

# Sales toolkit

**KaiOS**  
enable tomorrow





# Welcome

This guide introduces you to KaiOS-enabled devices so you can do an even better job at selling them.

By doing so, **you'll be contributing to our mission of closing the digital divide around the world.**

On the next pages, you will get an **overview of key features**, answers to frequently asked questions, and step-by-step instructions on how to use the KaiStore and apps like WhatsApp and YouTube.





# Five quick facts

about KaiOS

- 1** KaiOS is an **operating system** for mobile phones; it's the software that runs the phone.
- 2** KaiOS enables **smart feature phones**. They're affordable and durable like feature phones, but with all the essential features of a smartphone (3G/4G, WhatsApp, a store for apps, and more).
- 3** KaiOS runs on over **100 million devices** worldwide – and counting.
- 4** KaiOS is on a mission to **close the digital divide**. We want everyone to participate in the digital revolution.
- 5** KaiOS not only brings **global apps like WhatsApp, Google Assistant, YouTube, Facebook, and Google Maps** to smart feature phones, but also **works with local developers** to create meaningful apps.

# What does a KaiOS enabled phone offer?

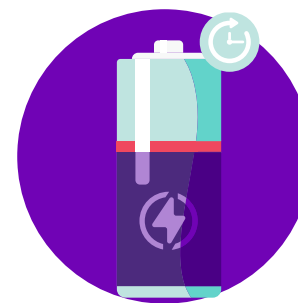
## The world's most popular apps

Including WhatsApp, YouTube, Facebook, and Google Maps.



## Battery for days

Long-lasting battery life that can last up to 5 days.

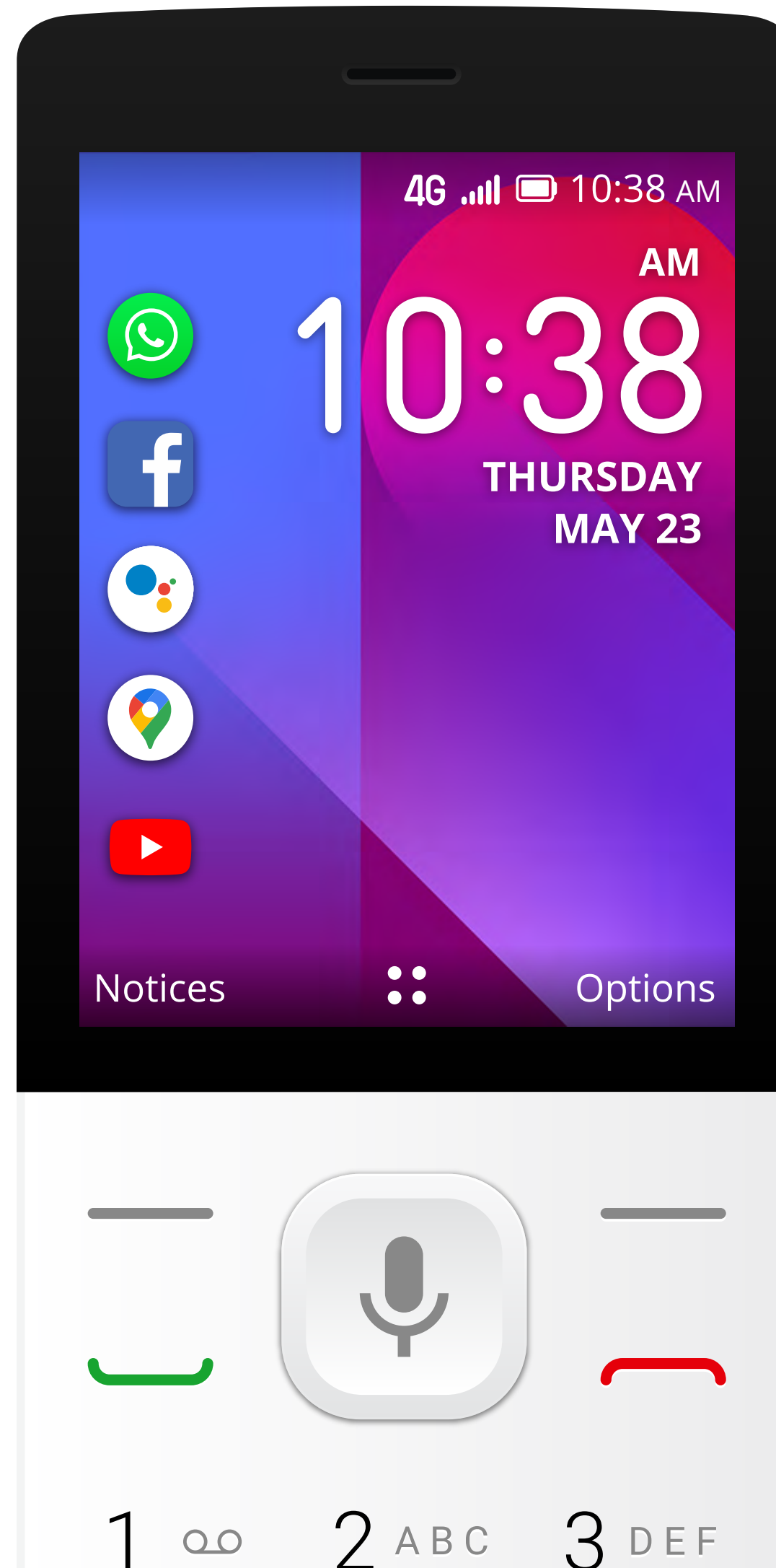


## Connectivity

Wi-Fi, 3G/4G/LTE, VoLTE, and GPS.



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## The Google Assistant

Use voice to open apps, navigate, and type.



## Durability

Withstands shock better than touchscreen phones.



## Affordability

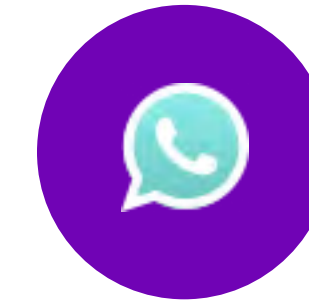
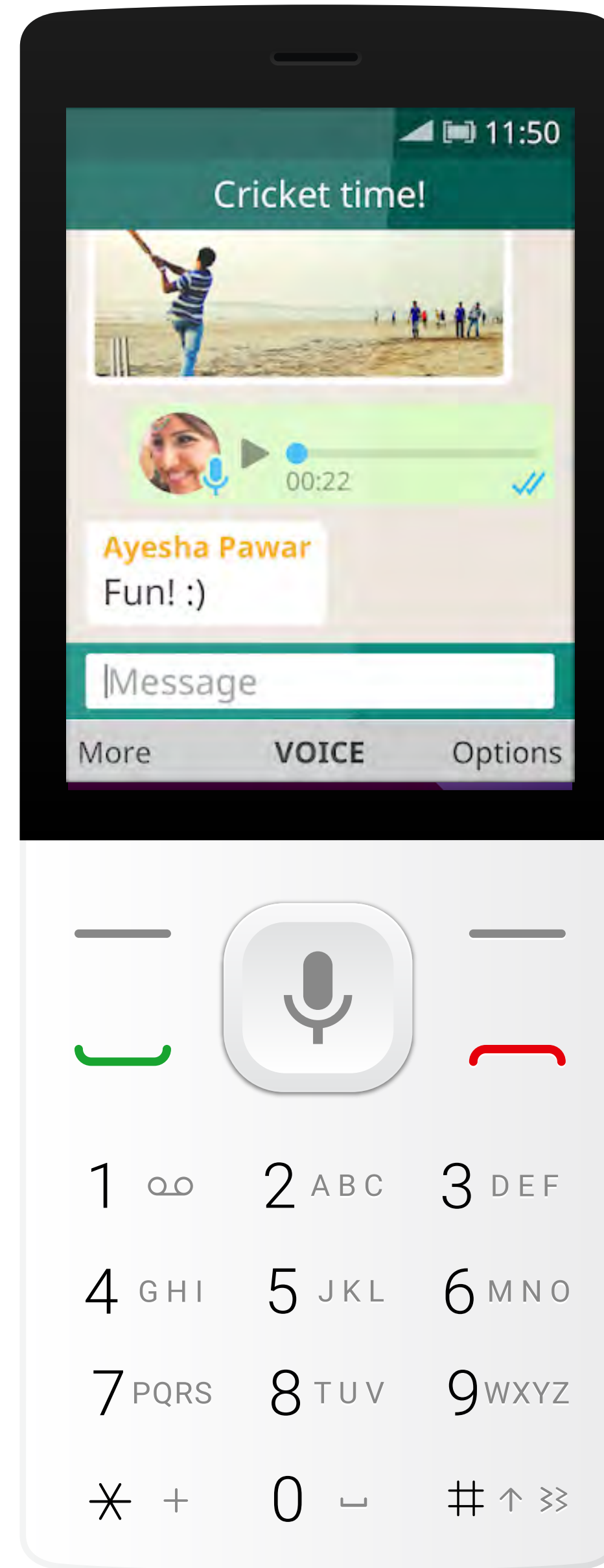
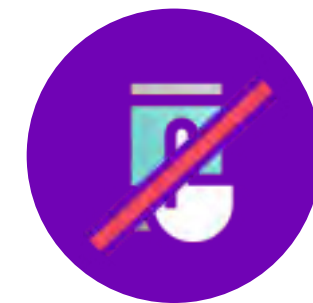
Smartphone functionalities at less than half the cost.

# Frequently asked questions

## 1/2

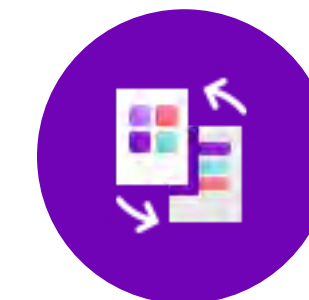
### Do KaiOS-enabled phones have a touchscreen?

**No.** KaiOS phones are keypad-only, and for a good reason: a touchscreen is the most expensive part of a smartphone. By using keypads instead of touchscreens, KaiOS partners can build devices with the core functionalities of a smartphone at a fraction of the cost. Not having touchscreens also makes KaiOS phones more impact-resistant.



### Does WhatsApp work on a KaiOS phone?

**Yes.** WhatsApp is available in the KaiStore and can be installed on any KaiOS device.

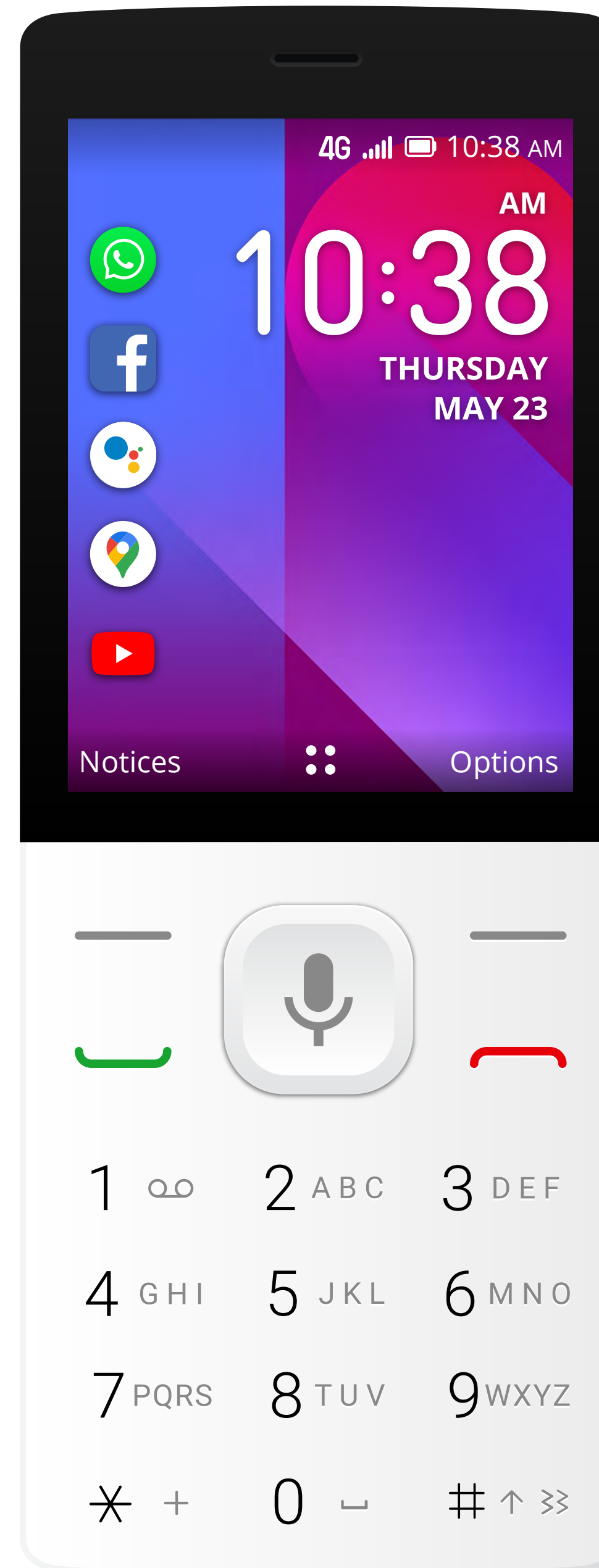


### Can you switch from grid view to list view?

**Yes.** There are three ways to navigate on a KaiOS phone. You can select from **Single, List, or Grid** view using the Options menu in the lower-right corner of your screen.

# Frequently asked questions

## 2/2



### Do KaiOS phones come with a warranty?

Please check with the distributor or manufacturer.



### Is there an after sales/ repair center in the event of damage or malfunction?

Please check with the distributor or manufacturer.



### Does the FM Radio work without earpiece?

Not yet. We're working on it!

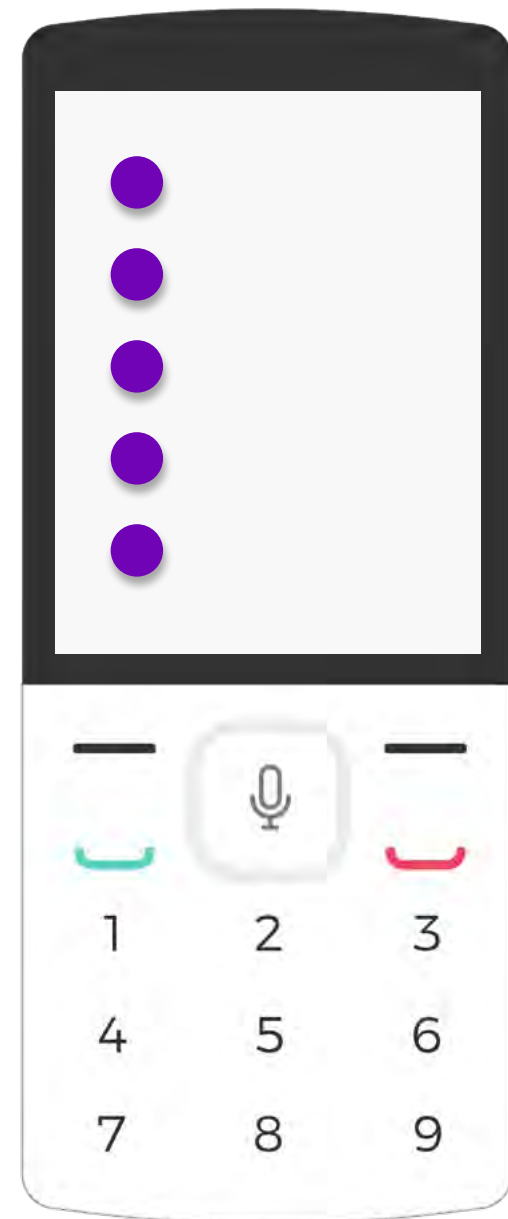


# Features explained

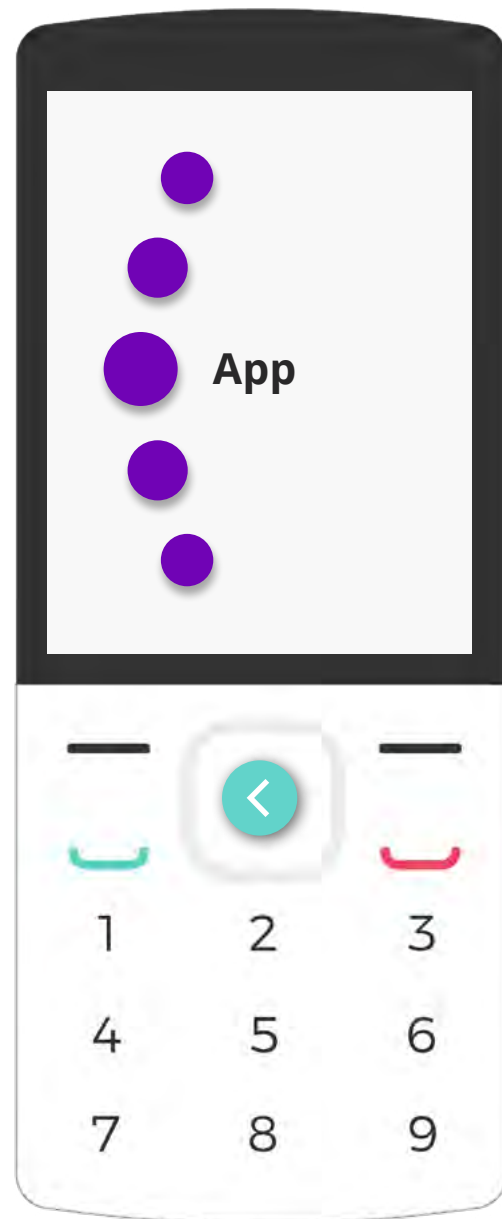




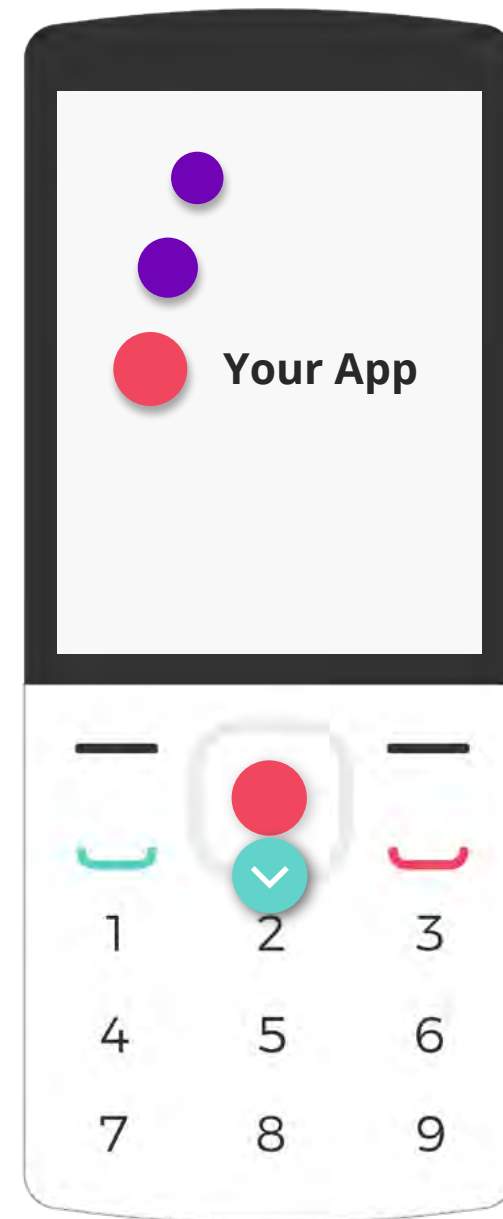
# How to use the carousel launcher



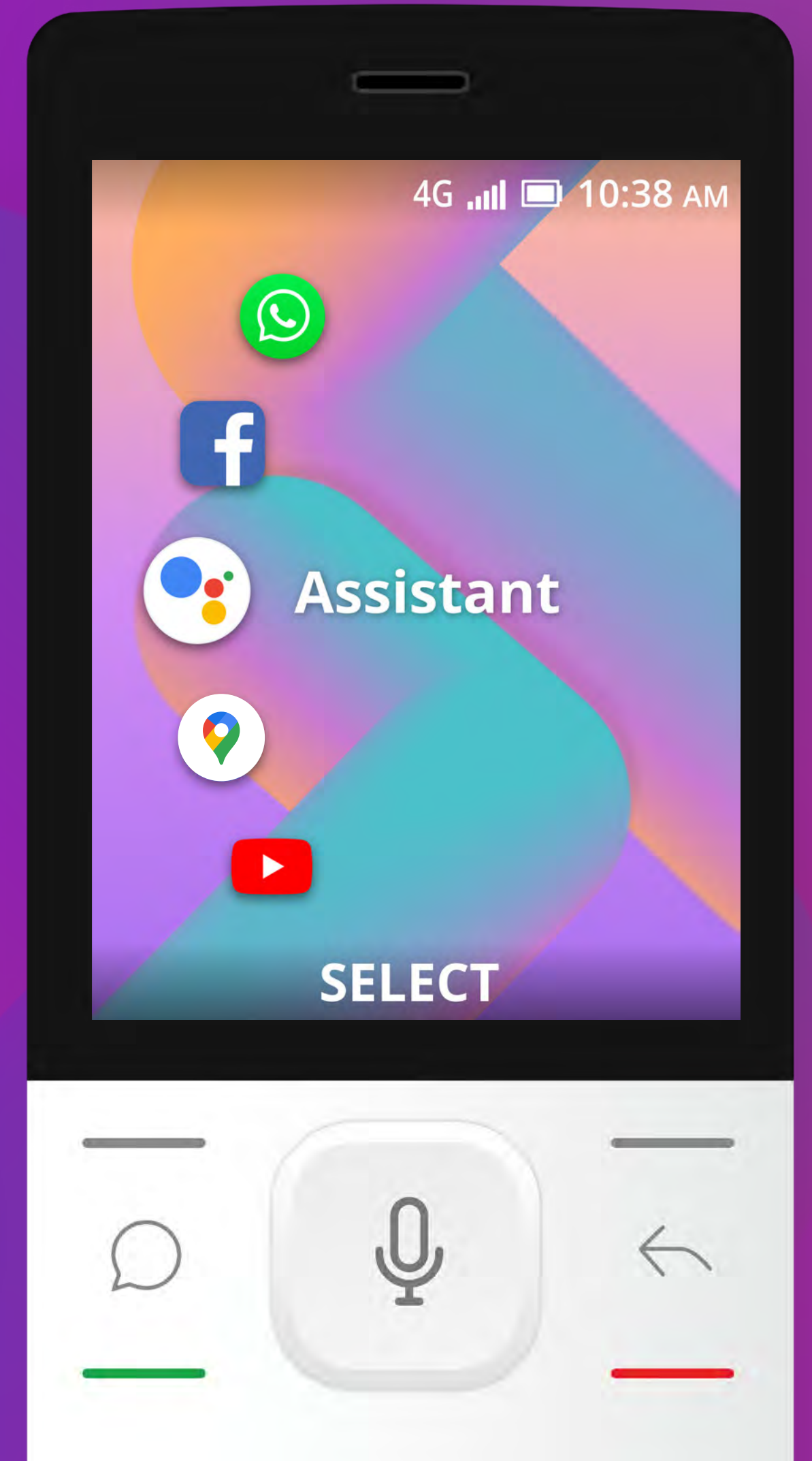
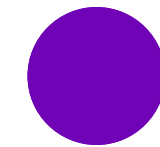
Home screen



Use the **left key** to access the carousel launcher.

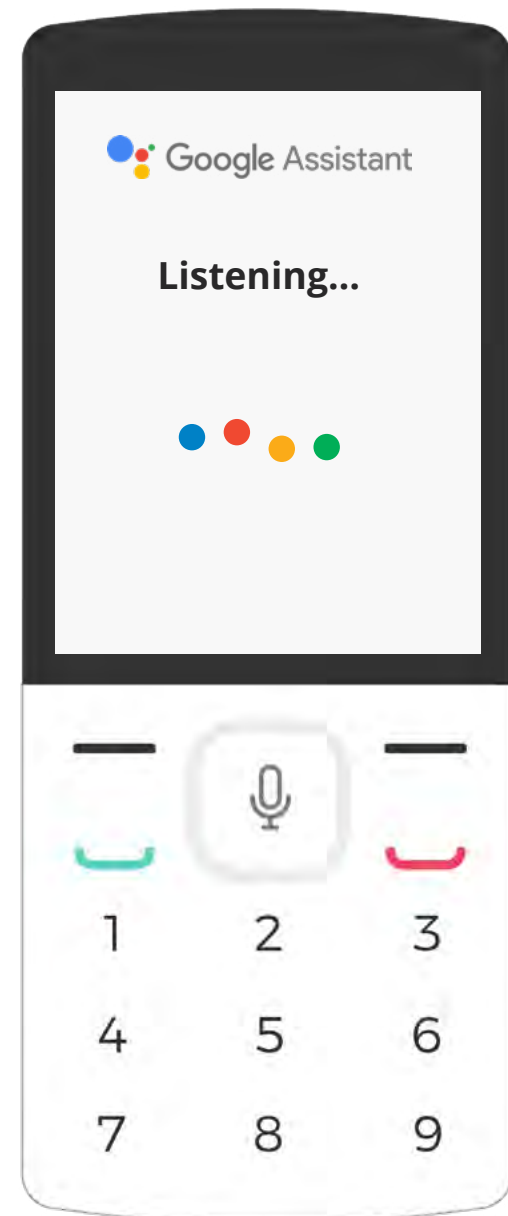


Use the up and down keys to scroll through the available apps. Then, use the center key to launch the app of your choice.

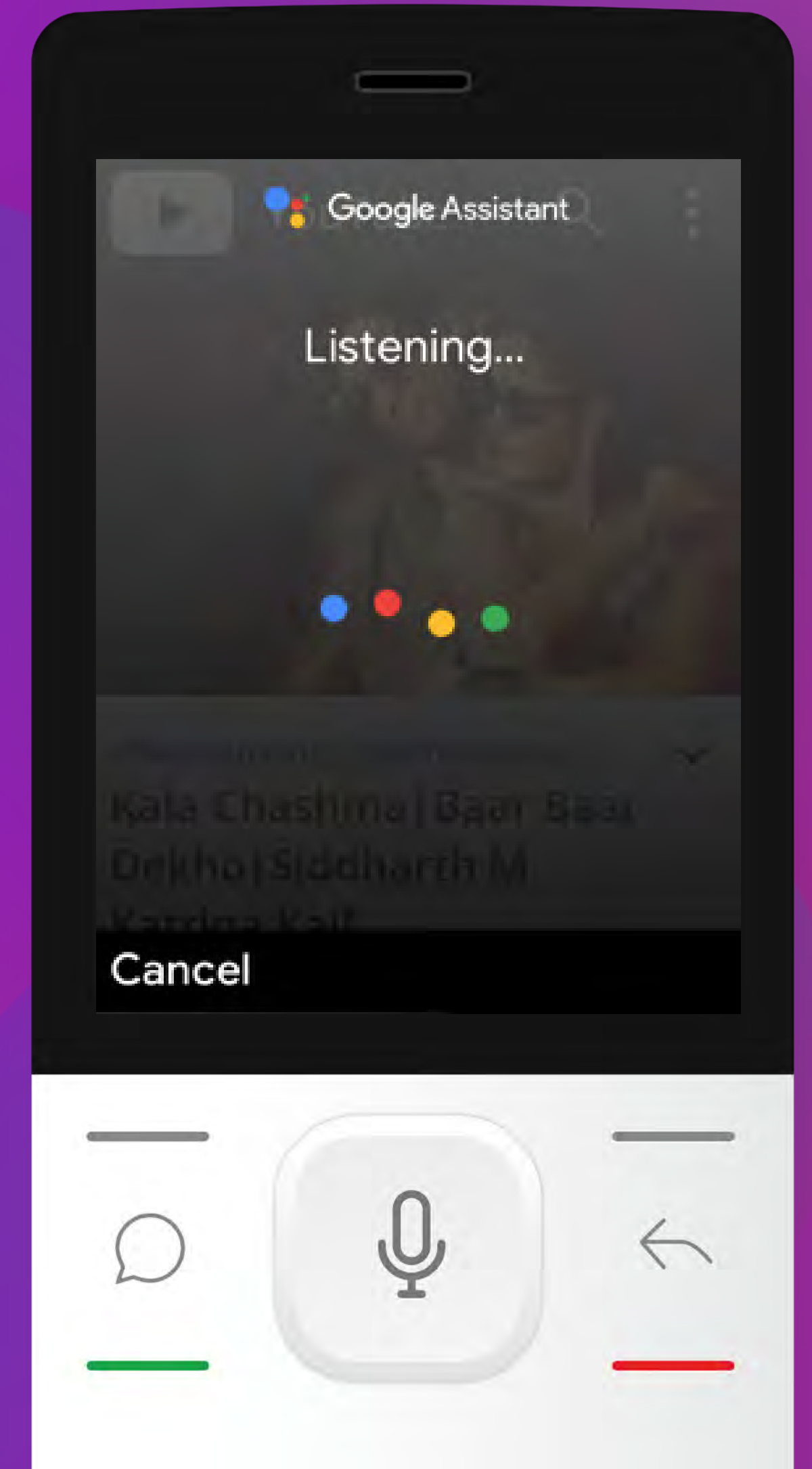
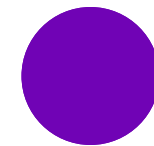




# How to activate Google Assistant



Press the center key for **2 seconds** (long press) to start talking to Google Assistant.



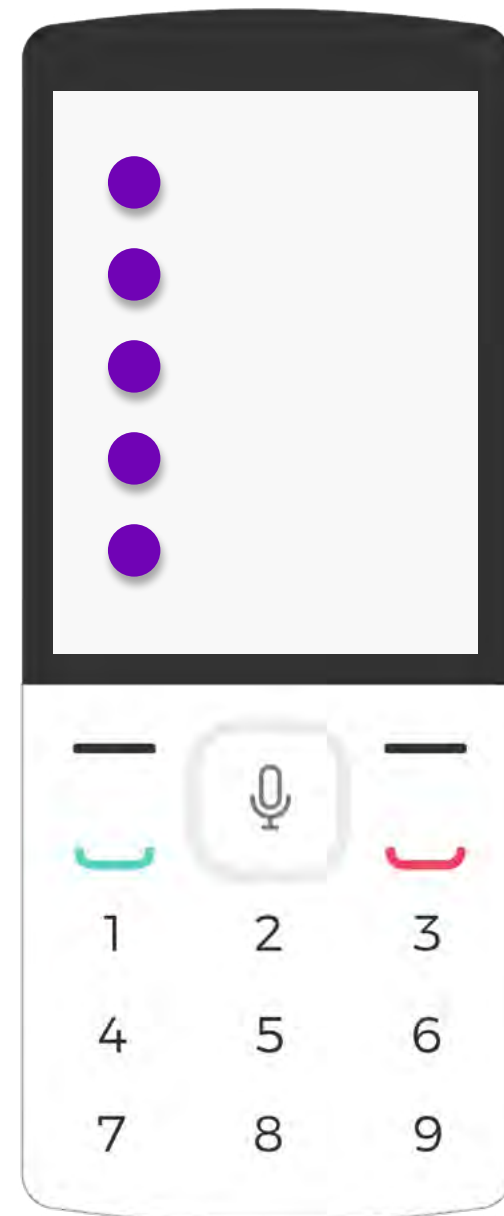


# How to use the KaiStore

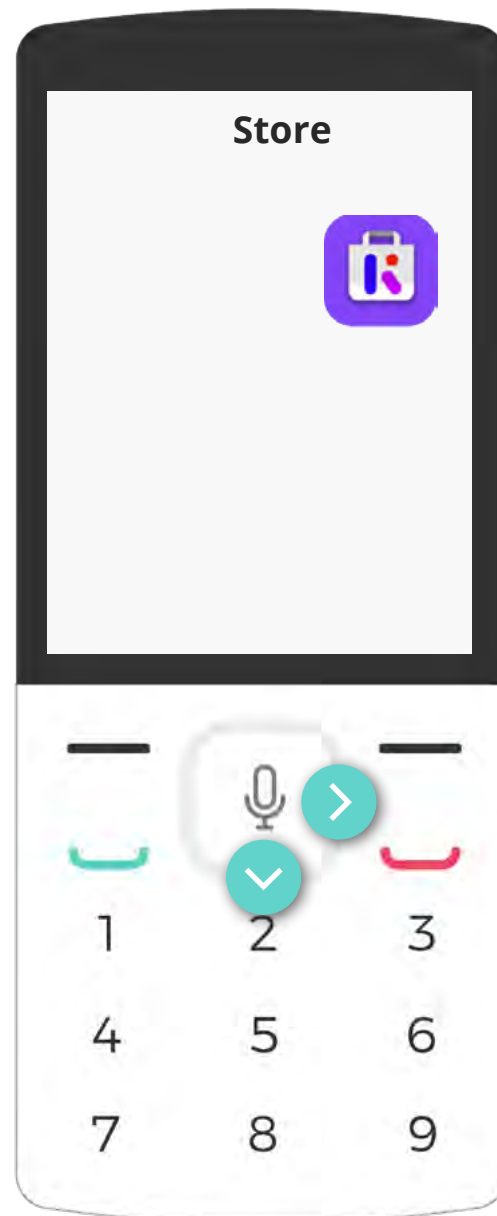




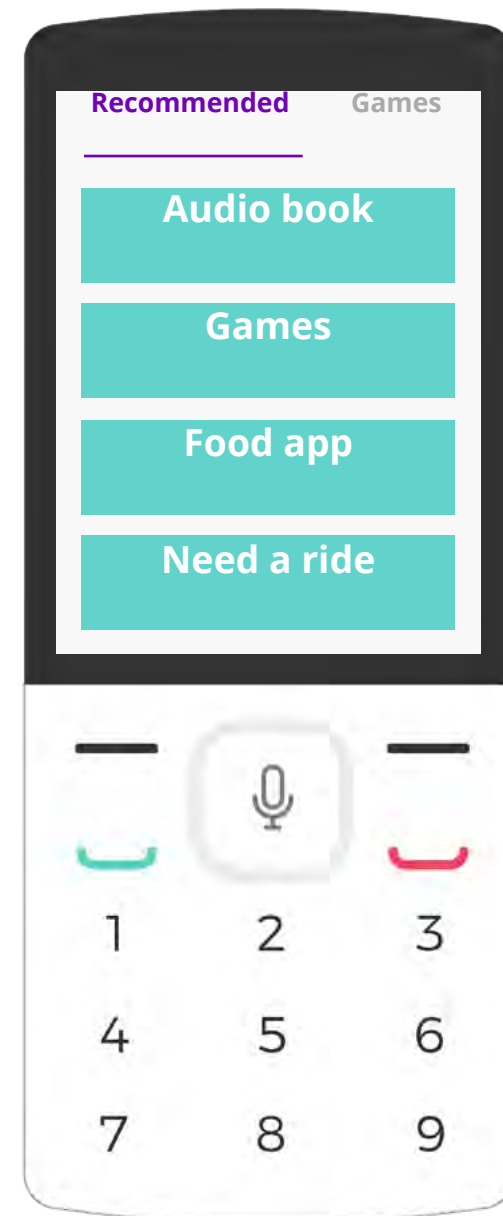
# Open the KaiStore



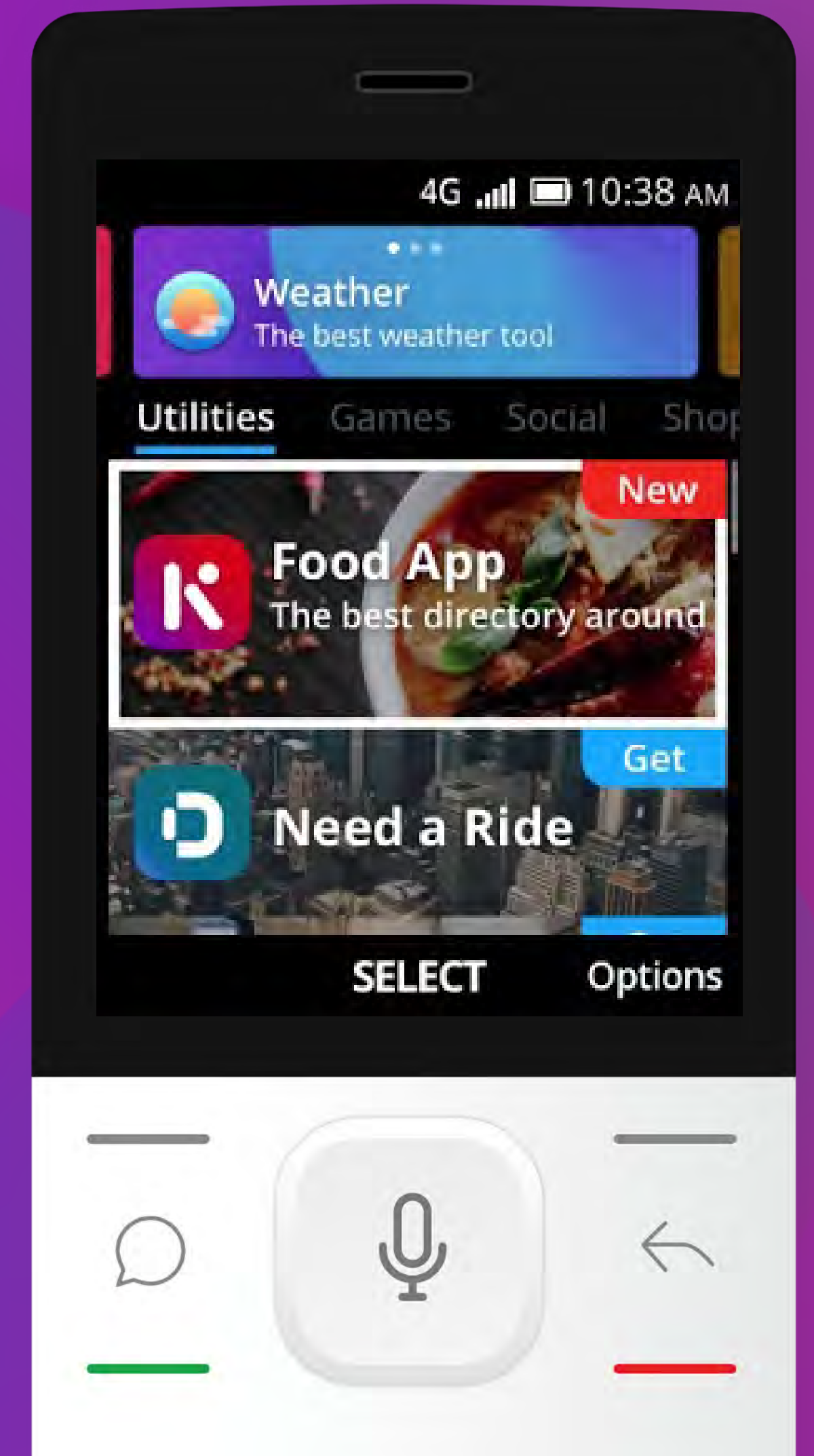
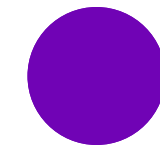
Press the center key from your home screen.



Navigate to the KaiStore in the upper right corner and press the center key to select.

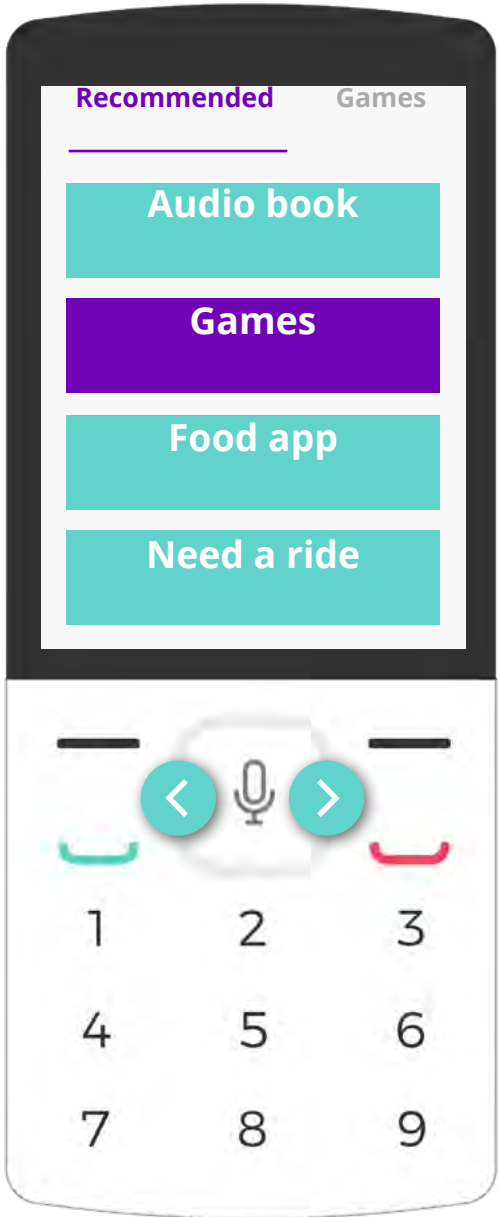


The KaiStore will appear.

