

# HMD

# HMD Terra M

## User Guide

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# 1 About this user guide



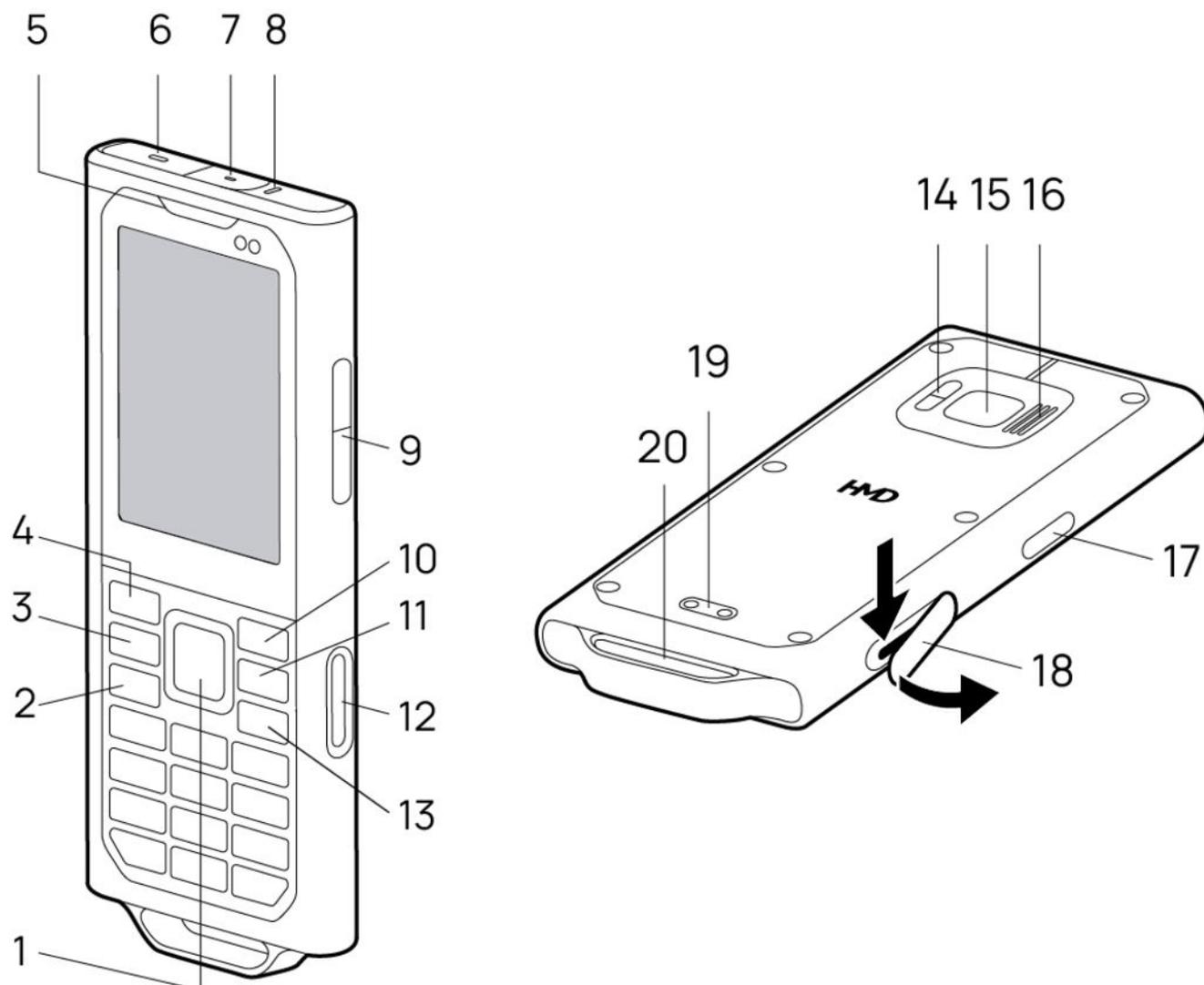
**Important:** For important information on the safe use of your device and battery, read “Product and safety information” before you take the device into use. To find out how to get started with your new device, read the user guide.

## 2 Get started

### KEYS AND PARTS

Explore the keys and parts of your new phone.

#### Your phone



This user guide applies to the following models: TA-1719, TA-1722.

