, and then release your finger. To switch to another open app, tap the app. To close all the open apps, swipe right through all the apps, and tap CLEAR ALL.
- To go back to the previous screen you were in, swipe from the right or left edge of the screen. Your phone remembers all the apps and websites you've visited since the last time your screen was locked.

Navigate with keys

To switch on the navigation keys, tap Settings > System > Gestures > System navigation > 3-button navigation.

- To see all your apps, swipe up the home key ◉.
- To go to the home screen, tap the home key. The app you were in stays open in the background.
- To see which apps you have open, tap ■.
- To switch to another open app, swipe right and tap the app.
- To close all the open apps, swipe right through all the apps, and tap CLEAR ALL.
- To go back to the previous screen you were in, tap ◁. Your phone remembers all the apps and websites you've visited since the last time your screen was locked.

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3 Basics

PERSONALIZE YOUR PHONE

Change your wallpaper

Tap Settings > Display > Advanced > Wallpaper.

Change your phone ringtone

Tap Settings > Sound > SIM1 Phone ringtone or Advanced > SIM2 Phone ringtone, and select the tone.

Change your message notification sound

Tap Settings > Sound > Advanced > Default notification sound.

NOTIFICATIONS

Use the notification panel

When you receive new notifications, such as messages or missed calls, icons appear at the top of the screen.

To see more information about the notifications, swipe down from the top of the screen. To close the view, swipe up on the screen.

To change the notification settings of an app, tap Settings > Apps & notifications, tap the app name and Notifications.

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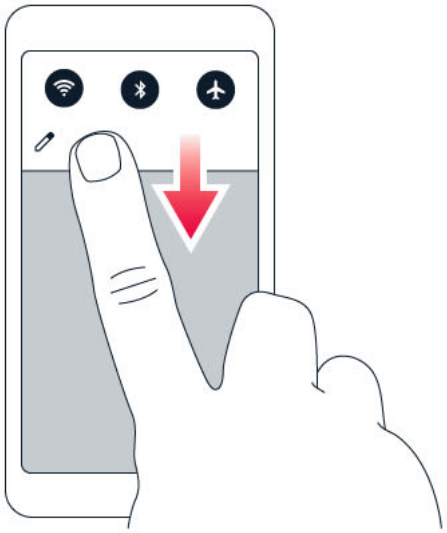
Use the quick setting icons



To activate features, tap the quick settings icons on the notification panel. To see more icons, drag the menu down.

To rearrange the icons, tap ✎, tap and hold an icon, and then drag it to another location.

CONTROL VOLUME

Change the volume

If you have trouble hearing your phone ringing in noisy environments, or calls are too loud, you can change the volume to your liking by using the volume keys on the side of your phone.

Do not connect to products that create an output signal, as this may damage the device. Do not connect any voltage source to the audio connector. If you connect an external device or headset, other than those approved for use with this device, to the audio connector, pay special attention to volume levels.

Change the volume for media and apps

Press a volume key on the side of your phone to see the volume status bar, tap ⚙, and drag the slider on the volume bar for media and apps left or right.

Set the phone to silent

To set the phone to silent, press the volume down key, tap 🔔 to set your phone to vibrate only and tap 📳 to set it to silent.

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AUTOMATIC TEXT CORRECTION

Use keyboard word suggestions

Your phone suggests words as you write, to help you write quickly and more accurately. Word suggestions may not be available in all languages.

When you start writing a word, your phone suggests possible words. When the word you want is shown in the suggestion bar, select the word. To see more suggestions, tap and hold the suggestion.

Tip: If the suggested word is marked in bold, your phone automatically uses it to replace the word you wrote. If the word is wrong, tap and hold it to see a few other suggestions.
If you do not want the keyboard to suggest words while typing, turn off the text corrections. Tap Settings > System > Languages & input > On-screen keyboard. Select the keyboard you normally use. Tap Text correction and switch off the text correction methods you do not want to use.

Correct a word

If you notice that you have misspelled a word, tap it to see suggestions for correcting the word.

Switch spell checker off

Tap Settings > System > Languages & input > Advanced > Spell checker, and switch Use spell checker off.

GOOGLE ASSISTANT

Google Assistant is available in selected markets and languages only. Where not available, Google Assistant is replaced by Google Search. Check availability at https://support.google.com/assistant. Google Assistant can help you search information online, translate words and sentences, make notes and calendar appointments, for example. You can use Google Assistant even when your phone is locked. However, Google Assistant asks you to unlock your phone before accessing your private data.

Use the Google Assistant key

To access the Google Assistant services, use the Google Assistant key on the side of your phone:

- Press the key once to start Google Assistant.
- Press and hold the key to speak with Google Assistant. Ask your question and release the key. You see Google Assistant's answer on your phone's display.

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If your country or region does not support Google Assistant, you can still use the Google Assistant key:

- Press the key once to open Google Search.
- Press and hold the key to use Google voice search. Ask your question and release the key. You see Google's answer on your phone's display.

Switch off the Google Assistant key

To switch off the Google Assistant key, tap Settings > System > Gestures > Google Assistant Button, and switch Google Assistant Button off.

