

GENERAL MOBILE

GM 20 Pro

USER MANUAL

Here is GM 20 Pro

General Mobile GM 20 Pro is an Android phone. It runs Android and unlike most phones, gets security updates so that your phone is fresh and secure. That means you get new features, the most apps, beautiful design, and built-in security on a phone that's fast and responsive.

This way, you will own a fast and versatile phone with a beautiful design and new features, countless applications and a built-in security lock.

Getting Started

This device offers high-quality mobile communication and entertainment using the high standards and field engineering of General Mobile.

- Accompanying accessories have been designed only for this device and may not be compatible with others. Accessories that are not original or designed for other devices may not be compatible with your device.
- General Mobile assumes no responsibility for any performance or compatibility issues arising from altered device settings or operating system changes by the user. Any attempt to customize the operating system may result in malfunctioning of your device or applications.

Access to more information

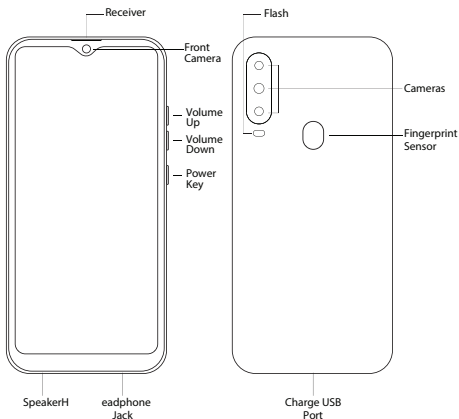


Touch GM Assistant application to display device information, user's manual and easy usage videos or to increase the device's performance.

Google, Android, Google Play and other marks are trademarks of Google LLC.

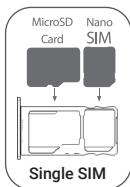
About the Phone

Press and hold the Power button for 3 seconds to turn on the device.

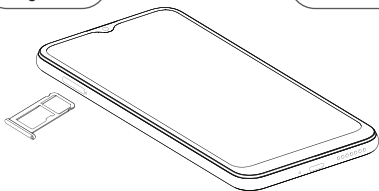
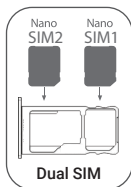


Inserting SIM Card and Memory Card

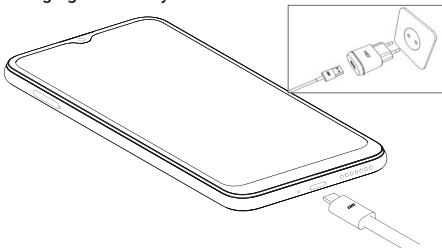
Insert the SIM ejector pin into the hole in the SIM card tray and eject the tray. Insert correctly your SIM card and memory card into the tray. The phone supports only nano-SIM.



You can use SIM card tray two different ways for Dual SIM supported device.



Charging the battery



Use only General Mobile approved chargers, batteries, and Type-C cables. Unapproved chargers or cables can cause the battery to explode or damage the device. Connect the Type-C cable to the USB power adaptor and then plug the end of the Type-C cable into the multipurpose jack.

Technical Specifications

Dimensions	157.5x75x8.65mm
Network	4.5G LTE, Cat7, 300/100Mbps
LTE Bands	FDD: 1(2100), 2(1900), 3(1800), 5(850), 7(2600), 8(900), 20(800) TDD: 38(2600), 40(2300)
Display	6.30" LCD IPS Full HD (2340x1080) 19,5:9 Water Drop Notch
Processor	MediaTek Helio P70 12 nm, Octa-Core 64 bit
Operating System	Android
Camera	Rear:48MP+8MP+2MP AF f1.79 with Dual Tone Flash, Selfie: 16MP
Connection	Wi-Fi 802.11 a/b/g/n/ac Bluetooth v5.0, A2DP, LE
Battery	4050mAh
FM Radio	Yes
Fingerprint	Yes

*General Mobile is reserved the right to change the supplier provided the technical specifications of the device be not altered.

General Warnings:

SAR Specific Absorption Rate (SAR)

THIS DEVICE COMPLIES WITH THE DIRECTIVES ON EXPOSURE TO RADIOFREQUENCY.