The keys and parts of your phone are:

- |                        |                       |
|------------------------|-----------------------|
| 1. OK & Navigation key | 4. Left selection key |
| 2. Call key            | 5. Earpiece           |
| 3. Multi-function key  | 6. USB-C connector    |

7. Headset connector
8. Microphone 2
9. Volume keys
10. Right selection key
11. Back key
12. Emergency key (Programmable key 2)
13. Power/End key
14. Flashlight & red light torch
15. Camera (TA-1719 only)
16. Loudspeaker
17. Push-to-Talk key (Programmable key 1)
18. SIM and memory card slot
19. Charging cradle connector
20. Microphone 1

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 storage media near the device, because info stored on them may be erased.

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

## INSERT THE SIM AND MEMORY CARDS

Learn how to insert the SIM and memory cards.

### Nano-SIM



**Important:** This device is designed to be used with a nano-SIM card only. Use of incompatible SIM cards may damage the card or the device, and may corrupt data stored on the card.



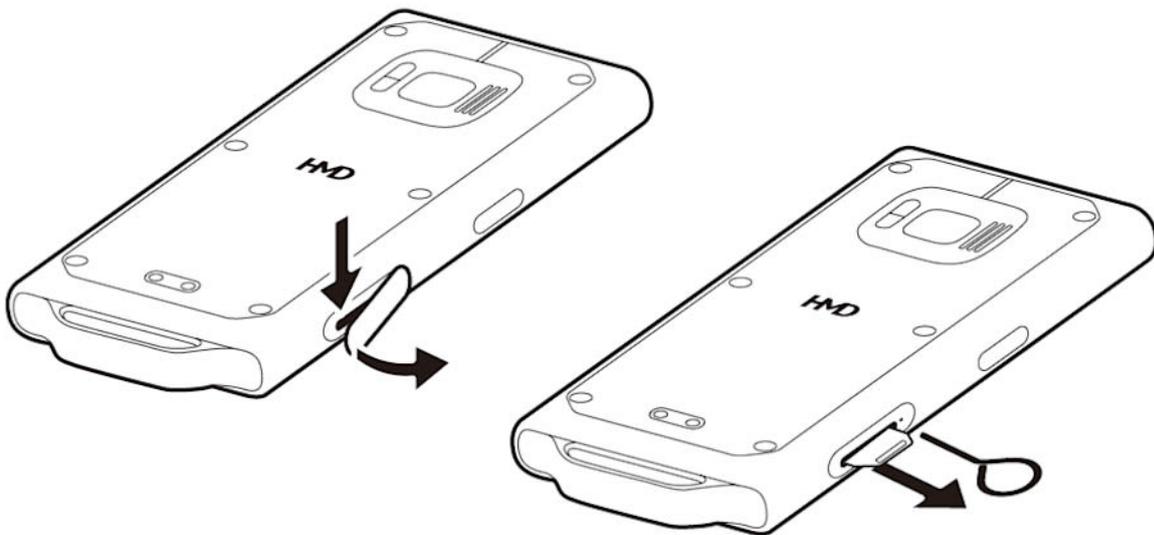
**Note:** Switch the device off and disconnect the charger and any other device before removing any covers. Avoid touching electronic components while changing any covers. Always store and use the device with any covers attached.

## MicroSD memory cards

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.

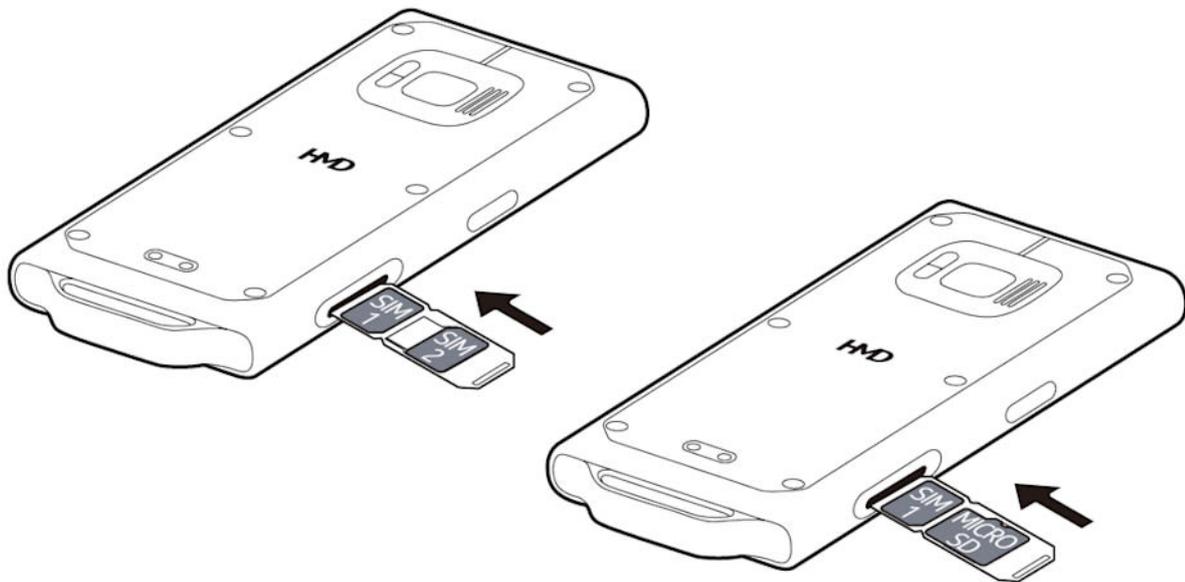
**!** **Important:** Do not remove the memory card when an app is using it. Doing so may damage the memory card and the device and corrupt data stored on the card.