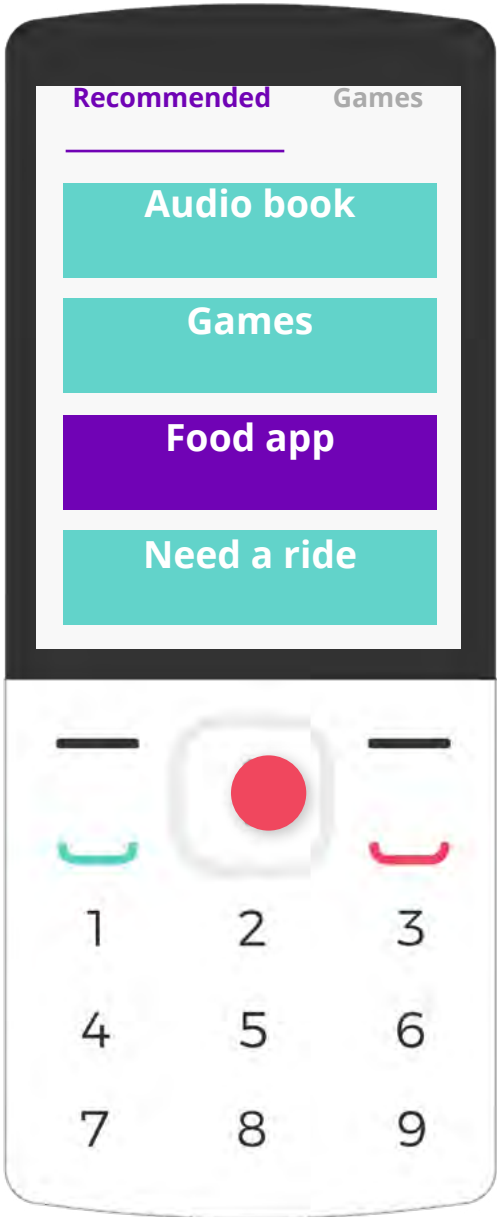




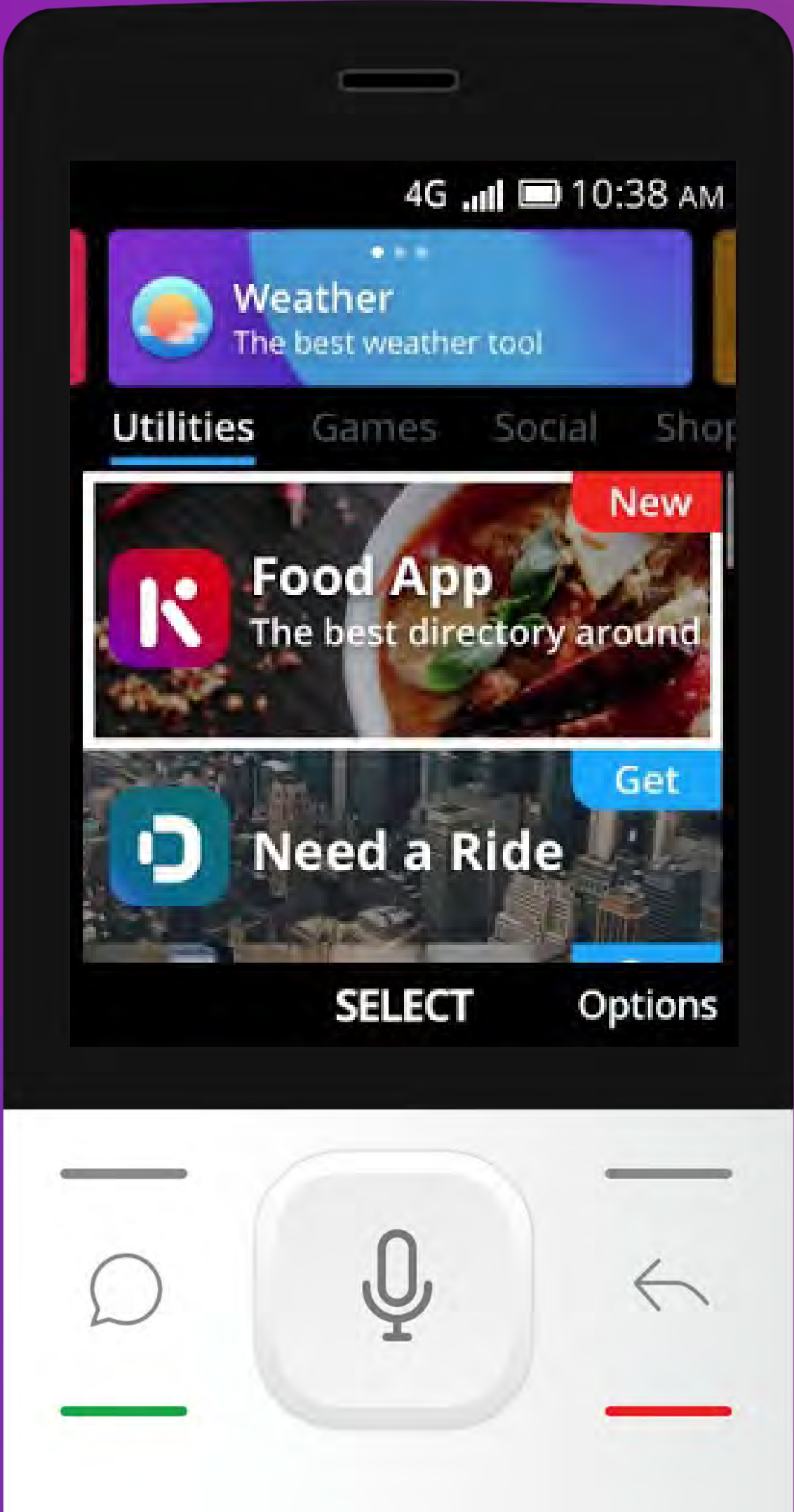
# Browse the KaiStore



Use the left and right keys to see app categories.

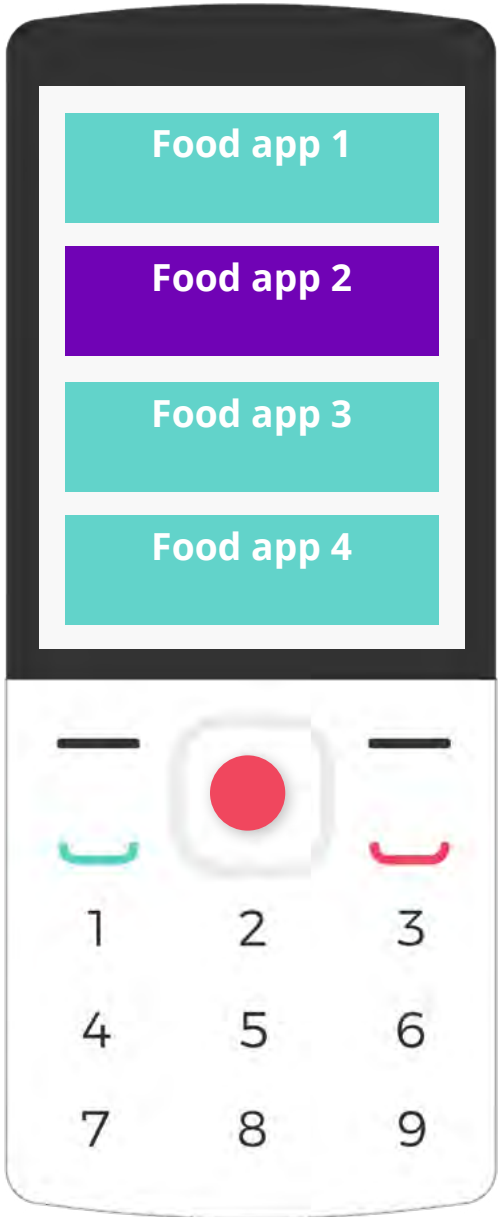


Press the center key to select an app.

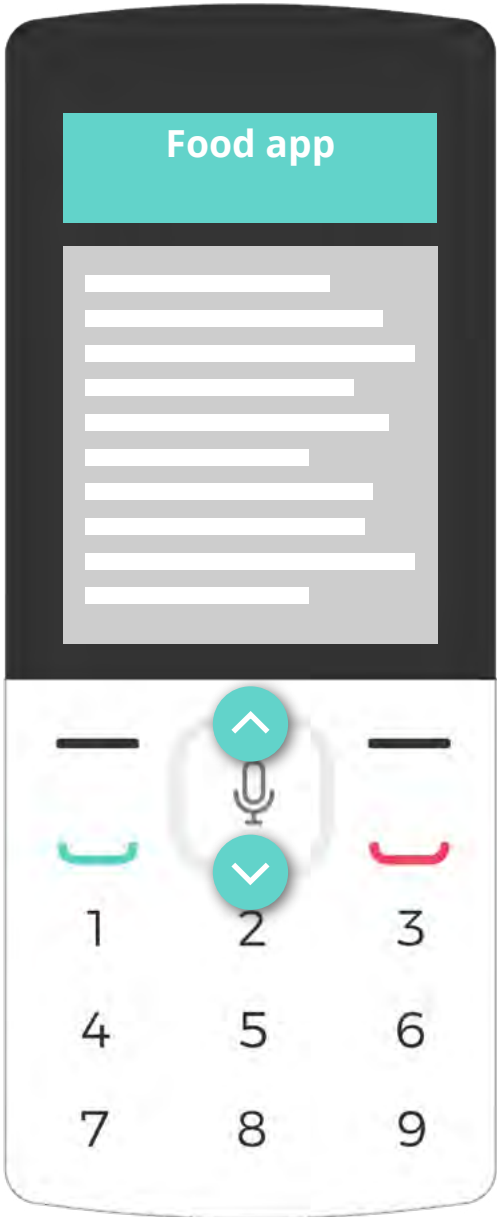




# Download an app from the KaiStore



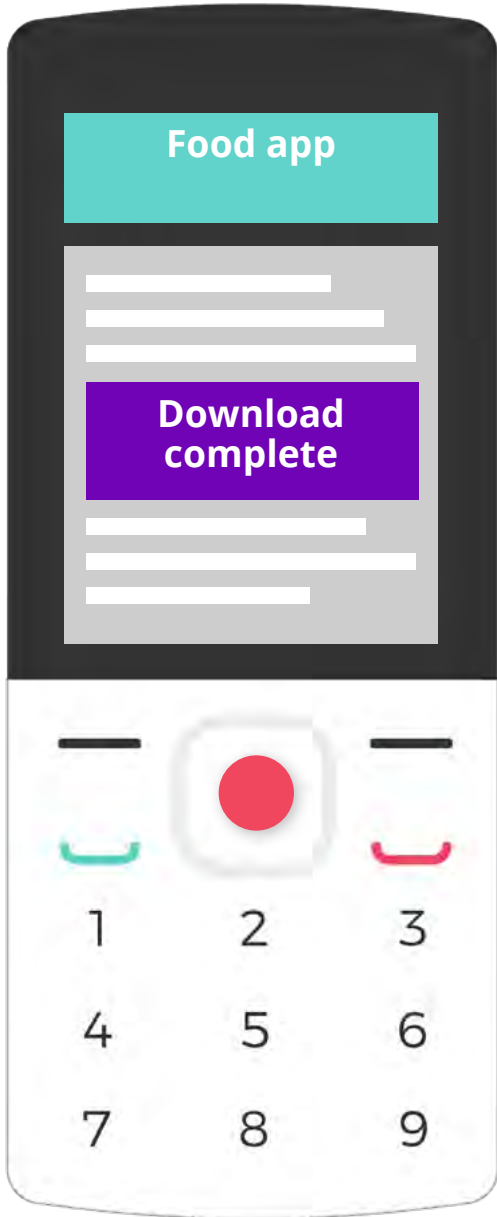
Press the center key to select an app.



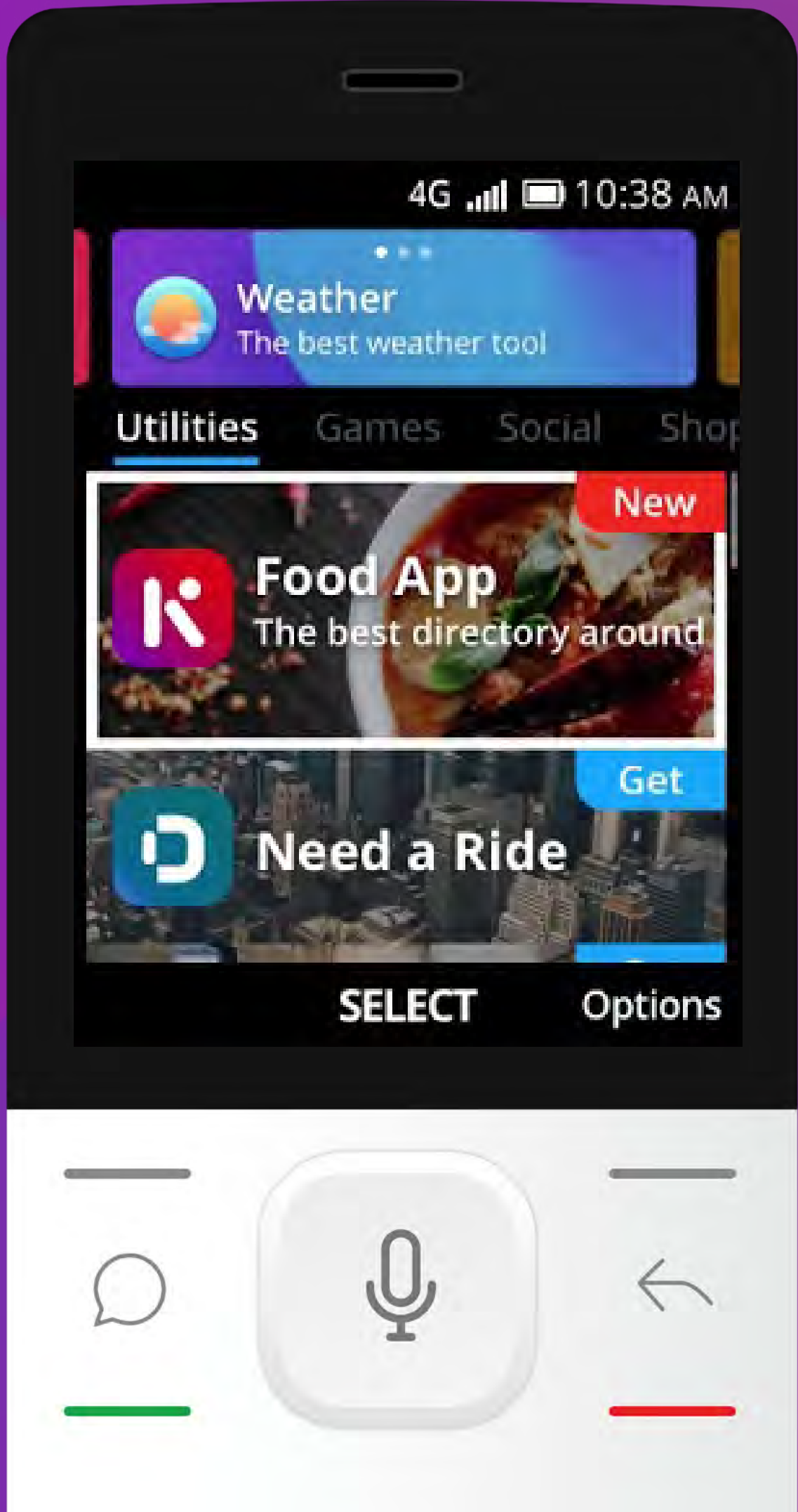
Use the up and down keys to read the app description.



Press the center key to download.



Press the center key to open the app when the download is complete.



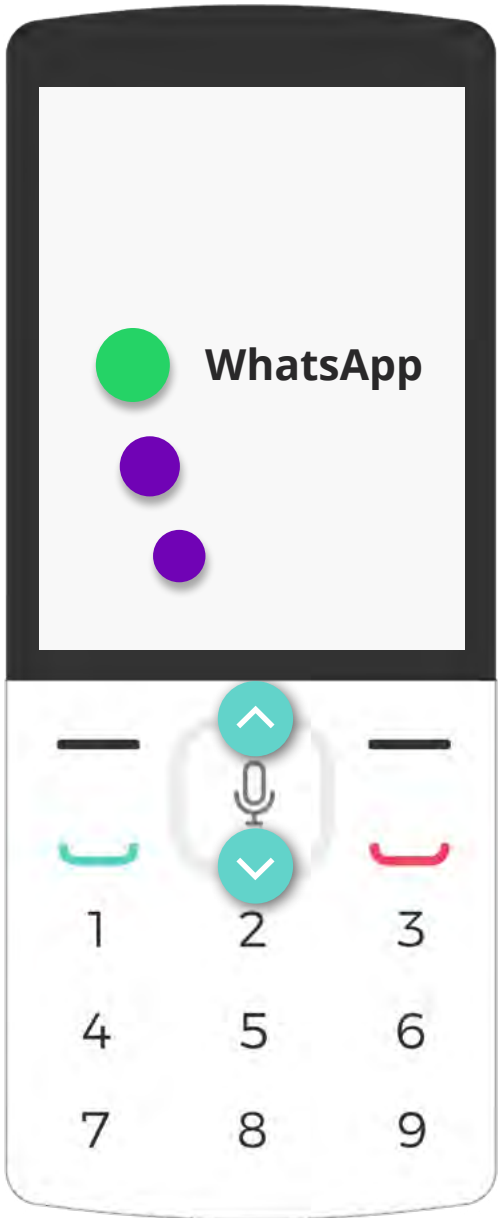


# How to use WhatsApp on KaiOS





# Setting up WhatsApp



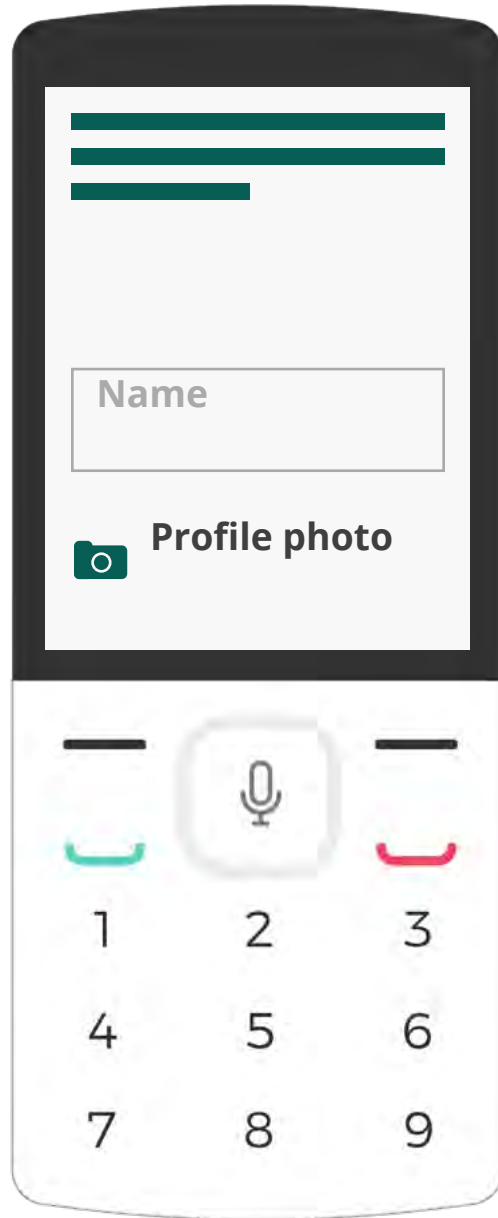
Use the **carousel launcher** to select WhatsApp.



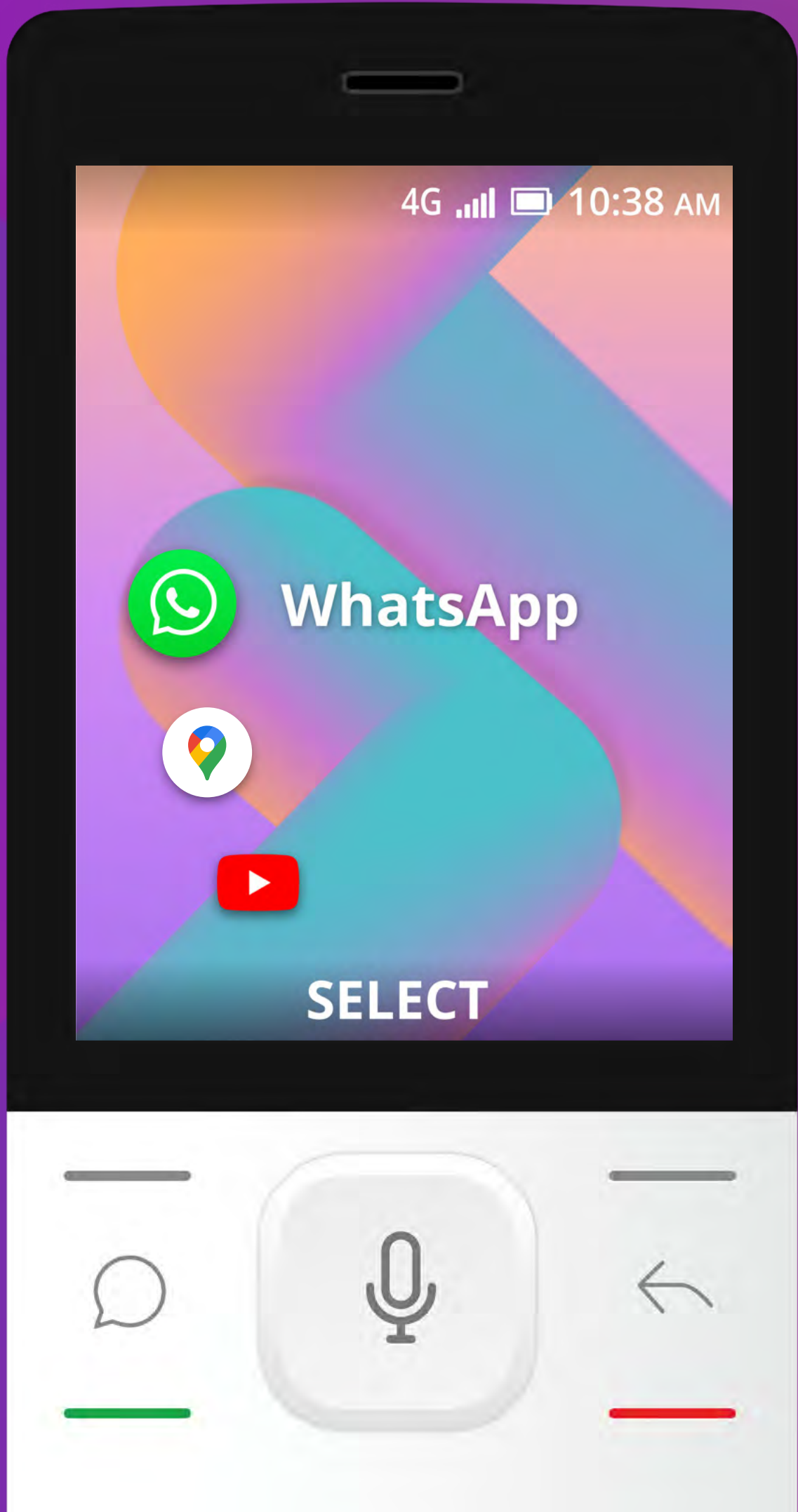
Enter your phone number and press the **center key**.



You will receive a confirmation code via SMS. Enter the code to register.

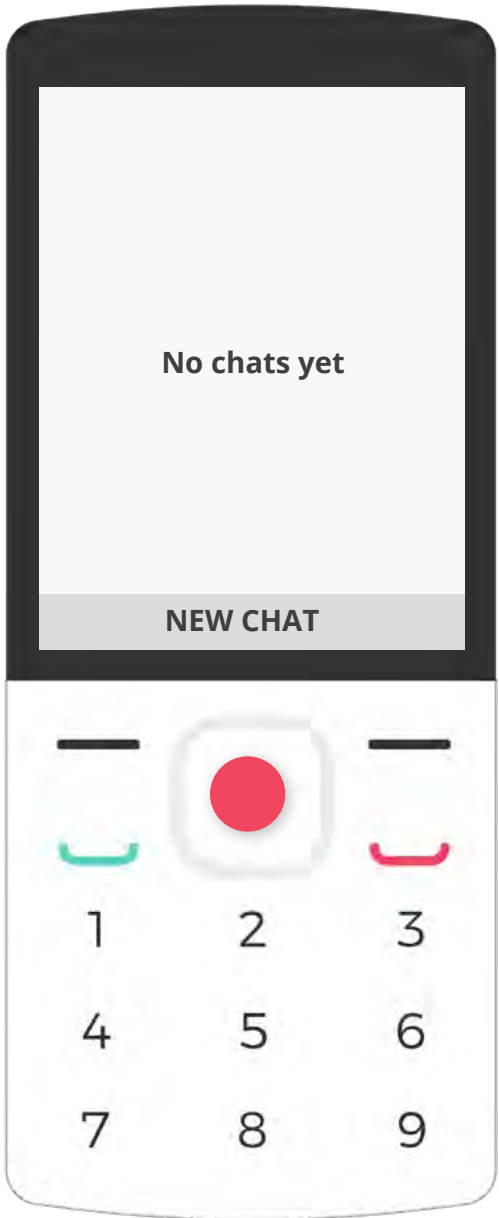


Enter your name and upload a profile photo. You're ready to use WhatsApp!

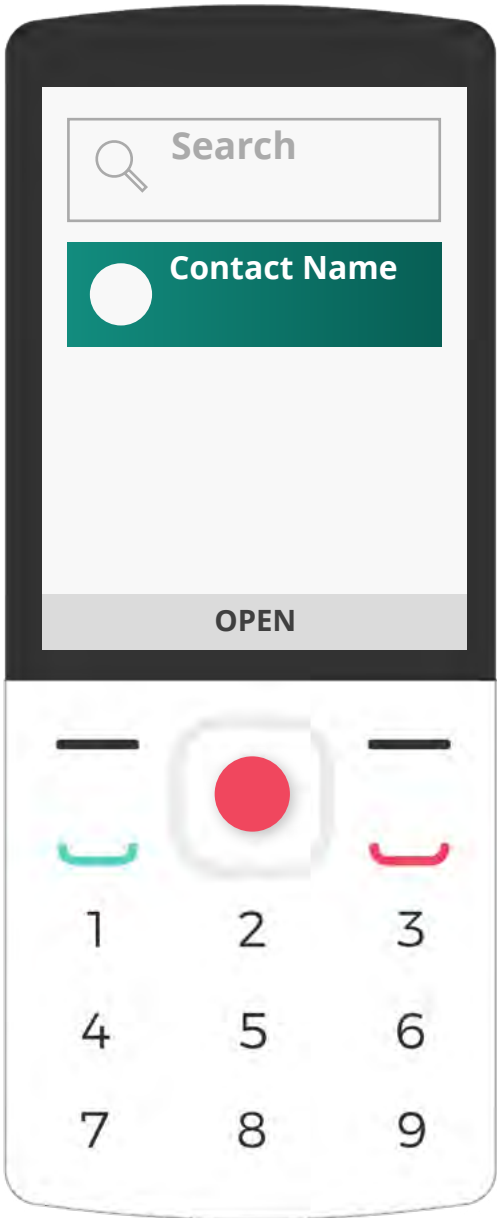




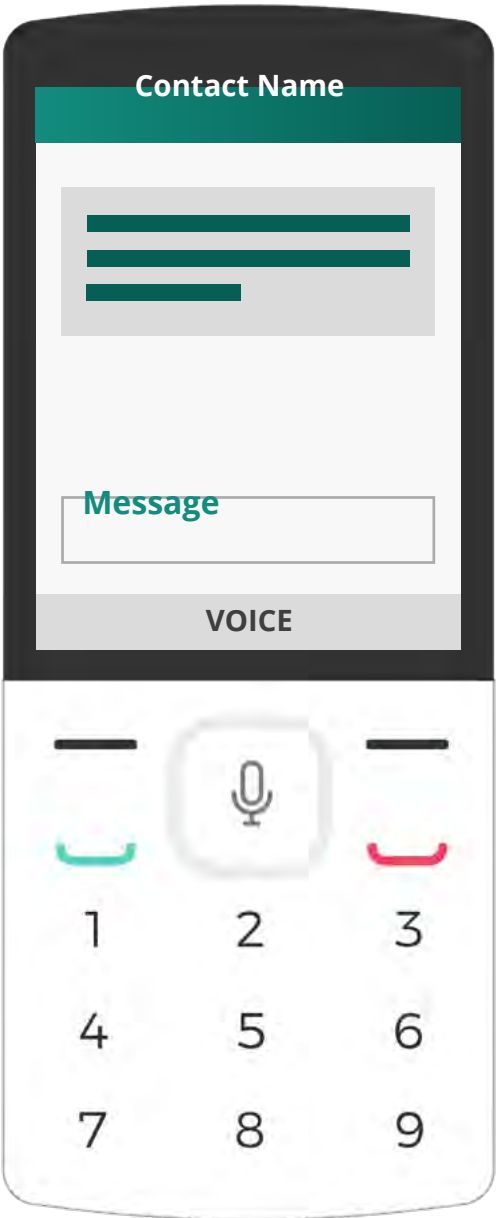
# Create a new chat



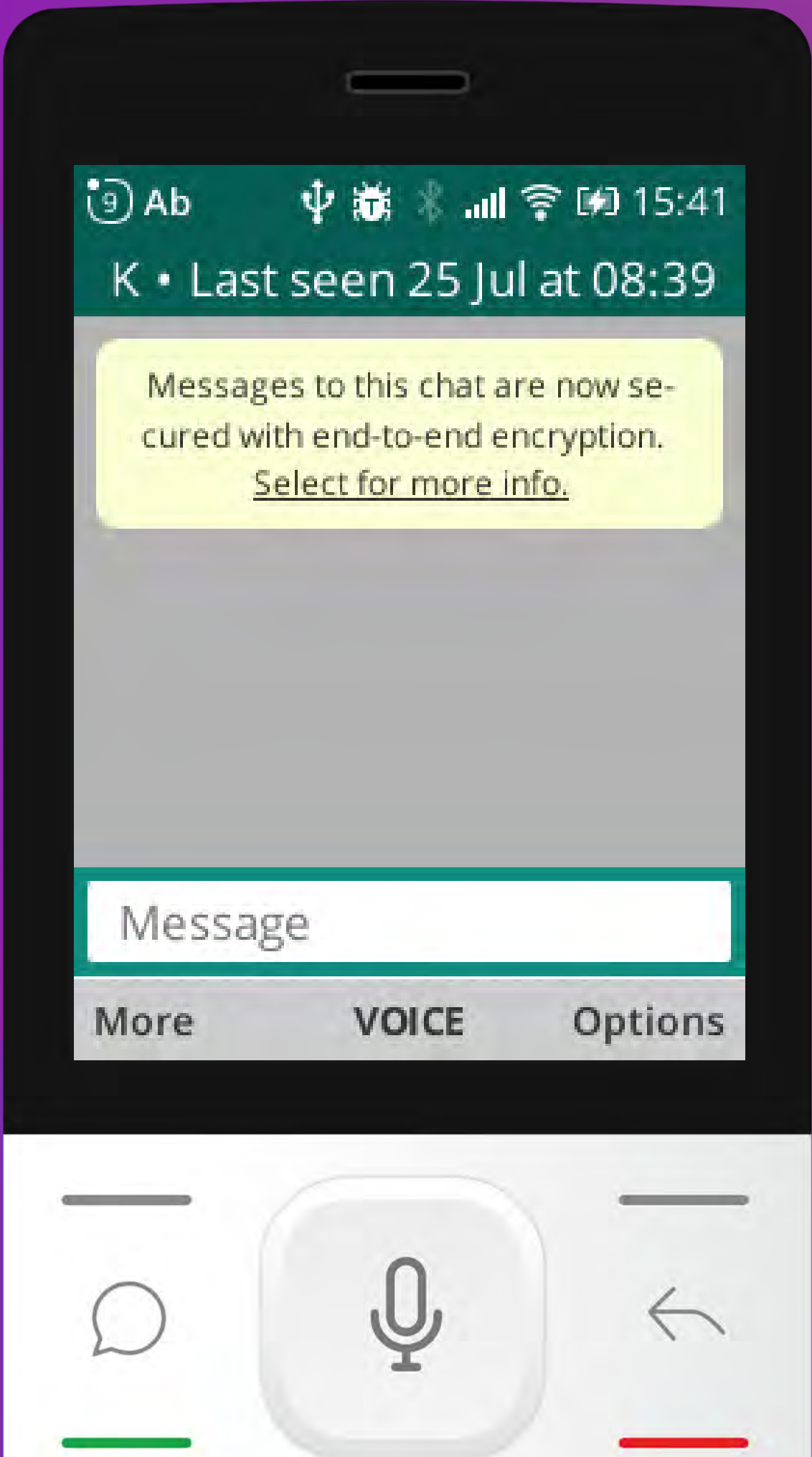
Press the **center key** to select New Chat.



Type the contact name in the search box. Next, click Open by pressing the **center key**.

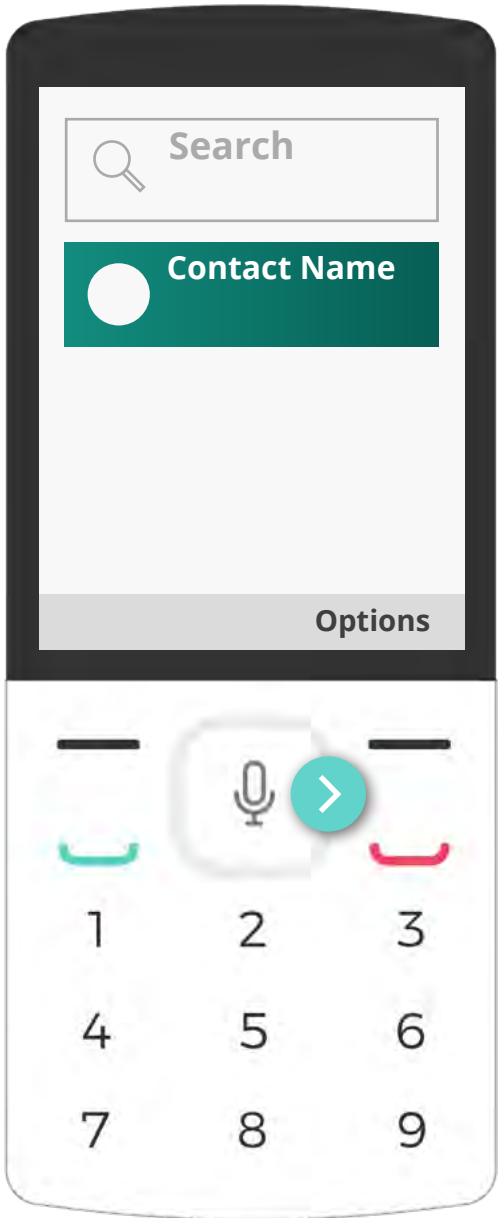


You're ready to chat!

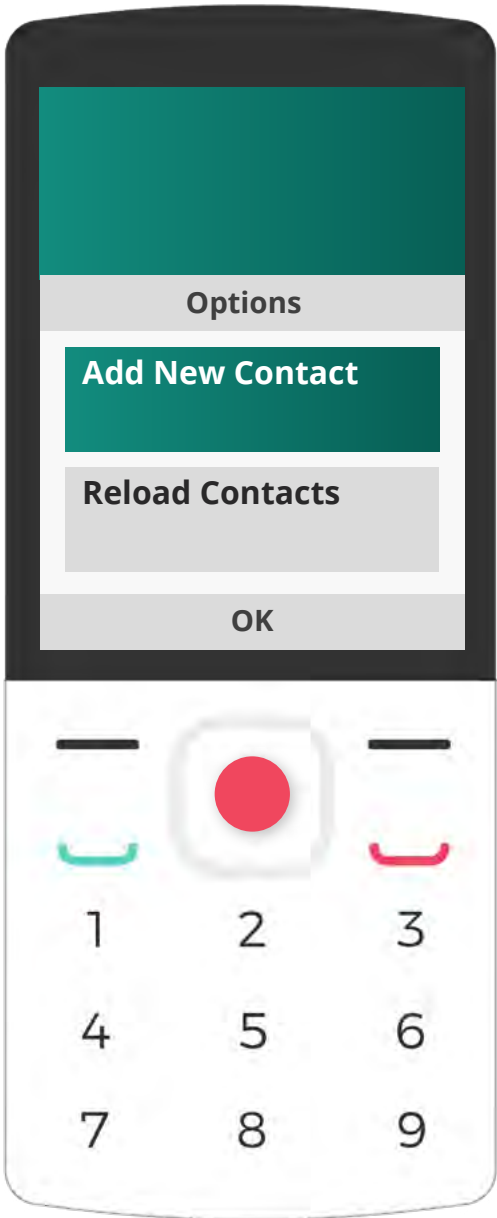




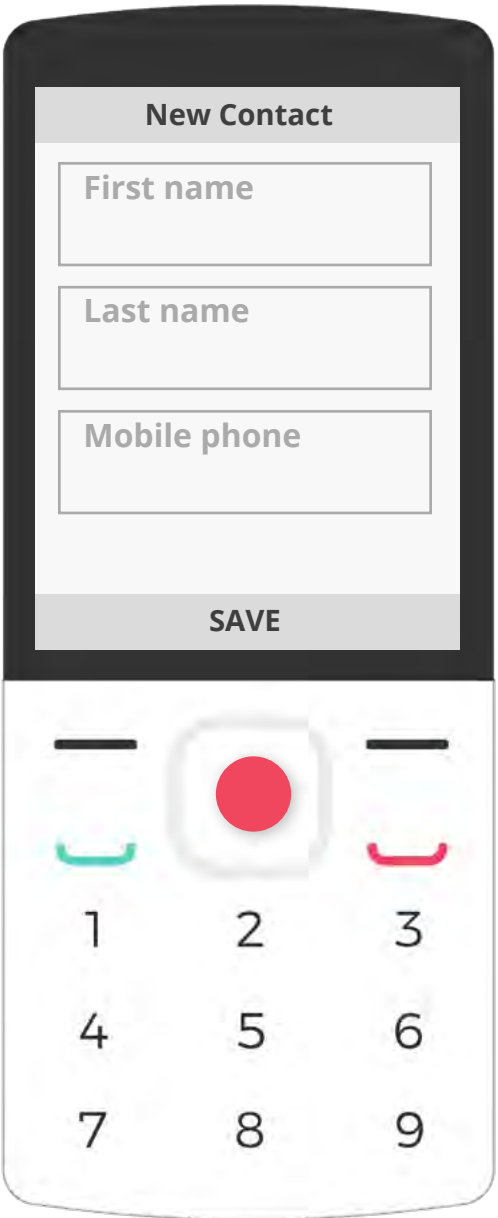
# Add a new contact



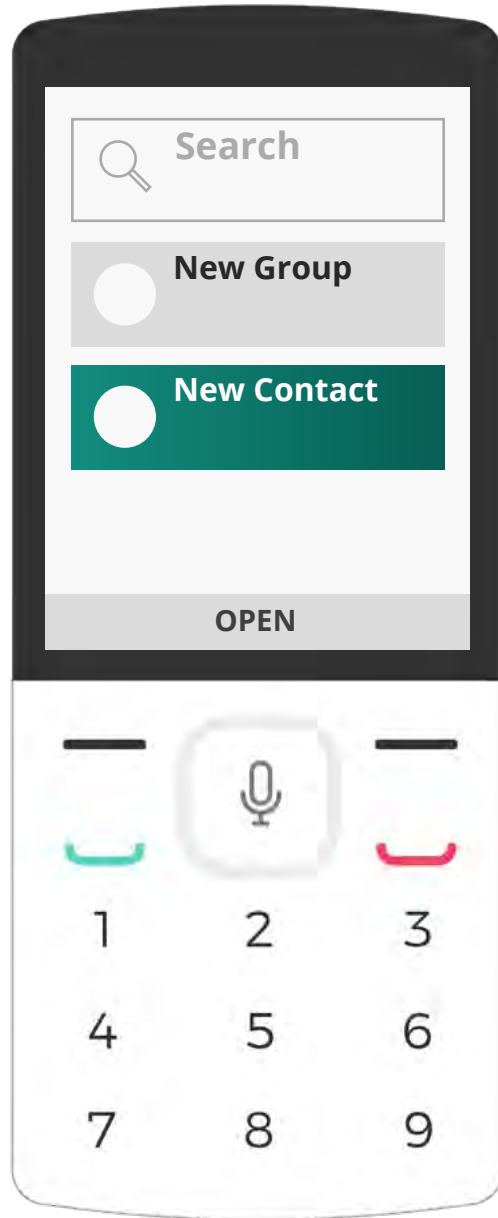
Select Options by pressing the **right key**.