BATTERY LIFE

There are steps you can take to save power on your phone.

Extend battery life

To save power:

1. Always charge the battery fully.
2. Mute unnecessary sounds, such as touch sounds. Tap Settings > Sound > Advanced, and under Other sounds and vibrations, select which sounds to keep.
3. Use wired headphones, rather than the loudspeaker.
4. Set the phone screen to switch off after a short time. Tap Settings > Display > Advanced > Screen timeout and select the time.
5. Tap Settings > Display > Brightness level. To adjust the brightness, drag the brightness level slider. Make sure that Adaptive brightness is disabled.
6. Stop apps from running in the background.
7. Use location services selectively: switch location services off when you don't need them. Tap Settings > Location, and disable Use location.
8. Use network connections selectively: switch Bluetooth on only when needed. Use a Wi-Fi connection to connect to the internet, rather than a mobile data connection. Stop your phone scanning for available wireless networks. Tap Settings > Network & Internet > Wi-Fi, and disable Use Wi-Fi. If you're listening to music or otherwise using your phone, but don't want to make or receive calls, switch the airplane mode on. Tap Settings > Network & Internet > Airplane mode. Airplane mode closes connections to the mobile network and switches your device's wireless features off.

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ACCESSIBILITY

You can change various settings to make using your phone easier.

Increase or decrease the font size

Do you want to have larger fonts on your phone?

1. Tap Settings > Accessibility.
2. Tap Font size. To increase or decrease the font size, drag the font size level slider.

Increase or decrease the display size

Do you want to make the items on your screen smaller or larger?

1. Tap Settings > Accessibility.
2. Tap Display size and to adjust the display size, drag the display size level slider.

FM RADIO

To listen to the radio, you need to connect a compatible headset to the phone. The headset acts as an antenna. The headset may be sold separately.

Listen to FM radio

After you have connected the headset, tap FM Radio.

- To switch the radio on, tap ▶.
- To find radio stations, tap ⋮ > Scan.
- To switch to another station, slide the channel frequency row left or right.
- To save a station, tap .
- To listen to a radio station using the phone's speakers, tap 🔊. Keep the headset connected.
- To switch the radio off, tap ⏺.

Troubleshooting tip: If the radio doesn't work, make sure the headset is connected properly.

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4 Connect with your friends and family

CALLS

Make a call

1. Tap .
2. Tap and type in a number, or tap and select a contact you want to call.
3. Tap . If you have a second SIM card inserted, tap the corresponding icon to make a call from that SIM.

Answer a call

If your phone rings when the screen is unlocked, tap ANSWER. If your phone rings when the screen is locked, swipe up to answer.

Reject a call

If your phone rings when the screen is unlocked, tap DECLINE. If your phone rings when the screen is locked, swipe down to reject the call.

CONTACTS

Save a contact from call history

1. Tap > to see your call history.
2. Tap the number you want to save.
3. Tap Add contact. If this is a new contact, type in the contact information, and tap Save. If this contact is already in your contacts list, tap Add to existing, select the contact, and tap Save.

Add a contact

1. Tap Contacts > .
2. Fill out the information.
3. Tap Save.

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SEND MESSAGES

Send a message

1. Tap Messages.
2. Tap Start chat.
3. To add a recipient, tap ⠿, type in their number, and tap ✓. To add a recipient from your contacts list, start typing their name and tap the contact.
4. To add more recipients, tap 👤+. After choosing all the recipients, tap Next.
5. Write your message in the text box.
6. Tap ➤.

MAIL

You can send mail with your phone when you're on the go.

Add a mail account

When you use the Gmail app for the first time, you are asked to set up your email account.

1. Tap Gmail.
2. You can select the address connected with your Google account or tap Add an email address.
3. After adding all the accounts, tap TAKE ME TO GMAIL.

Send mail

1. Tap Gmail.
2. Tap ⊕.
3. In the To box, type in an address, or tap ⋮ > Add from Contacts.
4. Type in the message subject and the mail.
5. Tap ➤.

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5 Camera

CAMERA BASICS

Take a photo

Shoot sharp and vibrant photos – capture the best moments in your photo album.

1. Tap Camera.
2. Take aim and focus.
3. Tap ○.

Take a selfie

1. Tap Camera > to switch to the front camera.
2. Tap ○.

Take photos with a timer

1. Tap Camera.
2. Tap and select the time.
3. Tap ○.

Take a wide-angle photo

To take beautiful landscape photos, switch on the wide-angle mode.

1. Tap Camera > .
2. Tap ○. To go back to the normal mode, tap .

Take a macro photo

With the macro mode, you can capture even the tiniest details to your photo.

1. Tap Camera > .
2. Tap ○. To go back to the normal mode, tap .

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VIDEOS

Record a video

1. Tap Camera.
2. To switch to the video recording mode, tap Video.
3. Tap ⊙ to start recording.
4. To stop recording, tap ⊙.
5. To go back to camera mode, tap Photo.

YOUR PHOTOS AND VIDEOS

View photos and videos on your phone

Tap Photos.

Copy your photos and videos to your computer

Do you want to view your photos or videos on a larger screen? Move them to your computer.