### Open the card tray



1. With your phone facing down, locate the small slot to the left of the SIM and memory card tray cover. Put your fingernail in the slot and gently pull the cover open.
2. Push the tray opener pin in the tray hole and slide the tray out.

## Insert the SIM and memory cards



1. If you have a single-SIM phone, put a nano-SIM card in slot 1 and a memory card in slot 2 on the tray with the contact areas face down.
2. If you have a dual-SIM phone, put a nano-SIM card in slot 1 and either a second SIM or a memory card in slot 2 with the contact areas face down. Both SIM cards are available at the same time when the device is not being used, but while one SIM card is active, for example, making a call, the other may be unavailable.
3. Slide the tray back in the slot.
4. Press the cover firmly back in place to prevent dust or water from entering the phone and damaging it.

## SET UP AND SWITCH ON YOUR PHONE

### Switch on your phone

Press and hold the power key until the phone vibrates.

### Select which SIM card to use

You can choose which SIM card to use for calls, messages, and mobile data.

1. Select **Settings** > **Network & internet** > **SIMs**.
2. Select SIM1 or SIM2.
3. To choose which SIM to use for calls,

- select **Calls preference**, and select **SIM1** or **SIM2**.
4. To choose which SIM to use for messages, select **SMS preference**, and select **SIM1** or **SIM2**.
5. To choose which SIM to use for mobile data, select **Data preference**, then select **SIM1** or **SIM2**.



**Tip:** To be able to distinguish your SIM cards, give them a descriptive name. Select **Settings** > **Network & internet** > **SIMs**, select each SIM card, tap  and type in the name.

## Access codes

Your phone and SIM card use different codes for security.

- PIN or PIN2 codes: These codes protect your SIM card against unauthorized use. 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: These 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.
- Screen lock: The screen lock helps you protect your phone against unauthorized use. You can set your phone to ask for the screen 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 care point for your phone, or your phone dealer.
- IMEI code: The IMEI code is used to identify phones in the network. You may also need to give the number to your care point services or phone dealer. To view your IMEI number, dial **\*#06#**. The IMEI is also visible on the original sales box.

## CHARGE YOUR DEVICE

Your battery has been partially charged at the factory, but you may need to recharge it before you can use your device.

### Charge the battery

1. Plug the charger into a wall outlet.
2. Connect the charger to the device.
3. After charging, press the cover firmly back in place to prevent dust or water from entering the phone and damaging it.

Do not overcharge the battery: once charging of your device is complete, first unplug the charger from the device and then from the electrical outlet.

Do not overuse the battery: avoid letting the battery charge drop below 20% or using it until it runs out of power and shuts down.

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



**Tip:** You can use USB charging when a wall outlet is not available. The efficiency of USB charging power varies significantly, and it may take a long time for charging to start and the device to start functioning.

### Charger model

**For EU countries:** Use your device only with an original BL-25AA rechargeable battery. Charge your device with the HAD-005E charger. Charger plug type may vary. HMD Global may make additional battery or charger models available for this device.

For environmental reasons this package does not include a charger. This device can be powered with most USB power adapters and a cable with USB Type-C plug. Use only chargers and cables that are compliant with applicable country regulations, and international and regional safety standards to avoid any risk of property loss or personal injury. The power delivered by the charger must be between min 2.5 Watts required by the radio equipment, and max 5 Watts in order to achieve the maximum charging speed.

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

**For other countries:** Charge your device with a compatible charger. Charging time can vary depending on device capability. Some of the accessories mentioned in this user guide, such as charger, headset, or data cable, may be sold separately.