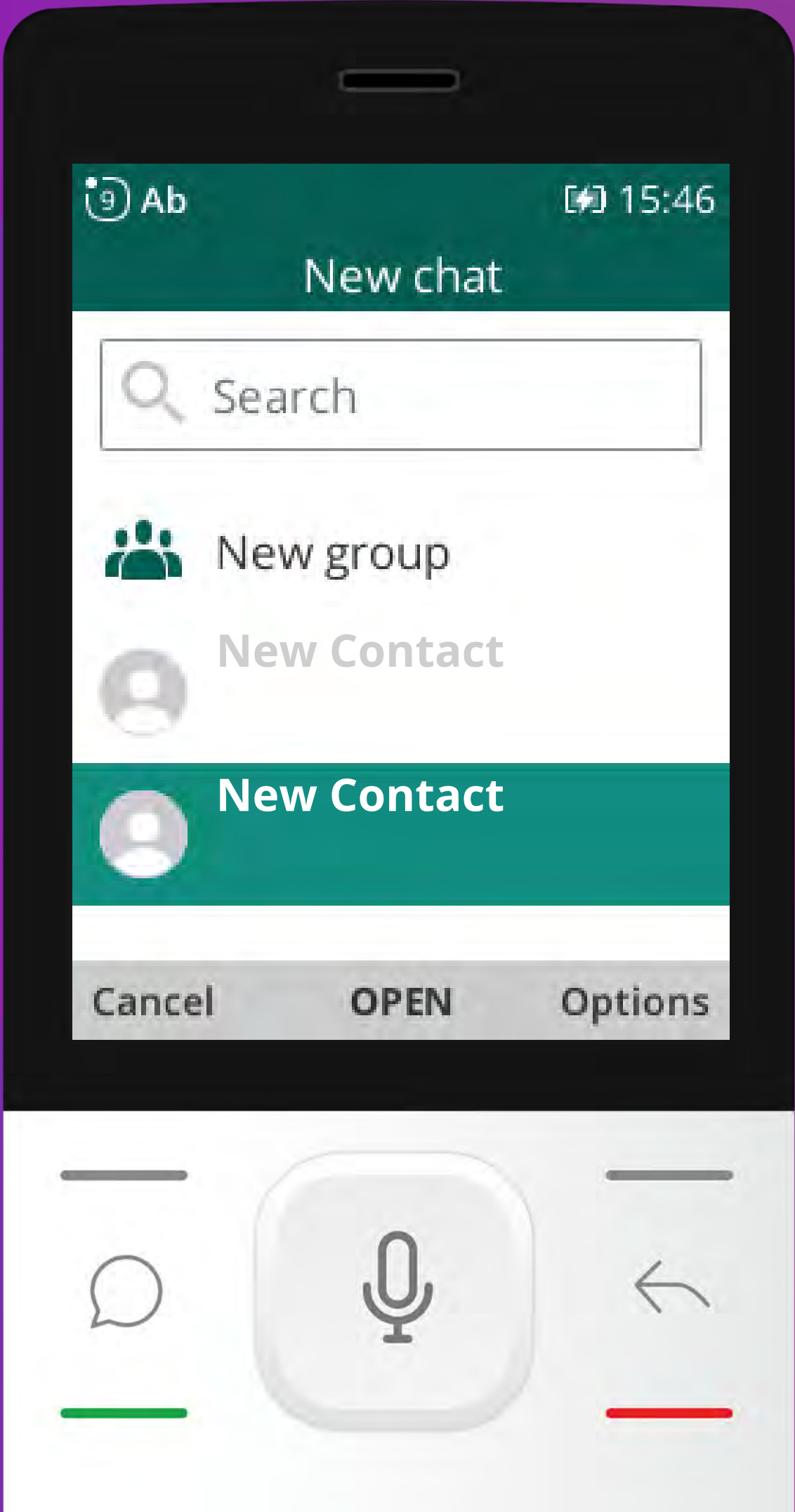
Press the **center key** to Add new contact.



Enter the contact's first name, last name, and mobile phone number. Press the **center key** to Save.

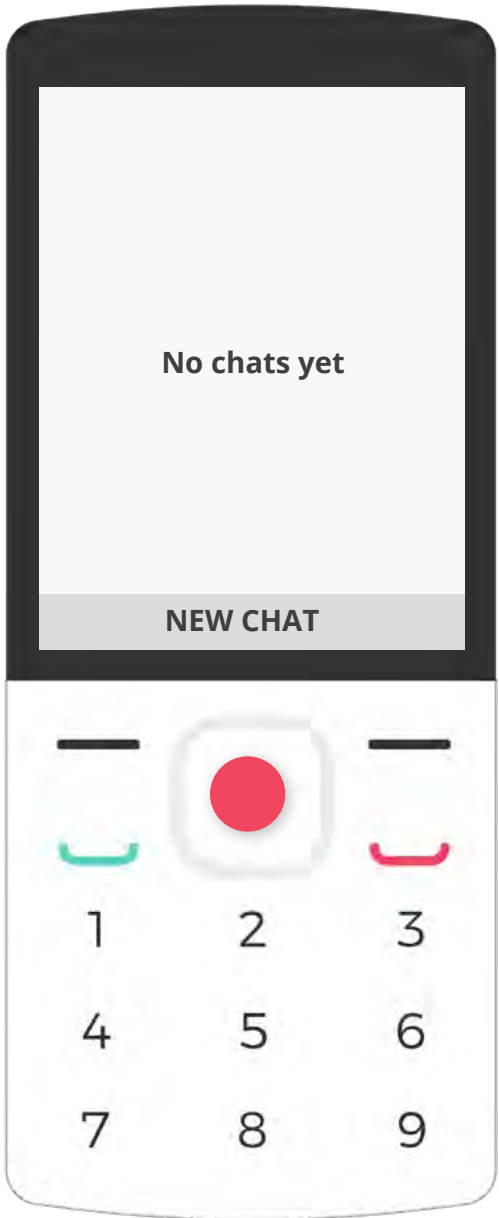


You've added a new contact!

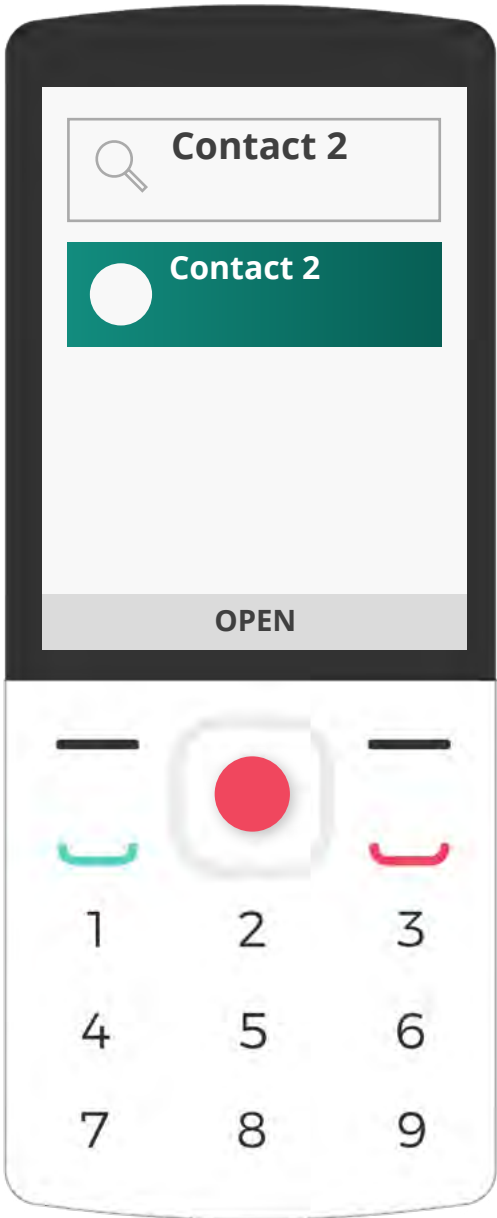




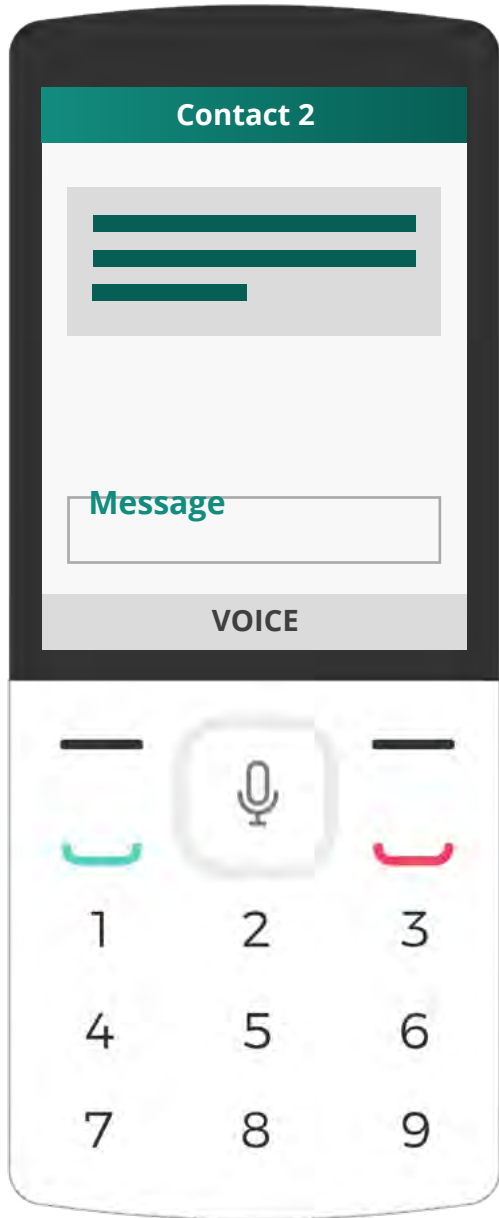
# Start a new chat



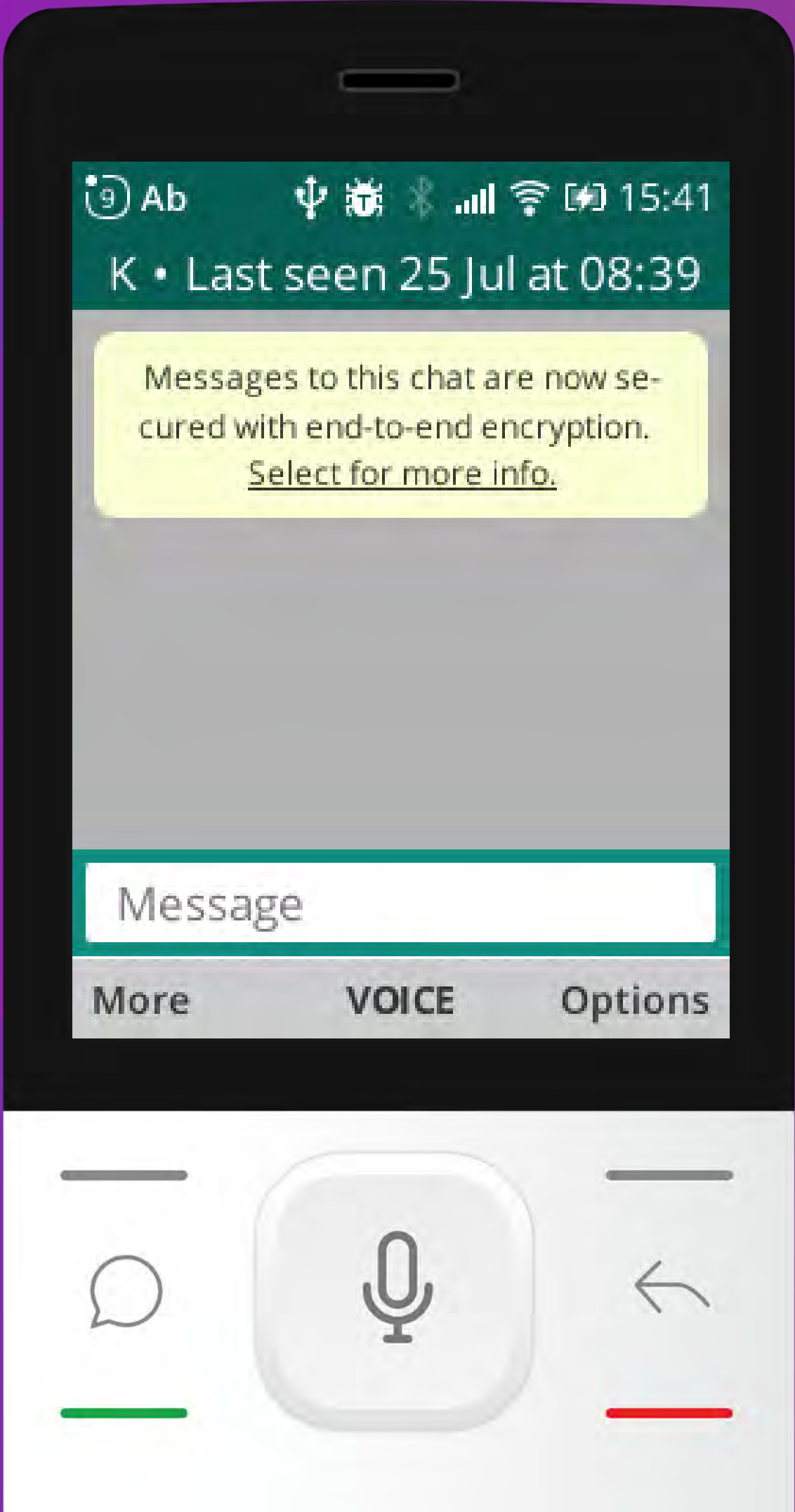
Press the **center key** to select New Chat.



Enter the contact's name in the search box. Click the **center key** to Open.

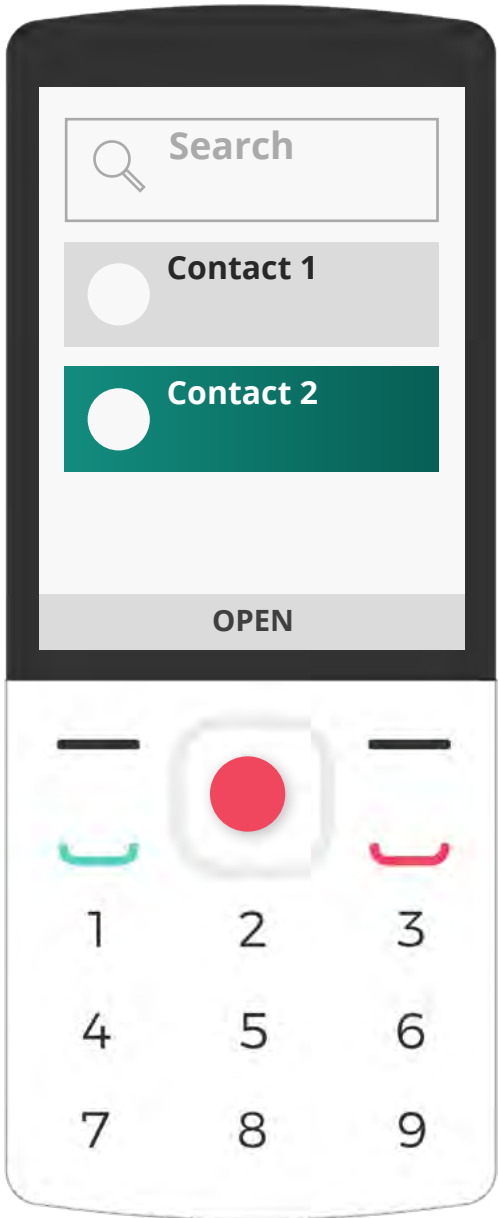


You're ready to start a new chat!

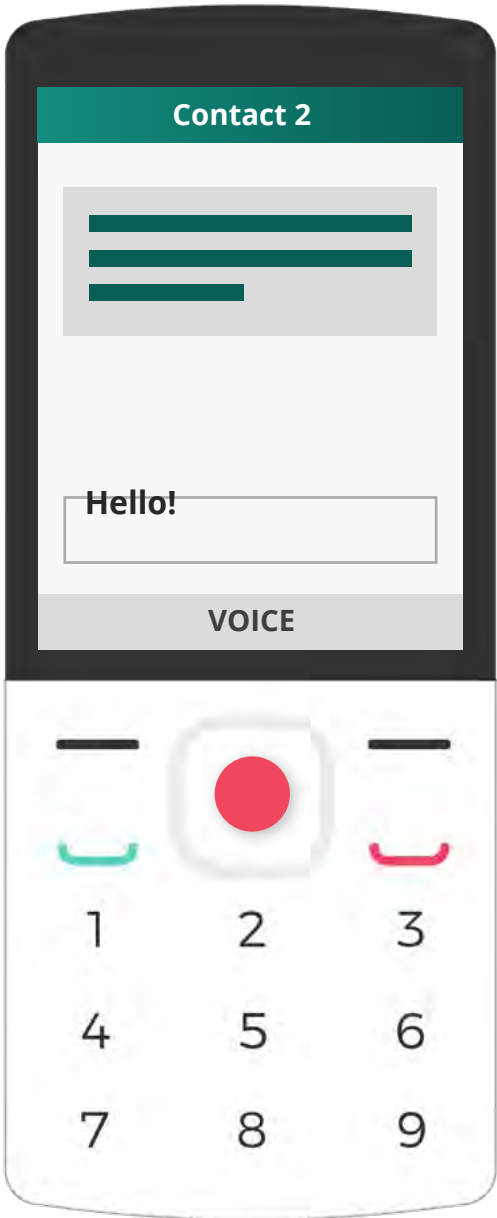




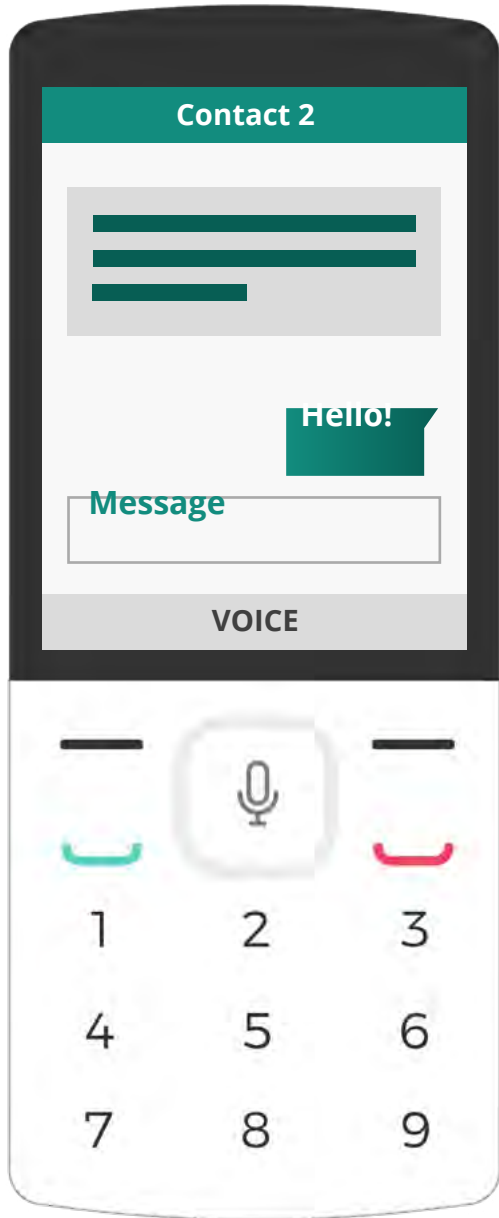
# Send a message



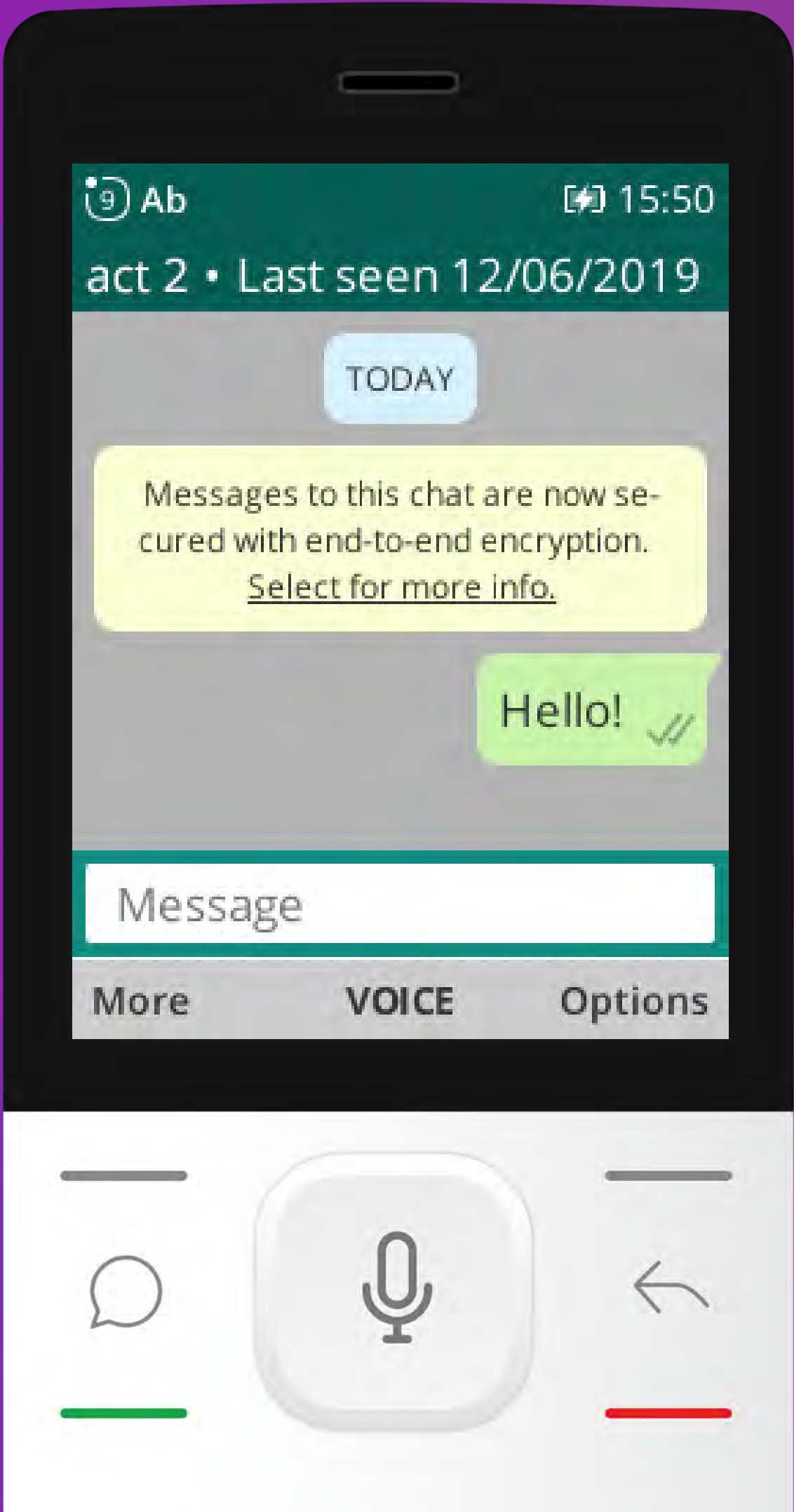
Navigate to a contact name and press the **center key** to Open.



Type in a message, then press the **center key** to Send.

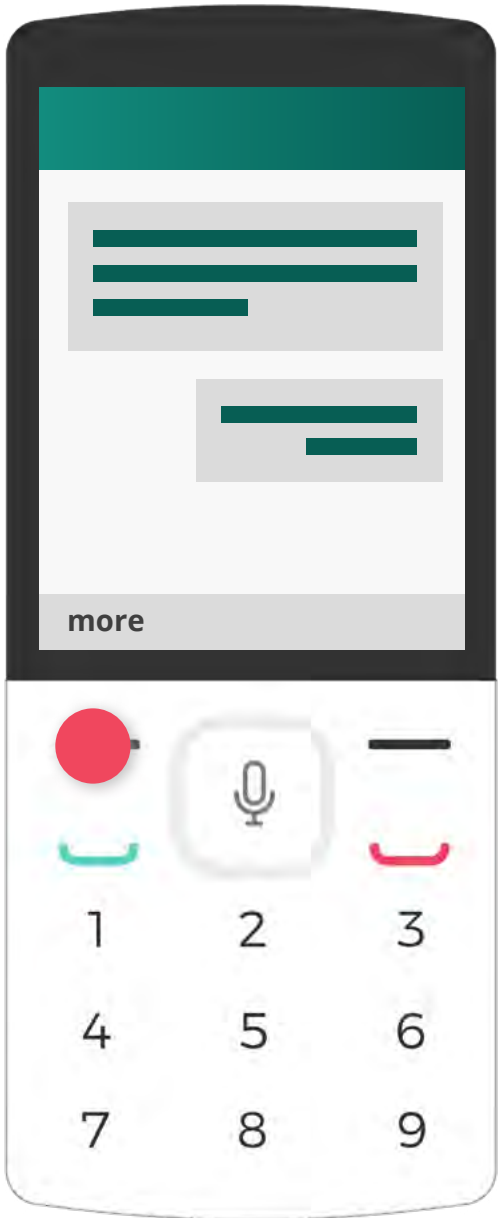


Your message was sent!

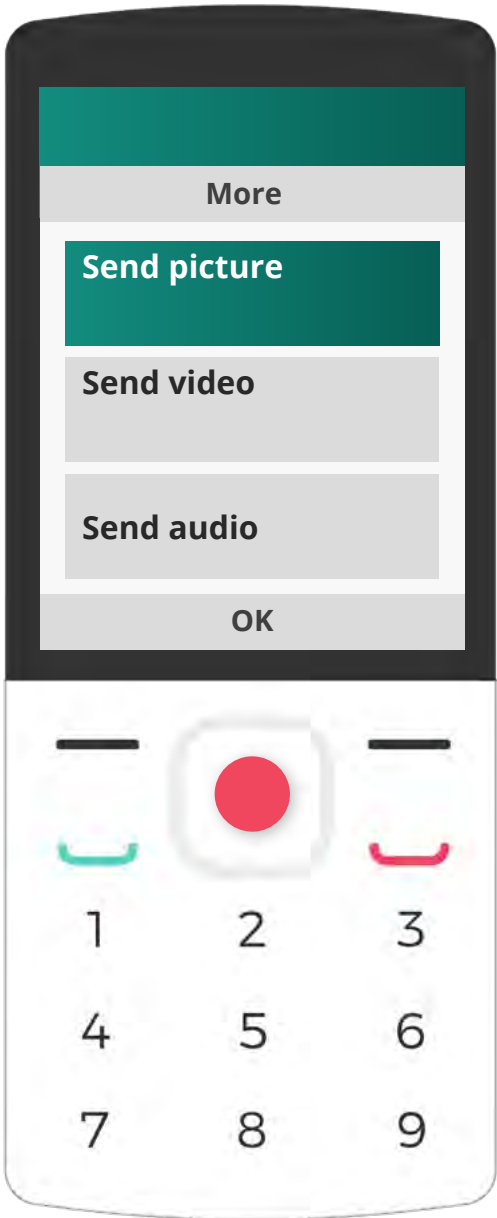




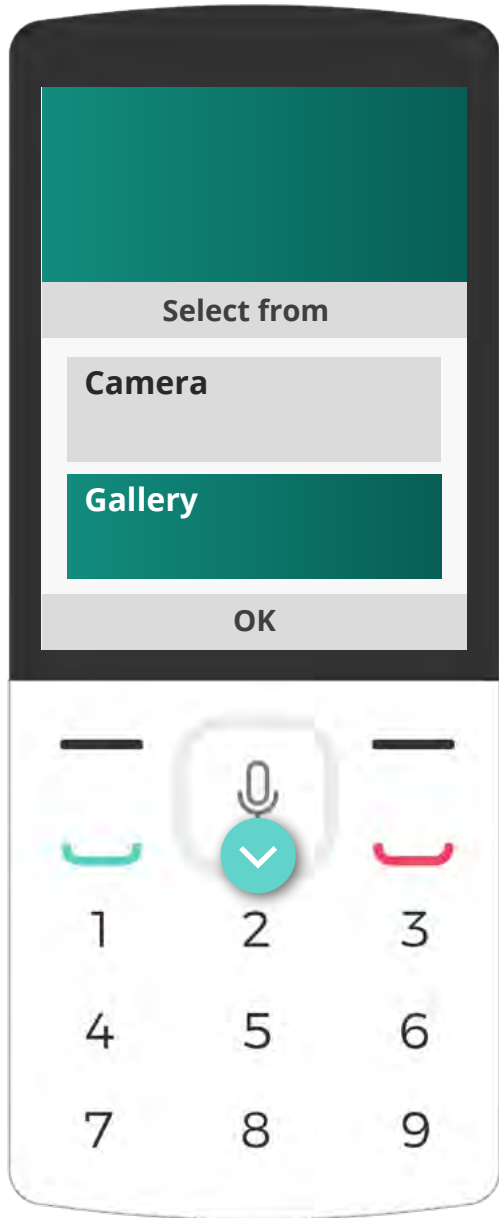
# How to send photos with WhatsApp



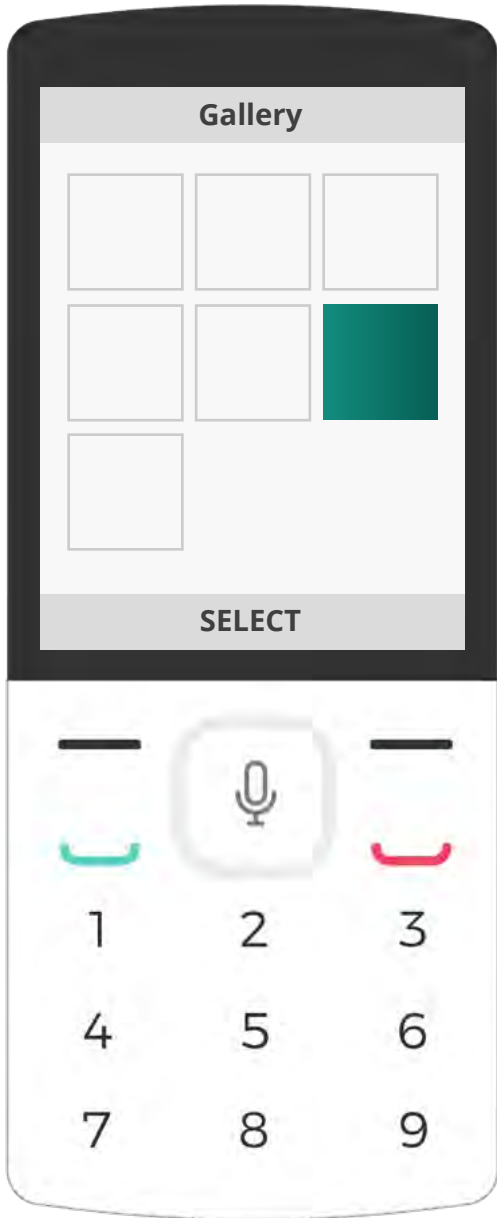
Press left key for More



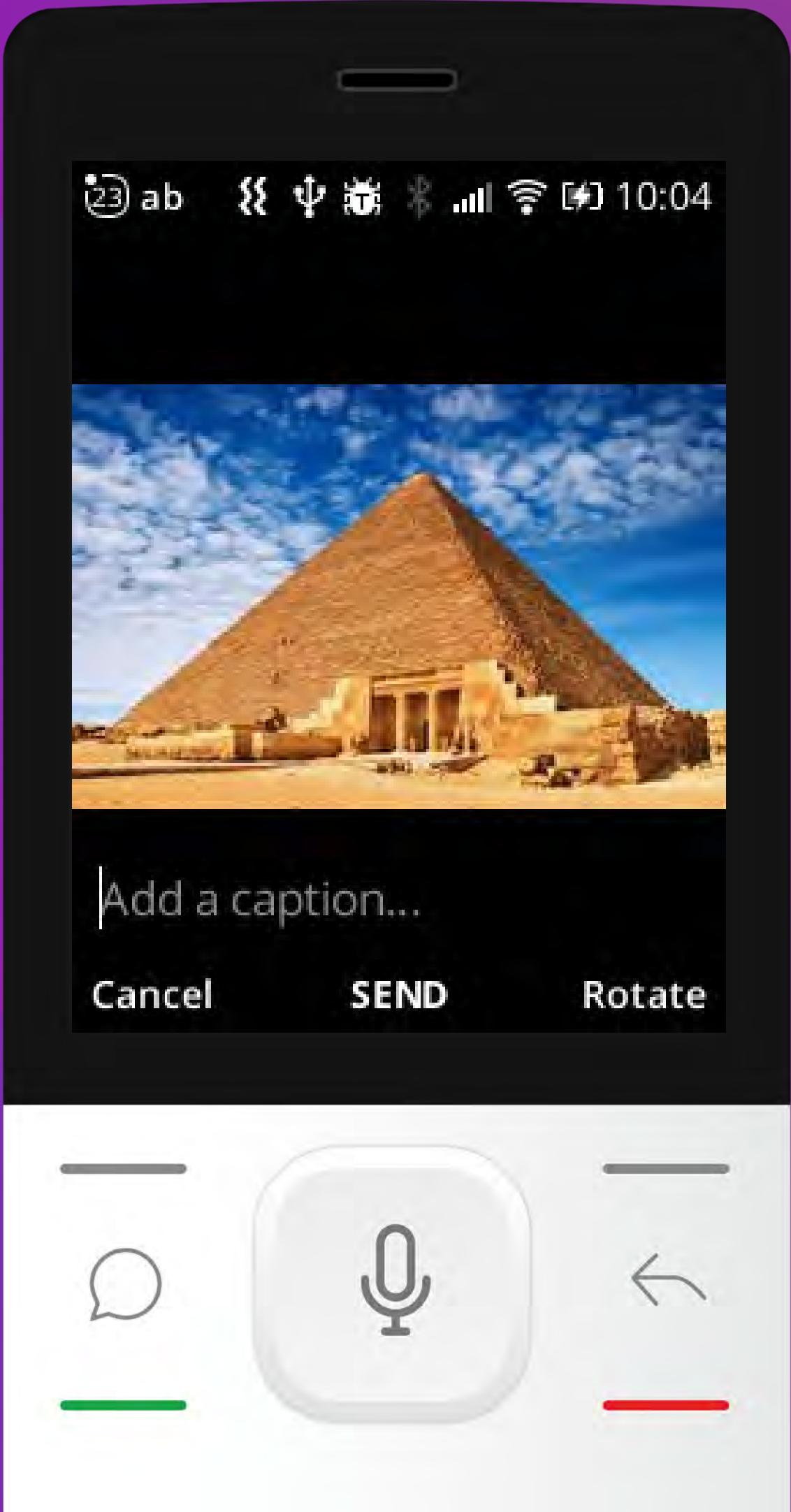
Select Send Picture



Navigate to a gallery and press the **center key** to Open.