You can use your computer's file manager to copy or move your photos and videos to the computer.

Connect your phone to the computer with a compatible USB cable. To set the USB connection type, open the notification panel, and tap the USB notification.

Share your photos and videos

1. Tap Photos, tap the photo you want to share and tap <.
2. Select how you want to share the photo or video.

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6 Internet and connections

ACTIVATE WI-FI

Using a Wi-Fi connection is generally faster and less expensive than using a mobile data connection. If both Wi-Fi and mobile data connections are available, your phone uses the Wi-Fi connection.

Turn on Wi-Fi

1. Tap Settings > Network & internet > Wi-Fi.
2. Switch Use Wi-Fi on.
3. Select the connection you want to use.

Your Wi-Fi connection is active when ▼ is shown on the status bar at the top of the screen.

Important: Use encryption to increase the security of your Wi-Fi connection. Using encryption reduces the risk of others accessing your data.

Tip: If you want to track locations when satellite signals are not available, for example when you're indoors or between tall buildings, switch Wi-Fi on to improve positioning accuracy.

BROWSE THE WEB

Search the web

1. Tap Chrome.
2. Write a search word or a web address to the search field.
3. Tap →, or select from the proposed matches.

Tip: If your network service provider doesn't charge you a fixed fee for data transfer, to save on data costs, use a Wi-Fi network to connect to the internet.

Use your phone to connect your computer to the web

Use your mobile data connection to access the internet with your laptop or other device.

1. Tap Settings > Network & internet > Hotspot & tethering.

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2. Switch on Wi-Fi hotspot to share your mobile data connection over Wi-Fi, USB tethering to use a USB connection, Bluetooth tethering to use Bluetooth, or Ethernet tethering to use a USB Ethernet cable connection.

The other device uses data from your data plan, which may result in data traffic costs. For info on availability and costs, contact your network service provider.

BLUETOOTH®

You can connect wirelessly to other compatible devices, such as phones, computers, headsets, and car kits. You can also send your photos to compatible phones or to your computer.

Connect to a Bluetooth device

You can connect your phone with many useful Bluetooth devices. For example, with a wireless headset (sold separately), you can speak on the phone hands-free – you can continue what you're doing, such as working at your computer, during a call. Connecting a phone to a Bluetooth device is called pairing.

1. Tap Settings > Connected devices > Connection preferences > Bluetooth.
2. Switch Bluetooth to On.
3. Make sure the other device is switched on. You may need to start the pairing process from the other device. For details, see the user guide for the other device.
4. Tap Pair new device and tap the device you want to pair with from the list of discovered Bluetooth devices.
5. You may need to type in a passcode. For details, see the user guide for the other device.

Since devices with Bluetooth wireless technology communicate using radio waves, they do not need to be in direct line-of-sight. Bluetooth devices must, however, be within 10 meters (33 feet) of each other, although the connection may be subject to interference from obstructions such as walls or from other electronic devices.

Paired devices can connect to your phone when Bluetooth is switched on. Other devices can detect your phone only if the Bluetooth settings view is open.

Do not pair with or accept connection requests from an unknown device. This helps to protect your phone from harmful content.

Share your content using Bluetooth

If you want to share your photos or other content with a friend, send them to your friend's phone using Bluetooth.

You can use more than one Bluetooth connection at a time. For example, while using a Bluetooth headset, you can still send things to another phone.

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1. Tap Settings > Connected devices > Connection preferences > Bluetooth.
2. Make sure Bluetooth is switched on in both phones and the phones are visible to each other.
3. Go to the content you want to send, and tap > Bluetooth.
4. On the list of found Bluetooth devices, tap your friend's phone.
5. If the other phone needs a passcode, type in or accept the passcode, and tap PAIR.

The passcode is only used when you connect to something for the first time.

Remove a pairing

If you no longer have the device with which you paired your phone, you can remove the pairing.

1. Tap Settings > Connected devices > PREVIOUSLY CONNECTED DEVICES.
2. Tap next to a device name.
3. Tap FORGET.

NFC

Explore the world around you. If your phone supports Near Field Communication (NFC), you can tap accessories to connect to them, and tap tags to call someone or open a website. The NFC functionality can be used with some specific services and technologies like tap to pay with your device. These services might not be available in your region. For additional info about the availability of these services, contact your network service provider.

Get started with NFC

Switch on the NFC features in your phone, and start tapping to share stuff or connect to devices. To see if your phone supports NFC, tap Settings > Connected devices > Connection Preferences.

With NFC, you can:

- Connect to compatible Bluetooth accessories that support NFC, such as a headset or a wireless loudspeaker.
- Tap tags to get more content for your phone, or to access online services.
- Pay with your phone, if supported by your network service provider.

The NFC area is on the back of your phone. Tap other phones, accessories, tags, or readers with the NFC area.

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1. Tap Settings > Connected devices > Connection preferences > NFC.
2. Switch NFC on.

Before using NFC, make sure the screen and keys are unlocked.

Read NFC tags

NFC tags can contain info, such as a web address, a phone number, or a business card. The info you want is just a tap away.