When charger is not included in the sales box, 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. It is recommended to use a power adaptor with an input of 100-240V~50/60Hz 0.1A and output of 5V/1A to optimise the charging of your device.

## 3 Basics

### EXPLORE YOUR PHONE

#### Unlock the phone

Press \* on the lock screen.

#### Open the apps list

From the home screen, swipe left or right to view all your apps. Tap an app to open it.

#### Go back to the previous view

Press the back key.

#### Go back to the home screen

From any screen, quickly swipe up from the bottom of the screen.

Alternatively, press the back key repeatedly until the home screen appears.

#### Stop apps running in the background

To view all apps running in the background, swipe up slowly from the bottom of the screen and pause in the middle.

To close an app, drag it to the top of the screen.

To close all apps at once, tap **Clear all**.

### CHANGE THE VOLUME

#### Turn the volume up or down

Having trouble hearing your phone ringing in noisy environments, or are calls too loud? You can change the volume to your liking.

- To change the volume during a call, press the volume keys.
- To change the volume of your media apps, ringtones, notifications, and alarms, press the scroll key and select **Settings** > **Sound & vibration**, then drag the relevant slider.
- To change the volume when listening to music, press the volume keys.

## WRITE TEXT

To easily switch between the on-screen touch keyboard and the keypad input method, press and hold the upper-left selection key until the **Choose Input Method** menu appears.

### Write using the keypad

Press a key repeatedly until the desired letter is shown.

To type in a space, press **0**.

To type in a special character or punctuation mark, press **\***.

To switch between character cases and number, press **#**.

To switch to numbers, press **#**.

To type in a number, press a number key.

Use the right selection key to delete characters.

To choose the input method, press and hold the left selection key.

**Note:** The writing method may vary between applications.

## USE THE LED TORCH (WHITE / RED)

The HMD Terra M is equipped with both a white LED and a red LED torch, each designed for different usage scenarios—white for standard illumination and red for night-vision-friendly operation.

### Activate the LED torch

1. Swipe down from the top of the screen to open the **Quick Settings** panel.
2. Tap **Flashlight**.
3. A pop-up menu will appear allowing you to choose between:
  - **White Light** – for standard illumination
  - **Red Light** – for low-light or night-adapted use

The selected LED will turn on immediately.

To turn off the torch or switch between white and red LEDs, just repeat the same steps.

## 4 Connect and call

### CALLS

#### Make a call

Learn how to make a call with your new phone.

1. Go to the home screen.
2. Type in the phone number. To type in the + character for international calls, press and hold \*.
3. Press . If asked, select which SIM to use.

#### End a call

To end a call, press the end key.

#### Answer a call

Press .

### CONTACTS

#### Add a contact

Save and organize your friends' phone numbers.

1. From the home screen, tap **Contacts**.
2. Tap **ADD NEW** and select whether to save the contact to the phone memory or the SIM card.
3. Write the name and phone number of the contact. To add more information, tap **More fields**.
4. Tap **Save**.

## Copy contacts

Copy contacts between your SIM card and the phone.

1. In the contacts list, tap  > **Copy**.
2. Choose where to copy contacts from and to (e.g., from SIM to phone or from phone to SIM).
3. Tap **NEXT**.
4. Select the contacts to be copied and tap .

To share a contact with a friend, tap the contact, then tap  > **Share**, and select a sharing method, such as Bluetooth®.

## Import contacts from another Android smartphone

You can easily transfer contacts from another Android smartphone to your HMD Terra M via Bluetooth. Follow these steps:

### Prepare both phones

1. Turn on Bluetooth on both devices.
2. Ensure both phones have sufficient battery and are within 10 meters of each other.

### Pair the devices

1. On your Android phone, open **Settings** > **Connected devices** and keep this screen open for pairing.
2. On your HMD Terra M, go to **Settings** > **Connected devices**.
3. Tap **Pair new device** and select your Android phone from the list.
4. On both devices, select **Allow access to contacts and call history**, then tap **Pair**.

### Transfer contacts

1. Once the devices are paired, open the **Contacts** app on your Android phone.
2. Select the contacts you want to transfer. Tap and hold a contact to select it. To select multiple contacts, tap additional contacts. To select all, tap the  icon > **Select all**.
3. Tap the Share icon. The phone will export the selected contacts into a single .vcf file. Wait until the export is complete.