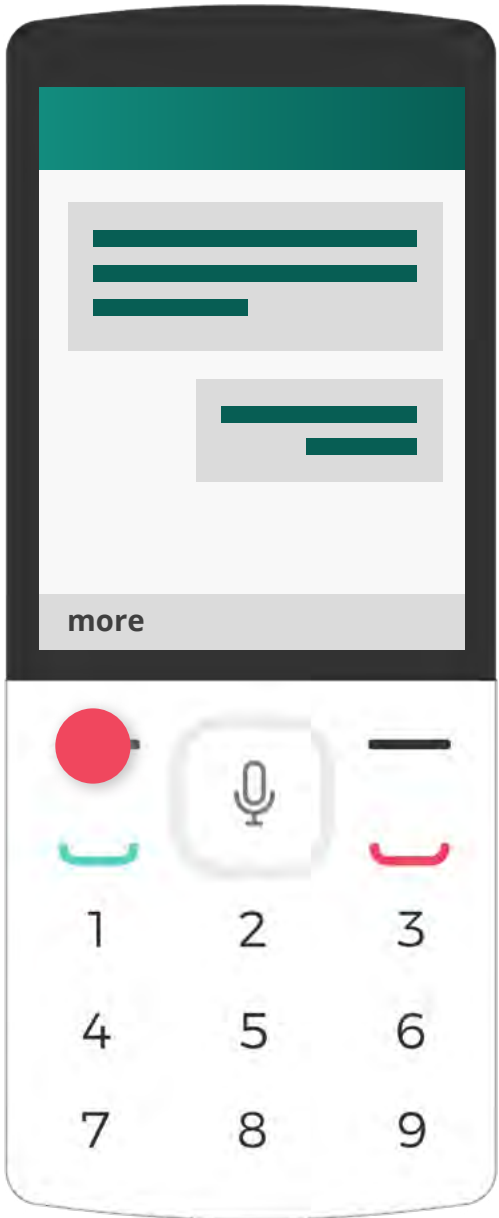


Cycle through to the picture you want to send, press Select. Add a caption, and press Send. Your photo is sent

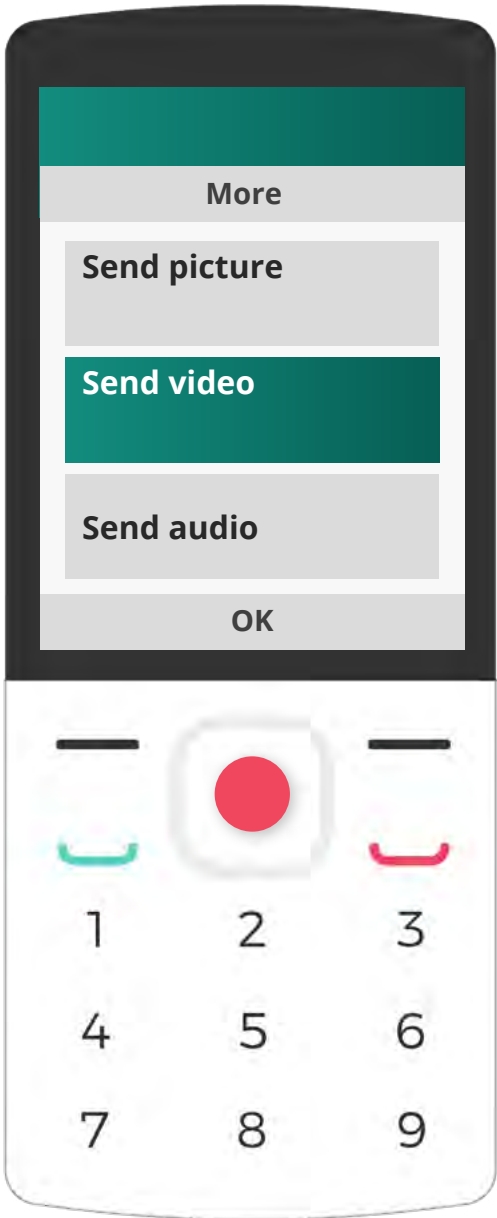




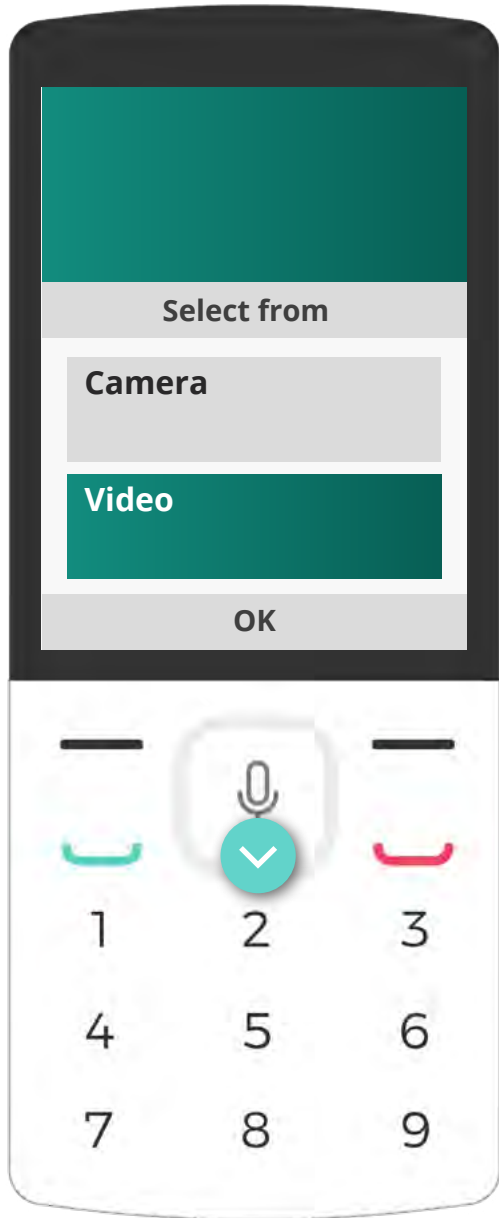
# How to send videos with WhatsApp



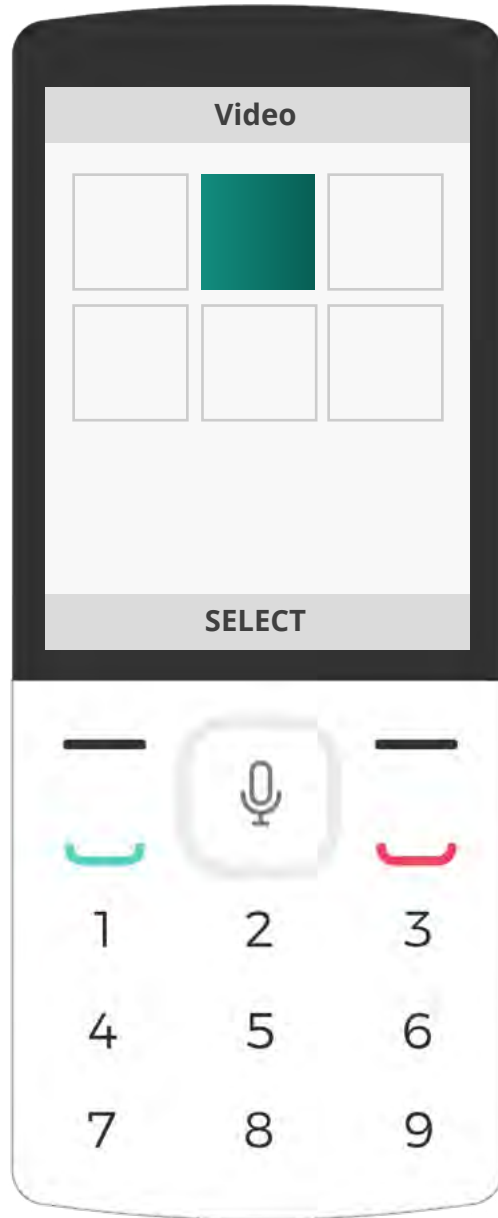
Press left key for More



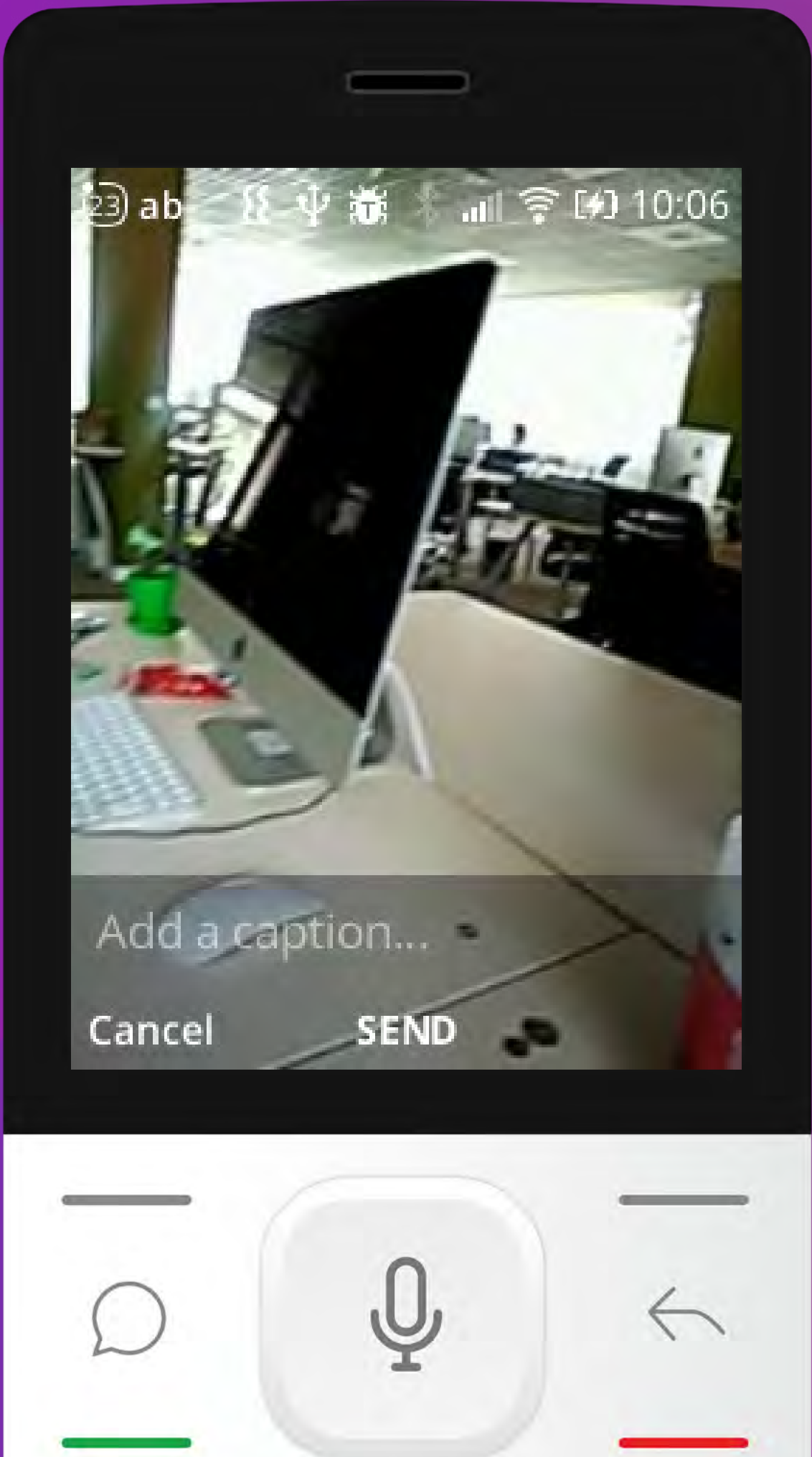
Select Send video



Navigate to a video and press the **center key** to Open.



Cycle through to the video you want to send, press Select. Add a caption, and press Send. Your video is sent



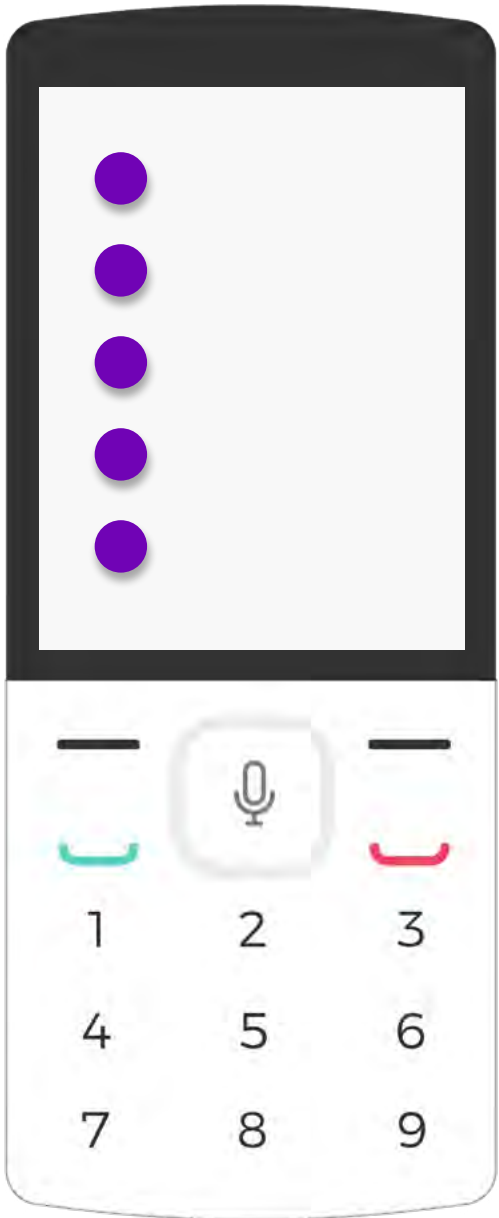


# How to use YouTube on KaiOS

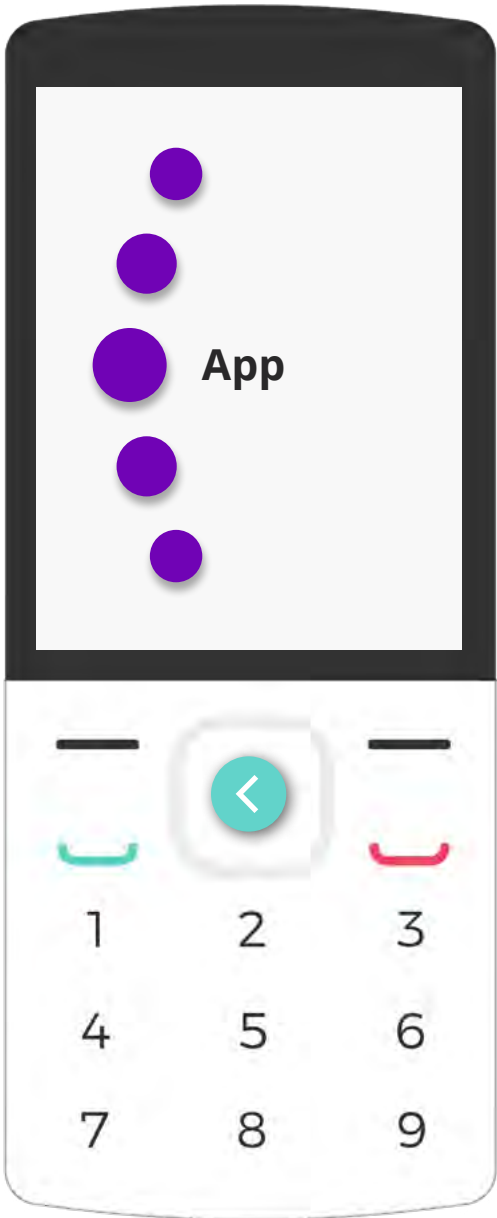




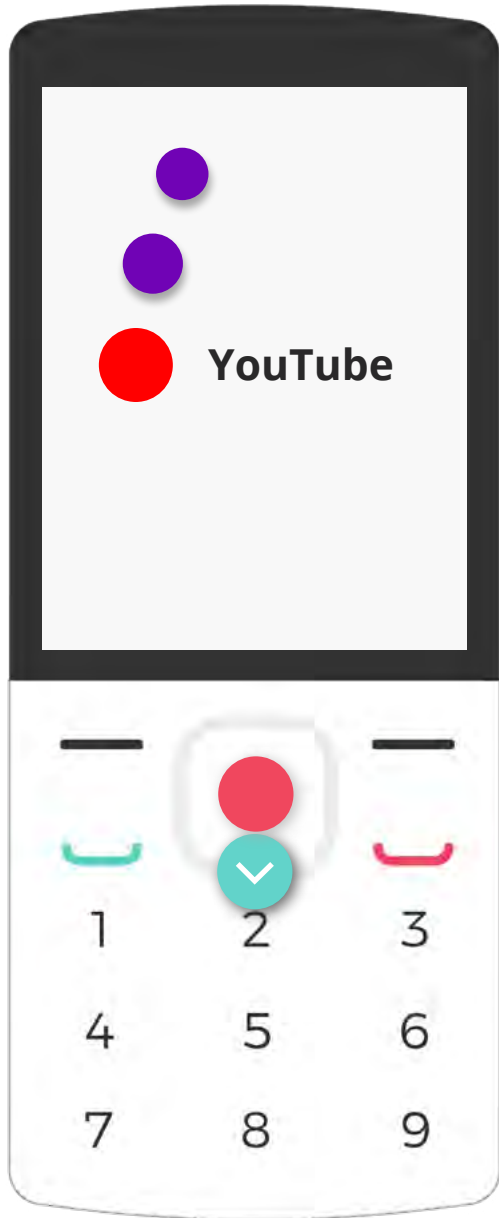
# Opening the YouTube app



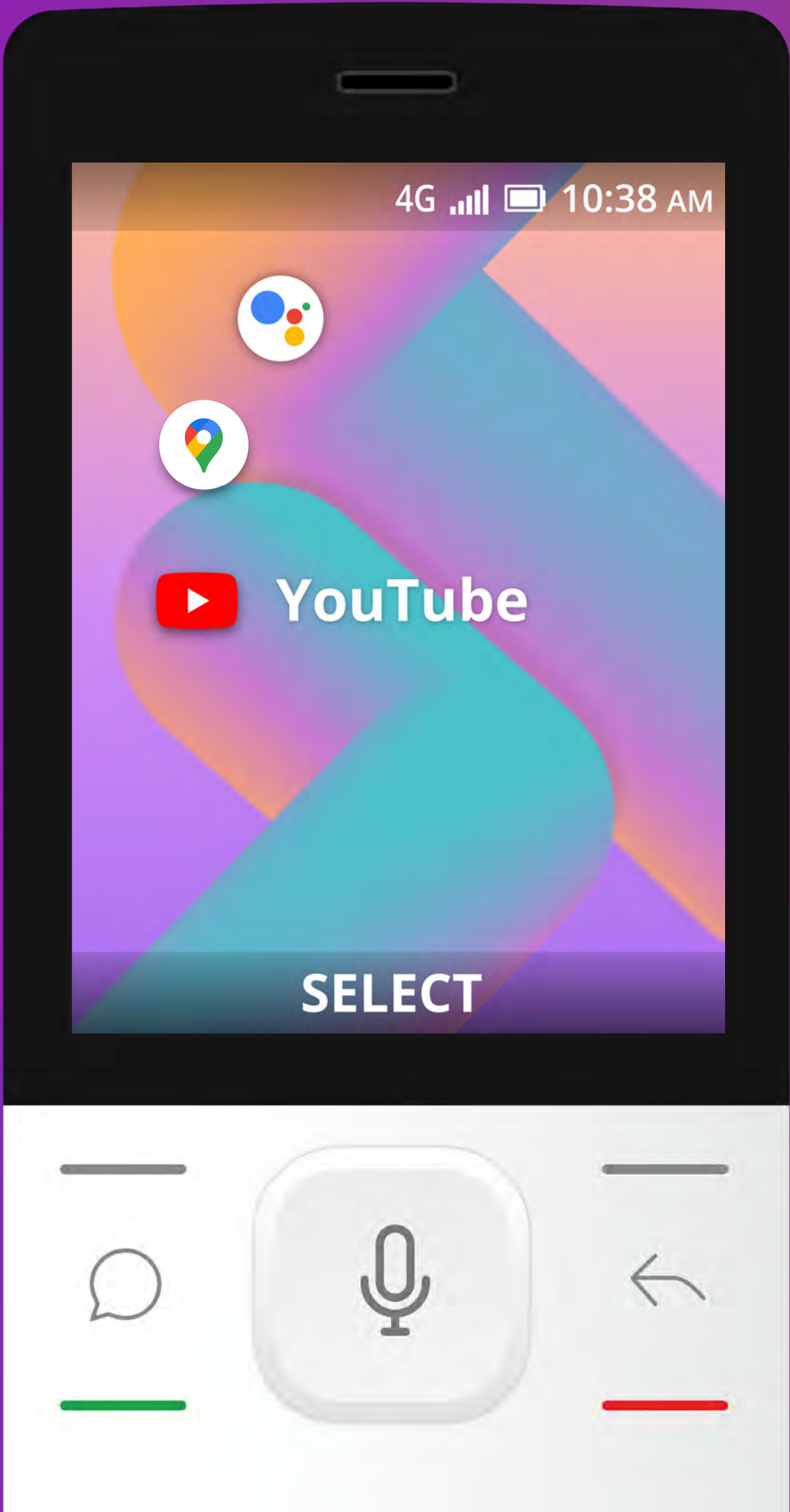
Home screen



Use the **left key** to access the carousel launcher.

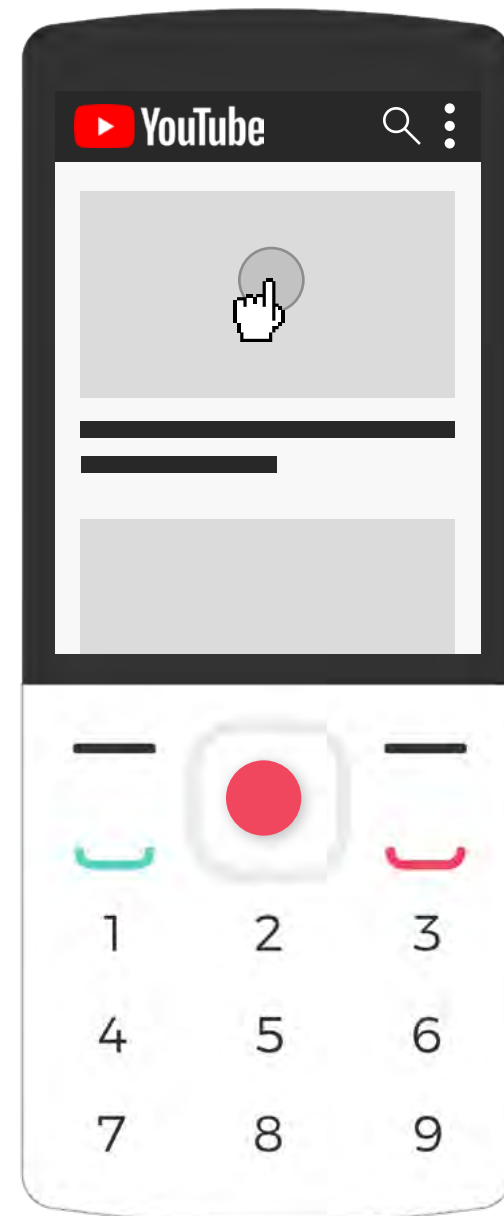


Use the **down key** to navigate to YouTube. Press the **center key** to select the app.

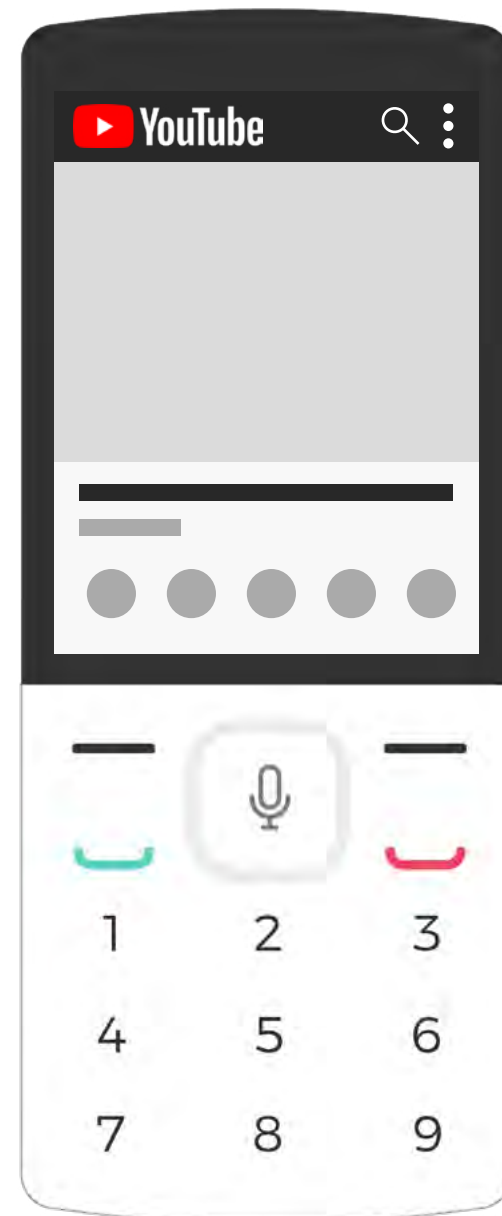




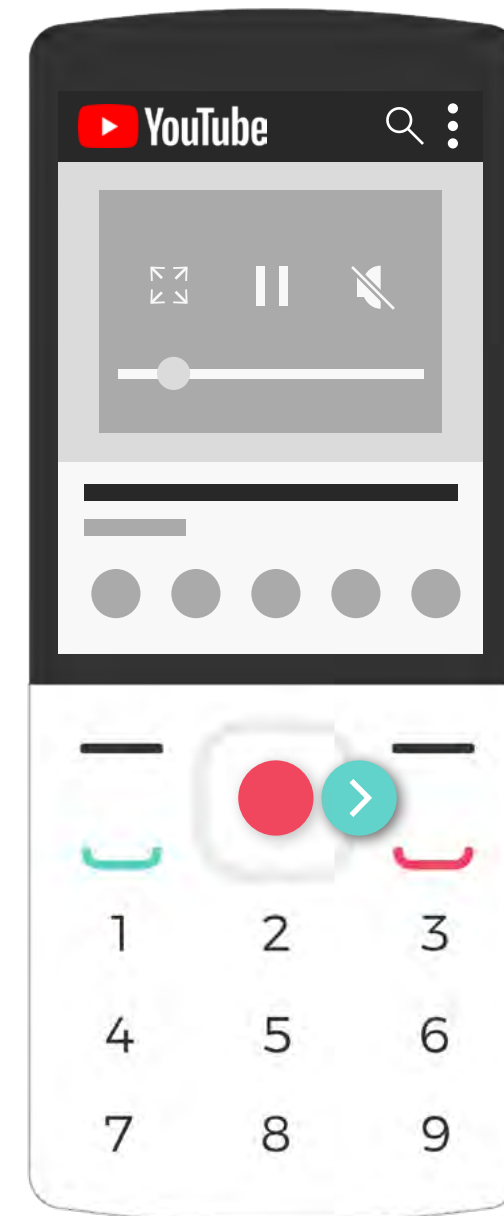
# Playing and pausing a video



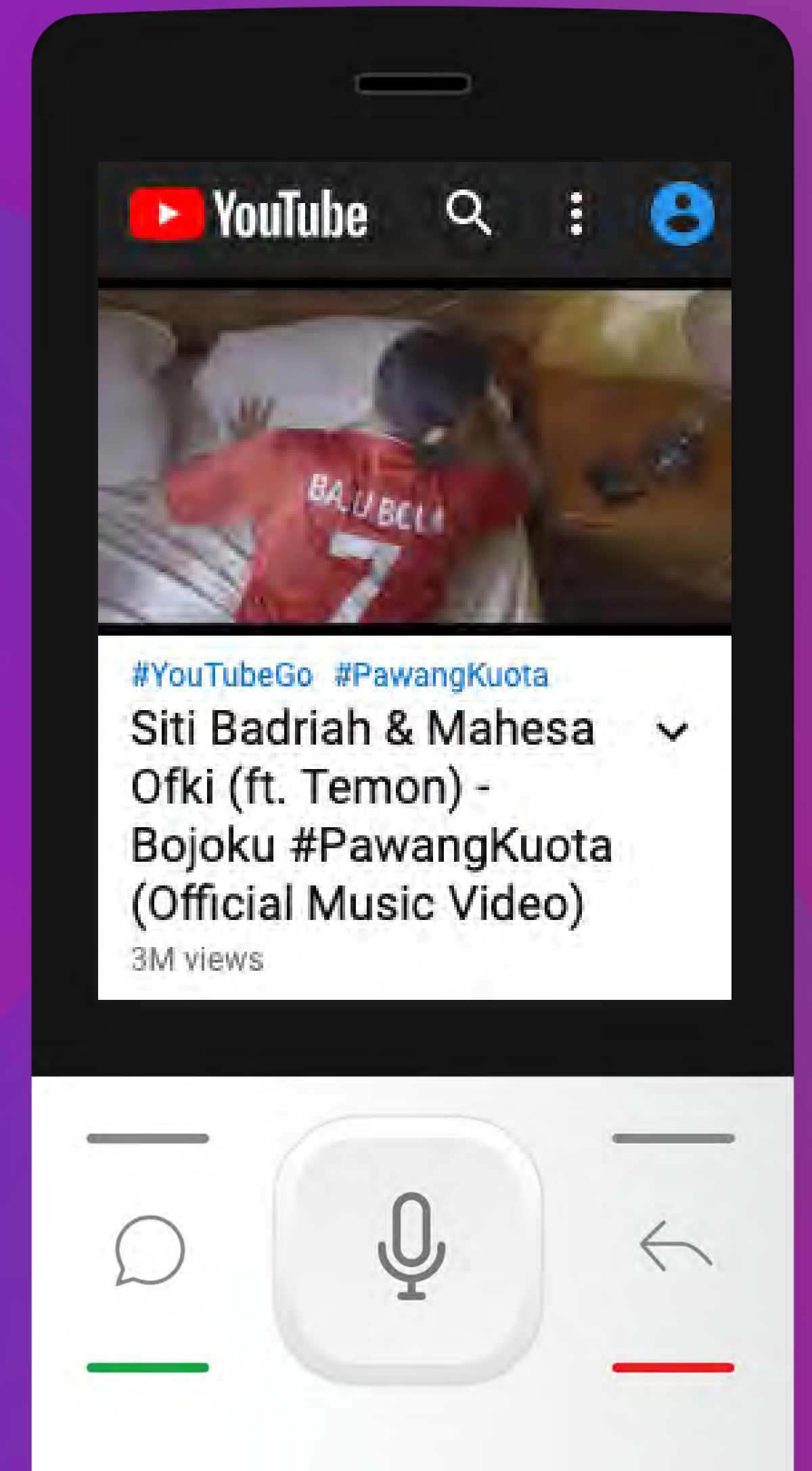
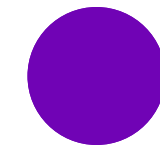
Navigate to the video. You'll see a cursor on the screen. Press the **center key** to play.



The video will start playing.



To pause the video, press the **center key**. Next, use the **right key** to access the pause button. Press the **center key** to hit pause.





# Searching for a video



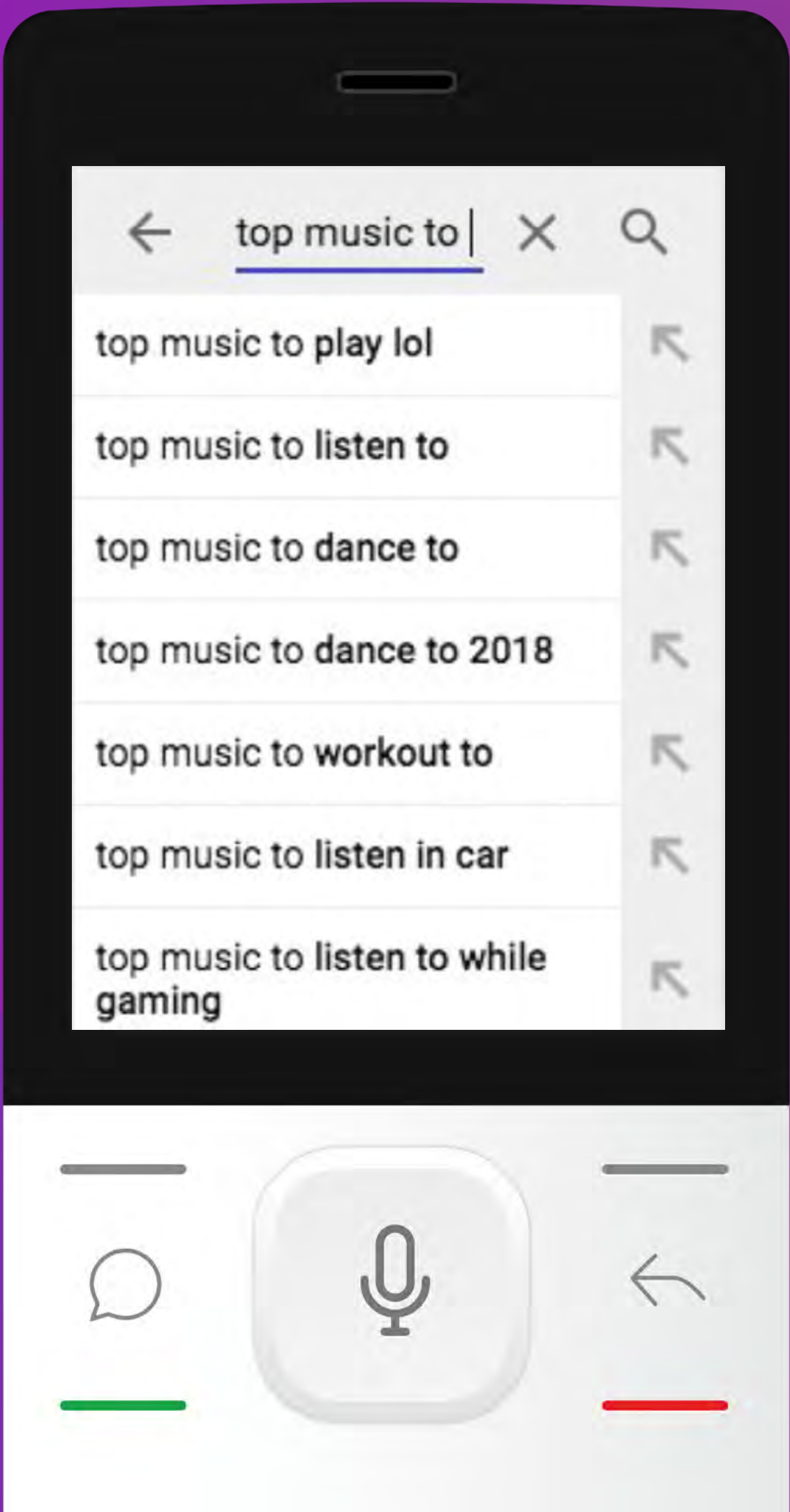
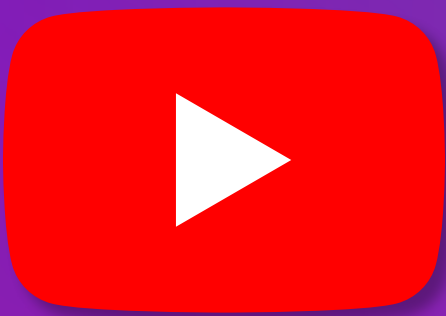
Navigate to the search icon and press the **center key**.



Use your keypad to type keywords related to your search. When you're finished, press the button on the upper right (Enter).

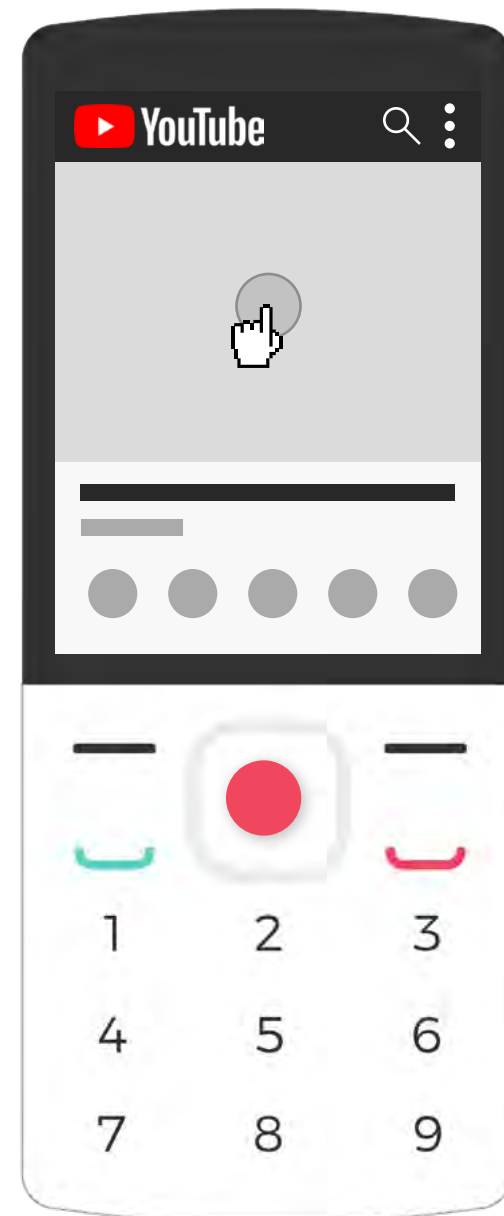
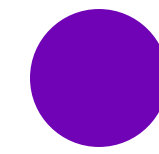


Filter your results by channel, playlist, or time.

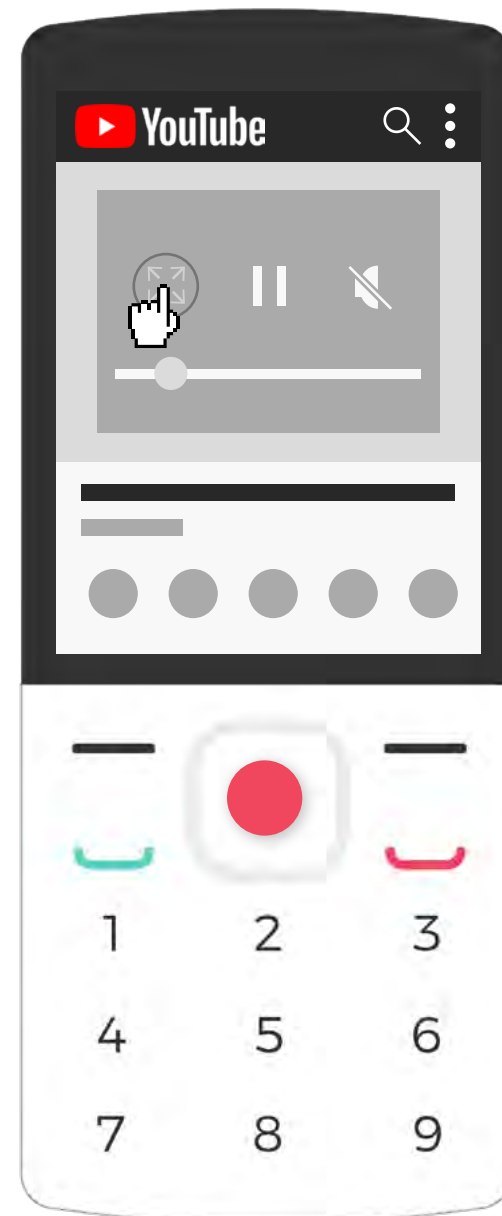




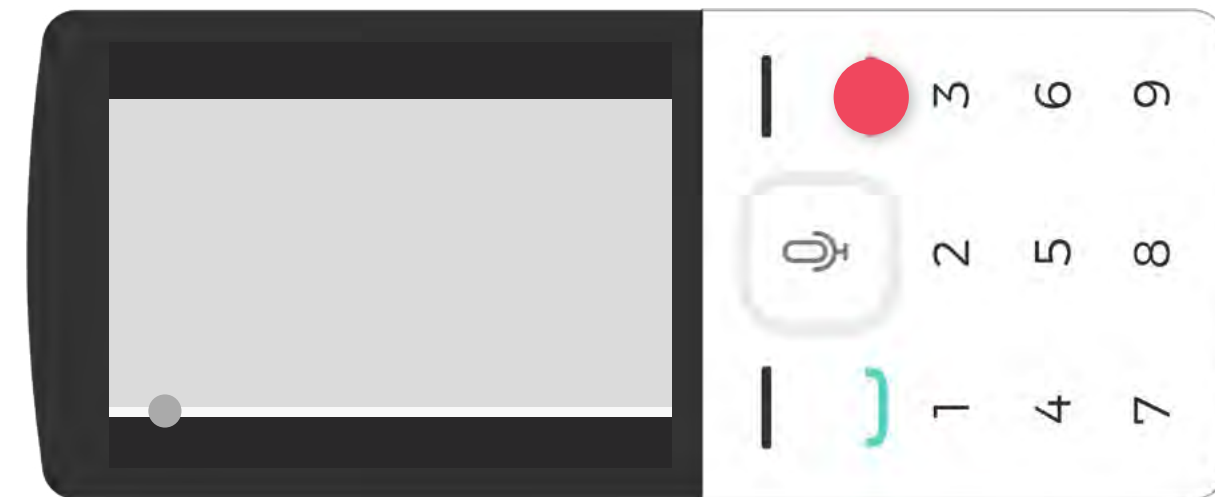
# Entering full screen mode



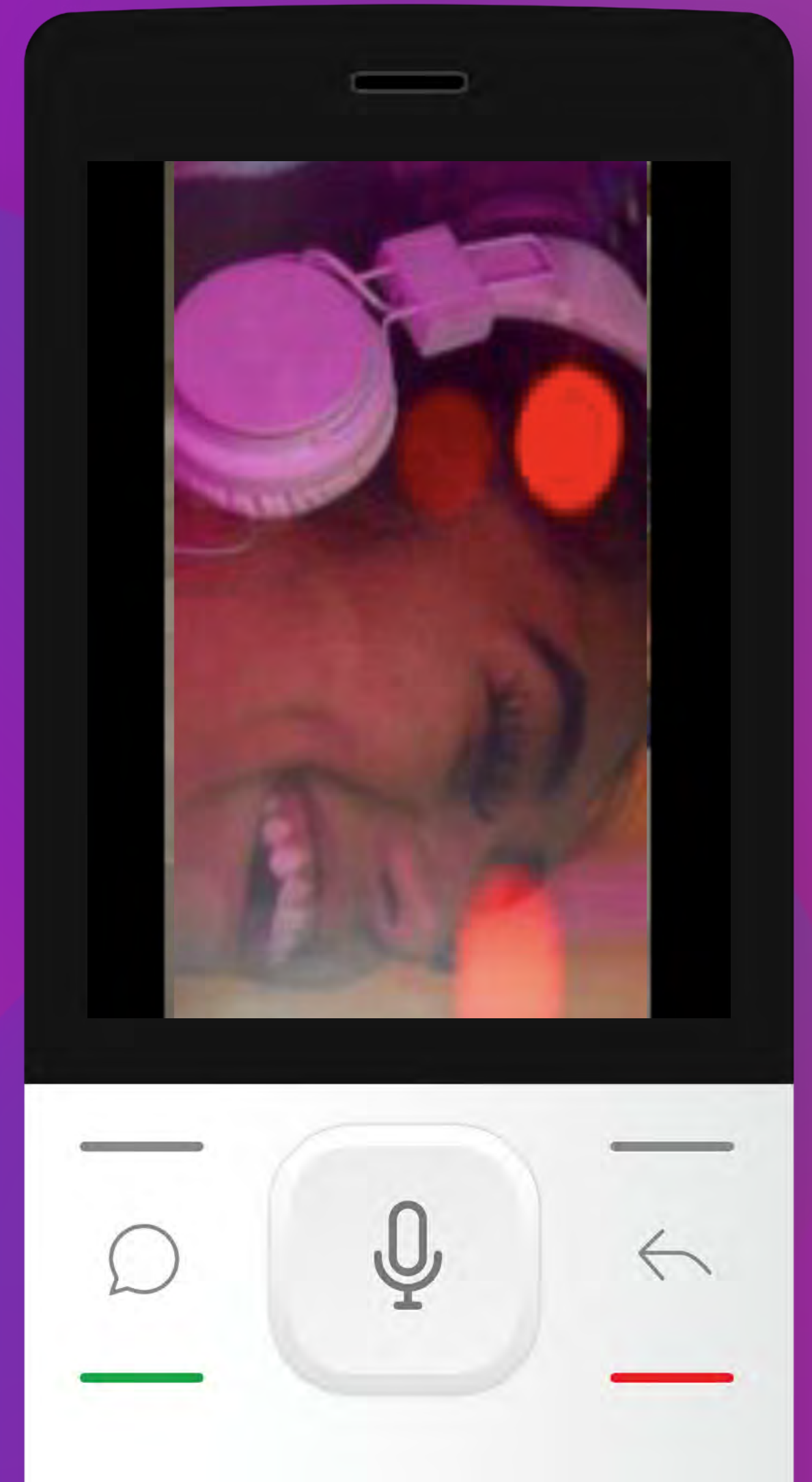
To enter full screen mode, click on the video. A submenu will appear.