To read a tag, tap the tag with the NFC area of your phone.

Note: Payment and ticketing apps and services are provided by third parties. HMD Global does not provide any warranty or take any responsibility for any such apps or services including support, functionality, transactions, or loss of any monetary value. You may need to reinstall and activate the cards you have added as well as the payment or ticketing app after repair of your device.

Connect to a Bluetooth accessory with NFC

Hands busy? Use a headset. Or why not listen to music using wireless speakers? You only need to tap the compatible accessory with your phone.

1. Tap the NFC area of the accessory with the NFC area of your phone.*
2. Follow the instructions on the screen.

*Accessories are sold separately. The availability of accessories varies by region.

Disconnect the connected accessory

If you don’t need to be connected to the accessory anymore, you can disconnect the accessory.

Tap the NFC area of the accessory again.

For more info, see the accessory’s user guide.

VPN

You may need a virtual private network (VPN) connection to access your company resources, such as intranet or corporate mail, or you may use a VPN service for personal purposes.

Contact your company IT administrator for details of your VPN configuration, or check your VPN service’s website for additional info.

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Use a secure VPN connection

1. Tap Settings > Network & Internet > Advanced > VPN.
2. To add a VPN profile, tap +.
3. Type in the profile info as instructed by your company IT administrator or VPN service.

Edit a VPN profile

1. Tap ⚙ next to a profile name.
2. Change the info as required.

Delete a VPN profile

1. Tap ⚙ next to a profile name.
2. Tap FORGET.

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7 Organize your day

DATE AND TIME

Set date and time

Tap Settings > System > Date & time.

Update the time and date automatically

You can set your phone to update the time, date, and time zone automatically. Automatic update is a network service and may not be available depending on your region or network service provider.

1. Tap Settings > System > Date & time.
2. Switch Use network-provided time on.
3. Switch Automatic time zone on.

Change the clock to the 24-hour format

Tap Settings > System > Date & time, and switch Use 24-hour format on.

ALARM CLOCK

Set an alarm

1. Tap Clock > Alarm.
2. To add an alarm, tap ⊕.
3. To modify an alarm, tap it. To set the alarm to repeat on specific dates, check Repeat and highlight the days of the week.

Switch an alarm off

When the alarm sounds, swipe the alarm right.

CALENDAR

Keep track of time – learn how to keep your appointments, tasks, and schedules up to date.

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Manage calendars

Tap Calendar > ☰, and select what type of calendar you want to see.

Calendars are added automatically when you add an account to your phone. To add a new account with a calendar, go to the apps menu and tap Settings > Accounts > Add account.

Add an event

To remember an appointment or an event, add it to your calendar.

1. In Calendar, tap + and select the entry type.
2. Type in the details you want, and set the time.
3. To make an event repeat on certain days, tap Does not repeat, and select how often the event should repeat.
4. To set a reminder, tap Add notification, set the time and tap Done.
5. Tap Save.

Tip: To edit an event, tap the event and ✎, and edit the details.

Delete an appointment

1. Tap the event.
2. Tap ⋮ > Delete.

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8 Maps

FIND PLACES AND GET DIRECTIONS

Find a spot

Google Maps helps you find specific locations and businesses.

1. Tap Maps.
2. Write search words, such as a street address or place name, in the search bar.
3. Select an item from the list of proposed matches as you write, or tap to search.

The location is shown on the map. If no search results are found, make sure the spelling of your search words is correct.

See your current location

Tap Maps > .

Get directions to a place

1. Tap Maps and enter your destination in the search bar.
2. Tap Directions. The highlighted icon shows the mode of transportation, for example . To change the mode, select the new mode under the search bar.
3. If you don't want the starting point to be your current location, tap Your location, and search for a new starting point.
4. Tap Start to start the navigation.

The route is shown on the map, along with an estimate of how long it takes to get there. To see detailed directions, tap Steps & more.

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9 Apps, updates, and backups

GET APPS FROM GOOGLE PLAY

You need to have a Google account added to your phone to use Google Play services. Charges may apply to some of the content available in Google Play. To add a payment method, tap Play Store > ≡ > Payment methods. Always be sure to have a permission from the payment method owner when buying content from Google Play.

Add a Google account to your phone

1. Tap Settings > Accounts > Add account > Google. If asked, confirm your device lock method.
2. Type in your Google account credentials and tap Next, or, to create a new account, tap Create account.
3. Follow the instructions on your phone.

Download apps

1. Tap Play Store.
2. Tap the search bar to look for apps, or select apps from your recommendations.
3. In the app description, tap Install to download and install the app.

To see your apps, go to the home screen and swipe up from the bottom of the screen.

FREE UP SPACE ON YOUR PHONE

If your phone memory is getting full, move files to a memory card or delete unnecessary files.

Transfer files to a memory card

To move photos from your phone memory to a memory card, tap Files > Images. Press and hold the photo you want to move, and tap ⋮ > Move to > SD card.

To move documents and files, tap Files > Documents & Other. Tap ˅ next to the file name, and tap Move to SD card.