- In the pop-up window, choose **Bluetooth**, then select HMD Terra M under available devices.
- A prompt will appear on your HMD Terra M. Tap **ACCEPT** to receive the file.
- Once the transfer is complete, a confirmation prompt will appear.
- On your HMD Terra M, open the **Contacts** app.
- Tap **IMPORT** > **.vcf file**.
- Under **Recent files**, select the file you just received. The contacts will be imported automatically. You can check the progress in the notification panel.
- The imported contacts now appear in your contact list.

**Note:** To synchronize your contacts with Outlook, go to the MDM section.

### Call a contact

You can call a contact directly from the contacts list.

- In the contacts list, tap a contact.
- Tap .
- If asked, select which SIM to use.

## SEND MESSAGES

### Write and send messages

- From the home screen, tap Messaging.
- Tap **New message**.
- In the To field, press \* until you are able to enter numbers and then type in a phone number, or tap  to select a contact from your contacts list.
- Write your message. To remove a character, press the right selection key.
- Tap . If asked, select which SIM to use.

## USE EMERGENCY SOS

### Set up the emergency key

You can customize the action triggered by pressing the right-side emergency key to suit your needs.

Go to **Settings** > **SOS key** and choose one of the following options:

- **Default SOS** : This links to any installed app with an SOS feature. If no such app is installed, the emergency key won't function. If you select a Push-to-Talk (PTT) app, the app name will appear.
- **System Emergency SOS** : Press and hold the emergency key for five seconds to trigger a loud alarm and start a countdown. After the countdown, the phone automatically calls emergency services (e.g., 112/911). If the **Send Emergency SOS** option is enabled, it will also send an emergency SMS and share your location with selected contacts.

The emergency key can also be configured to launch other options, such as apps or shortcuts.

**Note:** To activate **Default SOS** or **System Emergency SOS**, or to launch the linked app or shortcut, press and hold the emergency key for five seconds.

### Add your emergency information

To help first responders in an emergency, you can add important details such as your medical information and emergency contacts.

1. Select **Settings** > **Safety & emergency** > **Emergency information**.
2. To add your medical information, tap **Add information** and fill in the required fields.
3. To add your emergency contacts, tap **Add contact** and select from your saved contacts. You can add multiple emergency contacts.

**Note:** You cannot use official emergency numbers as emergency contacts.

To edit the SOS message sent to your emergency contact, under **Emergency SMS**, tap **Edit**. To include your location in the message, select **Add GPS**. Tap **SAVE** to save your changes.

### Switch on Emergency SOS function

1. Select **Settings** > **Safety & emergency** > **Emergency SOS**, and switch **Use Emergency SOS** on.
2. Tap **Call for help**, enter your official emergency number, then tap **SAVE**.

### Make an SOS call

Once you have switched on the Emergency SOS function and added your official emergency number, you can make SOS calls.

- To make an emergency call, press the power key five times quickly or press and hold the emergency key for five seconds.

- Your phone will call the number saved under **Settings** > **Safety & emergency** > **Emergency SOS** > **Call for help**.

- ⓘ **Note:** When the SOS call is answered, the phone goes to handsfree mode. Do not hold the phone close to your ear, as the volume may be very loud.
- ⓘ **Note:** The user can always call emergency services by dialing the local emergency number (e.g., 112/911) from the unlocked screen and pressing the call key. Ensure a SIM card is inserted.

## PTT KEY

Push-to-Talk (PTT) lets you use your phone like a walkie-talkie. By pressing a designated button, you can quickly send voice messages to individuals or groups using a supported PTT app. To access Push-to-Talk functionality, you'll need to sign up for one of the supported PTT apps. Some advanced PTT features may require a paid subscription. Check with your app provider for more details.

### Set up your PTT key

During the Setup Wizard, choose a PTT app to link to the left-side PTT key. Follow the on-screen instructions to complete the setup and link your preferred PTT app. If you skipped setting up a PTT function during the Setup Wizard, you'll be prompted to choose one the first time the PTT key is pressed.

You can change the PTT app linked to your PTT key at any time:

1. Select **Settings** > **Push-To-Talk**.
2. Under **Select your Push-To-Talk button function**, choose a different app.

The PTT key can also be used to launch other options, such as apps or shortcuts.

- To link it to a shortcut, go to **Settings** > **Push-To-Talk** > **System Shortcut** and select your desired shortcut.
- To use it to launch an app, go to **Settings** > **Push-To-Talk** > select **Application**, then tap  and select your app.

## 5 Personalize your phone

### CHANGE THE TONES

You can choose a new ringtone.