➤ Navigate to the full screen icon and click.

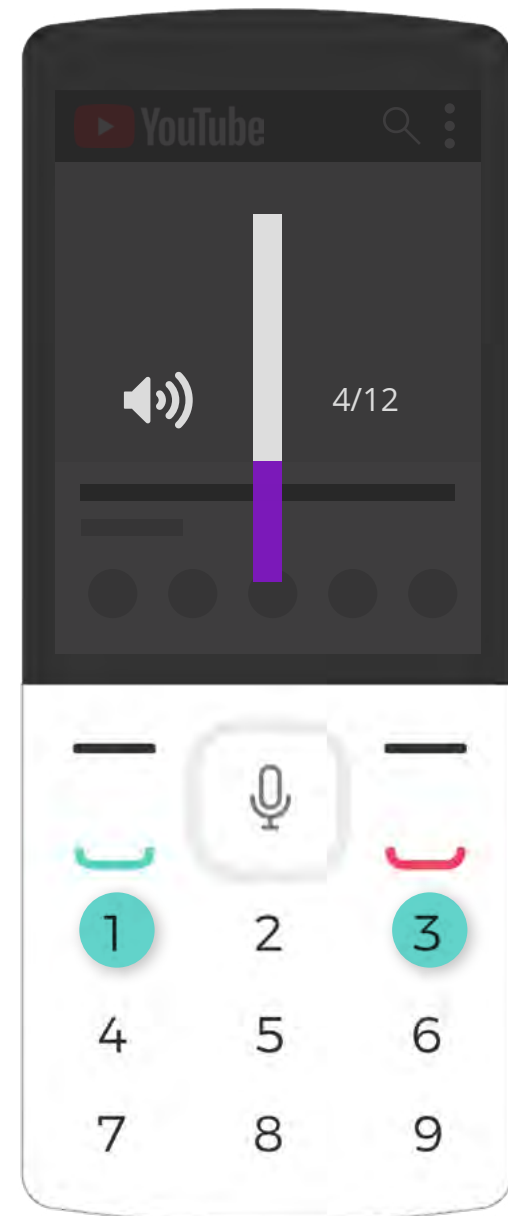


➤ Click the **Back/End call button** to exit full screen.

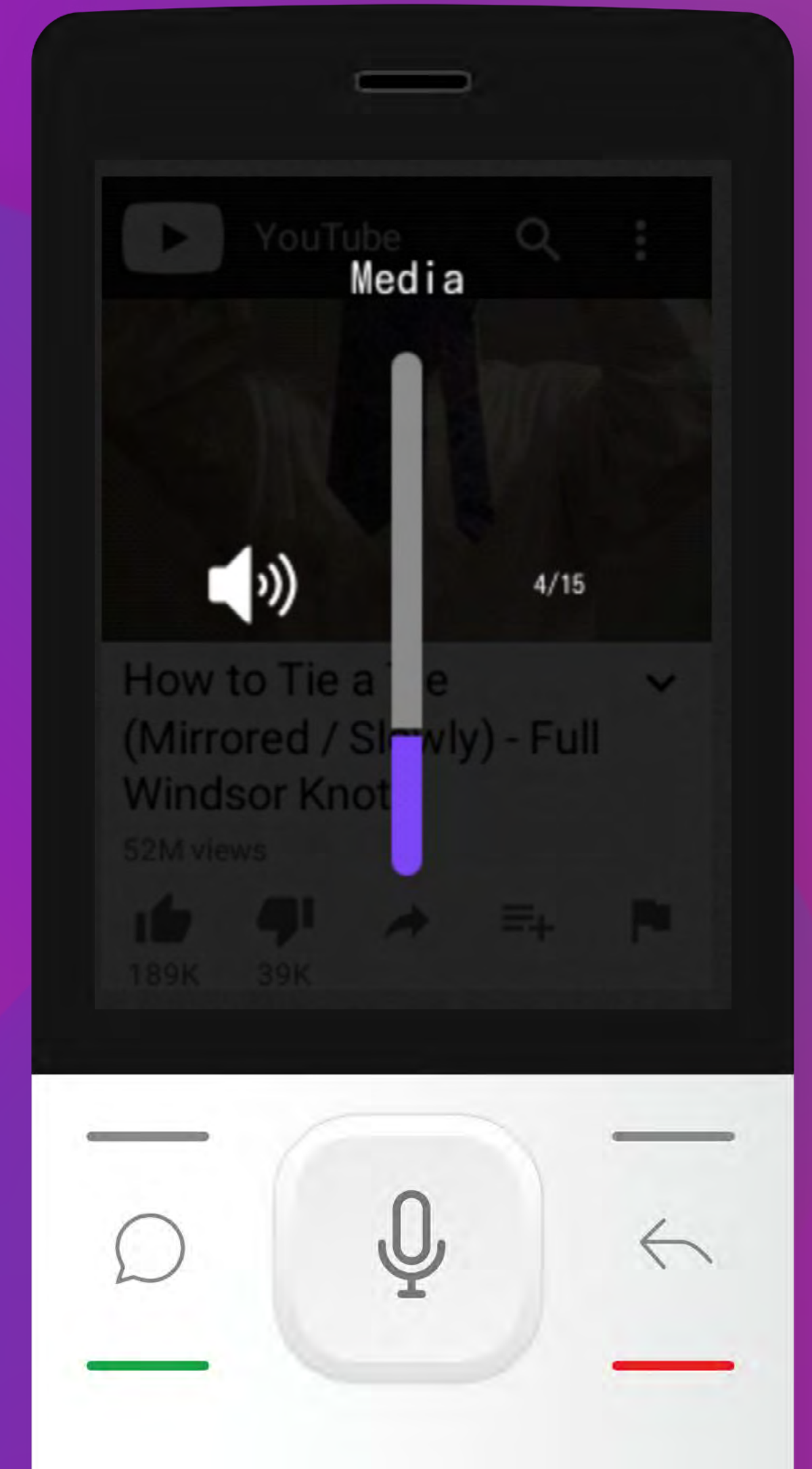
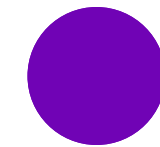




# Controlling the video volume

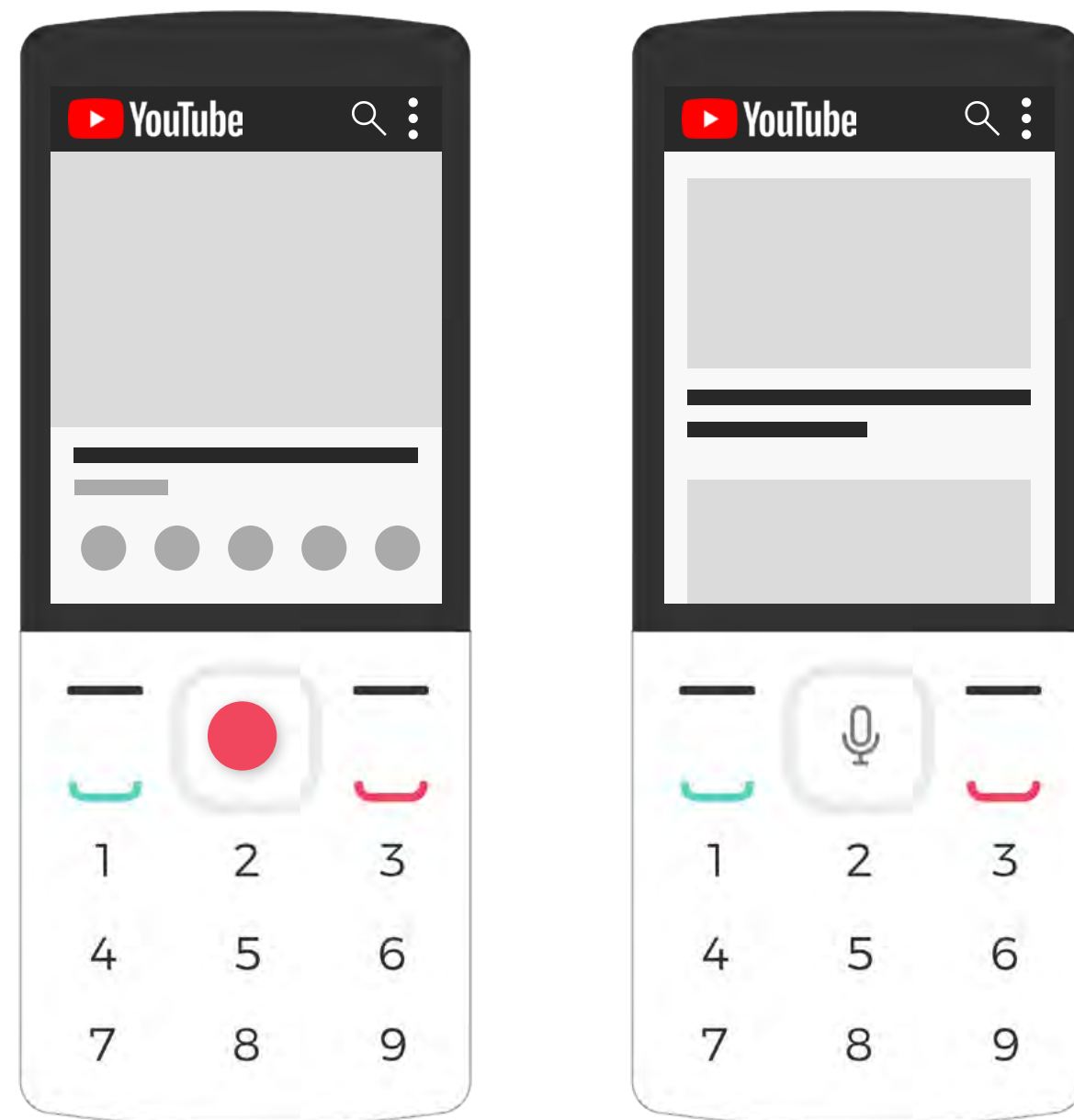


Use the **1 and 3 buttons** to control the volume.

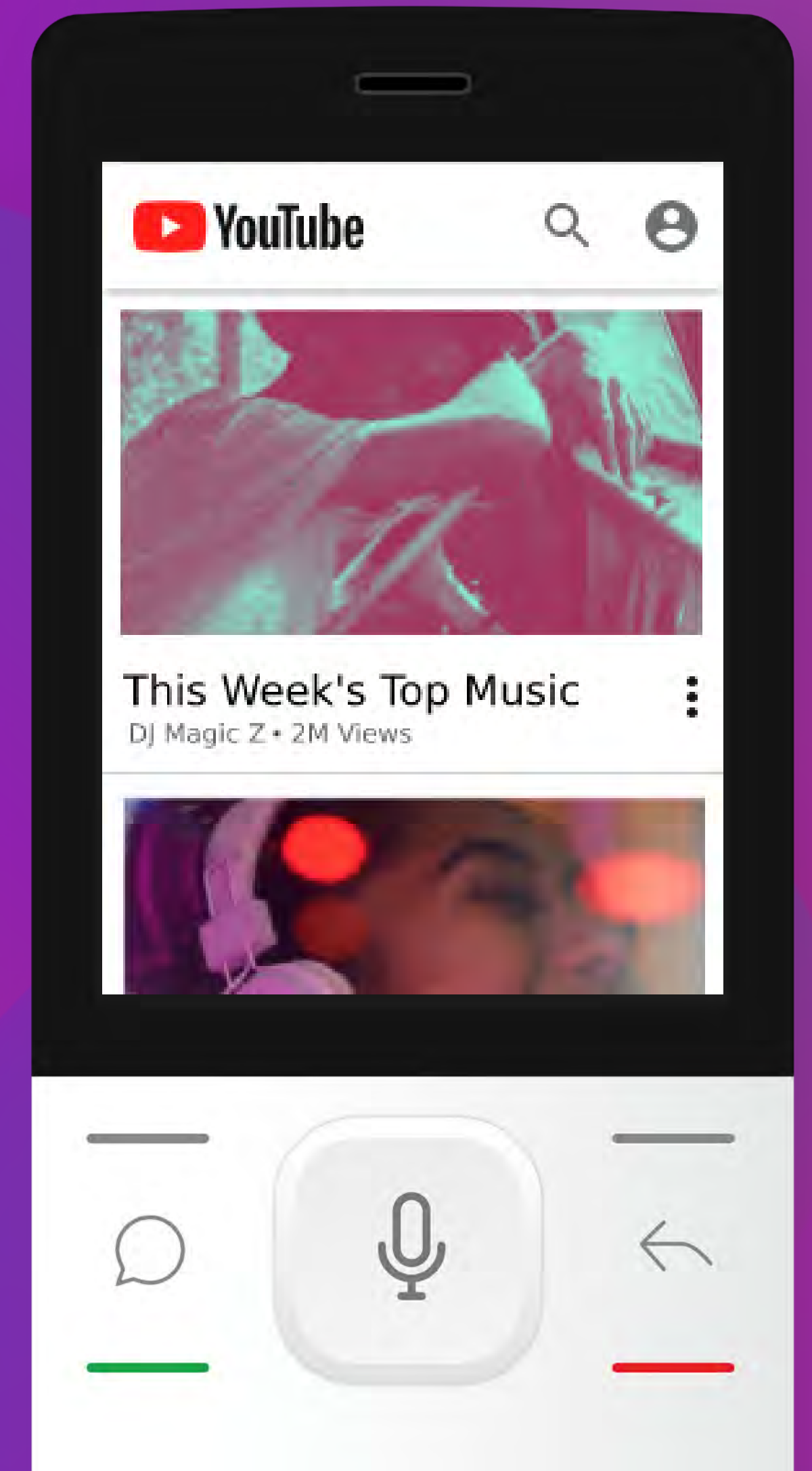
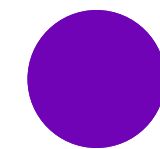




# Going back to a previous screen



To return to a previous screen, press the **Back/End Call button**.

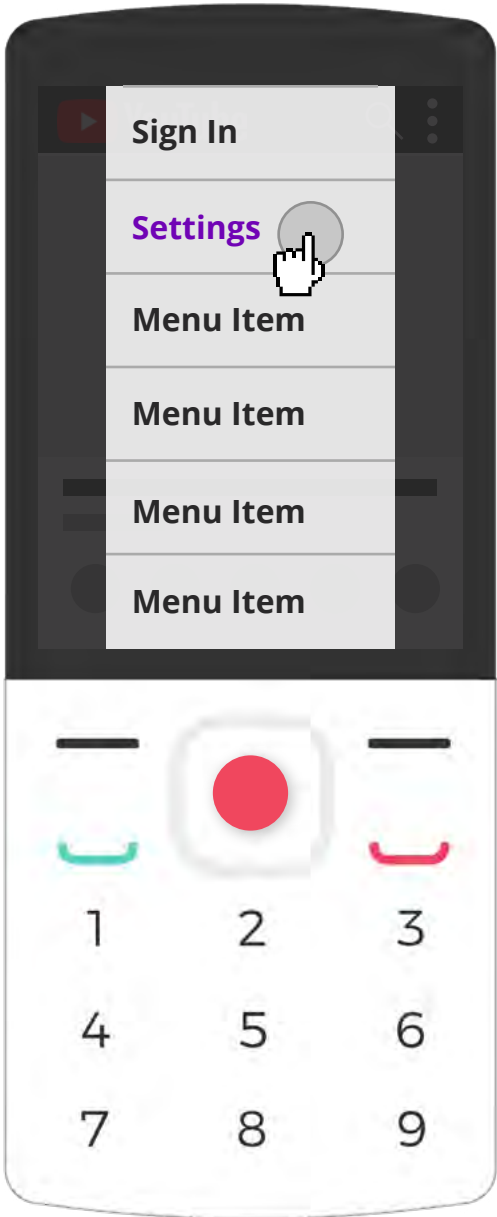




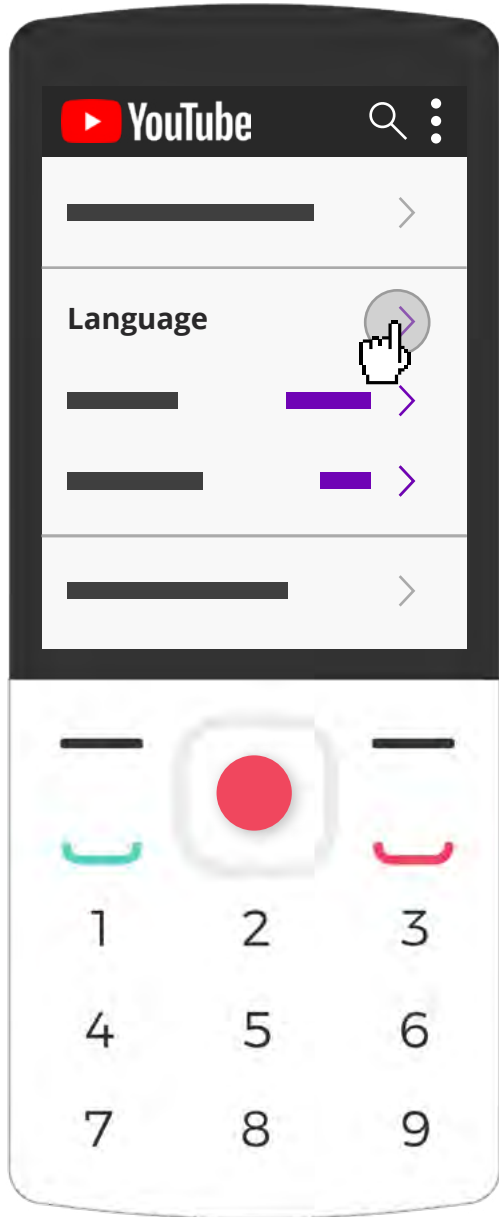
# Changing the language



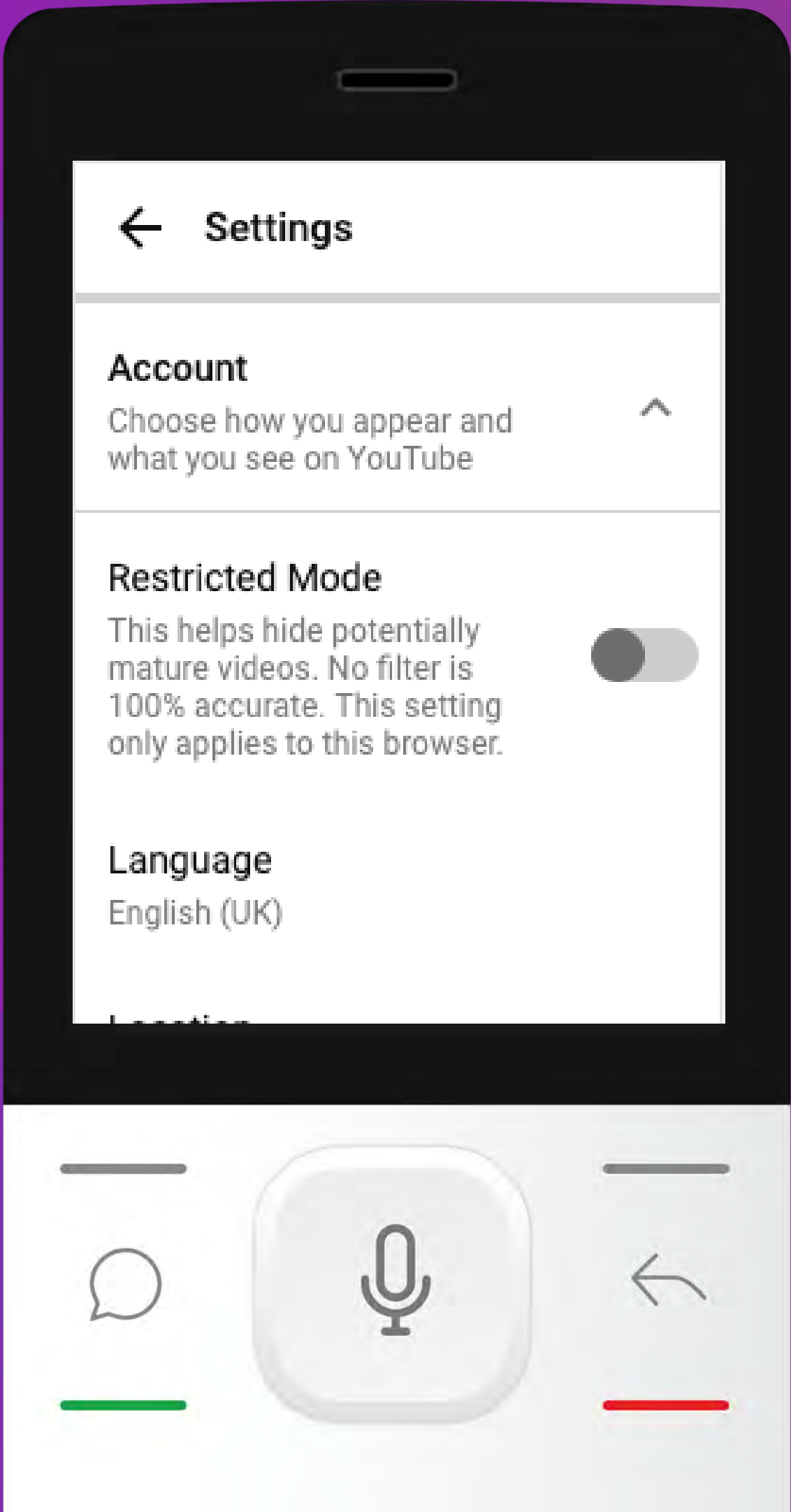
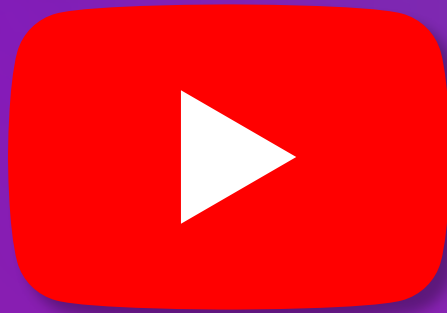
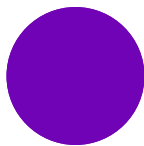
Navigate to and click the **More Options** icon (three vertical dots).



A drop-down menu will appear. Go to Settings and press the **center key**.

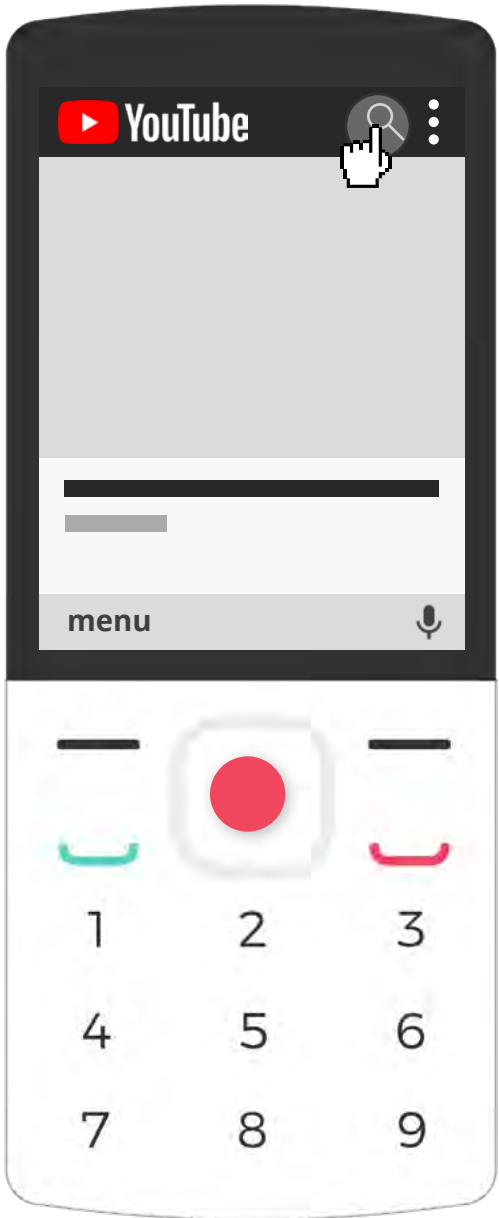


Go to language and click the right-arrow button to see language options. Find your language and press the **center key** to select.

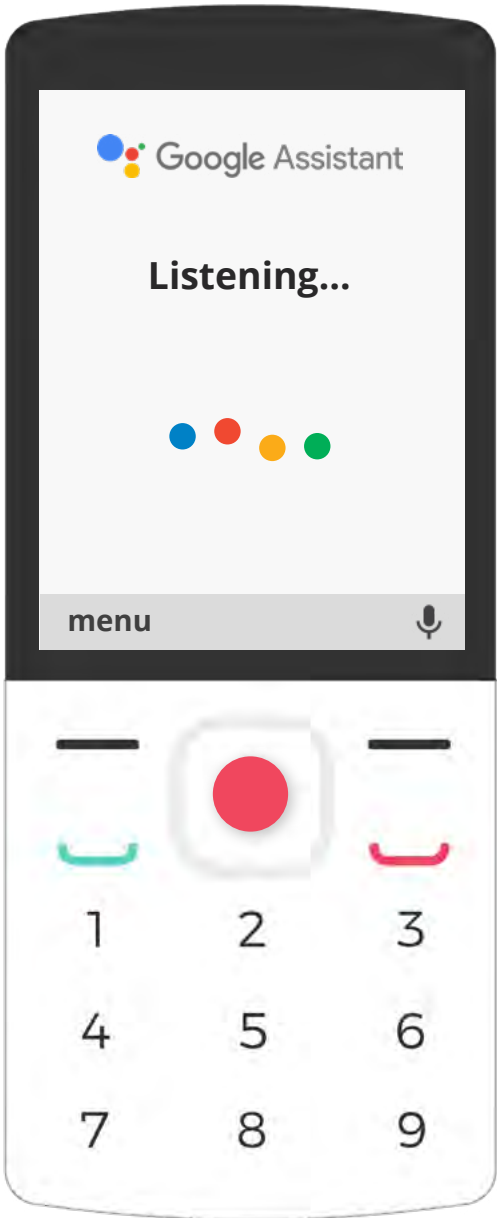




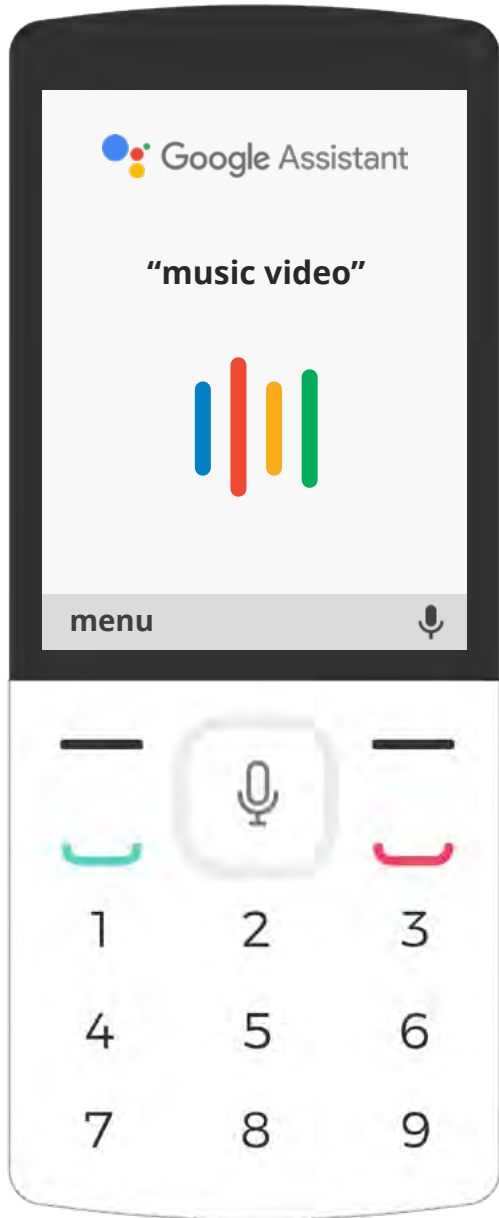
# How voice search on YouTube works



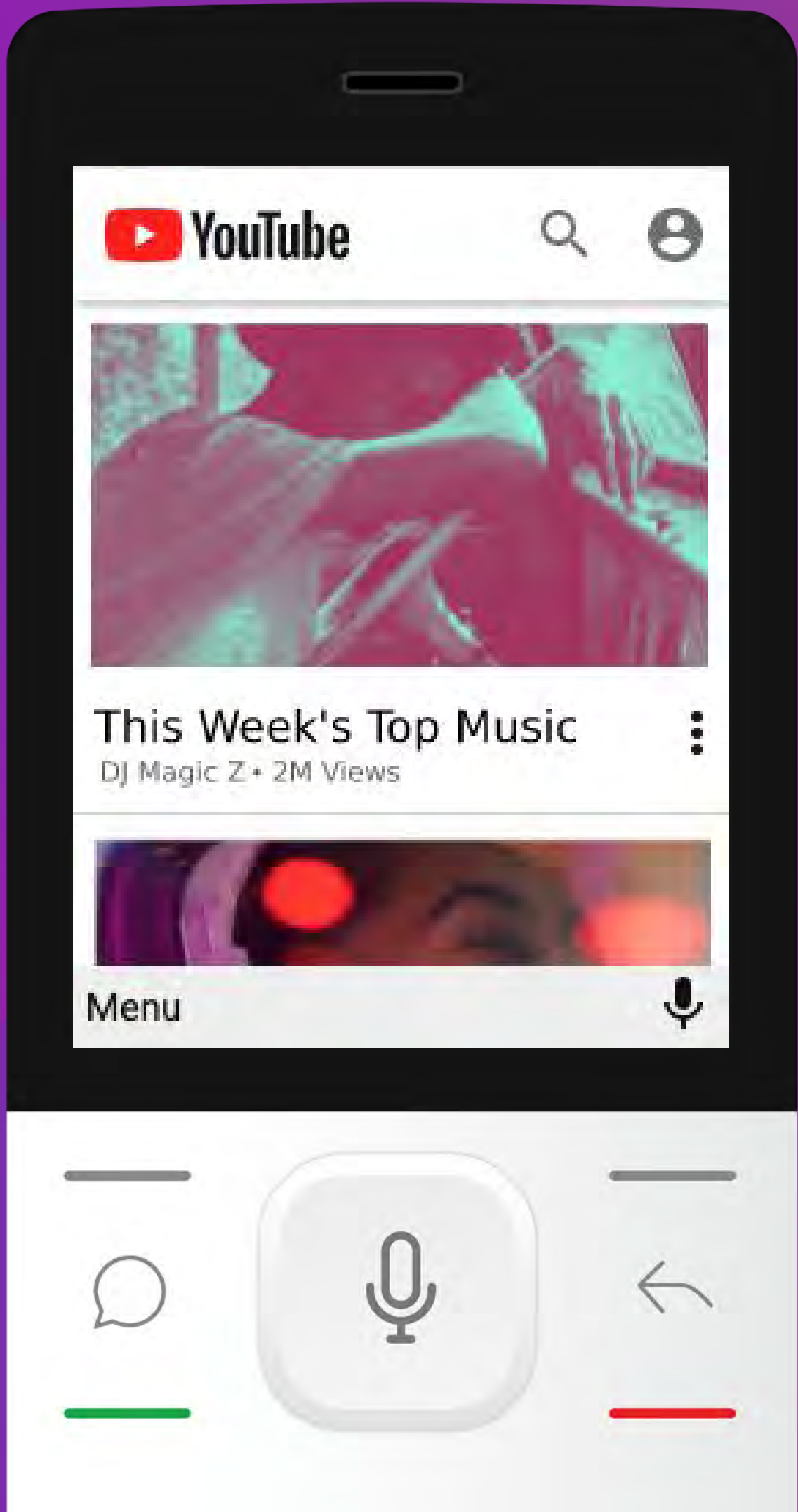
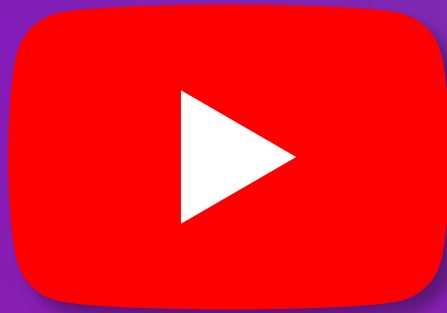
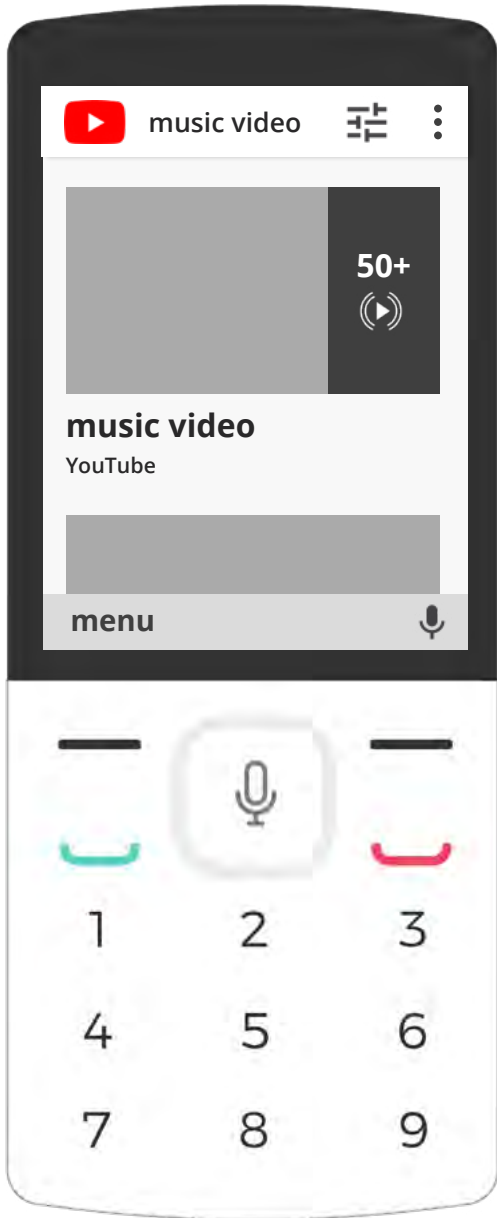
Navigate to the Search icon, and press the center key



Hold the center button for 2 seconds and say the video you want to search

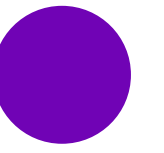


Your search result will appear, Select what you want to watch



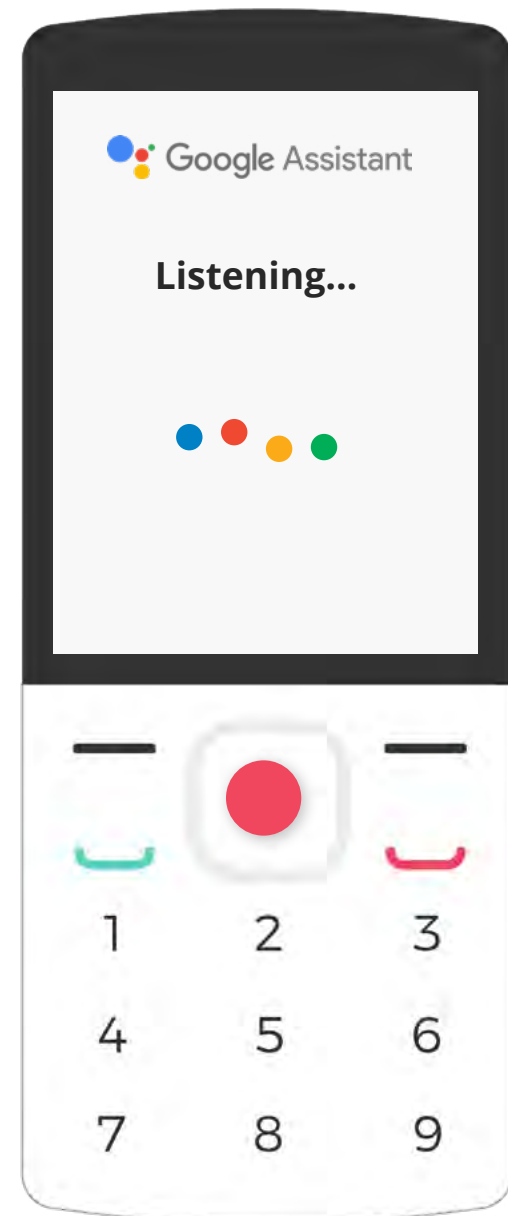


# How to use Google Assistant on KaiOS

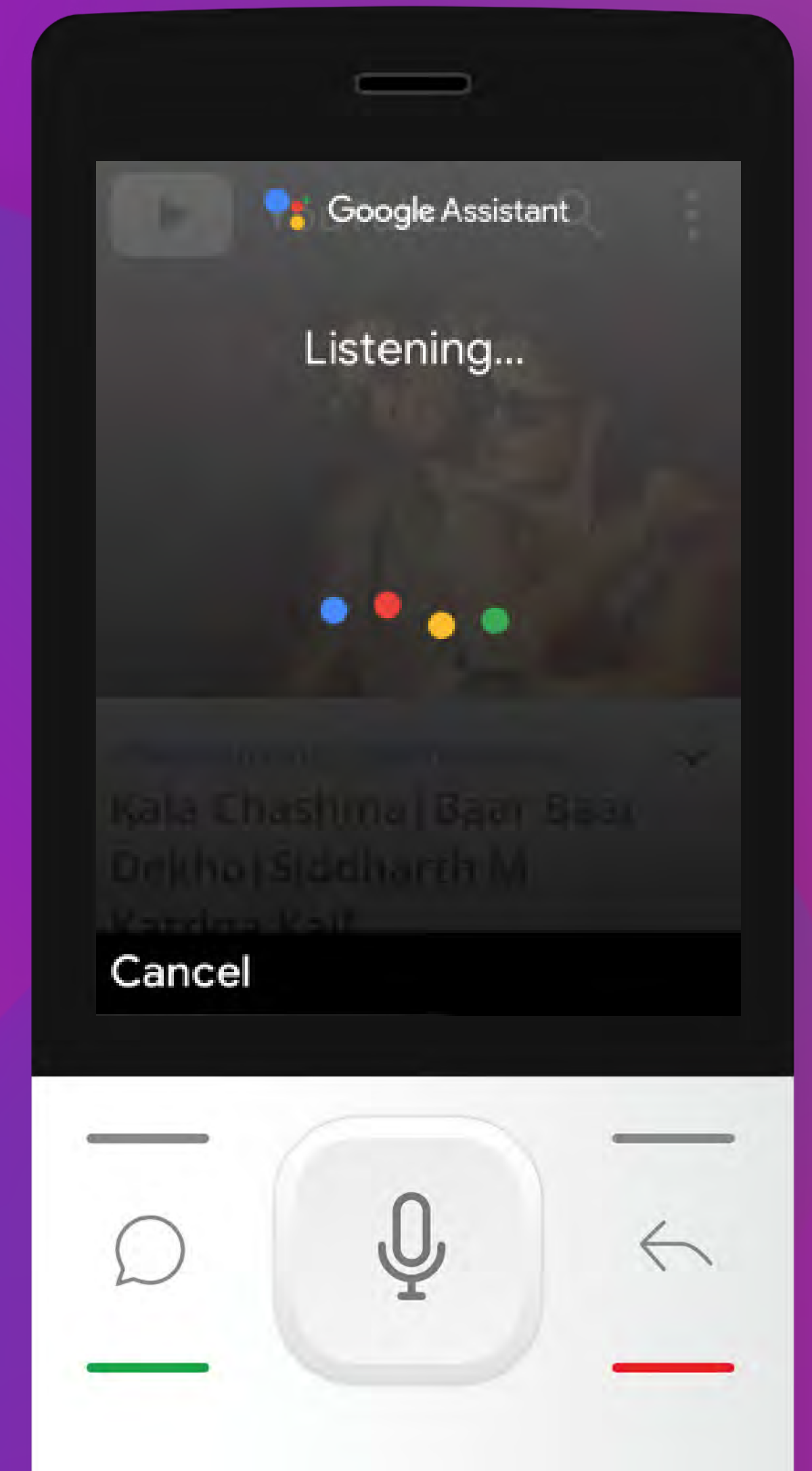
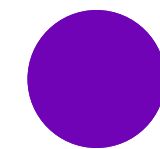




# Opening your Google Assistant

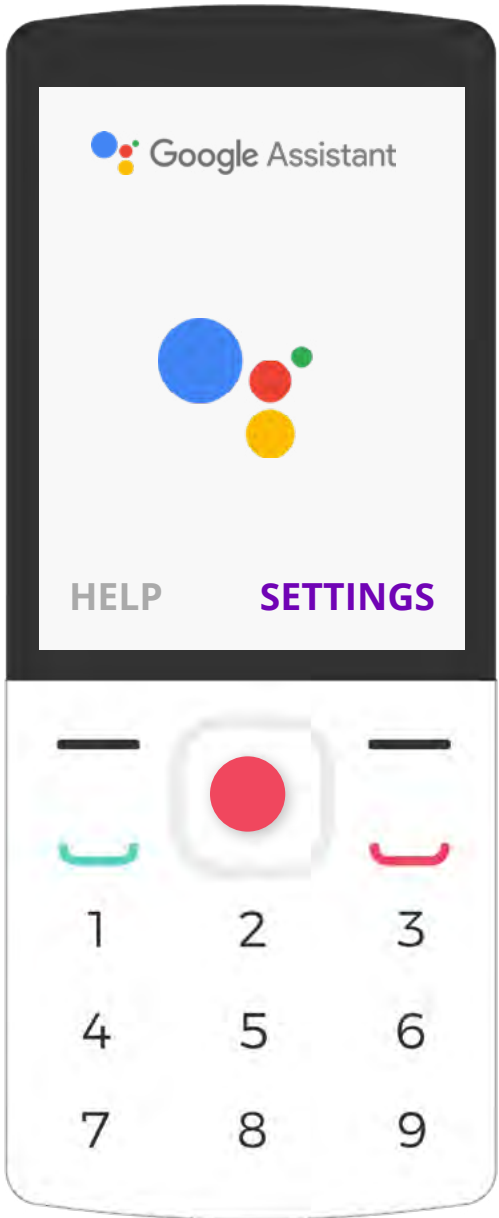


Press the center key for  
**2 seconds** (long press)  
to start talking to the  
Assistant.