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Use the lite versions of your apps

Lite versions of apps free up storage space and improve the performance of your Android

Go phone. You can see if you already have any lite apps installed by checking your list of installed apps. Navigate to Settings > Storage > Other apps and check the list.

You can search for lite versions of apps from the Google Play Store. For example, try searching for “Facebook Lite” and installing it by pressing the instal button.

UPDATE YOUR PHONE SOFTWARE

Stay in step with the beat – update your phone software and apps wirelessly to get new and enhanced features for your phone. Updating the software may also improve your phone performance.

Install available updates

Tap Settings > System > Advanced > System update > Check for update to check if updates are available.

When your phone notifies you that an update is available, just follow the instructions shown on your phone. If your phone is low on memory, you may need to move your photos and other stuff to the memory card.

Warning: If you install a software update, you cannot use the device, even to make emergency calls, until the installation is completed and the device is restarted.

Before starting the update, connect a charger or make sure the device battery has enough power, and connect to Wi-Fi, as the update packages may use up a lot of mobile data.

BACK UP YOUR DATA

To ensure your data is safe, use the backup feature in your phone. Your device data (such as Wi-Fi passwords and call history) and app data (such as settings and files stored by apps) will be backed up remotely.

Switch on automatic backup

Tap Settings > System > Backup, and switch back up on.

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RESTORE ORIGINAL SETTINGS AND REMOVE PRIVATE CONTENT FROM YOUR PHONE

Accidents can happen – if your phone is not working properly, you can restore its settings. Or, if you buy a new phone, or otherwise want to dispose of or recycle your phone, here's how you can remove your personal info and content. Note that it is your responsibility to remove all private content.

Reset your phone

1. Tap Settings > System > Advanced > Reset options > Erase all data (factory reset).
2. Follow the instructions shown on your phone.

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10 Protect your phone

PROTECT YOUR PHONE WITH A SCREEN LOCK

You can set your phone to require authentication when unlocking the screen.

Set a screen lock

1. Tap Settings > Security > Screen lock.
2. Choose the type of lock and follow the instructions on your phone.

PROTECT YOUR PHONE WITH YOUR FINGERPRINT

Add a fingerprint

1. Tap Settings > Security > Fingerprint. If you don't have screen lock set up on your phone, tap Set up screen lock.
2. Select what backup unlocking method you want to use for the lock screen and follow the instructions shown on your phone.

Unlock your phone with your finger

Place your registered finger on the power key.

If there is a fingerprint sensor error, and you cannot use alternative sign-in methods to recover or reset the phone in any way, your phone will require service by authorized personnel. Additional charges may apply, and all the personal data on your phone may be deleted. For more info, contact the nearest care point for your phone, or your phone dealer.

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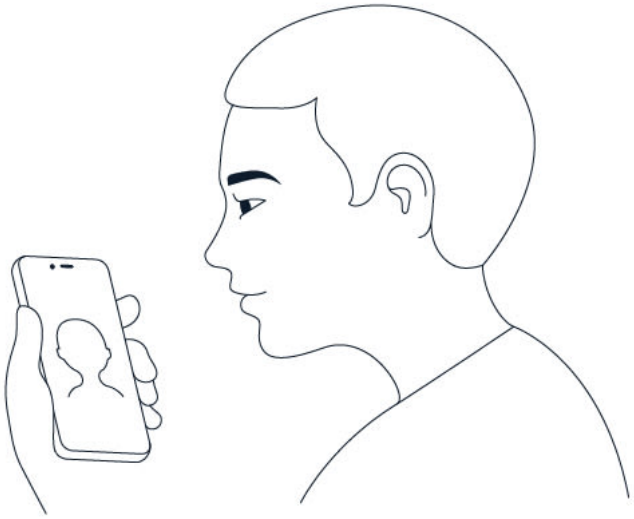
PROTECT YOUR PHONE WITH YOUR FACE

Set up face authentication



1. Tap Settings > Security > Face unlock.
2. Select what backup unlocking method you want to use for the lock screen and follow the instructions shown on your phone.

Keep your eyes open and make sure your face is fully visible and not covered by any object, such as a hat or sunglasses.

Note: Using your face to unlock your phone is less secure than using a fingerprint, pattern or password. Your phone may be unlocked by someone or something with similar appearance. Face unlock may not work properly in backlight or too dark or bright environment.

Unlock your phone with your face

To unlock your phone, just turn your screen on and look at the camera.

If there is a facial recognition error, and you cannot use alternative sign-in methods to recover or reset the phone in any way, your phone will require service. Additional charges may apply, and all the personal data on your phone may be deleted. For more info, contact the nearest authorized service facility for your phone, or your phone dealer.

CHANGE YOUR SIM PIN CODE

If your SIM card came with a pre-set PIN code, you can change it to something more secure. Not all network service providers support this.

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Select your SIM PIN code

You can choose which digits to use for the SIM PIN. The SIM PIN code can be 4-8 digits.

1. Tap Settings > Security > SIM card lock.
2. Under the selected SIM card, tap Change SIM PIN.

ACCESS CODES

Learn what the different codes on your phone are for.

PIN or PIN2 code

PIN or PIN2 codes have 4-8 digits.

