

Settings & operating system: T-Mobile Concord

VERSION 5

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Table of contents

To return to the top of the document, press the **Home** key.

- [Table of contents](#)
- [Backlight](#)
 - [Brightness](#)
 - [Duration](#)
- [Device information](#)
 - [Help](#)
 - [IMEI](#)
 - [Software version](#)
- [Device login](#)
 - [Create and log in to new Gmail account](#)
 - [Log in / out of existing Gmail account](#)
- [Language](#)
- [Network](#)
 - [Turn on / off Airplane mode](#)
 - [Turn on / off Browser message \(WAP Push\) – Not supported](#)
 - [Change band](#)
 - [Turn on / off data roaming](#)
 - [Perform manual network selection](#)
- [Reset](#)
 - [Back up device files to computer before master reset](#)
 - [Master reset](#)
 - [Master reset using hardware keys:](#)
 - [Master clear](#)
 - [Soft reset](#)
 - [Wipe cache partition to clear system memory](#)
- [Security](#)
 - [Change – SIM PIN code](#)
 - [Lock – Application lock](#)
 - [Lock – Keypad lock](#)
 - [Lock device](#)
 - [Lock SIM card](#)
 - [Unblock – PIN \(PUK Code\)](#)
 - [Unblock – SIM \(SIM subsidy unlock\)](#)
- [Time and date](#)
 - [Alarm clock – Set](#)
 - [Auto-update \(NITZ\)](#)
 - [Time / date – Set](#)



Actions

[View print preview](#)[Send as email](#)

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Backlight

Brightness

To raise or lower the screen brightness, follow these steps:

1. From any Home screen, tap the **Menu** key.
2. Tap **Settings**.
3. Tap **Display**.
4. Tap **Brightness**.
5. If necessary, tap to ☐ uncheck the **Automatic brightness** box.
6. Touch and slide the slider left or right to adjust brightness.
7. Tap **OK**.

Duration

To increase or decrease the amount of time before the backlight dims, follow these steps:


1. From any Home screen, tap the **Menu** key.
2. Tap **Settings**.
3. Tap **Display**.
4. Tap **Screen timeout**.
5. Tap one of the following options:
 - **30 seconds**
 - **1 minute**
 - **2 minutes**
 - **10 minutes**
 - **30 minutes**

[Back to top](#)

Device information

Help

To access the help documents on your device, follow these steps:

1. From any Home screen, tap the **Applications**  icon.
2. Tap **Account Info**.
3. Scroll to and tap **Settings & Support**.

IMEI

To find the IMEI on your device, follow these steps:

1. From any Home screen, tap the **Menu** key.
2. Tap **Settings**.
3. Scroll to and tap **About phone**.
4. Tap **Status**.
5. Scroll to and view the **IMEI** number.

Software version

To find the software version on your device, follow these steps:

1. From any Home screen, tap the **Menu** key.
2. Tap **Settings**.
3. Scroll to and tap **About phone**.
4. Scroll down to view the **Build number**.

[Back to top](#)

Device login


Create and log in to new Gmail account


To create and log in to a new Google account, follow these steps:

1. From any Home screen, tap the **Applications**  icon.
2. Tap **Gmail**.
3. Tap **Create**.
4. Enter your first name.
5. Enter your last name.
6. Enter the username you want for your email address.
7. Tap **Done**.
8. Tap **Next**.
9. Enter a password.
10. Confirm password.
11. Tap **Done**.
12. Tap **Next**.
13. Tap the **Security question** drop-down menu.
14. Tap one of the following options:
 - **Frequent flyer number**
 - **Library card number**
 - **First phone number**
 - **First teacher's name**
 - **Father's middle name**
15. Enter the answer.
16. Enter a secondary, back-up email address, if desired.
17. Tap **Next**.
18. Tap **Done**.
19. Tap **Create**.
20. Tap **I agree, Next**.
21. Enter the Captcha.
22. Tap **Done**.
23. Tap **Next**.
24. Tap **Next**.
25. Tap **Finish setup**.

Log in / out of existing Gmail account

To log in to existing Gmail account, follow these steps:

1. From any Home screen, tap the **Applications**  icon.
2. Tap **Gmail**.
3. Tap **Sign in**.
4. Enter your username
5. Enter your password.
6. Tap **Done**.
7. Tap **Sign in**.
8. Tap **Next**.
9. Tap **Finish setup**.
10. To log out of Gmail account, follow these steps:

11. From any Home screen, tap the **Applications**  icon.
12. Tap **Gmail**.
13. Tap the **Menu** key.
14. Tap **Account settings**.
15. Tap the desired account.
16. Tap **Remove account**.
17. Tap **Remove account** again to confirm.