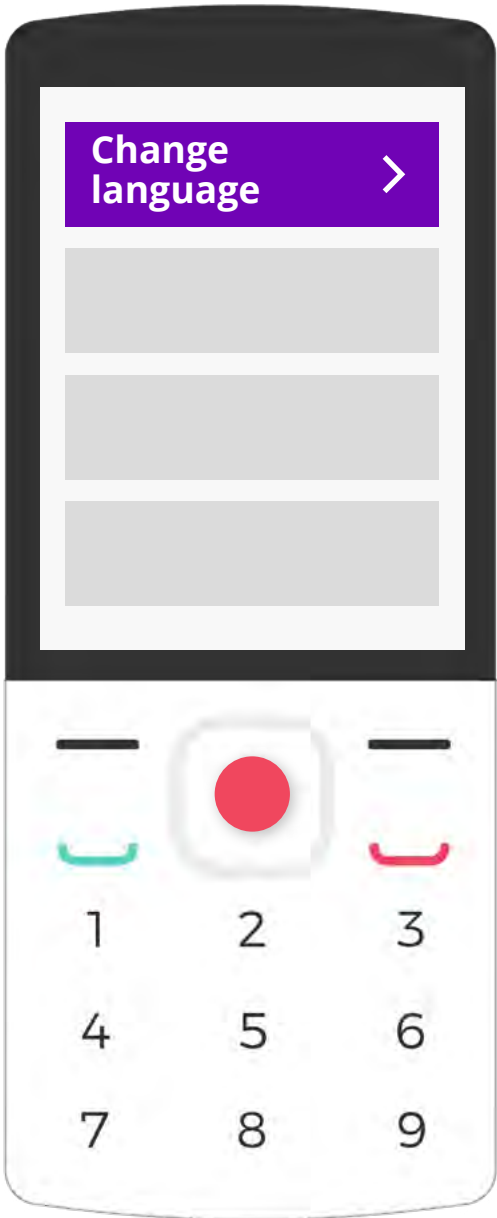




# Setting your language



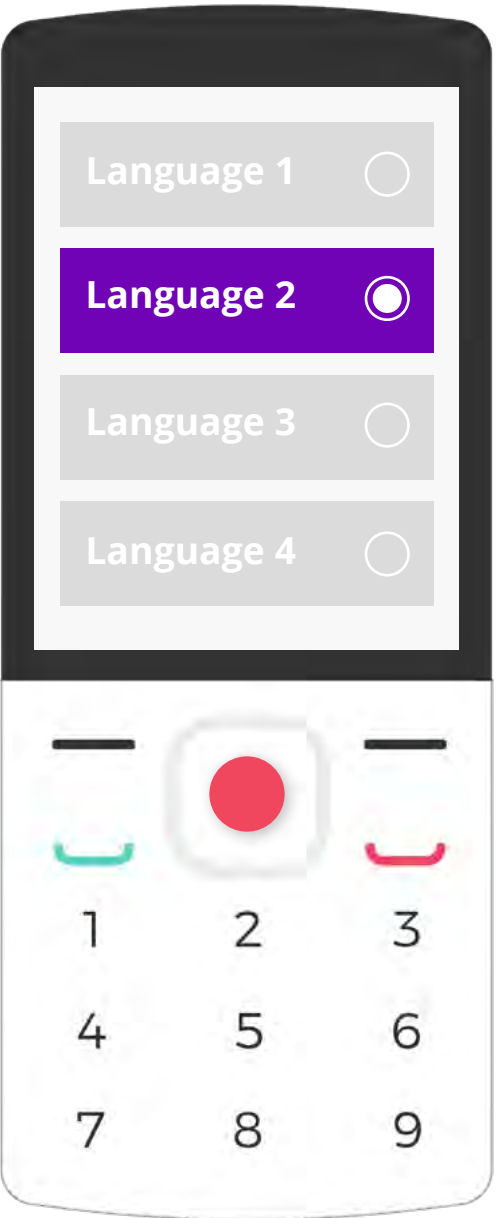
Navigate to Settings and press the center key to select.



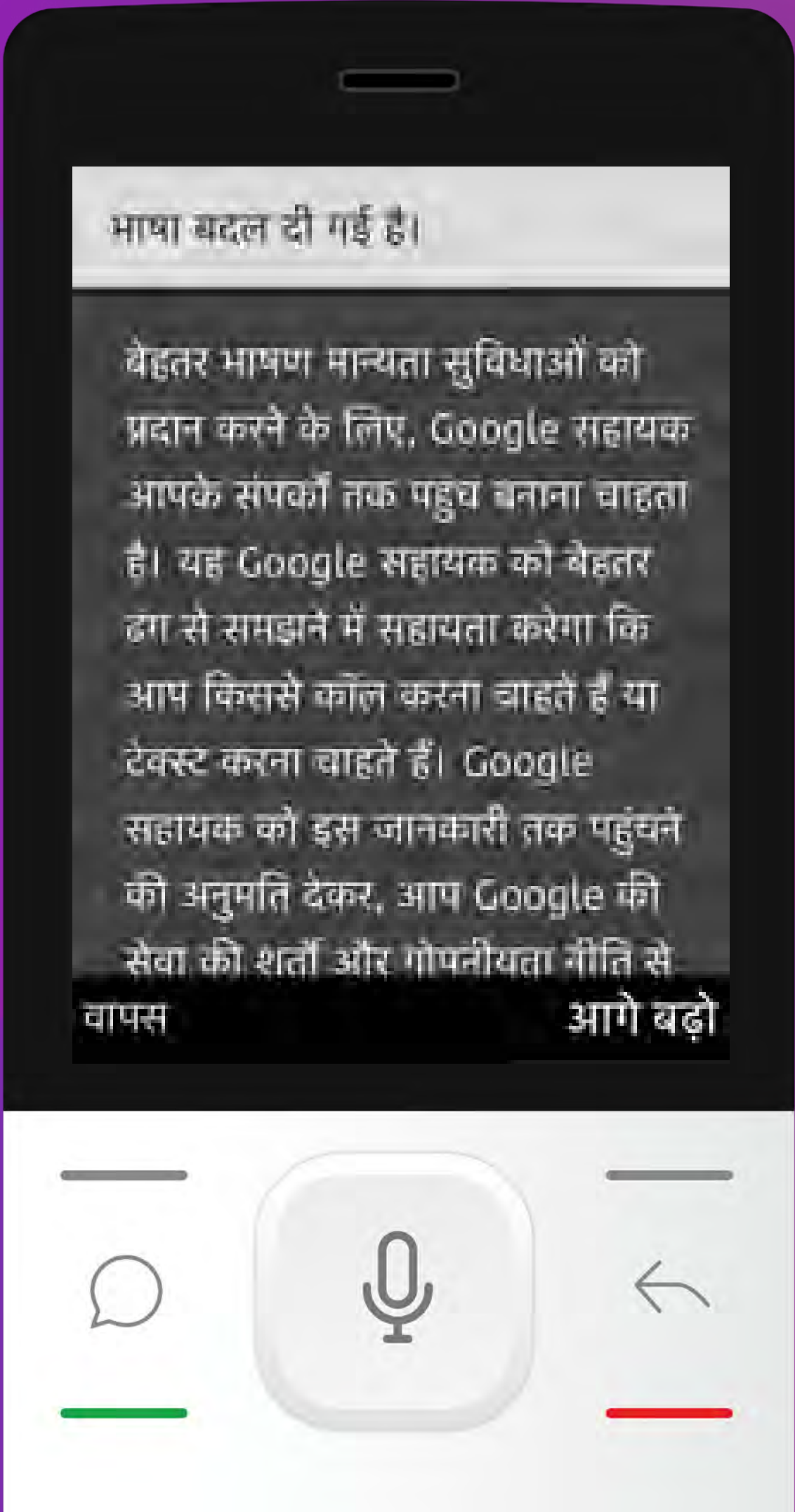
Press the center key to select Change language.



Use the up and down keys to find your language.



Press the center key to select. You can now speak to Google Assistant in your own language!





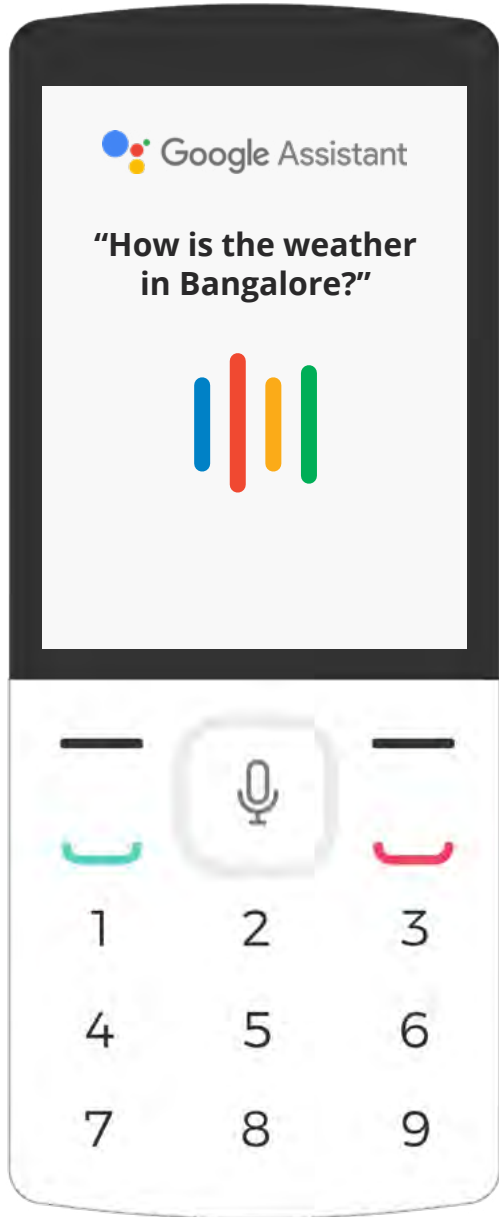
# Search online using Google Assistant



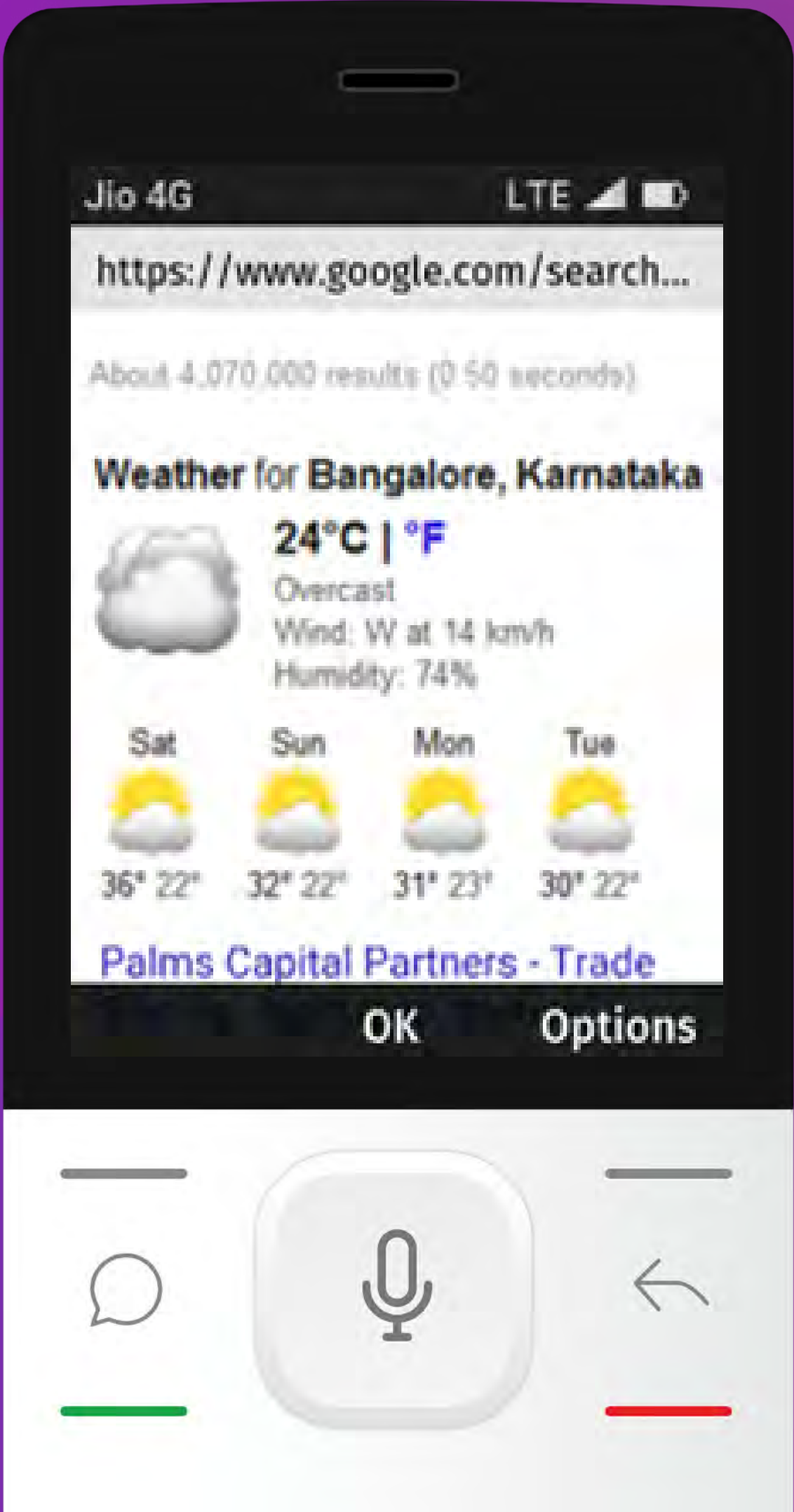
Press the center key for at least 2 seconds.



Ask a question or say the word you want to search.



Wait for Google Assistant to repeat what you said. Your search result will appear.

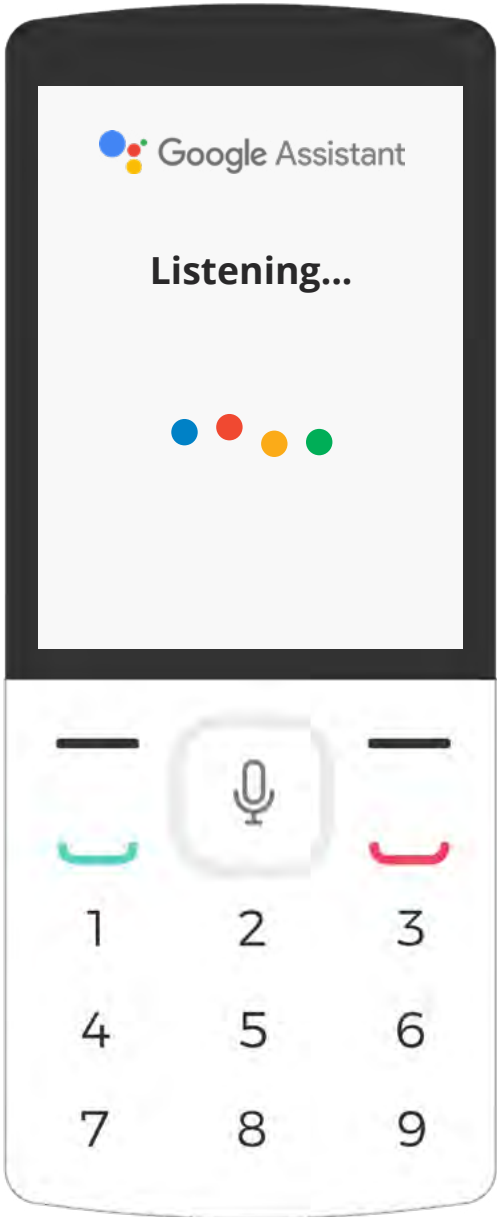




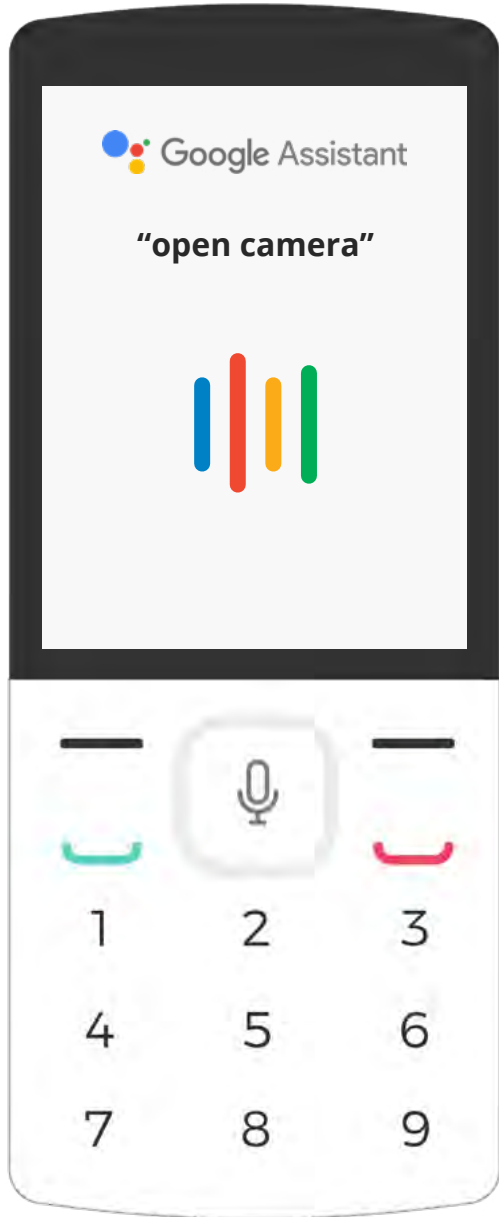
# Using voice to open a camera and apps



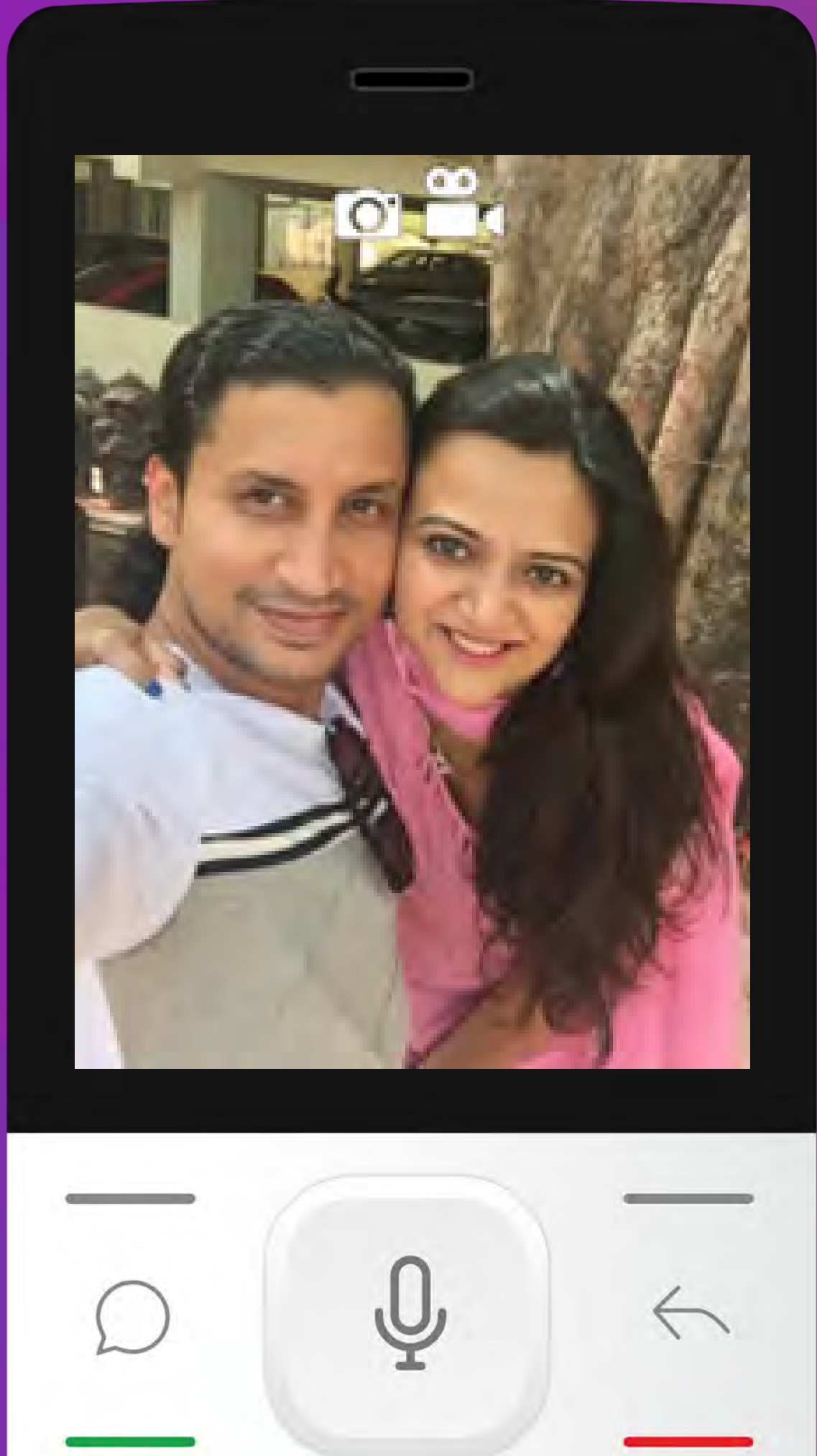
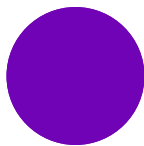
Press the center key for at least 2 seconds.



Say "Open camera."



Wait for Google Assistant to repeat what you said. Your camera will open.

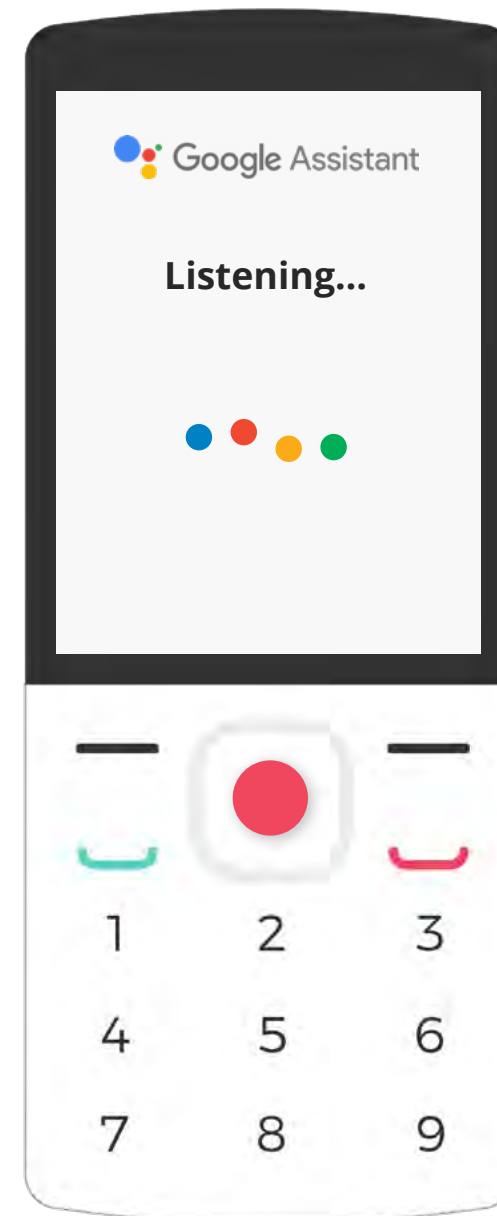




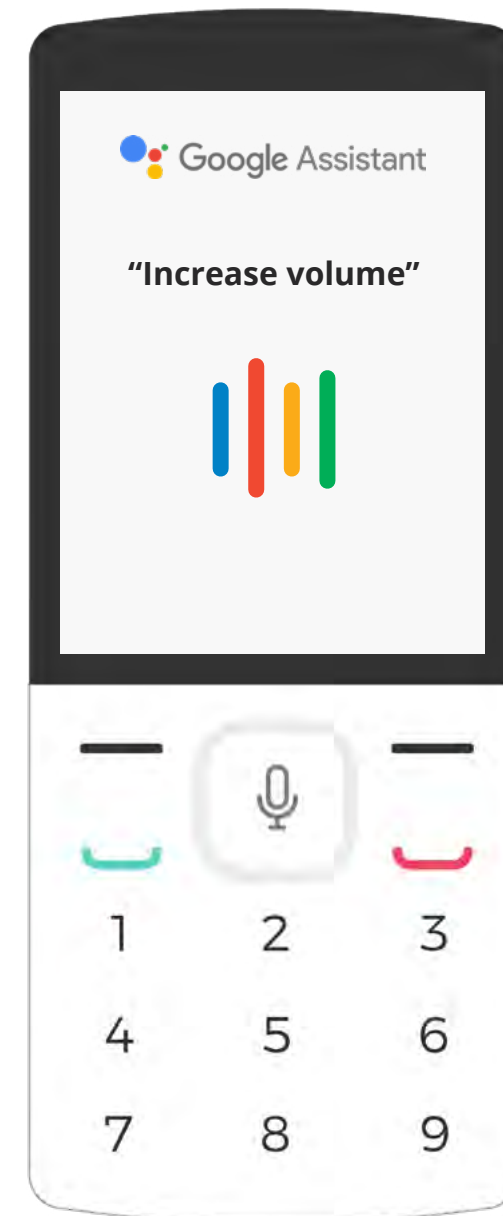
# Controlling your phone via Google Assistant

Use Google Assistant to:

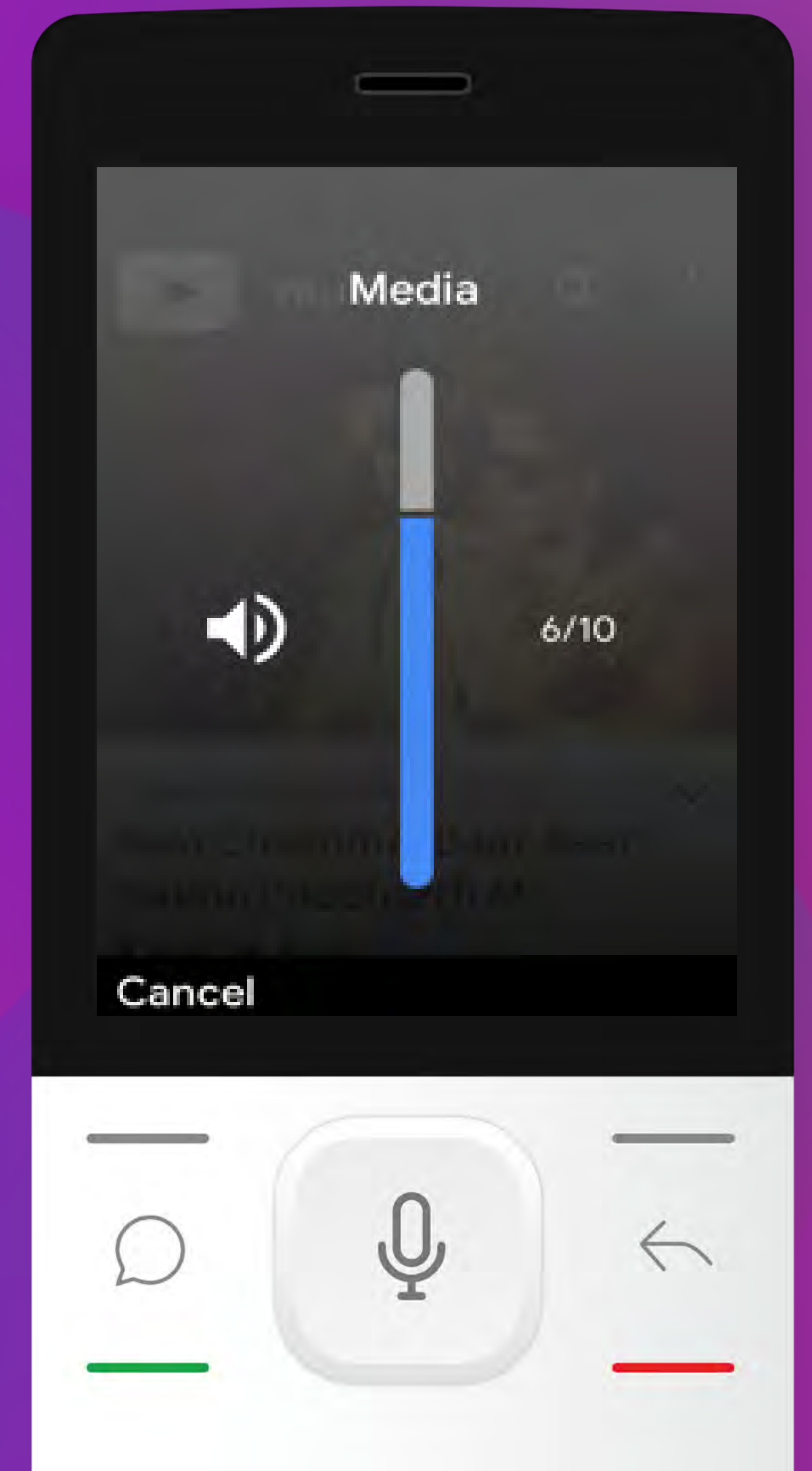
- Launch apps
- Adjust volume
- Turn on flashlight
- and more!



Press the center key for at least 2 seconds, then start speaking.

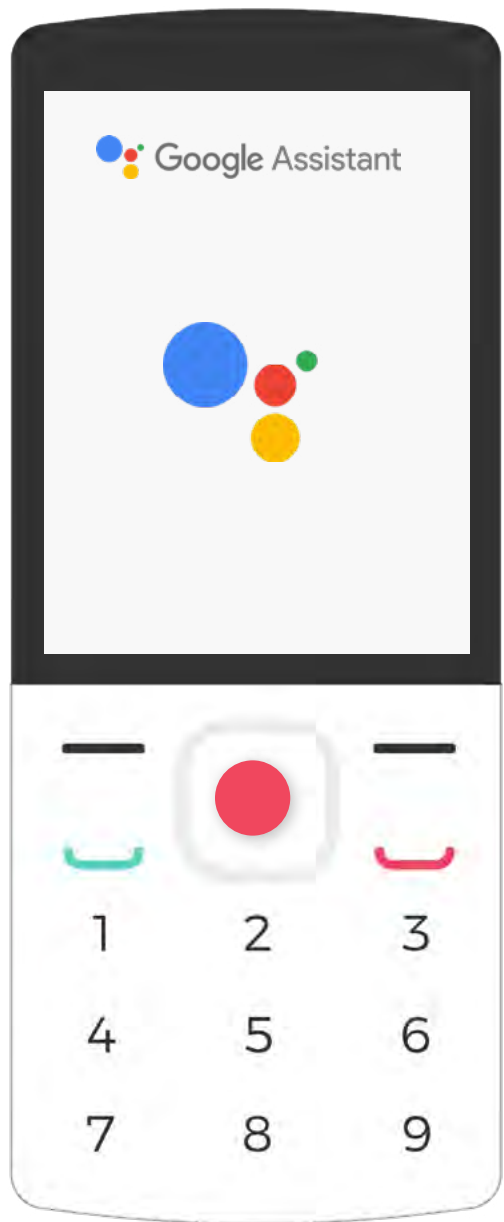


Wait for Google Assistant to repeat your command. Watch as it does exactly what you asked!

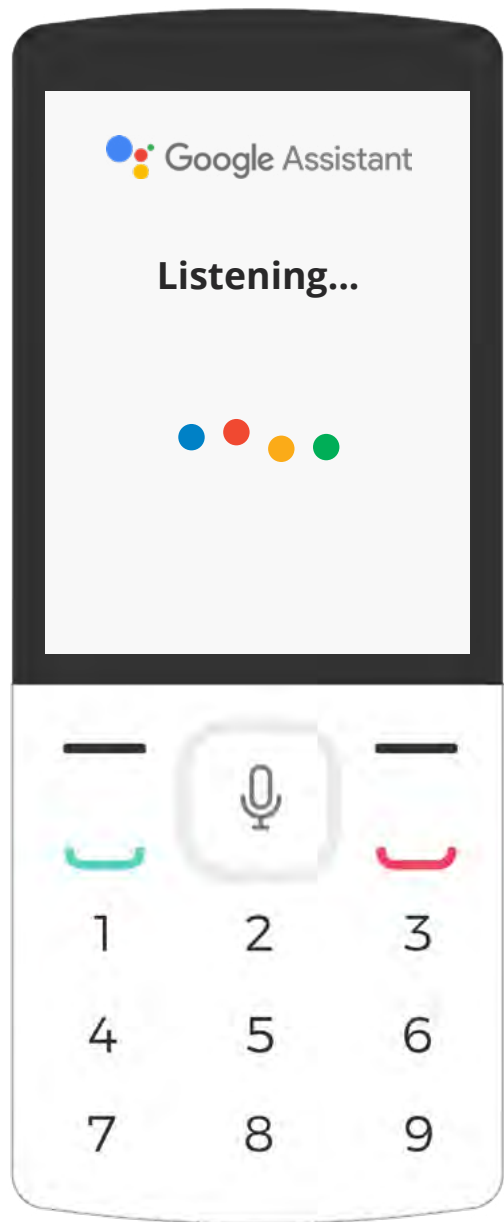




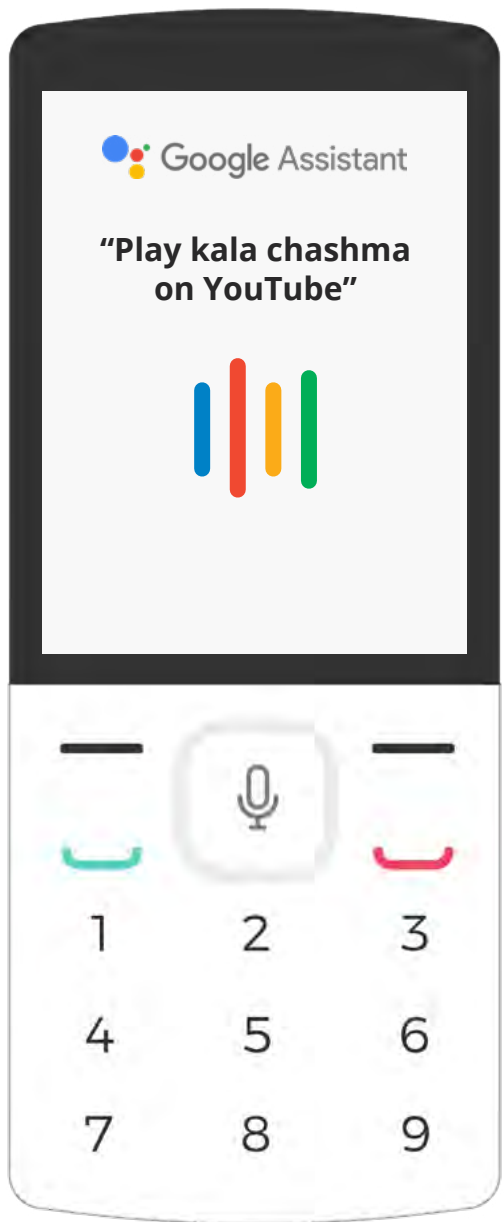
# Using Google Assistant to watch YouTube videos



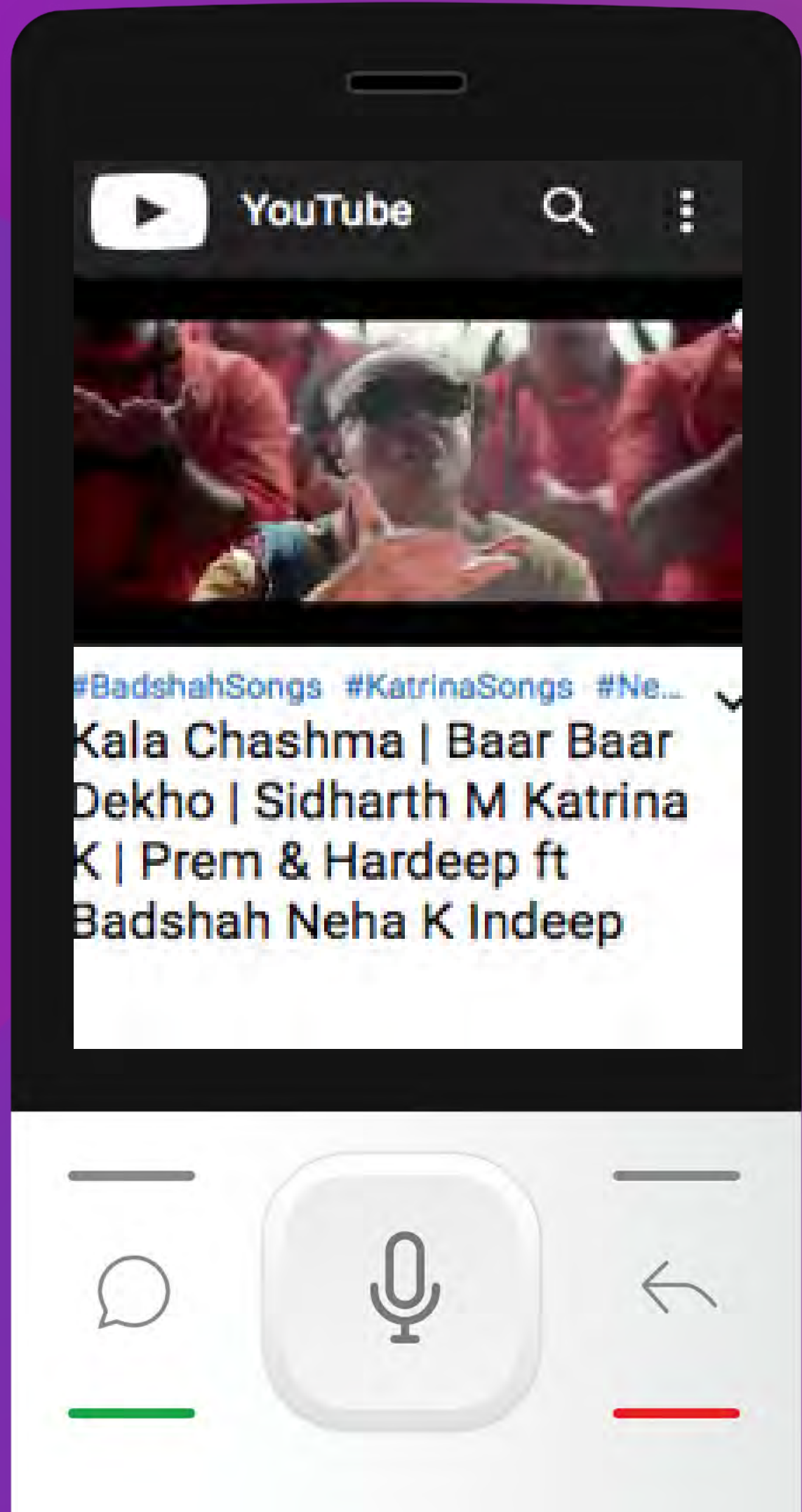
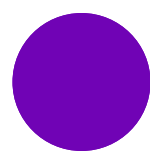
Press the center key for at least 2 seconds.