These codes protect your SIM card against unauthorized use or are required to access some features. You can set your phone to ask for the PIN code when you switch it on.

If you forget the codes or they aren't supplied with your card, contact your network service provider.

If you type in the code incorrectly 3 times in a row, you need to unblock the code with the PUK or PUK2 code.

PUK or PUK2 codes

PUK or PUK2 codes are required to unblock a PIN or PIN2 code.

If the codes are not supplied with your SIM card, contact your network service provider.

Lock code

Lock code is also known as security code or password.

The lock code helps you protect your phone against unauthorized use. You can set your phone to ask for the lock code that you define. Keep the code secret and in a safe place, separate from your phone.

If you forget the code and your phone is locked, your phone will require service. Additional charges may apply, and all the personal data on your phone may be deleted. For more info, contact the nearest authorized service facility for your phone, or your phone dealer.

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IMEI code

The IMEI code is used to identify phones in the network. You may also need to give the number to your authorized service facility or phone dealer. To view your IMEI code:

- dial *#06#
- check the original sales box

If the IMEI code is printed on your phone, you may find it, for example, on the SIM tray or under the back cover, if your phone has a removable cover.

Locate or lock your phone

If you lose your phone, you may be able to find, lock, or erase it remotely if you have signed in to a Google Account. Find My Device is on by default for phones associated with a Google Account.

To use Find My Device, your lost phone must be:

- Turned on
- Signed in to a Google Account
- Connected to mobile data or Wi-Fi
- Visible on Google Play
- Location turned on
- Find My Device turned on

When Find My Device connects with your phone, you see the phone's location, and the phone gets a notification.

1. Open android.com/find on a computer, tablet or phone connected to the internet and sign in to your Google Account.
2. If you have more than one phone, click the lost phone at the top of the screen.
3. On the map, see about where the phone is. The location is approximate and may not be accurate.

If your device can't be found, Find My Device will show its last known location, if available. To lock or erase your phone, follow the instructions on the web site.

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11 Product and safety information

FOR YOUR SAFETY

Read these simple guidelines. Not following them may be dangerous or against local laws and regulations. For further info, read the complete user guide.

SWITCH OFF IN RESTRICTED AREAS

Switch the device off when mobile device use is not allowed or when it may cause interference or danger, for example, in aircraft, in hospitals or near medical equipment, fuel, chemicals, or blasting areas. Obey all instructions in restricted areas.

ROAD SAFETY COMES FIRST

Obey all local laws. Always keep your hands free to operate the vehicle while driving. Your first consideration while driving should be road safety.

INTERFERENCE

All wireless devices may be susceptible to interference, which could affect performance.

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AUTHORIZED SERVICE

Only authorized personnel may install or repair this product.

BATTERIES, CHARGERS, AND OTHER ACCESSORIES

Use only batteries, chargers, and other accessories approved by HMD Global Oy for use with this device. Do not connect incompatible products.

KEEP YOUR DEVICE DRY

If your device is water-resistant, see its IP rating in the device's technical specifications for more detailed guidance.

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GLASS PARTS

The device and/or its screen is made of glass. This glass can break if the device is dropped on a hard surface or receives a substantial impact. If the glass breaks, do not touch the glass parts of the device or attempt to remove the broken glass from the device. Stop using the device until the glass is replaced by authorized service personnel.

PROTECT YOUR HEARING

To prevent possible hearing damage, do not listen at high volume levels for long periods. Exercise caution when holding your device near your ear while the loudspeaker is in use.

SAR

This device meets RF exposure guidelines when used either in the normal use position against the ear or when positioned at least 1.5 centimetres (5/8 inch) away from the body. The specific maximum SAR values can be found in the Certification Information (SAR) section of this user guide. For more information, see the Certification Information (SAR) section of this user guide or go to www.sar-tick.com.

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NETWORK SERVICES AND COSTS

Using some features and services, or downloading content, including free items, require a network connection. This may cause the transfer of large amounts of data, which may result in data costs. You may also need to subscribe to some features.

Important: 4G/LTE might not be supported by your network service provider or by the service provider you are using when traveling. In these cases, you may not be able to make or receive calls, send or receive messages or use mobile data connections. To make sure your device works seamlessly when full 4G/LTE service is not available, it is recommended that you change the highest connection speed from 4G to 3G. To do this, on the home screen, tap Settings > Network & Internet > Mobile network, and switch Preferred network type to 3G. For more info, contact your network service provider.

EMERGENCY CALLS

Important: Connections in all conditions cannot be guaranteed. Never rely solely on any wireless phone for essential communications like medical emergencies.

Before making the call:

- Switch the phone on.
- If the phone screen and keys are locked, unlock them.
- Move to a place with adequate signal strength.

On the home screen, tap .

1. Type in the official emergency number for your present location. Emergency call numbers vary by location.
2. Tap .
3. Give the necessary info as accurately as possible. Do not end the call until given permission to do so.

You may also need to do the following:

- Put a SIM card in the phone. If you don’t have a SIM card, on the lock screen, tap Emergency.
- If your phone asks for a PIN code, tap Emergency.
- Switch the call restrictions off in your phone, such as call barring, fixed dialling, or closed user group.
- If the mobile network is not available, you may also try making an internet call, if you can access the internet.