[Back to top](#)

Language

To change the device language, follow these steps:

1. From any Home screen, tap the **Menu** key.
2. Tap **Settings**.
3. Tap **Language & keyboard**.
4. Tap **Select language**.
5. Tap the desired language.

[Back to top](#)

Network

Turn on / off Airplane mode

Airplane mode turns off the wireless radio. This allows you to use programs while travelling on an airplane, but not make or receive calls.

To turn on airplane mode, follow these steps:

1. From any Home screen, tap the **Menu** key.
2. Tap **Settings**.
3. Tap **Wireless & networks**.
4. Tap **Airplane mode** to turn on (check) wireless service.
5. To turn off airplane mode, follow these steps:
6. From any Home screen, tap the **Menu** key.
7. Tap **Settings**.
8. Tap **Wireless & networks**.
9. Tap **Airplane mode** to turn off (uncheck) wireless service.

Turn on / off Browser message (WAP Push) – Not supported

We're sorry, but this feature is not available on this device.

Change band

To change the band selection, follow these steps:

1. From any Home screen, tap the **Menu** key.
2. Tap **Settings**.
3. Tap **Wireless & networks**.
4. Tap **Mobile networks**.
5. Tap **Use only 2G networks** to select or the clear the checkbox.

Turn on / off data roaming

To turn on data roaming, follow these steps:

1. From any Home screen, tap the **Menu** key.
2. Tap **Settings**.
3. Tap **Wireless & networks**.
4. Tap **Mobile networks**.
5. Tap **Data roaming** to turn on (enable).
6. To turn off data roaming, follow these steps:
7. From any Home screen, tap the **Menu** key.
8. Tap **Settings**.
9. Tap **Wireless & networks**.
10. Tap **Mobile networks**.
11. Tap **Data roaming** to turn off (enable).

Perform manual network selection

To manually select the wireless network the device connects to, follow these steps:

1. From any Home screen, tap the **Menu** key.
2. Tap **Settings**.
3. Tap **Wireless & networks**.
4. Tap **Mobile networks**.
5. Tap **Network operators**.
6. Tap **Search networks**.

7. Scroll to and tap the desired network.
8. If prompted, tap **OK** to disable data services and continue search.

The device detects and registers on wireless networks inside T-Mobile's calling area, but roaming networks are usually restricted to T-Mobile SIM cards. You can manually select a network only in areas where T-Mobile does not own GSM spectrum.

[Back to top](#)

Reset

Back up device files to computer before master reset

- **Note:** A master reset will erase all downloaded content, including ringtones, images, videos, applications, and contacts stored in the device's internal memory.

To copy files from the device to a computer using a USB cable, follow these steps:

1. Connect the USB cord to the phone, then to a computer.
2. Touch **Turn on USB storage**.
3. Tap **OK**.
4. When a Removable Disk window appears on your computer, double-click **Open folder to view files** using **Windows Explorer**.
5. Double-click to open the folder on the computer containing the file(s) you want to move.
6. Copy and paste or drag and drop the files into the desired location on your memory card.
 - **Caution:** Do not disconnect the USB cable during file transfer.
7. When you are finished, click the **Safely Remove Hardware** icon in the system tray of your computer.
8. Click **Safely Remove USB Mass Storage Device**.
9. Tap **Turn off USB storage**.
10. Disconnect the USB cable from your phone.

Master reset

A master reset restores the original factory settings and may erase all downloaded content, including ringtones, images, programs, and contacts stored in the internal memory. It does not erase data stored on the SIM card or memory card (if available).

To perform a hard reset, follow these steps:

1. Back up all necessary data that is on the internal memory.
2. From any Home screen, tap the Menu key.
3. Tap **Settings**.
4. Tap **Privacy**.
5. Tap **Factory data reset**.
6. Tap to check (select) **Erase SD card**.
7. Tap **Reset phone**.
8. Enter six zeros to erase your personal information.
9. Tap **Erase everything**.
10. Tap **OK**.