#### Change your ringtone

1. Select **Settings** > **Sound and vibration** .
2. Tap **Phone ringtone** for SIM1 or SIM2.
3. Choose a ringtone and tap **OK** .

### CHANGE THE LOOK OF YOUR HOME SCREEN

You can change the look of your phone with wallpapers.

#### Choose a new wallpaper

1. Select **Settings** > **Wallpaper** .
2. Select **Wallpapers** to select from pre-defined wallpapers, or **Gallery** to choose a wallpaper from the photos on your phone.
3. Tap **Set Wallpaper** , then choose whether to set it as the home screen, lock screen, or both.

### BATTERY LIFE

#### Save power

If applicable:

- Use network connections selectively for power saving: Switch Bluetooth on only when needed.
- Use a Wi-Fi connection to connect to the internet, rather than a mobile data connection.
- If you don't want to make or receive calls, switch the airplane mode on.

Airplane mode closes connections to the mobile network and switches your device's wireless features off.

## ACCESSIBILITY

### Accessibility features

Tap **Settings** > **Accessibility** and select the features you need.

#### Display size and text

You can adjust the font size and display elements to be smaller or larger.

#### Color and motion

- Color correction: Adjust how colors display on your phone.
- Color inversion: Turns light screens dark, and dark screens light, reversing the colors on your display.
- Remove animations: Reduce movement on the screen.
- Large mouse pointer: Make the mouse pointer more noticeable.

#### Extra Dim

Dim screen beyond your phone's minimum brightness so it's more comfortable to read.

#### Magnification

Quickly zoom in on the screen to make content larger.

#### Captions

Detects speech on your phone and automatically generates captions.

#### Audio description

Hear a description of what's happening on the screen in supported movies and shows.

#### Flash notifications

Flash the camera flashlight or the screen when you receive notifications or when alarms sound.

#### Audio adjustment

You can adjust the balance of Mono audio to increase the volume of the left or right channel.

#### Interaction controls

Adjust settings like vibration, touch gestures, and touch & hold delays to enhance navigation and control. You can also set a timeout for action prompts and enable autoclick for easier mouse use.

## Learn more about accessibility features

To learn more about this device's accessibility features, please visit the Global Accessibility Reporting Initiative: <https://www.gari.info/findphones.cfm>

### Note for audio online guide

1. To access the online user guide, please visit [www.hmd.com/support](http://www.hmd.com/support). Find your product model and access the relevant online user guide.
2. Enable the text-to-speech feature on your browser or device to have on-screen text read aloud.

## How to activate the text-to-speech feature

### Windows PCs (Windows 10, 11, or newer):

- Go to Settings > Ease of Access (Windows 10) or Accessibility (Windows 11).
- Select Narrator and toggle it on to activate the built-in screen reader.

### On earlier Windows versions:

- Install a browser extension like Speechify to read web content aloud.

### Mac®/macOS®:

- In Safari, go to Edit > Speech > Start Speaking to have your Mac read the text aloud.
- To stop, go to Edit > Speech > Stop Speaking.

For detailed instructions on enabling text-to-speech for your device or browser, please refer to your device's user guide.

## REPAIRABILITY

### Self-repair options

Self-repair support is available for certain devices in select countries. Details are available at [www.hmd.com/self-repair](http://www.hmd.com/self-repair).

## 6 Camera

### PHOTOS

You don't need a separate camera when your phone has all you need for capturing memories.

#### Take a photo

Capture the best moments with your phone camera.

1. From the home screen, open the Camera app.
2. To take a photo, press the scroll key.

#### Take photos with a timer

Want to have time to get in the shot too? Try out the timer.

1. From the home screen, open the Camera app.
2. Press the multi-function key to access camera **Settings**.
3. Tap **Countdown timer**, and select the time.
4. Press the scroll key to take a photo.

#### View a photo you have taken

To view the photo right after taking it, tap the preview thumbnail to the left of the camera icon. To view the photo later, from the home screen, tap **Gallery**.

### VIDEOS

You don't need a separate video camera - record video memories with your phone.

#### Record a video

Besides taking photos, you can also record videos with your phone.

1. Open the Camera app.
2. To switch to the video recording mode, tap , then tap .
3. To start recording, press the scroll key.
4. To stop recording, press the scroll key again.

### **Watch the recorded video**

To view the video right after recording, tap the preview thumbnail to the left of the camera icon. To view the video later, from the home screen, select **Gallery**.