Say "Play [song name] on YouTube."

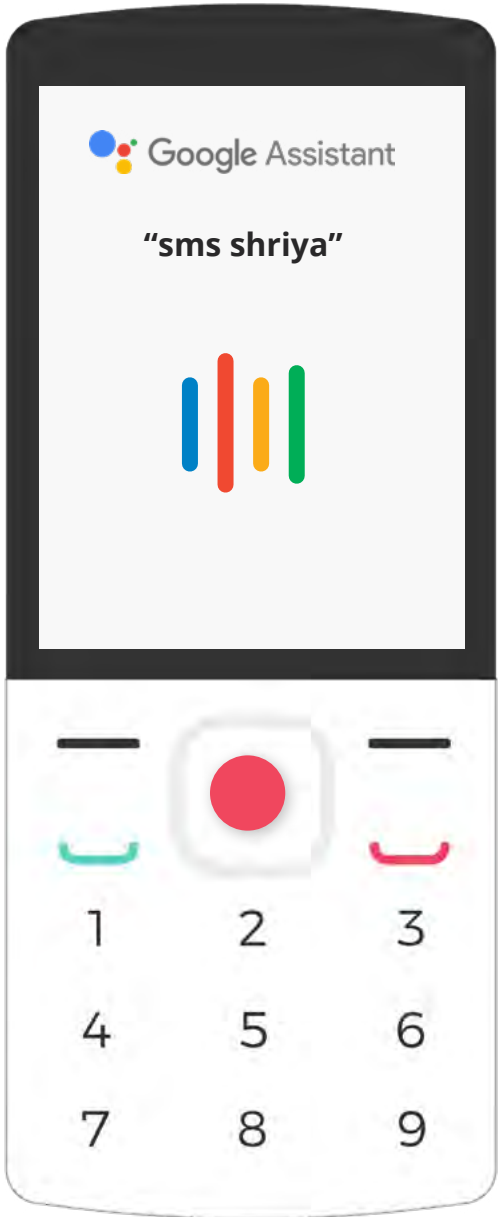


Wait for Google Assistant to repeat what you said. A video of the song will start playing.





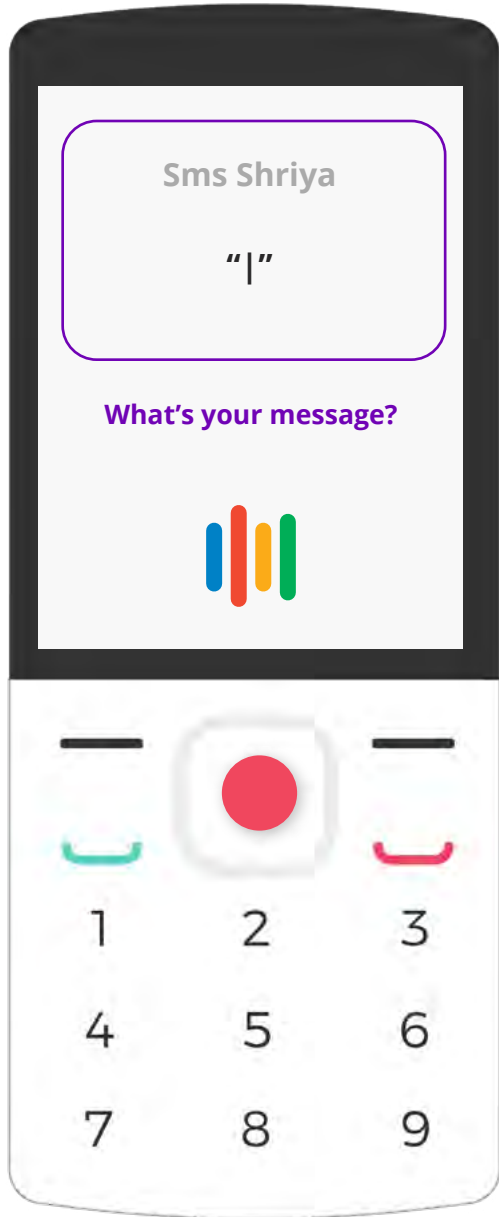
# Using Google Assistant to send SMS messages



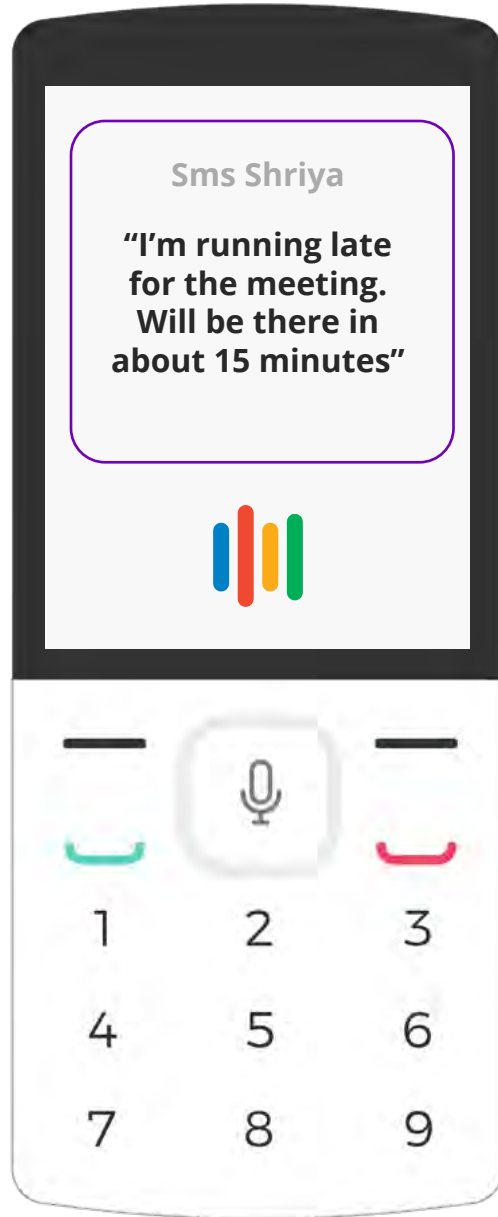
Press the center key for at least 2 seconds. Say "SMS [contact name]."



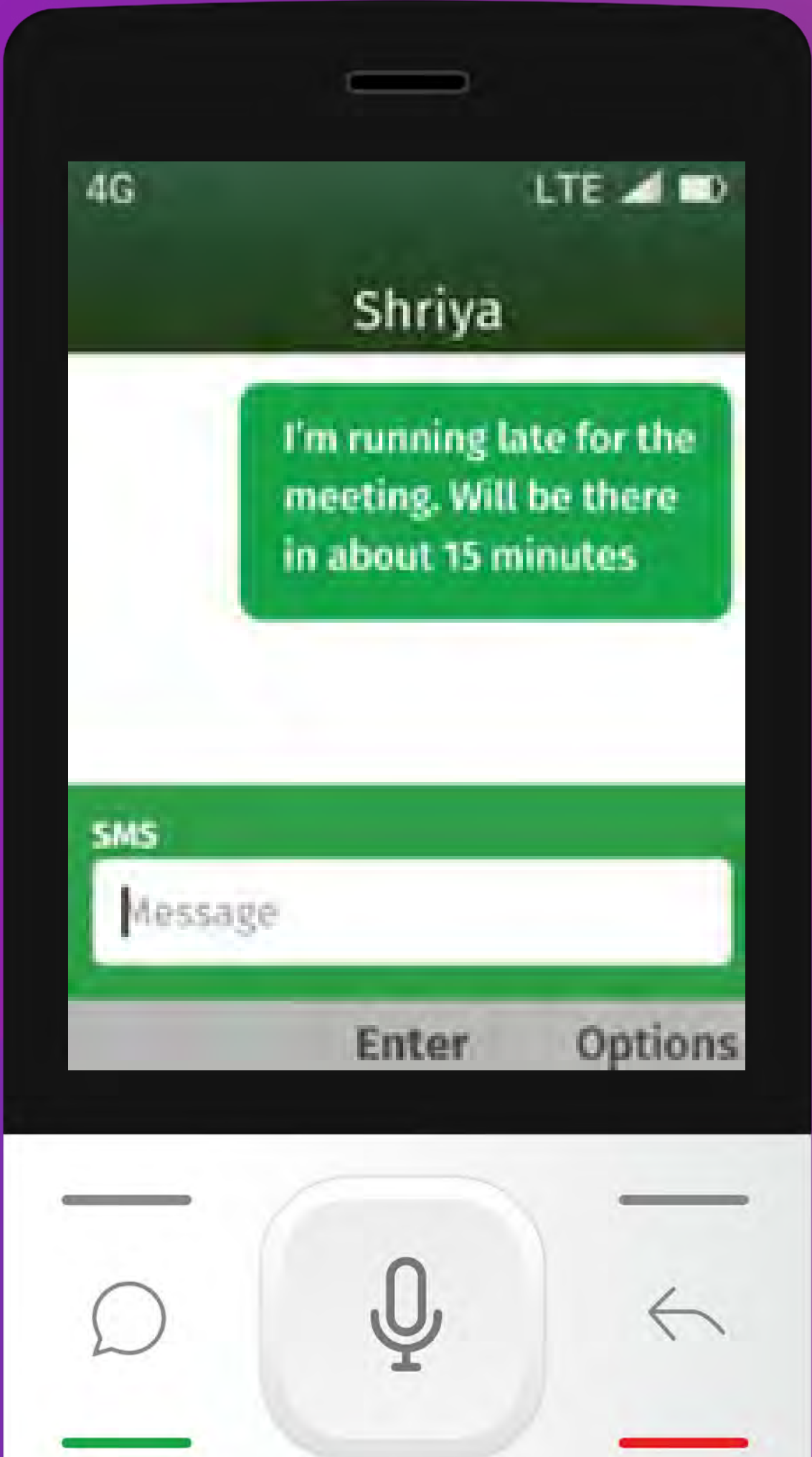
Use the up and down keys to select the right contact. Press the center key to confirm.



Press the center key to start dictating your message.



Check the text on the screen. If it looks right, you don't need to do anything. To cancel, navigate to and select Cancel. Your text was sent!



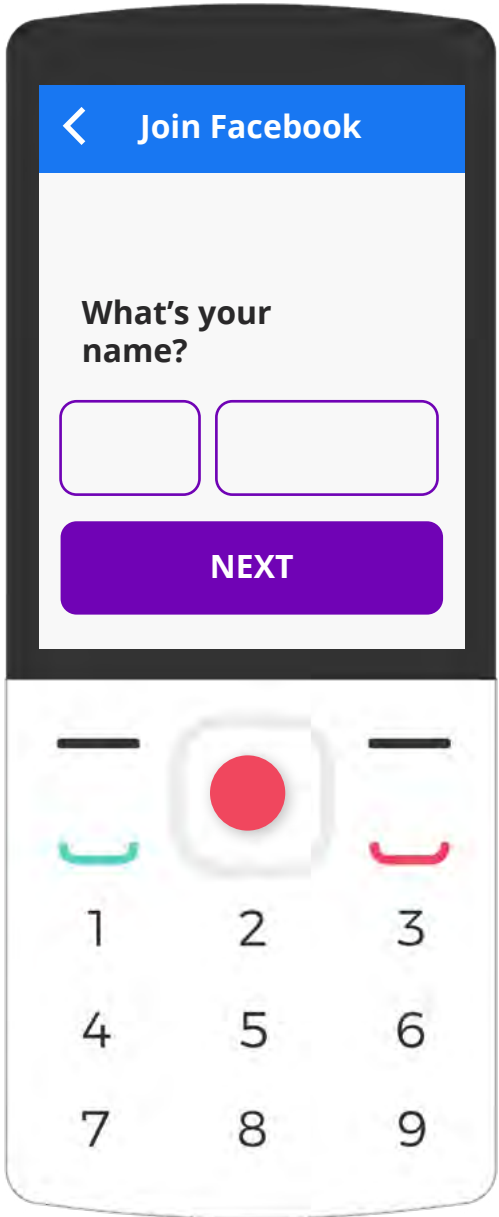


# How to use Facebook on KaiOS





# Create a Facebook account



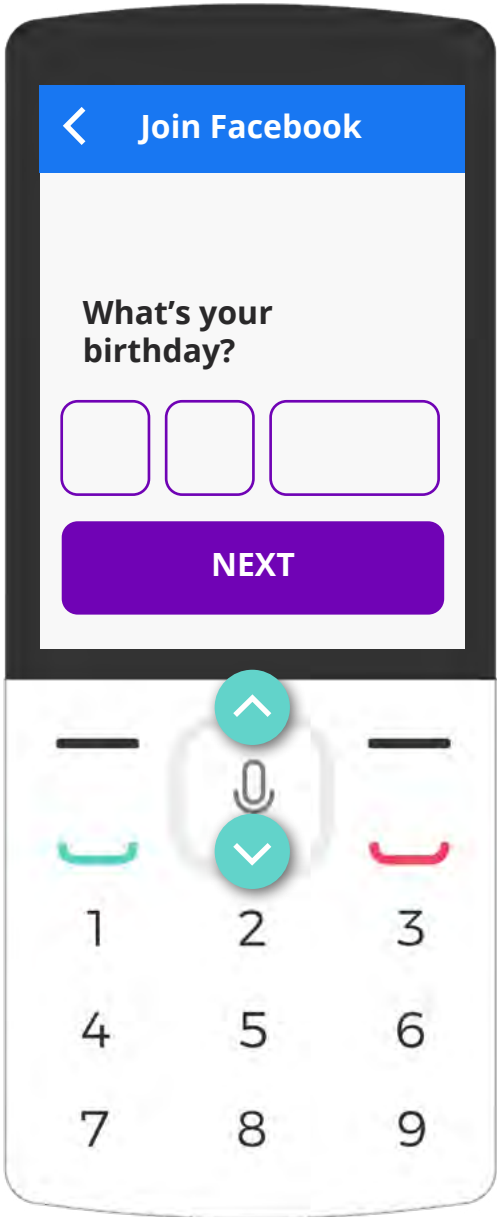
Join Facebook

What's your name?

NEXT

1 2 3  
4 5 6  
7 8 9

Enter your first and last names. Then press the center key to click Next.



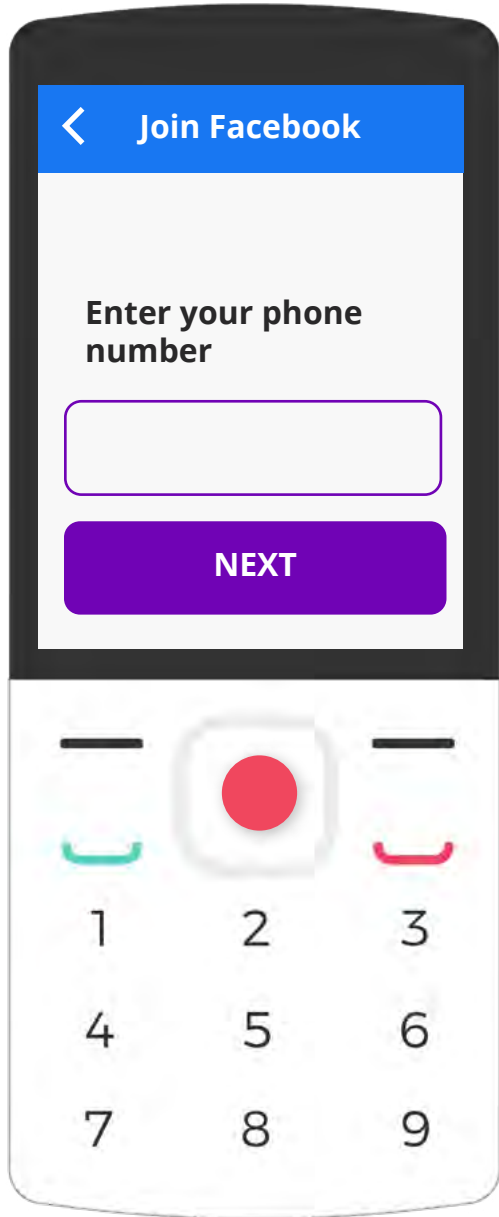
Join Facebook

What's your birthday?

NEXT

1 2 3  
4 5 6  
7 8 9

Navigate to Birthday. Use the drop-down menu to find the correct day, month, and year. Press the center key to confirm. When you're done, click Next.



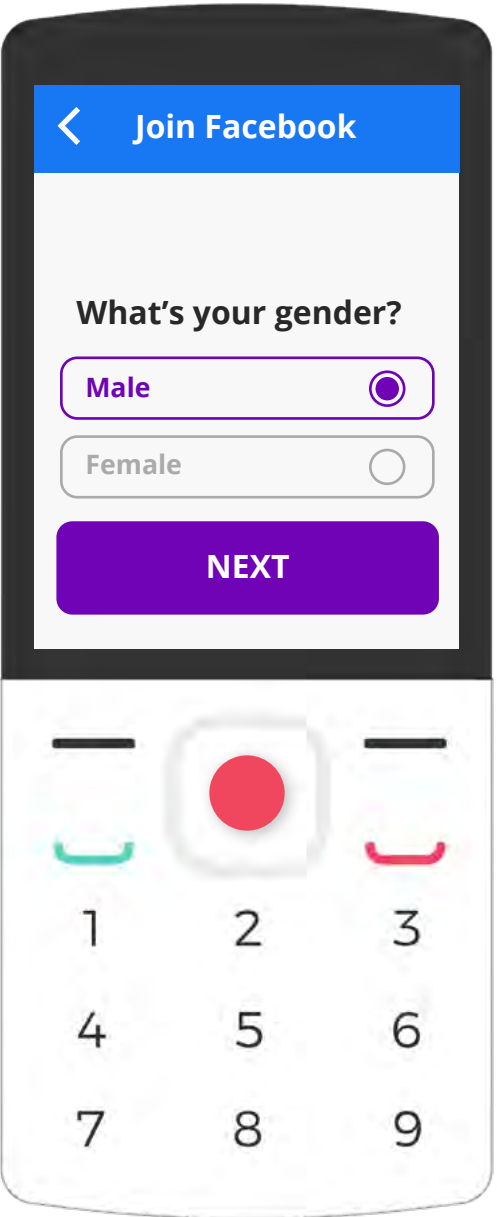
Join Facebook

Enter your phone number

NEXT

1 2 3  
4 5 6  
7 8 9

Enter your phone number. Click next.



Join Facebook

What's your gender?

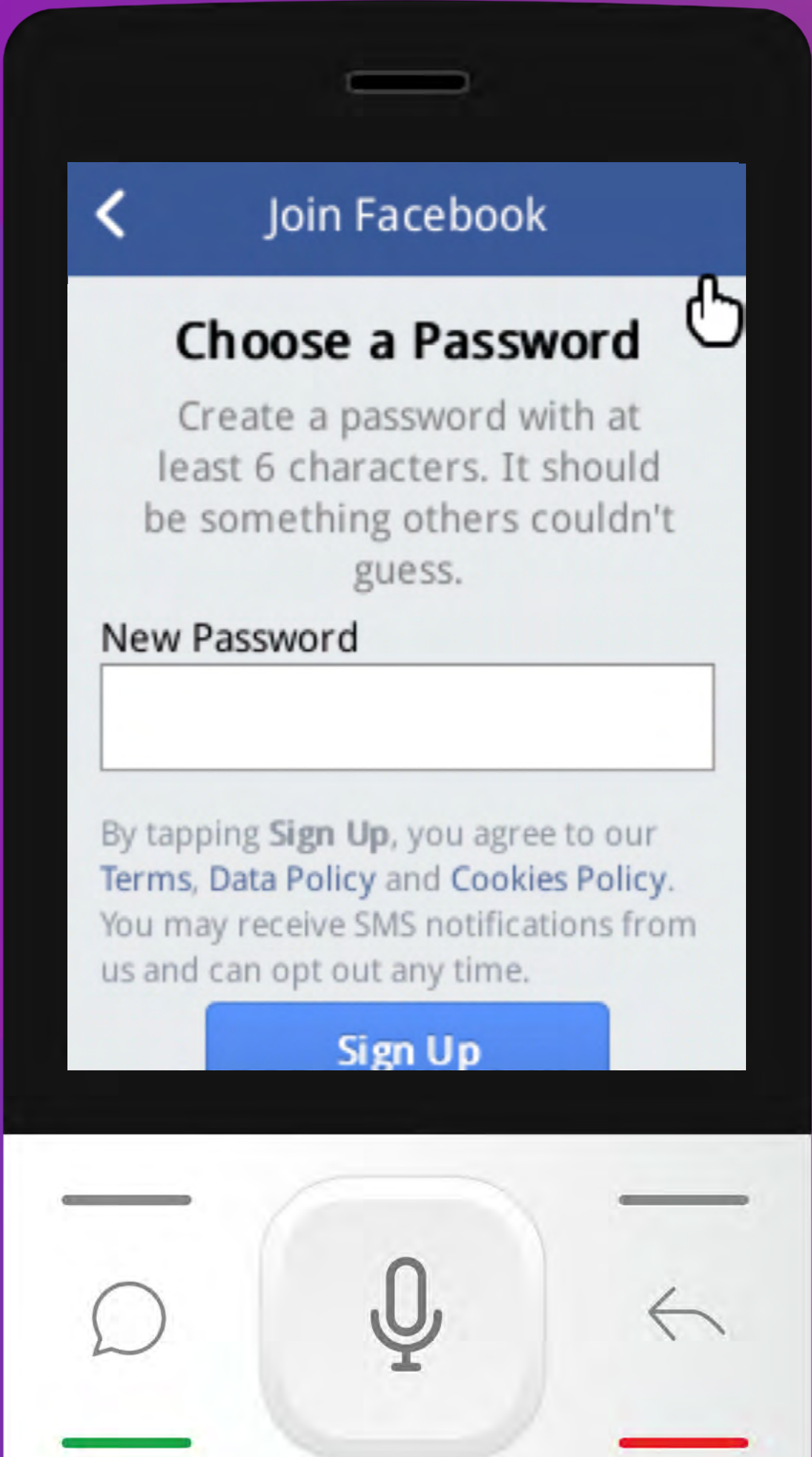
Male ☒

Female ☐

NEXT

1 2 3  
4 5 6  
7 8 9

Choose your gender and press the center key. Click next. On the next screen, create a password, then press the center key to Sign Up. You're all set!



Join Facebook

Choose a Password

Create a password with at least 6 characters. It should be something others couldn't guess.

New Password

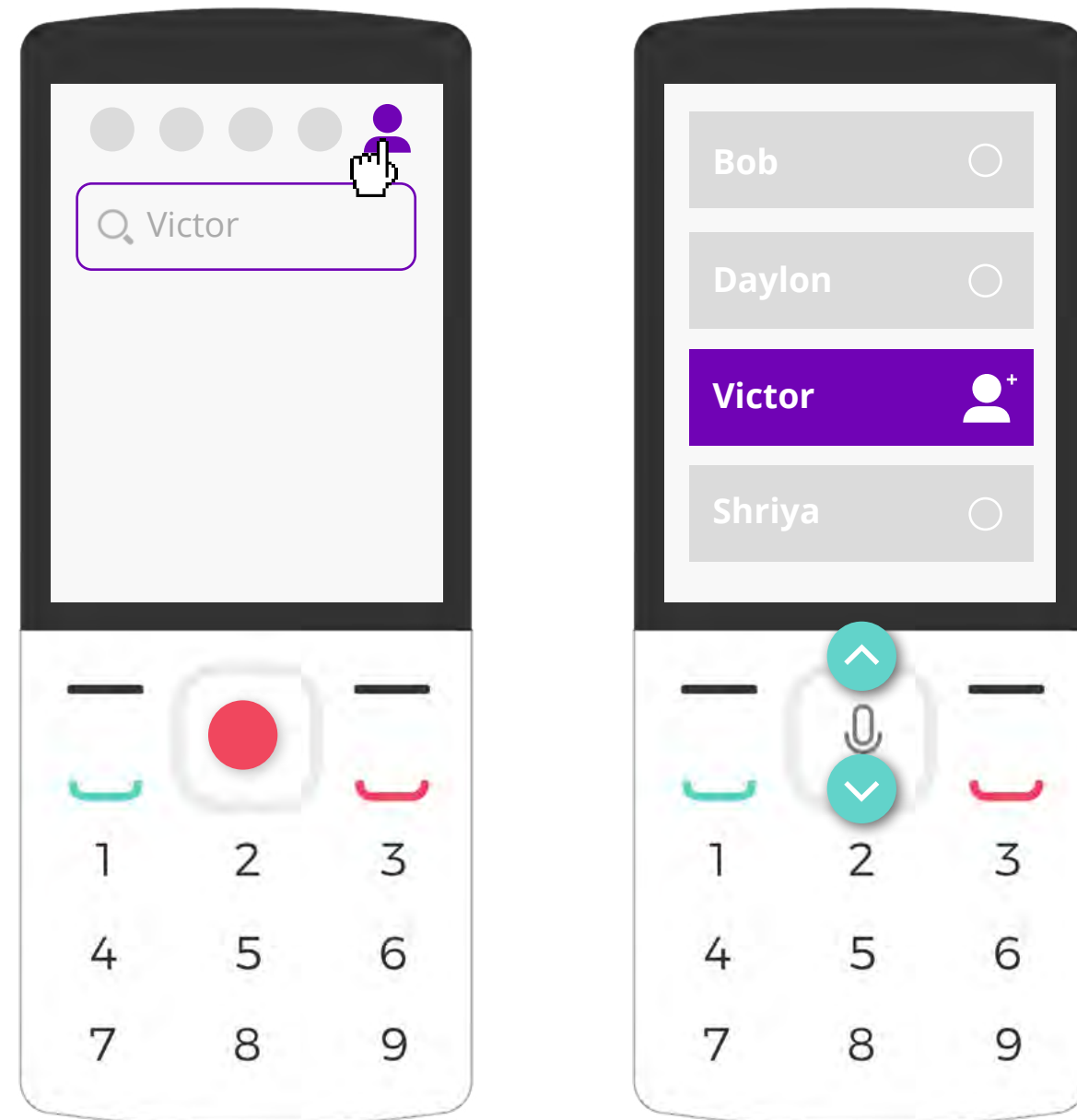
By tapping **Sign Up**, you agree to our [Terms](#), [Data Policy](#) and [Cookies Policy](#). You may receive SMS notifications from us and can opt out any time.

Sign Up

1 2 3  
4 5 6  
7 8 9



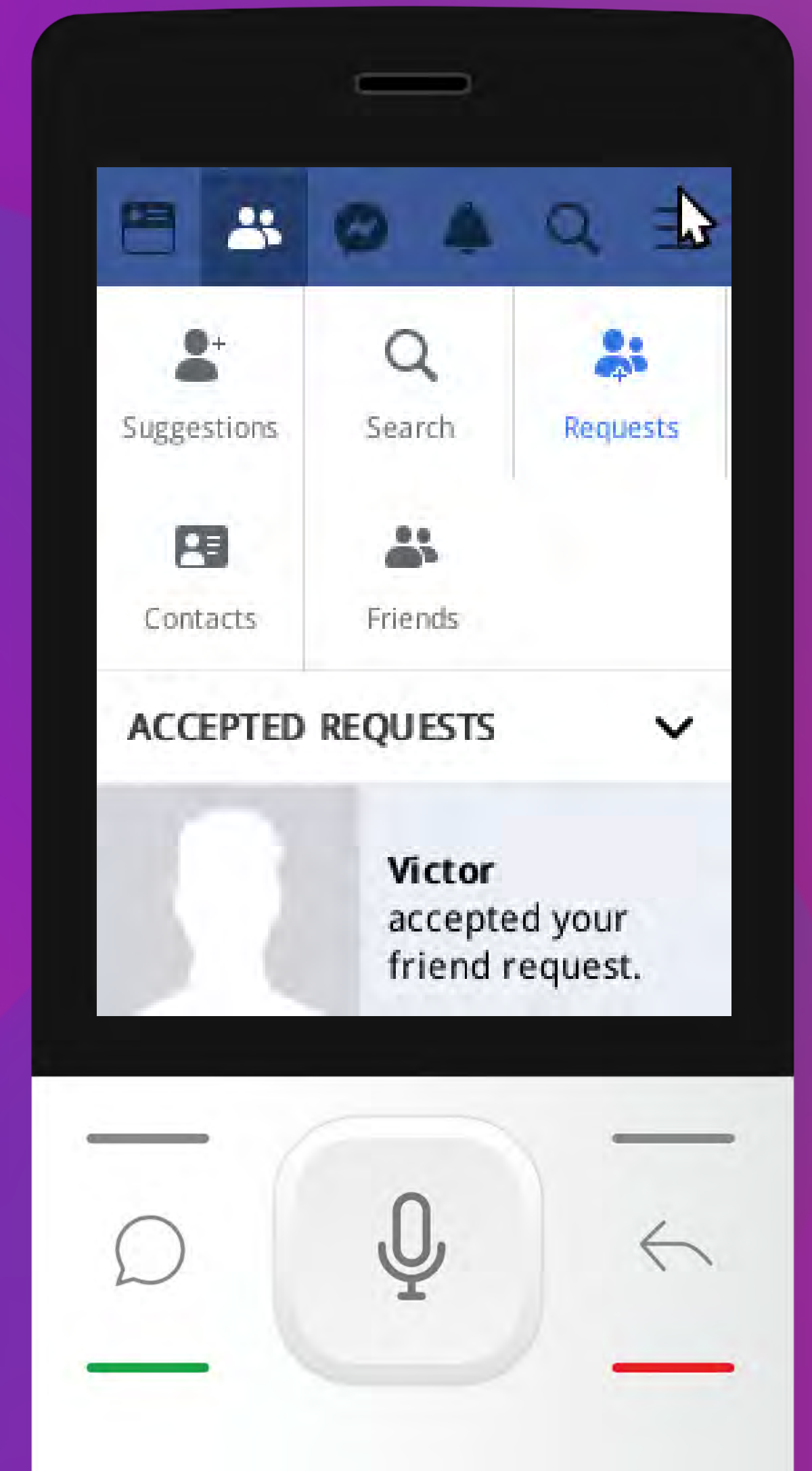
# Adding a friend



Navigate to the search box and type in a friend's name. Next, press the center key.



Click the Add Friend icon next to the person's name to send them a friend request. When they accept, you'll have them as a Facebook friend!





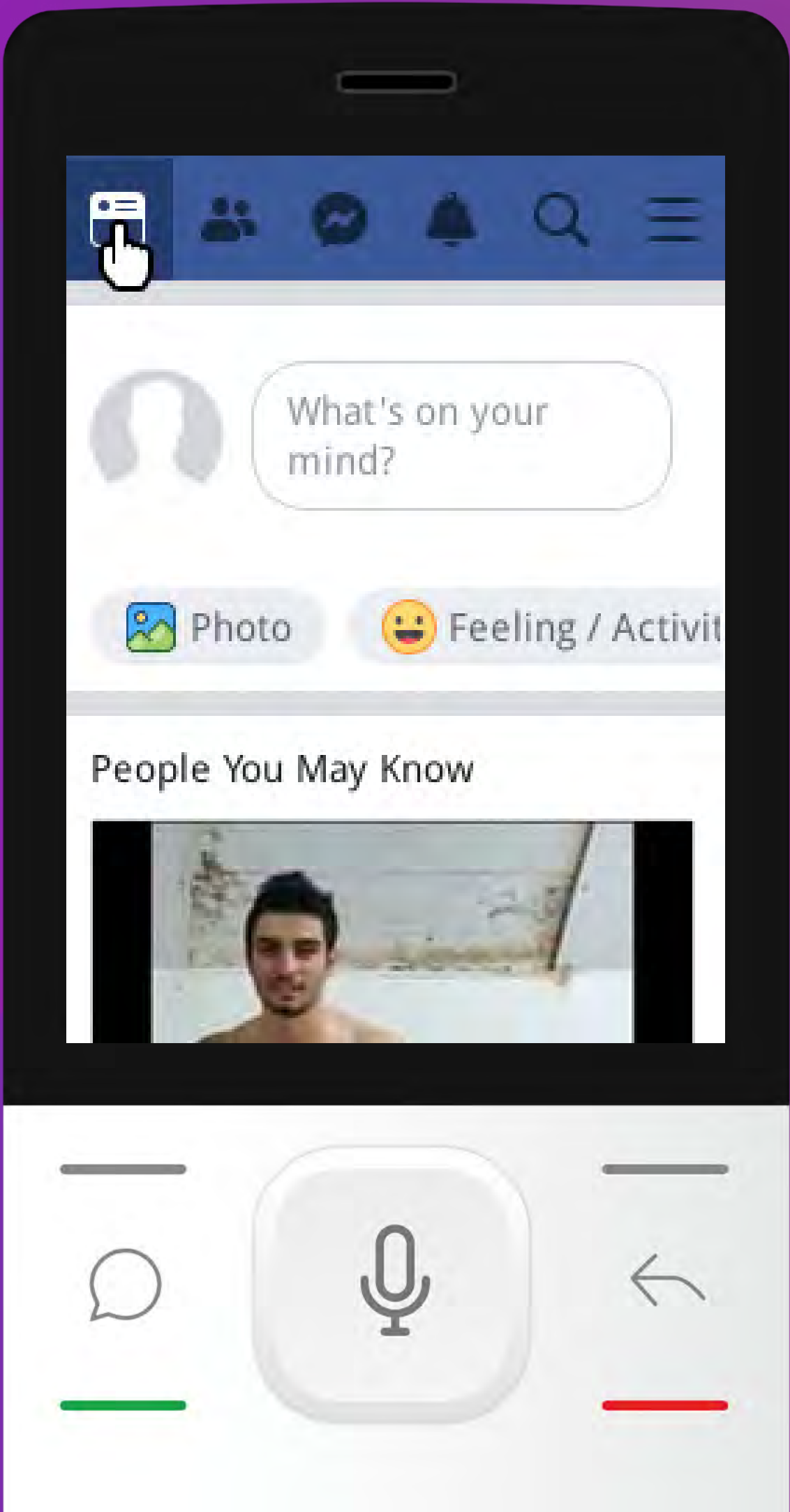
# Scrolling through your News Feed



Navigate to click the  
News Feed icon on the  
top left corner.



Use the up and down keys  
to move across your News  
Feed.