Master reset using hardware keys:

To perform a hard reset using hardware keys, follow these steps:

1. Power off the device.
2. Press and hold **Volume Down** key.
3. Press and hold **Power key** until the Android and Triangle logo appears on screen.
4. Let go of buttons once the logo appears.
5. Press the device **Home key**.
6. When the **Factory Data Reset** option appears, use the **Volume keys** to scroll to and select it with the **Menu key**.
7. When **Wipe data?** appears, use the **Volume keys** to highlight **Yes**, and select it with the **Menu key**.
8. Once **Data Wipe Complete** appears, use the **Volume keys** to highlight **Reboot System Now** and select it with the **Menu key**.

Master clear

A master clear deletes all user data from the device, including contacts, messages, and downloaded content. This can help when the device is running low on memory.

To perform a master clear, follow these steps:

1. Back up all necessary data that is on the internal memory.
2. Tap **Settings**.
3. Tap **Privacy**.
4. Tap **Factory data reset**.
5. Tap **Reset phone**.
6. Enter six zeros to erase your personal information.
7. Tap **Erase everything**.
8. Tap **OK**.
9. Master reset using hardware keys
10. A master reset (factory reset) restores the original factory settings and erases all user data (including settings and downloaded content) stored in the phone's internal memory. It does not erase data stored on the SIM card or memory card (if available).
 - **Note:** If the handset is locked, frozen, or unresponsive, you can perform a master reset using the hardware

keys instead of the menu.

11. To perform a master reset using hardware keys, follow these steps:
12. Back up all necessary data that is on the internal memory.

Soft reset

A soft reset clears and shuts down all active programs. This can help when the device is running slower than normal or not performing properly.

To perform a soft reset, follow these steps:

1. Save any files that are open.
2. Press and hold the **Power** key on the top of the device.
3. Tap **Power off**.
4. Tap **OK**.
5. Press and hold the **Power** key to turn on the phone.

Wipe cache partition to clear system memory

If the phone is not working correctly, you may need to reset it. Whereas a hard reset deletes all your information, clearing the system cache does not erase any personal data or settings.

To wipe the cache partition, follow these steps:

1. From any Home screen, tap the **Menu** key.
2. Tap **Settings**.
3. Tap **Applications**.
4. Touch **Manage Applications**.
5. Tap one of the following tabs:
 - **Downloaded**
 - **All**
 - **On SD card**
 - **Running**
6. Tap the desired application.
7. Tap **Clear data** and **Clear cache**.

[Back to top](#)

Security

Change – SIM PIN code

To change the default SIM PIN code, follow these steps:

1. From any Home screen, tap the **Menu** key.
2. Tap **Settings**.
3. Tap **Location & security**.
4. Tap **Set up SIM card lock**.
5. Tap **Change SIM PIN**.
6. Enter your current SIM PIN.
 - **Note:** The default SIM PIN is 1234.
7. Tap **OK**.
8. Enter the new SIM PIN.
9. Tap **OK**.
10. Re-enter the new SIM PIN.
11. Tap **OK**.

Lock – Application lock

We're sorry, but this feature is not available on this device.

Lock – Keypad lock

We're sorry, but this feature is not available on this device.

Lock device

Device lock causes the device to lock when you turn it off. When you turn the device back on, you must enter a password.

To lock the device, follow these steps:

1. From any Home screen, tap the **Menu** key.
2. Tap **Settings**.
3. Tap **Location & security**.
4. Tap **Set up screen lock**.
5. Tap one of the following options:
 - **None:** To turn off screen lock.
 - **Note:** If you have enabled the screen lock, you will have to enter your pattern, PIN, or password first in order to select None.
 - **Pattern:**
 1. Tap **Next**.
 2. Tap **Next**.

3. Tap and drag your finger in the desired pattern.
4. Tap **Continue**.
5. Redraw the pattern.
6. Tap **Confirm**.
- **PIN:**
 1. Enter the desired number combination.
 2. Tap **Continue**.
 3. Re-enter the number combination.
 4. Tap **OK**.
- **Password:**
 1. Enter the desired password.
 2. Tap **Continue**.
 3. Re-enter the password.
 4. Tap **OK**.
 5. To unlock the device, follow these steps:
- **To unlock - pattern**
 1. Activate the screen.
 2. Draw your lock pattern.
 3. **To unlock – PIN**
 4. Activate the screen.
 5. Touch and hold the **Lock** icon.
 6. Enter your PIN.
 7. Tap **OK**.
- **To unlock – password**
 1. Activate the screen.
 2. Touch and hold the **Lock** icon.
 3. Enter your password.
 4. Tap **OK**.

Lock SIM card

The SIM PIN code is used to protect the SIM from being used in other devices. When you enable the SIM PIN lock, the device prompts you to enter the code after turning it on.