The SAR limit level accepted by Europe is approximately 2.0 W/kg over 10 grams of tissue. The highest SAR values are 0.292 W/kg for head, and 0.292 W/kg for body-worn. The device could be used with a separation distance of 0.5cm to the human body.

Warning: Failure to observe safety warnings and regulations may result in severe injuries and fatality.

Instructions for safe and efficient use

- Do not use damaged power cables, plugs or loose electric sockets.
- Do not touch the power cable with wet hands or do not remove the charger by pulling it from the cable.
- Do not bend or damage the power cable.
- Do not use the device when charging or do not touch the device with wet hands.
- Never smash or bore a hole on your device.
- Do not leave the device under high external pressure. Otherwise, it may short-circuit and get extremely hot.
- Extremely high temperatures may damage the device and decrease the charging capacity and economic life of your device and charger.
- Observe all safety warnings and regulations while using your device in restricted areas.
- Do not use your device near other electronic devices.
- Do not allow children to use your device. Do not let children play with the device since they may injure themselves or those around them or damage the device. Your device is not a toy.
- Please contact emergency services, when needed. In certain areas or situations, your device might not place emergency calls from the operator. Before traveling to distant or underdeveloped places, please define an alternative method to contact emergency responders.
- Please keep your personal and important information safe.
- Do not use the device if its screen is broken or cracked. Broken glass or acrylic may injure your hands and face.

The device does not require periodical maintenance.

About the battery and maintenance

- Please use the battery only for the intended purposes.
- Please use original batteries, chargers, accessories approved by the manufacturer or the importer or the products accompanying the device. General Mobile assumes no responsibility for any damages arising from use of products that are not original.
- Do not bite or suck the device or the battery.
- Please prevent the battery from any contact with metal objects.
- Never throw the battery or the device into fire.
- Please observe all local regulations when disposing of the used battery or device.
- The device may explode if extremely hot.
- Risk of explosion if battery replaced by an incorrect type.

Radiofrequency energy

- Your device may interfere with other electronic devices.
- Do not use your device near a pacemaker. Since it may interfere with the pacemaker, avoid using your device within 15 cm distance to the pacemaker, if possible.
- Do not use your device in a hospital or near medical equipment since it may interfere with the radiofrequency. If you are using any medical equipment, please contact with the manufacturer of the medical equipment before using the device in order to make sure whether the device interferes with radiofrequencies (RF) of the equipment.

Environments with risk of blasting

- Please always follow regulations, instructions and signs in any environment where there is a possibility of blasting.
- Do not use your device at fuel replenishment points or near areas with risk of blasting.
 - Do not store or transport inflammable liquids, gasses or explosive materials together with your device, its parts or accessories.
- Please turn off your device while on an aircraft.

Your device may interfere with the electronic navigation equipment of the aircraft.

- Your device may interfere with automotive equipment. The electronic devices in your vehicle may malfunction due to the radio interference of your device.

Road safety

- Please observe all safety warnings and regulations related to use of mobile devices while driving.
- Never use your mobile device while driving. RF energy may interfere with certain electronic systems of your vehicle such as car stereo and safety devices.
- Please avoid placing your device and its accessories in the same place with or near airbag.

Correct maintenance and use of your mobile device

- Please keep your device dry.
- Do not use or keep your device in extremely dusty environments.
- Please place your device only on flat surfaces.
- Do not keep your device in extremely hot or cold areas, near magnetic areas, near or inside heaters, microwave ovens, ovens, hot kitchen appliances and high-pressure containers.
- Do not remove the memory and SIM cards of your device while transferring or accessing data; otherwise, data loss may occur and/or cards or the device may be damaged.

Do not dismantle or alter your device or allow unauthorized handling

- Any changes or alterations performed by any party other than authorized services will result in breach of warranty.
- Do not paint your device or attach stickers on it. Paint may clog moving parts and prevent them from functioning.

While cleaning your device:

- Please wipe your device and the charger using a dry towel or cleaning cloth.
- Do not use harsh chemicals, cleaning solutions or aerosols to clean your device or its accessories.

Declaration on transportation and usage:

- Please keep your device or its accessories from fire or burning products.
- Do not expose your device or its accessories to liquids or high humidity.
- Do not drop, throw or try to bend your device or its accessories.
- Your device has been designed to operate in environments with ambient temperature between 0°C and 35°C and to be stored in environments with ambient temperature between -20°C and +45°C.