## 7 Internet and connections

### ACTIVATE WI-FI

#### Switch on Wi-Fi

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

Your Wi-Fi connection is active when  is shown at the top of the screen. If both Wi-Fi and mobile data connections are available, your phone uses the Wi-Fi connection.

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

### BROWSE THE WEB

#### Search the web

1. From the home screen, tap the browser app.
2. Type a search word or a web address into 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**.
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®

Connect your phone with Bluetooth to other devices.

### Connect to a Bluetooth device

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

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

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.

1. Tap **Settings** > **Connected devices** > **Connection preferences** > **Bluetooth**.  
tap  > **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  
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** > **Saved devices**.
2. Tap  next to a device name.
3. Tap **FORGET**.

## 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.

### Use a secure VPN connection

1. Tap **Settings** > **Network & internet** > **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**.

## MOBILE DEVICE MANAGEMENT (MDM) ENROLLMENT AND CONFIGURATION

### How do I enroll HMD Terra M into an MDM?

During the initial Setup Wizard, you will be prompted to enroll the device into a Mobile Device Management (MDM) solution.

1. When asked, select **Yes** to enable device management.
2. Scan the QR code provided by your organization.

3. Follow the on-screen instructions specific to the selected MDM to complete enrollment.

Once enrolled, the device will automatically apply your organization's security policies, configurations, and application profiles.

### **What happens after MDM enrollment?**

After successful enrollment:

- The device is secured according to IT policies.
- Approved applications can be pushed automatically.
- System settings, network access, and restrictions are centrally managed.
- Updates and compliance rules are enforced remotely.

### **How do I synchronize email, calendar, and contacts with Outlook?**

To synchronize email, calendar, and phonebook with Microsoft Outlook, follow these steps:

1. First, enroll the device into an MDM during the Setup Wizard.
2. Then, ask your IT department to push Microsoft Outlook to the device via MDM App.
3. Once Outlook is installed and configured, sign in with your corporate email account. Outlook will automatically synchronize email, calendar, and contacts.
4. Open **Outlook Settings** and enable:
  - Sync Calendar
  - Sync Contacts / Phonebook

This ensures that your corporate calendar and contacts are fully integrated and available across the device.

### **Can I enroll the device later if I skip MDM during the Setup Wizard?**

Yes. However, the device must be **reset to factory settings** in order to restart the Setup Wizard and enable MDM enrollment.

## 8 Music and videos

### MUSIC PLAYER

You can listen to your MP3 music files with the music player.

#### Listen to music

1. From the home screen, select **Music**.
2. Select whether you want to view your playlists, artists, albums, or songs.
3. Scroll to a song, and tap to play it.

**Tip:** You can add music to your phone's internal memory or to a MicroSD memory card.

### VIDEO PLAYER

Watch your favorite videos wherever you are.

#### Play a video

1. From the home screen, select **Files**.
2. Tap  > **Videos**, then select a folder and the video you want to watch.
3. Tap  to play.
4. Tap  to pause and resume playback while watching the video.

To adjust the volume, press the volume keys.

To share the video with a friend, tap , then select a sharing method, such as Messaging or Bluetooth.

### SOUND RECORDER

#### Record a sound clip

1. From the home screen, select **Sound Recorder**.
2. To record, tap . To pause, tap .
3. To stop recording, tap .

4. Tap **SAVE** to save the recording.
5. To view all your recordings, tap ☰.

## 9 Organize your day

### CLOCK

Learn how to use the clock and timers to be on time.

#### Set an alarm

No clock around? Use your phone as an alarm clock.

1. From the home screen, tap **Clock**.
2. Select  and tap **+**.
3. Set the alarm time and tap **OK**.
4. If needed, set the alarm to repeat on specific days of the week.

If you often need an alarm at the same time, but don't want it to repeat, just scroll to the alarm and tap the switch to turn it on. The alarm will sound at the time you have specified.

#### Countdown timer

If you need an alarm but don't want to create one in the alarm clock, use the countdown timer. You can, for example, time something that's cooking in the kitchen.

1. From the home screen, tap **Clock**.
2. Tap  and set the time length.
3. Tap  to start.

#### Stopwatch

1. From the home screen, tap **Clock**.
2. Tap , then tap  to start. To pause the stopwatch, tap .
3. Tap **Lap** when a lap has been completed.

To stop the stopwatch, tap **RESET**.

## CALENDAR

Need to remember an event? Add it to your calendar.

### Add a calendar reminder

1. From the home screen, select **Calendar**.
2. Select the date you want, then press the  key to add a new event.
3. Enter the event details.
4. Select whether to add a reminder to the event.
5. Select **CONFIRM**.