To lock the SIM card, follow these steps:

1. From any Home screen, tap the **Menu** key.
2. Tap **Settings**.
3. Tap **Location & security**.
4. Tap **Set up SIM card lock**.
5. Tap to select (turn on) the **Lock SIM card** check box.
6. Enter the SIM PIN.
 - **Note:** The default SIM PIN is **1234**.
7. Tap **OK**.

To unlock the SIM card, follow these steps:

1. From any Home screen, tap the Menu key.
2. Tap **Settings**.
3. Tap **Location & security**.
4. Tap **Set up SIM card lock**.
5. Tap to clear (turn off) the **Lock SIM card** check box.
6. Enter the SIM PIN.
 - **Note:** The default SIM PIN is **1234**.
7. Tap **OK**.

Unlock – PIN (PUK Code)

Related errors:

- 'PIN code blocked. Enter PUK code:'
- 'Enter PUK code'

If you enter the PIN code incorrectly several times in a row, the device blocks you from attempting again. To enter a PUK code and unblock the PIN, follow these steps:

- **Important:** You must call T-Mobile Customer Care for the PUK code. Entering the wrong code can permanently damage your SIM card. [Contact Customer Care](#) to request your PUK code. When the lock screen displays the message 'SIM card locked. Emergency calls only. Please contact Customer Care', contact [Customer Care](#) to request your PUK code.
1. Press **Phone** to open the dialer.
 - **Note:** If your phone is not yet PUK locked, touch **Emergency Call** on the screen where you enter the PIN code.
 2. Enter ****05*[PUK]*[New PIN]*[New PIN]#**
 3. When the phone displays 'Unlocking PIN: Registration was successful' touch **OK**.

Unlock – SIM (SIM subsidy unlock)

Related errors:

- 'Enter Spec
- it to Enter Special Code'

The SIM subsidy unlock code allows the device to use a SIM card from another wireless carrier. To enter the SIM subsidy unlock code, follow these steps:

- **Important:** Stop if you receive an error message while performing the instructions below. The device locks permanently if you enter the incorrect code multiple times.


1. From any Home screen, tap **Phone**.
2. Verify the IMEI by entering ***#06#**.
3. Contact **Customer Care** to request your unblock code.
4. Turn on the phone with the blocked SIM.
5. The phone displays a screen to enter the unblock code.
6. Enter the unblock code.
7. Tap **OK**.

[Back to top](#)

Time and date

Alarm clock – Set

To set the alarm clock, follow these steps:

1. From any Home screen, tap the **Applications**  icon.
2. Tap **Alarm**.
3. Tap **Add alarm**.
4. Tap **Time**.
5. Tap **+** or **-** to set the alarm time.
6. Tap **Set**.
7. Tap **Repeat**.
8. Tap to select the check boxes for the desired days of the week.
9. Tap **OK**.
10. Tap **Duration**.
11. Touch and slide the **Slider** to select the desired alarm duration.
12. Tap **OK**.
13. Tap to select (turn on) or clear (turn off) the **Vibrate** check box.
14. Tap **Ringtone**.
15. Tap the desired tone.
16. Tap **OK**.
17. Tap **Volume**.
18. Touch and slide the **Slider** to select the desired volume.
19. Tap **OK**.

Auto-update (NITZ)

Automatic update of time and date (NITZ) checks for the correct time while the device turns on.

- **Note:** When you enter a different time zone and turn on your device, it automatically updates to the new time. This feature is network-dependent and may not be available in all areas.

To turn on NITZ, follow these steps:

1. From any Home screen, tap the **Menu** key.
2. Tap **Settings**.
3. Tap **Date & time**.
4. Tap to select (turn on) the **Automatic** check box.
5. To turn off NITZ, follow these steps:
6. From any Home screen, tap the **Menu** key.
7. Tap **Settings**.
8. Tap **Date & time**.
9. Tap to clear (turn off) the **Automatic** check box.

Time / date – Set

To set the time and date, follow these steps:

1. From any Home screen, tap the **Menu** key.
2. Tap **Settings**.
3. Scroll to and tap **Date & time**.
4. Tap to clear (turn off) the **Automatic** check box.
5. Tap **Set date**.
6. Tap **+** or **-** to set the month, day, and year.
7. Tap **Set**.
8. Tap **Select time zone**.
9. Tap the desired time zone.
10. Tap **Set time**.
11. Tap **+** or **-** to set the time.
12. Tap **Set**.

[Back to top](#)

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