Misuse

In the event the device and/or its accessories contact with liquids, is exposed to impact, pressure or high temperatures, dropped or exposed to chemicals, opened and/or repaired by unauthorized technical services and/or persons and in case of failure to observe the warnings and instructions given in this manual, such will be considered as misuse.

Furthermore, failure to observe the instructions given here may result in damage to your mobile phone and even harmful effects on health.

Simple Repair

Problem	Cause	Solution
Ringtone is not audible.	The device may be in silent mode.	You may increase the volume level using the volume buttons on the right of your device.
No network connection / network disconnected	The signal may be weak or you may be located outside the operator's network coverage zone.	Please make sure you are located inside your operator's network coverage zone.
Charging error	Battery may be too hot or cold.	Allow your device to reach normal temperature.
	Power cable or your adapter may be malfunctioning.	Procure a new original power cable or adapter.
	The USB port of your device may be malfunctioning.	Take your device to the nearest authorized service and have it repaired.
Turns off / freezes	There may be a software-related problem.	1. Check if your software is updated to the current version.
		2. You can return your device to factory settings by following Settings>System>Reset>Factory data reset (It is recommended to back up your data since it will be deleted).
Messages / images cannot be received	There may be not enough storage space.	Delete unnecessary data.

Problem	Cause	Solution
Files cannot be opened	The file format may not be supported	Check the file formats.
Phone does not turn on	On/off button may be pressed and held for a very short duration.	Press and hold the on/off button at least 3 seconds.
	The battery may be empty.	Charge the battery.
Applications cannot be opened	May not be supported by the service provider.	Contact your service provider.
Phone calls cannot be placed	Dialing error.	Network is not identified.
	A new SIM might have been inserted.	Check the restrictions.
	Cost limit might have been reached.	Contact your service provider.
SIM Error	No SIM inserted or SIM is not correctly inserted.	Make sure your SIM card is inserted correctly.
The screen does not display when a call is received	May be a proximity sensor issue.	If you are using a protective band or a case with your device, make sure that it does not cover the space around the sensor.

Correct Disposal



This sign, which is located on the product, its accessories or relevant documents, indicates that the product and its electronic accessories (charger, earphones, USB cable) should not be disposed of along with other domestic wastes.



This sign on the battery, manual or the packaging indicates that the batteries in this product should not be thrown away along with other domestic wastes until after the end of their economic life.



Do not use the device at high volumes of sound for long periods in order to prevent possible hearing loss. If you are exposed to high volume of sound for a long period, your hearing system may be damaged.

SMS notification

This device supports ETSO TS 123.038 V8.0.0 ETSI TS 123.040 V8.1.0 technical features that contain all of Turkish characters.

Legal disclaimer

Certain contents and services available through this device are the properties of third parties and their property rights are protected by patent, trademark and/or other intellectual property laws. Such contents and services are offered only for non-commercial personal use. Without prejudice to the aforementioned provisions, you are not allowed to alter, copy, republish, upload, mail, send, convert, sell, misuse or distribute otherwise such contents and services available through this device in any medium or use the same to generate derivative works without express consent of the legitimate holder of the content or service provider. "Contents and services of third parties" are offered as are. General Mobile does not give any express or implied guarantee for the availability of any contents and services offered that way for any purposes whatsoever. General Mobile disclaims all implied guarantees including but not limited to fitness for

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* Certain contents may be different in your device depending on your region or your service provider.

* The economic life of your device is 5 years.

Countries where the Device is Planned for Use

AE	BD	CY	FI	IN	ME	PK	TZ
AF	BE	CZ	FR	IQ	MK	PL	UA
AL	BG	DE	GE	IT	MV	RO	UK
AT	BR	DK	GH	KG	MY	RU	UZ
AU	BY	DZ	GR	KZ	NG	SA	VN
AZ	CH	EG	HR	LK	NL	TN	
BA	CI	ES	HU	LU	NP	TR	

The device is restricted to indoor use only when operating in the 5150 to 5350 MHz frequency range.

Made in Turkey

CE marking and IMEI information are given on the back cover.

Distributors in the EU**Bosnia and Herzegovina**

Elatec d.o.o.

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e-mail: info@elatec-css.com

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e-mail: info@agramservis.hr

Greece

Conceptum A.E.