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TAKE CARE OF YOUR DEVICE

Handle your device, battery, charger and accessories with care. The following suggestions help you keep your device operational.

- Keep the device dry. Precipitation, humidity, and all types of liquids or moisture can contain minerals that corrode electronic circuits.
- Do not use or store the device in dusty or dirty areas.
- Do not store the device in high temperatures. High temperatures may damage the device or battery.
- Do not store the device in cold temperatures. When the device warms to its normal temperature, moisture can form inside the device and damage it.
- Do not open the device other than as instructed in the user guide.
- Unauthorized modifications may damage the device and violate regulations governing radio devices.
- Do not drop, knock, or shake the device or the battery. Rough handling can break it.
- Only use a soft, clean, dry cloth to clean the surface of the device.
- Do not paint the device. Paint can prevent proper operation.
- Keep the device away from magnets or magnetic fields.
- To keep your important data safe, store it in at least two separate places, such as your device, memory card, or computer, or write down important info.

During extended operation, the device may feel warm. In most cases, this is normal. To avoid getting too warm, the device may automatically slow down, dim display during a video call, close apps, switch off charging, and if necessary, switch itself off. If the device is not working properly, take it to the nearest authorized service facility.

RECYCLE

Always return your used electronic products, batteries, and packaging materials to dedicated collection points. This way you help prevent uncontrolled waste disposal and promote the recycling of materials. Electrical and electronic products contain a lot of valuable materials, including metals (such as copper, aluminum, steel, and magnesium) and precious metals (such as gold, silver, and palladium). All materials of the device can be recovered as materials and energy.

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CROSSED-OUT WHEELIE BIN SYMBOL

Crossed-out wheelie bin symbol

The crossed-out wheelie-bin symbol on your product, battery, literature, or packaging reminds you that all electrical and electronic products and batteries must be taken to separate collection at the end of their working life. Remember to remove personal data from the device first. Do not dispose of these products as unsorted municipal waste: take them for recycling. For info on your nearest recycling point, check with your local waste authority, or read about HMD's take-back program and its availability in your country at www.hmd.com/phones/support/topics/recycle.

BATTERY AND CHARGER INFORMATION

Battery and charger info

To check if your phone has a removable or non-removable battery, see the printed guide.

Devices with a removable battery Use your device only with an original rechargeable battery. The battery can be charged and discharged hundreds of times, but it will eventually wear out. When the talk and standby times are noticeably shorter than normal, replace the battery.

Devices with a non-removable battery Do not attempt to remove the battery, as you may damage the device. The battery can be charged and discharged hundreds of times, but it will eventually wear out. When the talk and standby times are noticeably shorter than normal, to replace the battery, take the device to the nearest authorized service facility.

Charge your device with a compatible charger. Charger plug type may vary. Charging time can vary depending on device capability.

Battery and charger safety info

Once charging of your device is complete, unplug the charger from the device and electrical outlet. Please note that continuous charging should not exceed 12 hours. If left unused, a fully charged battery will lose its charge over time.

Extreme temperatures reduce the capacity and lifetime of the battery. Always keep the battery between 15°C and 25°C (59°F and 77°F) for optimal performance. A device with a

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hot or cold battery may not work temporarily. Note that the battery may drain quickly in cold temperatures and lose enough power to switch off the phone within minutes. When you are outdoors in cold temperatures, keep your phone warm.

Obey local regulations. Recycle when possible. Do not dispose as household waste.

Do not expose the battery to extremely low air pressure or leave it to extremely high temperature, for example dispose it in a fire, as that may cause the battery to explode or leak flammable liquid or gas.

Do not dismantle, cut, crush, bend, puncture, or otherwise damage the battery in any way. If a battery leaks, do not let liquid touch skin or eyes. If this happens, immediately flush the affected areas with water, or seek medical help. Do not modify, attempt to insert foreign objects into the battery, or immerse or expose it to water or other liquids. Batteries may explode if damaged.

Use the battery and charger for their intended purposes only. Improper use, or use of unapproved or incompatible batteries or chargers may present a risk of fire, explosion, or other hazard, and may invalidate any approval or warranty. If you believe the battery or charger is damaged, take it to a service centre or your phone dealer before continuing to use it. Never use a damaged battery or charger. Only use the charger indoors. Do not charge your device during a lightning storm. When charger is not included in the sales pack, charge your device using the data cable (included) and a USB power adaptor (may be sold separately). You can charge your device with third-party cables and power adaptors that are compliant with USB 2.0 or later and with applicable country regulations and international and regional safety standards. Other adaptors may not meet applicable safety standards, and charging with such adaptors could pose a risk of property loss or personal injury.

To unplug a charger or an accessory, hold and pull the plug, not the cord.

Additionally, the following applies if your device has a removable battery:

- Always switch the device off and unplug the charger before removing any covers or the battery.
- Accidental short-circuiting can happen when a metallic object touches the metal strips on the battery. This may damage the battery or the other object.

