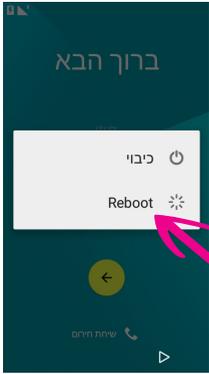
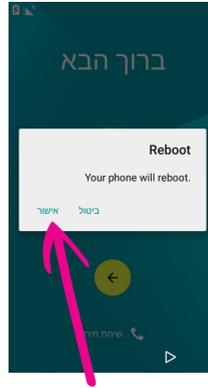


## Changing your smartphone back to English

Occasionally, while setting up your phone for the first time, you may find that your phone switches to a different language. If this happens, please follow the steps below to reset the language to English



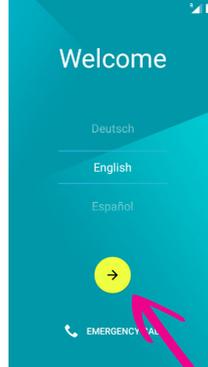
**1** Press and hold the power key for a few seconds until you see 'Reboot' on the screen. Tap 'Reboot'.



**2** Tap the text on the left. This will turn your phone off and on again.



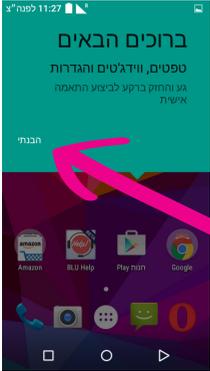
**3** When your phone turns on, you will see a screen similar to this screen. Scroll through the list to find 'English'.



**4** Select 'English' and press the arrow key to proceed. You can then proceed through the set up process.

**If you do not see a language selection screen when the phone turns on, follow the steps below to change the language back to English.**

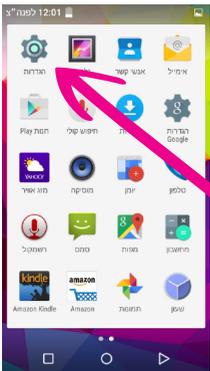
## Changing your smartphone back to English



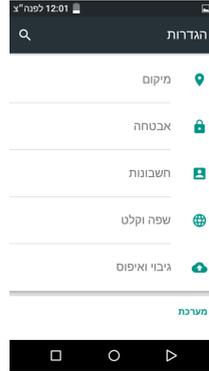
**1** If you see this message, tap where the arrow is pointing to.



**2** If you see this screen, Tap the menu icon at the bottom of the screen.



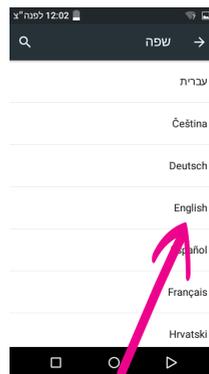
**3** Then swipe to the left or right until you see the 'settings' icon and tap it.



**4** Now you are in the settings menu, scroll down until you see the 'globe' icon, tap the icon to continue.



**5** Now tap the icon at the top to continue.



**6** You are now within the languages menu. Scroll down until you find 'English'. Tap it to change the phone back to English language.

## Changing your smartphone back to English

**If you do not see a language selection screen when the phone turns on, follow the steps below to perform a factory reset :**

- 1) Please turn the phone off, remove the back panel and remove the SIM card from 'SIM Card Slot 1'.
- 2) Leave the SIM card removed and place the back cover on the phone again.
- 3) Press and hold the 'power key' and the 'volume down' key simultaneously until you see some small white text appear on a black screen
- 4) When you see this screen, please release the 'Power' key and the 'Volume Down' key and then press the 'Volume Up' key once.
- 5) Scroll through the options using the Volume Up / Volume Down keys and highlight "Wipe data / Factory Reset".
- 6) Press the 'Power' key once to select "Wipe data / Factory Reset".
- 7) Scroll down to "Yes" using the volume keys and press the power key again to select this option
- 8) Once complete, select "Reboot System Now" by pressing the power key again.

Your phone will then restart (which may take a few minutes) and you will be able to go through the setup questions once again.

When you have gone through the complete setup and you have reached the home screen, you will just need to turn the phone off to re-insert the SIM card. Once complete, please turn the phone back on again and you should be able to continue using the phone as normal.