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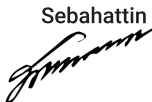
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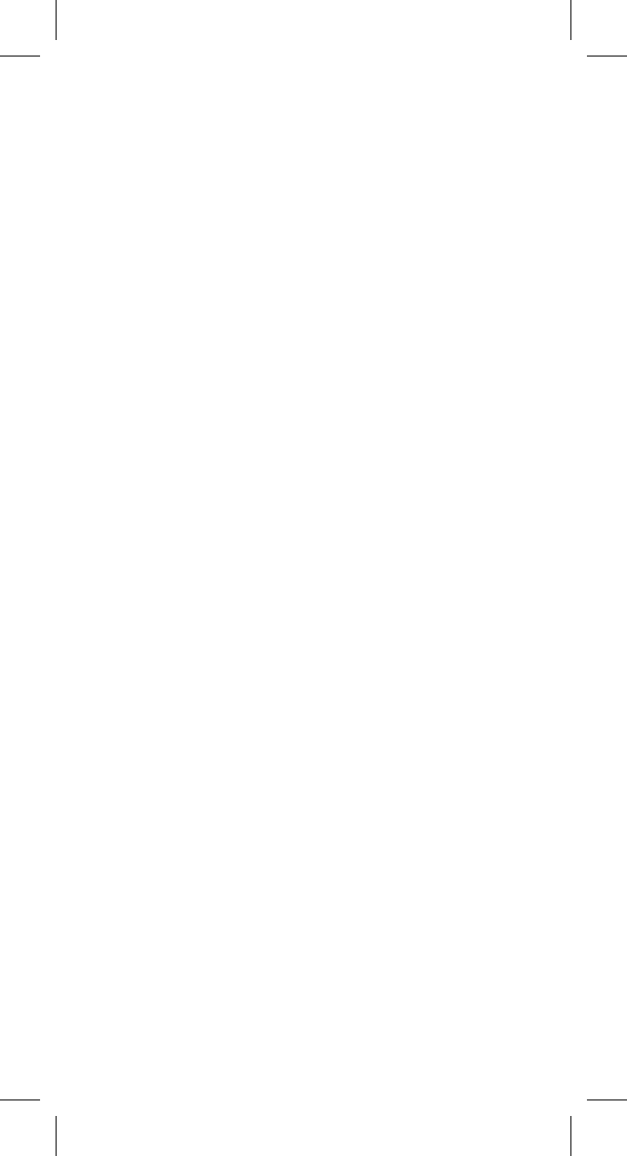
Declaration of Conformity (RED)

We declare that product	
Product:	GSM WCDMA LTE Mobile Phone with WiFi and Bluetooth
Model Name:	G501, G501 d
Marketing Name:	GM 20 Pro, GM 20 Pro d (Brand: General Mobile)
(RED Regulations): We hereby declare that the above named product is in confirmation to all the essential requirements of the Radio Equipment Directive (2014/53/EU). To which this declaration relates, is in conformity with the following standards and/or other normative documents:	
Standards:	EN 62368-1:2014+A11:2017 EN 50360:2017 EN 50566:2017 EN 62209-1:2016 EN 62209-2:2010 EN 62479:2010 ETSI EN 301 489-1 V2.2.3 ETSI EN 301 489-3 V2.1.1 (Draft) ETSI EN 301 489-17 V3.2.2 ETSI EN 301 489-19 V2.1.1 (Draft) EN 301 489-52 V1.1.0 EN 55032:2015 EN 55035:2017 EN 61000-3-2:2014 EN 61000-3-3:2013 EN 300 328 V2.2.2 EN 301 893 V2.1.1 EN 300 440 V2.2.1 EN 301 511 V12.5.1 EN 301 908-1 V13.1.1 EN 301 908-2 V11.1.2 EN 301 908-13 V13.1.1 EN 303 413 V1.1.1 ETSI EN 303 345-1 V1.1.1 (Draft) ETSI EN 303 345-3 V1.1.0
Manufacturer:	Telpa Teknoloji Hizmetleri A.S. Ikitelli OSB Mahallesi 17. Cadde, No:3, 34490 Basaksehir ISTANBUL /TURKEY

Sebahattin YAMAN/CEO

20.08.2020





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