SMALL CHILDREN

Your device and its accessories are not toys. They may contain small parts. Keep them out of the reach of small children.

MEDICAL DEVICES

Operation of radio transmitting equipment, including wireless phones, may interfere with inadequately shielded medical devices' function. Consult a physician or the medical device's manufacturer to determine if it is adequately shielded from external radio energy.

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IMPLANTED MEDICAL DEVICES

To avoid potential interference, manufacturers of implanted medical devices (such as cardiac pacemakers, insulin pumps, and neurostimulators) recommend a minimum separation of 15.3 centimeters (6 inches) between a wireless device and the medical device. Persons who have such devices should:

- Always keep the wireless device more than 15.3 centimeters (6 inches) from the medical device.
- Not carry the wireless device in a breast pocket.
- Hold the wireless device to the ear opposite the medical device.
- Switch the wireless device off if there is any reason to suspect that interference is taking place.
- Follow the manufacturer directions for the implanted medical device.

If you have any questions about using your wireless device with an implanted medical device, consult your health care provider.

HEARING

Warning: When you use the headset, your ability to hear outside sounds may be affected. Do not use the headset where it can endanger your safety.

Some wireless devices may interfere with some hearing aids.

PROTECT YOUR DEVICE FROM HARMFUL CONTENT

Your device may be exposed to viruses and other harmful content. Take the following precautions:

- Be cautious when opening messages. They may contain malicious software or otherwise be harmful to your device or computer.
- Be cautious when accepting connectivity requests, browsing the internet, or downloading content. Do not accept Bluetooth connections from sources you do not trust.
- Only install and use services and software from sources that you trust and that offer adequate security and protection.
- Install antivirus and other security software on your device and any connected computer. Only use one antivirus app at a time. Using more may affect performance and operation of the device and/or computer.
- If you access preinstalled bookmarks and links to third party internet sites, take the appropriate precautions. HMD Global does not endorse or assume liability for such sites.

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VEHICLES

Radio signals may affect improperly installed or inadequately shielded electronic systems in vehicles. For more info, check with the manufacturer of your vehicle or its equipment. Only authorized personnel should install the device in a vehicle. Faulty installation may be dangerous and invalidate your warranty. Check regularly that all wireless device equipment in your vehicle is mounted and operating properly. Do not store or carry flammable or explosive materials in the same compartment as the device, its parts, or accessories. Do not place your device or accessories in the air bag deployment area.

POTENTIALLY EXPLOSIVE ENVIRONMENTS

Switch your device off in potentially explosive environments, such as near gasoline pumps. Sparks may cause an explosion or fire resulting in injury or death. Note restrictions in areas with fuel; chemical plants; or where blasting operations are in progress. Areas with a potentially explosive environment may not be clearly marked. These usually are areas where you are advised to switch your engine off, below deck on boats, chemical transfer or storage facilities, and where the air contains chemicals or particles. Check with the manufacturers of vehicles using liquefied petroleum gas (such as propane or butane) if this device can be safely used in their vicinity.

CERTIFICATION INFORMATION

This mobile device meets guidelines for exposure to radio waves.

Your mobile device is a radio transmitter and receiver. It is designed not to exceed the limits for exposure to radio waves (radio frequency electromagnetic fields), recommended by international guidelines from the independent scientific organization ICNIRP. These guidelines incorporate substantial safety margins that are intended to assure the protection of all persons regardless of age and health. The exposure guidelines are based on the Specific Absorption Rate (SAR), which is an expression of the amount of radio frequency (RF) power deposited in the head or body when the device is transmitting. The ICNIRP SAR limit for mobile devices is 2.0 W/kg averaged over 10 grams of tissue.

SAR tests are carried out with the device in standard operating positions, transmitting at its highest certified power level, in all its frequency bands.

This device meets RF exposure guidelines when used against the head or when positioned at least 5/8 inch (1.5 centimetres) away from the body. When a carry case, belt clip or other form of device holder is used for body-worn operation, it should not contain metal and should provide at least the above stated separation distance from the body.

To send data or messages, a good connection to the network is needed. Sending may be delayed until such a connection is available. Follow the separation distance instructions until the sending is finished.

During general use, the SAR values are usually well below the values stated above. This is because, for purposes of system efficiency and to minimize interference on the network,

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the operating power of your mobile device is automatically decreased when full power is not needed for the call. The lower the power output, the lower the SAR value.

Device models may have different versions and more than one value. Component and design changes may occur over time and some changes could affect SAR values.

For more info, go to www.sar-tick.com. Note that mobile devices may be transmitting even if you are not making a voice call.

The World Health Organization (WHO) has stated that current scientific information does not indicate the need for any special precautions when using mobile devices. If you are interested in reducing your exposure, they recommend you limit your usage or use a hands-free kit to keep the device away from your head and body. For more information and explanations and discussions on RF exposure, go to the WHO website at www.who.int/health-topics/electromagnetic-fields#tab=tab_1.

Please refer to www.hmd.com/sar for the maximum SAR value of the device.

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Certain features, functionality and product specifications may be network dependent and subject to additional terms, conditions, and charges.

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