**Note:** To synchronize your calendar with Outlook, go to the MDM section.

## CALCULATOR

### Make a calculation

1. From the home screen, select **Calculator**.
2. Enter the first number of your calculation, tap the operation (+, -, ×, ÷), and enter the second number.
3. Tap = to get the result of the calculation.
4. Tap  to clear the current calculation.

## NOTES

### Write a note

1. From the home screen, select **Notes**.
2. Tap .
3. Write the note and tap **Done**. You can add a reminder to the note.

To share the note, select **Share** and the sharing method.

## 10 Copy content and check the memory

### COPY CONTENT

Copy content created by you between your phone and computer.

#### Copy content between your phone and computer

1. Select **Settings** > **Connected devices** > **USB**.
2. Under **Use USB for**, choose **File transfer**.
3. Connect your phone to a compatible computer with a compatible USB cable.
4. On your computer, open a file manager, such as Windows Explorer, and browse to your phone. You can see the content stored on your phone and on the memory card, if inserted.
5. Drag and drop items between your phone and computer.

### MEMORY

You can check how much memory is used and how much is free on your phone whenever you need.

#### Check the amount of used and free memory

1. From the home screen, tap **Settings**.
2. Select **Storage**, and check **Apps**, **Videos**, and other media to see how much space is consumed and how much is available.

## 11 Security and privacy

### SECURITY SETTINGS

You can edit the available security settings.

#### Check your apps' permissions

1. Select **Settings** > **Security and privacy** > **Privacy** > **Permission manager**.
2. Select a feature or service to see what apps are granted that permission and what apps are not allowed.
3. You can tap an app to grant or deny permissions.

## 12 Empty your phone

### RESTORE ORIGINAL SETTINGS AND REMOVE PRIVATE CONTENT FROM YOUR PHONE

#### Reset your phone

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

You can restore the original factory settings, but be careful, as this reset will remove all data saved on the phone's memory and all your personalizations.

## 13 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.

## **AUTHORIZED SERVICE**



Only authorized personnel may install or repair this product unless self-repair support is available. See more info at [www.hmd.com/self-repair](http://www.hmd.com/self-repair).

## **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.

## 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. Stop using the device until the glass is replaced.

## 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.

## 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.

## 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 keys are locked, unlock them.

- Move to a place with adequate signal strength.
1. To place an emergency call on any screen, press the power key 5 times quickly or press the emergency button for 5 seconds.
  2. 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 your phone asks for a PIN code, type in the official emergency number for your present location, and press the call key.
- Switch the call restrictions off in your phone, such as call barring, fixed dialling, or closed user group.

## TAKE CARE OF YOUR DEVICE

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

- Do not 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.
- For optimal performance, switch the device off from time to time.
- 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, 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.

## 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/support/topics/recycle](http://www.hmd.com/support/topics/recycle).

## BATTERY AND CHARGER INFORMATION

**Battery and charger info**

To check if your device has a removable, non-removable, or user-replaceable 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.

**Devices with a user-replaceable battery** To replace the battery, follow HMD's self-repair instructions or take the device to the nearest authorized service facility. For more information about self-repair, visit [www.hmd.com/self-repair](http://www.hmd.com/self-repair).

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 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 device within minutes. When you are outdoors in cold temperatures, keep your device warm.

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

Do not expose the battery to extremely low air pressure or leave it to extremely high temperature, such as disposing of it in a fire, as this 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.

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 or user-replaceable 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.

## **NICKEL**

The surface of this device is nickel-free.

## **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.

## **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 or browsing the internet. Do not accept Bluetooth® connections from sources you do not trust.
- Install antivirus and other security software on any connected 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.

## 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, 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](http://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](http://www.who.int/health-topics/electromagnetic-fields#tab=tab_1).

Please refer to [www.hmd.com/sar](http://www.hmd.com/sar) for the maximum SAR value of the device.

## ABOUT DIGITAL RIGHTS MANAGEMENT

When using this device, obey all laws and respect local customs, privacy and legitimate rights of others, including copyrights. Copyright protection may prevent you from copying, modifying, or transferring photos, music, and other content.

## COPYRIGHTS AND OTHER NOTICES

### Copyrights

The availability of products, features, apps and services may vary by region. For more info, contact your dealer or your service provider. This device may contain commodities, technology or software subject to export laws and regulations from the US and other countries. Diversion contrary to law is prohibited.

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

All specifications, features and other product information provided are subject to change without notice.

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## HMD Terra M User Guide

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