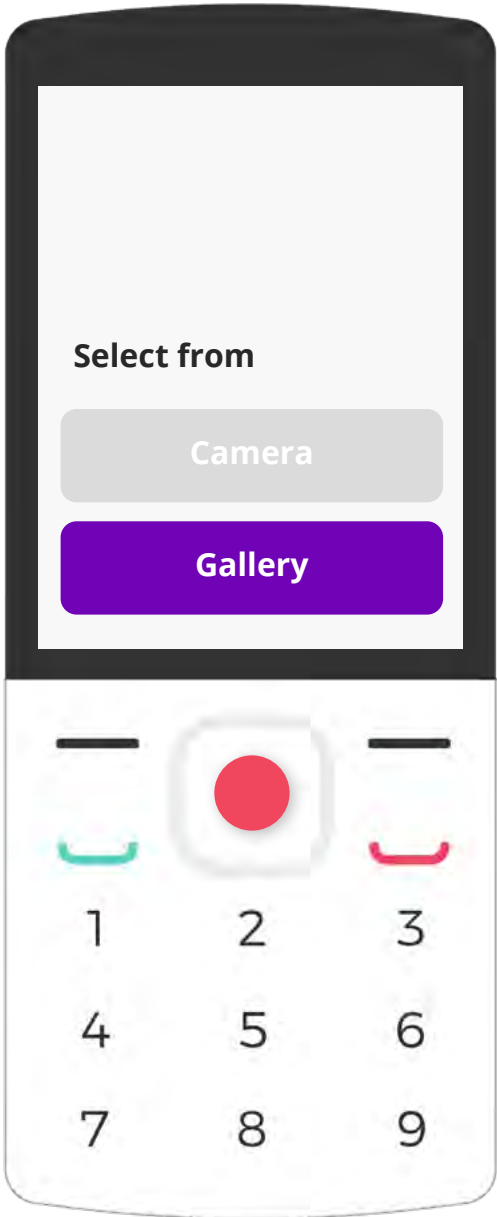




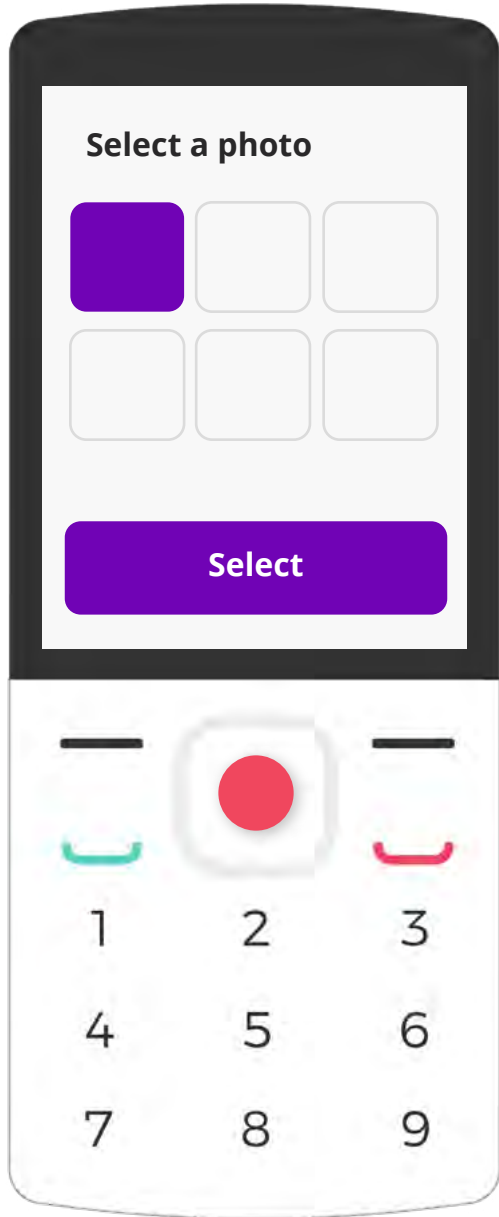
# Uploading a picture



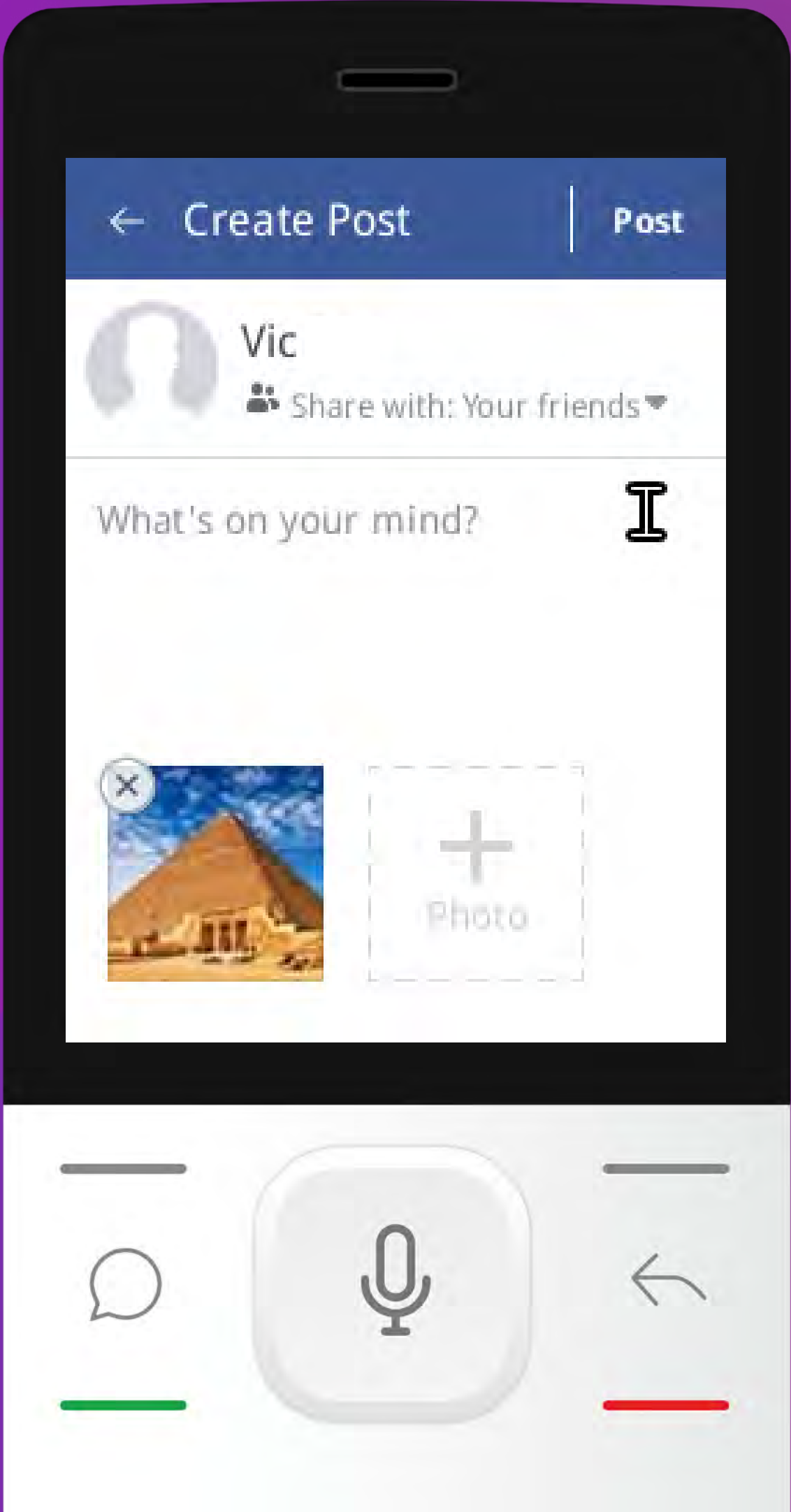
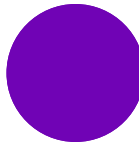
On your News Feed, navigate to click Photo.



Press the center key to choose Gallery.

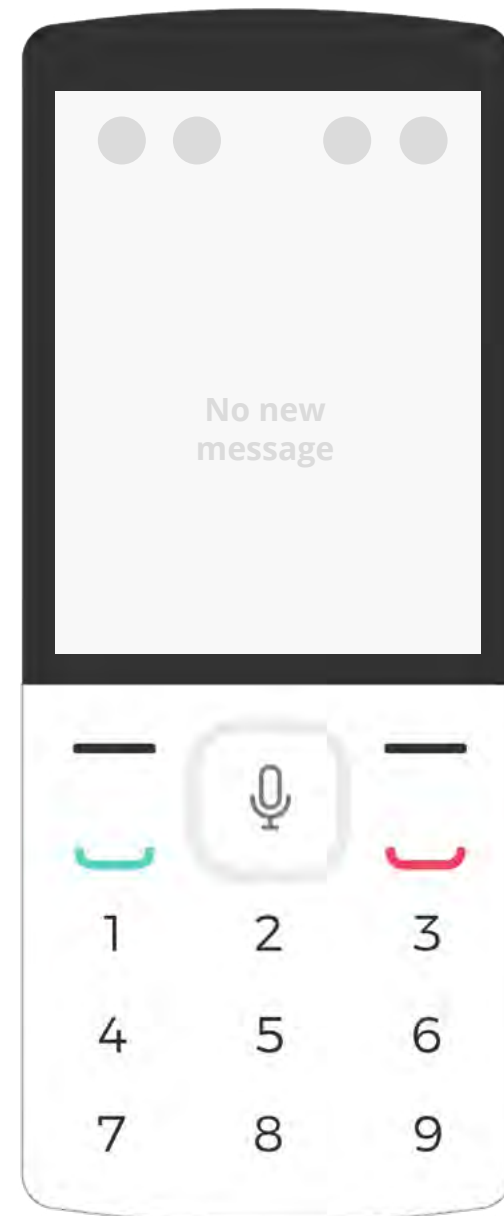


Press the center key to Select a photo. Press the left key when you're done. On the next screen, navigate to Post. Then, press the center key. You've posted a photo!

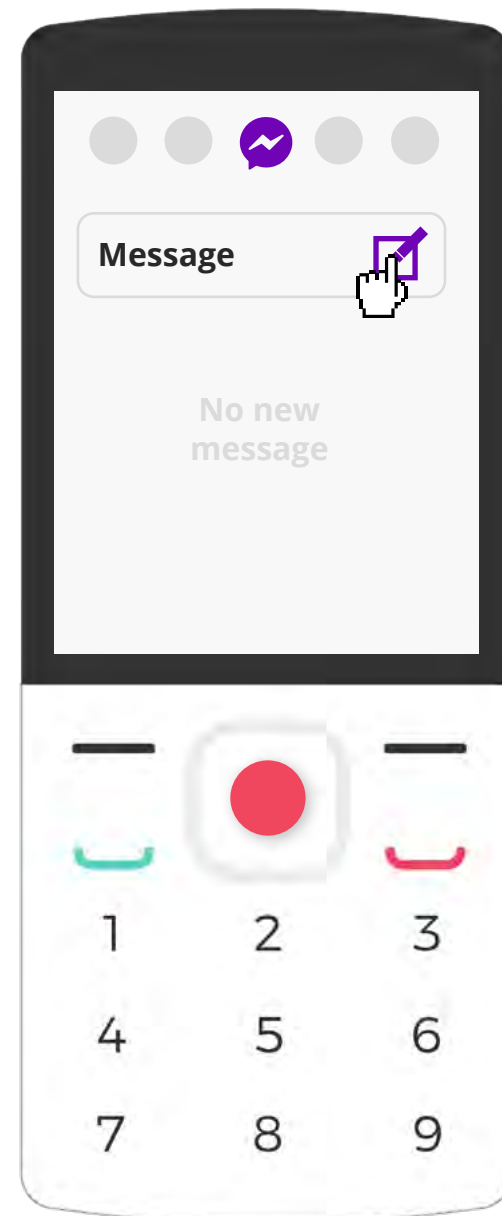




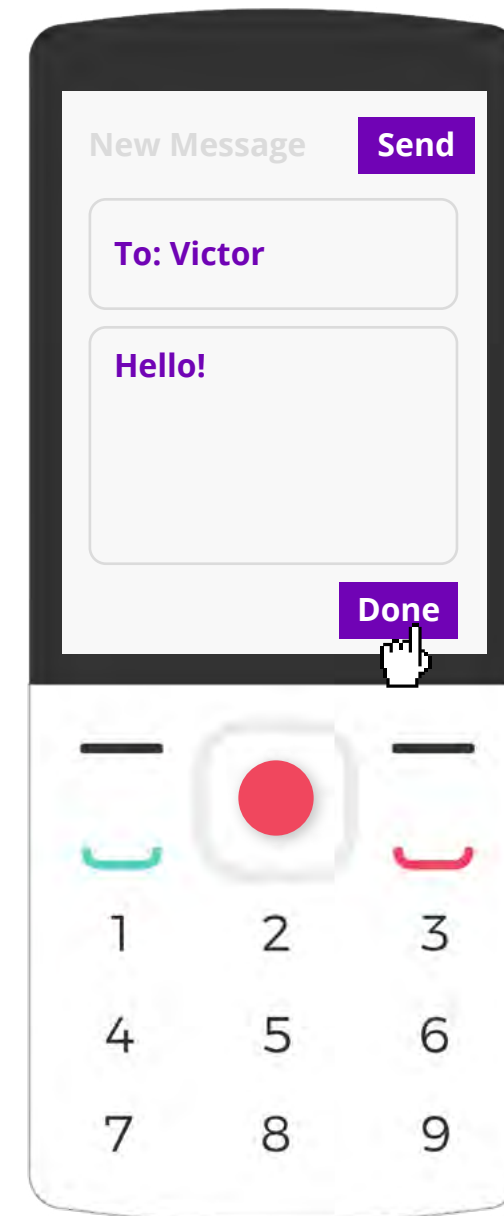
# Sending a message



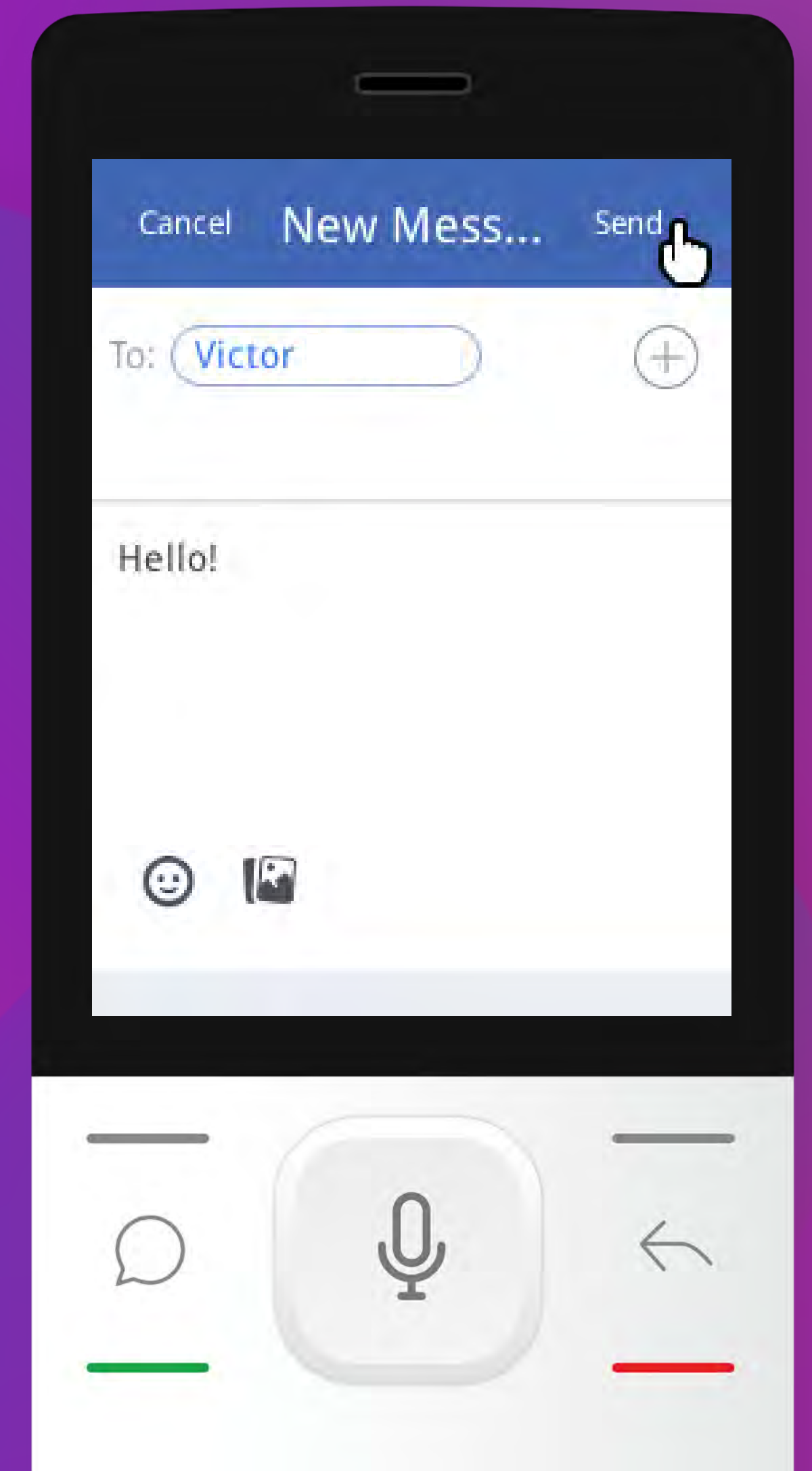
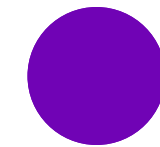
Navigate to and click the Messenger icon (third on the upper left with a thunder symbol).



Navigate to and click the pen icon on the right corner. A text box will appear.

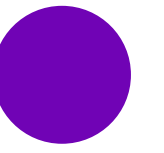


Enter a friend's name and a message. Use the right key to click Done. Navigate to Send and press the center key. Your message is sent!





# How to use Life on KaiOS





# The Life app is an app made by KaiOS to learn about the internet and learn on the internet!

The Life app allows you to learn anything from education to health. It will make you a more informed person and will allow you to explain what you learn to your family and friends, all through your internet connection.

You can trust everything that you read or hear inside the Life app, **it's completely safe to use!**

You can start learning with the internet in an easy way, anyone can use the Life app: See a topic you like, click and read!

**When you use the life app, you are using the internet.**

## What can you learn:

How to use the internet, WhatsApp, Facebook and more

English

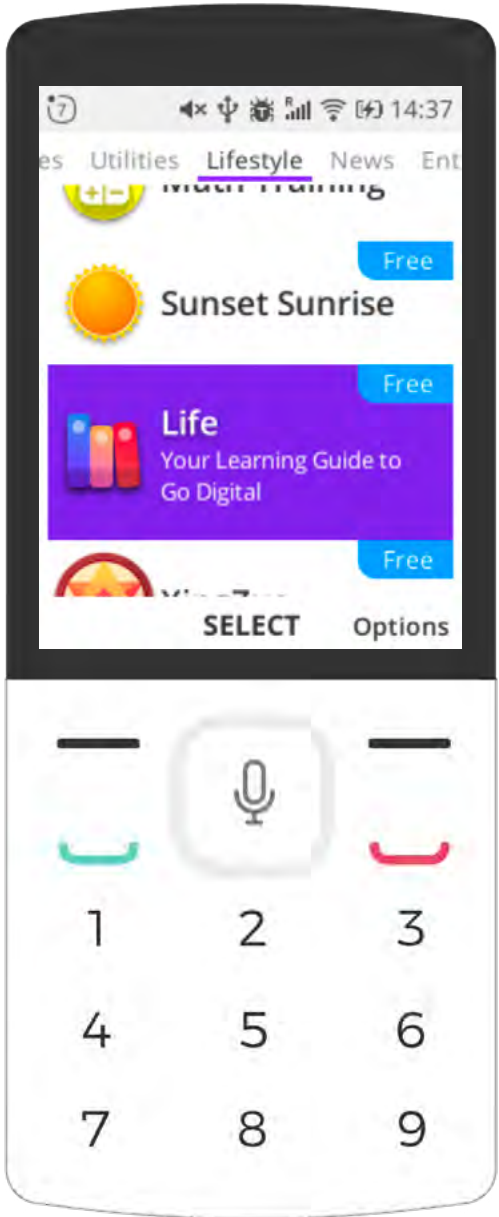
How to read (for adults and kids)

Free Books on different topics:  
from sciene to romance

Free courses to start a business, getting a Job, taking care of animals or farm



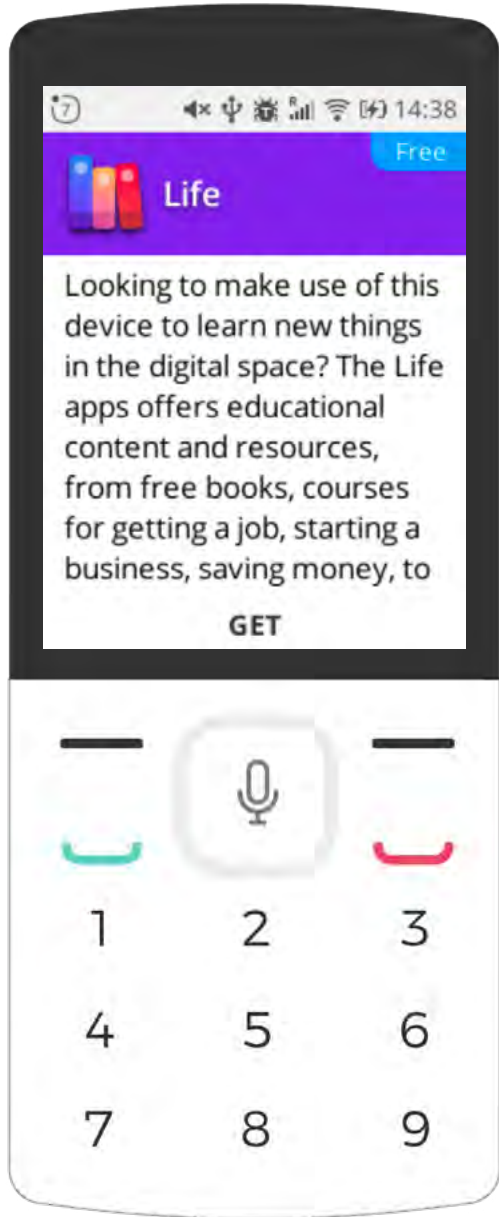
# How to get the Life app



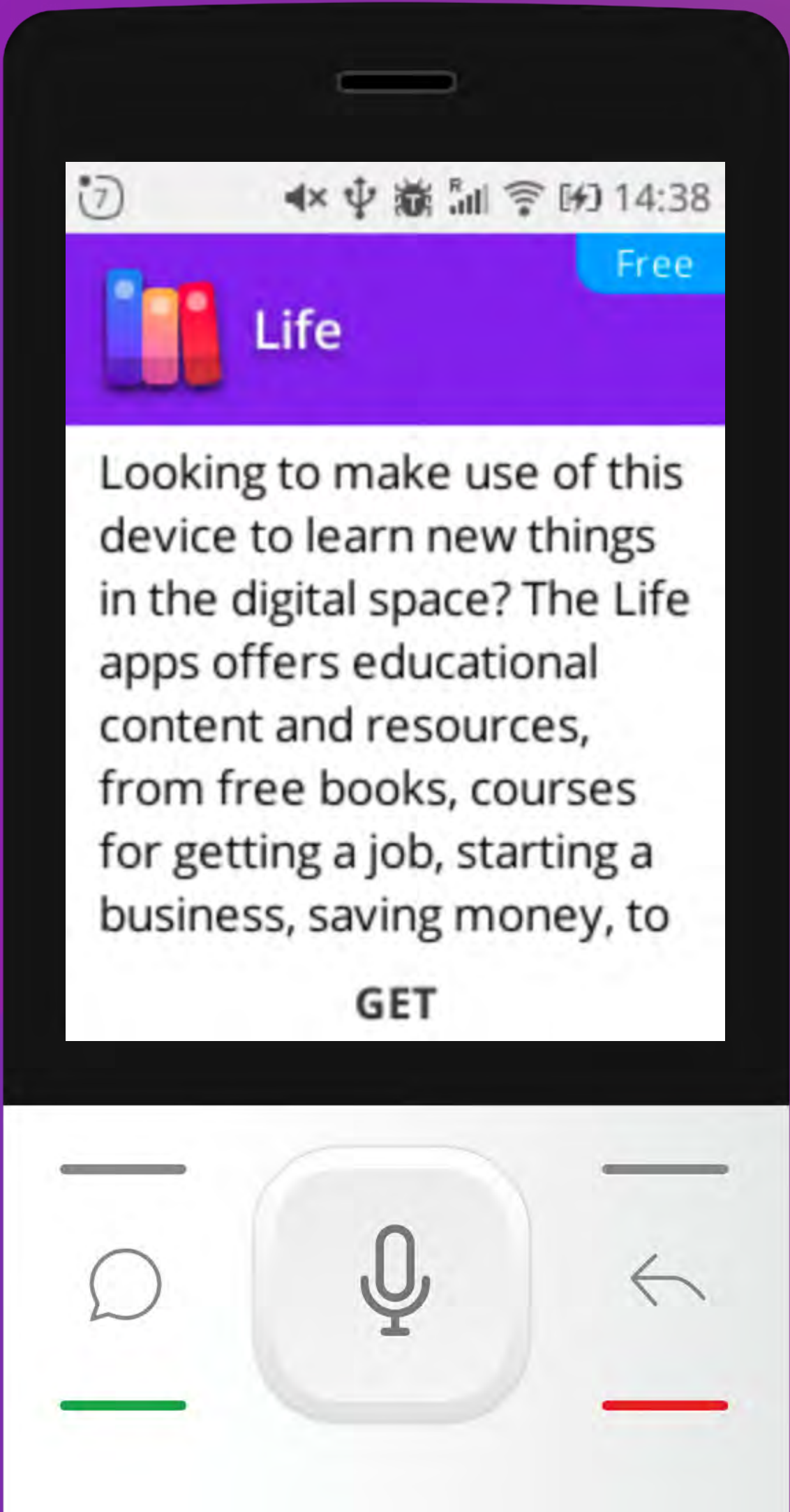
Use the **up and down keys** to navigate. Use the left and right keys to see app categories.



Press the **center key** to select app.



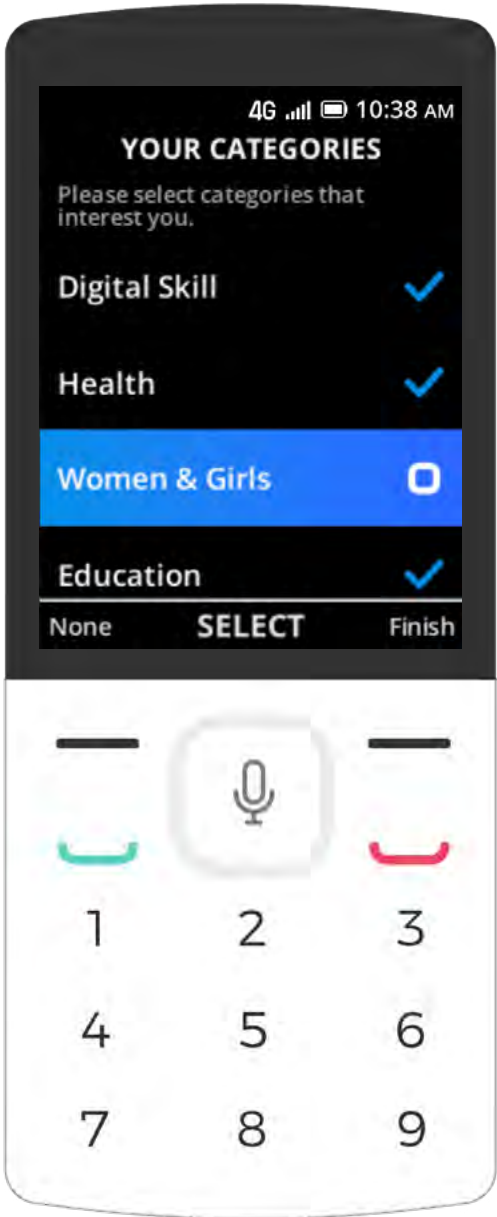
Press the **center key** to download.



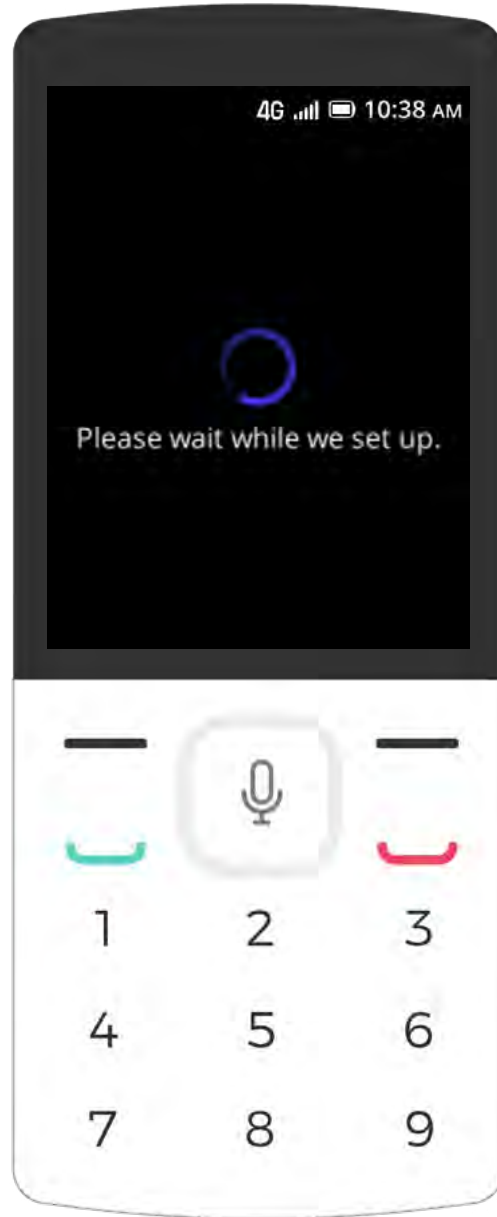
# Setting up the Life app



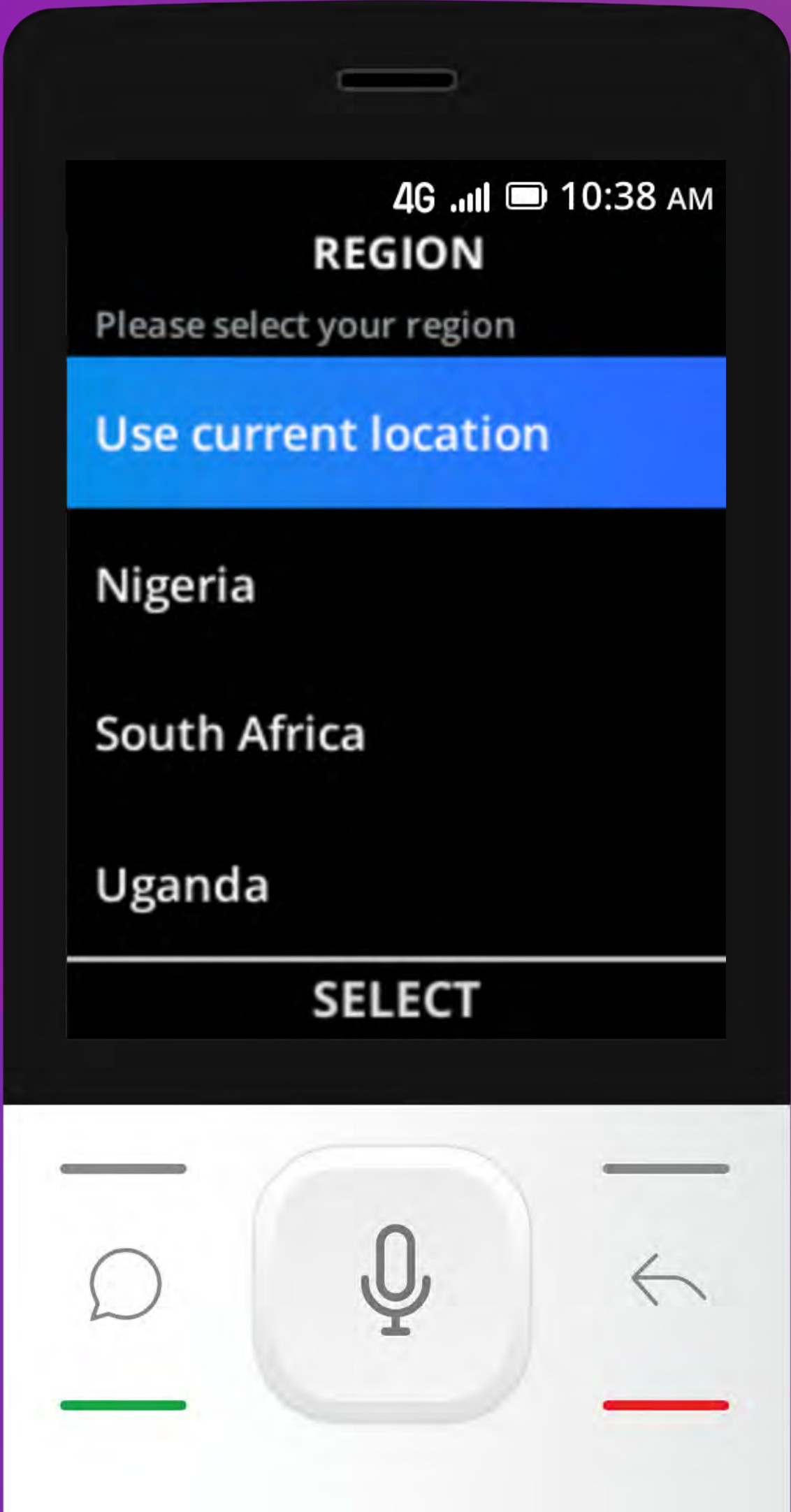
Select a language or your country



Check what you'd like to learn about, you can update it later.



Wait some seconds.

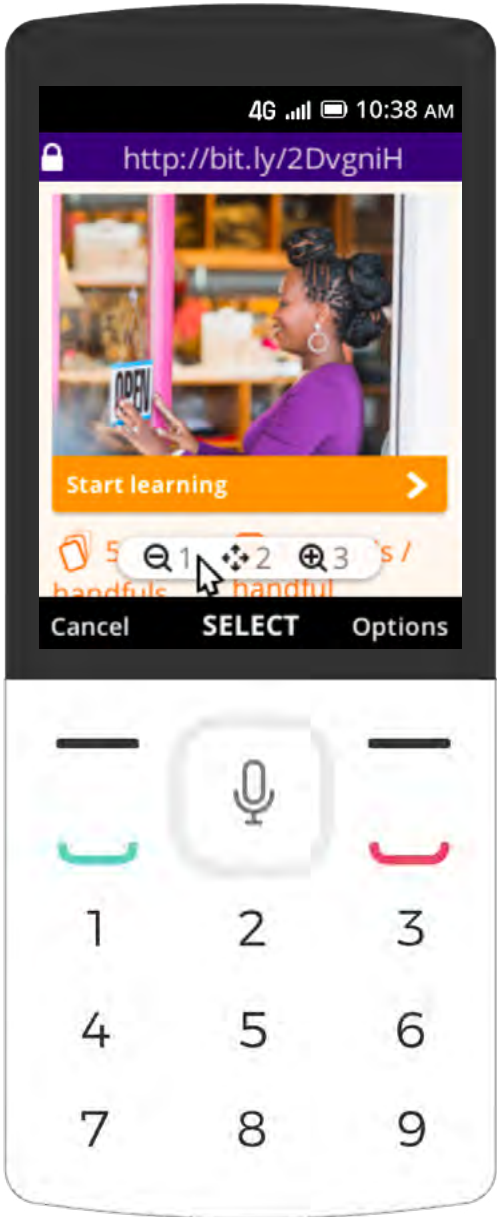




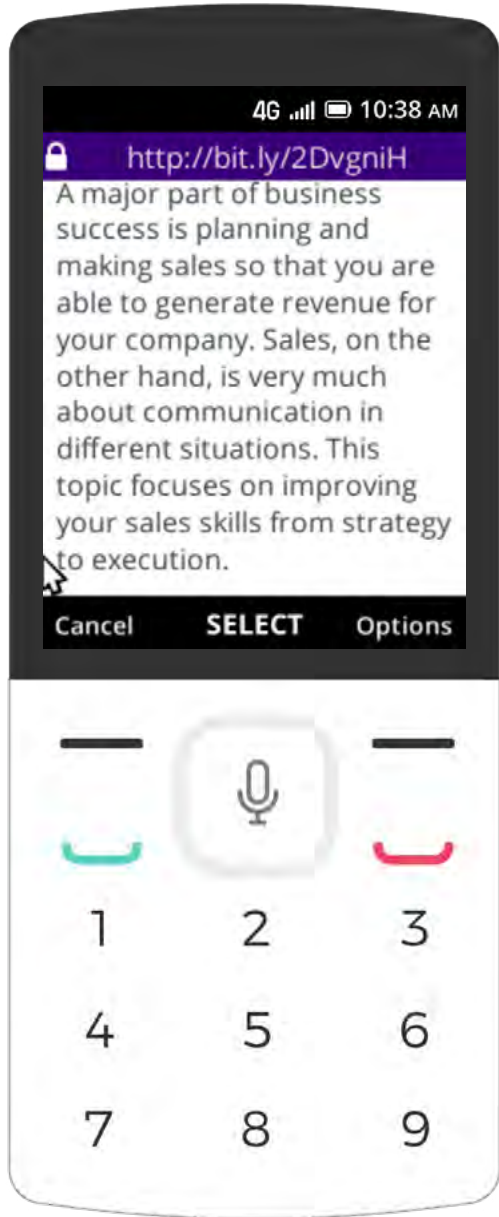
# Learning with the Life app



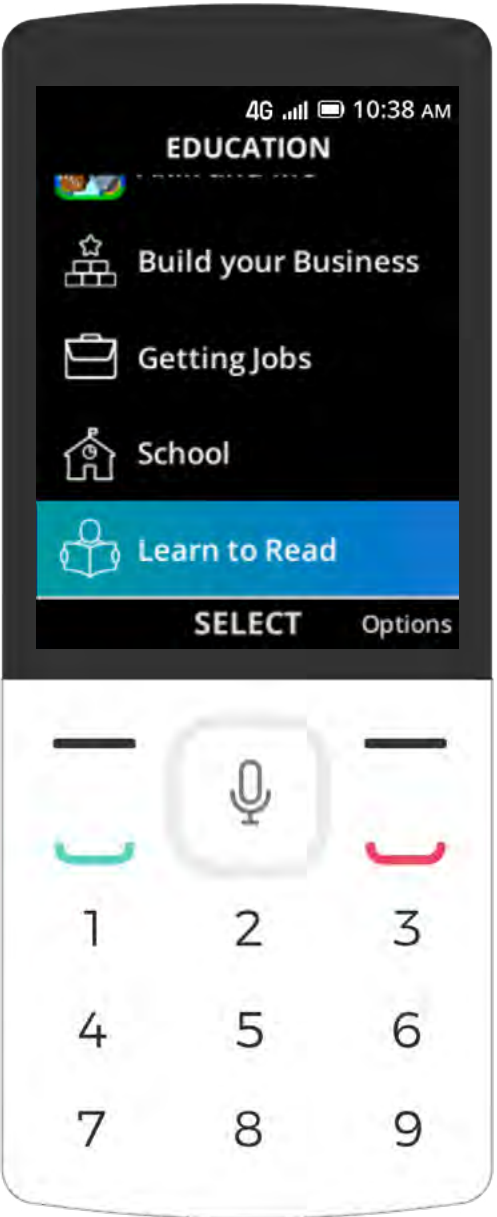
Browse through the titles, press on what you want to learn.



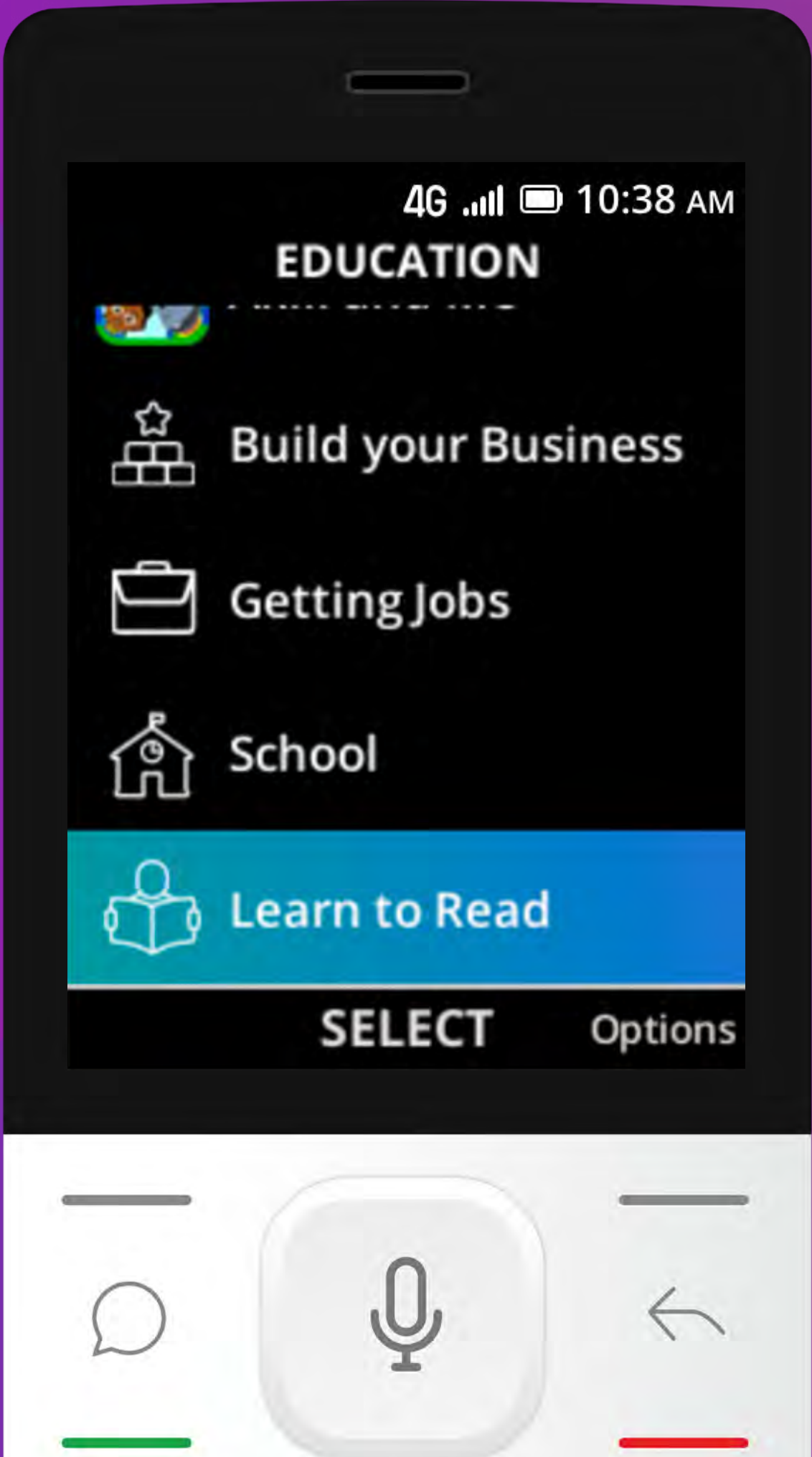
It will open an internet website. You can trust what you read there.



Each website is different, usually you just need to press the center key to start reading.

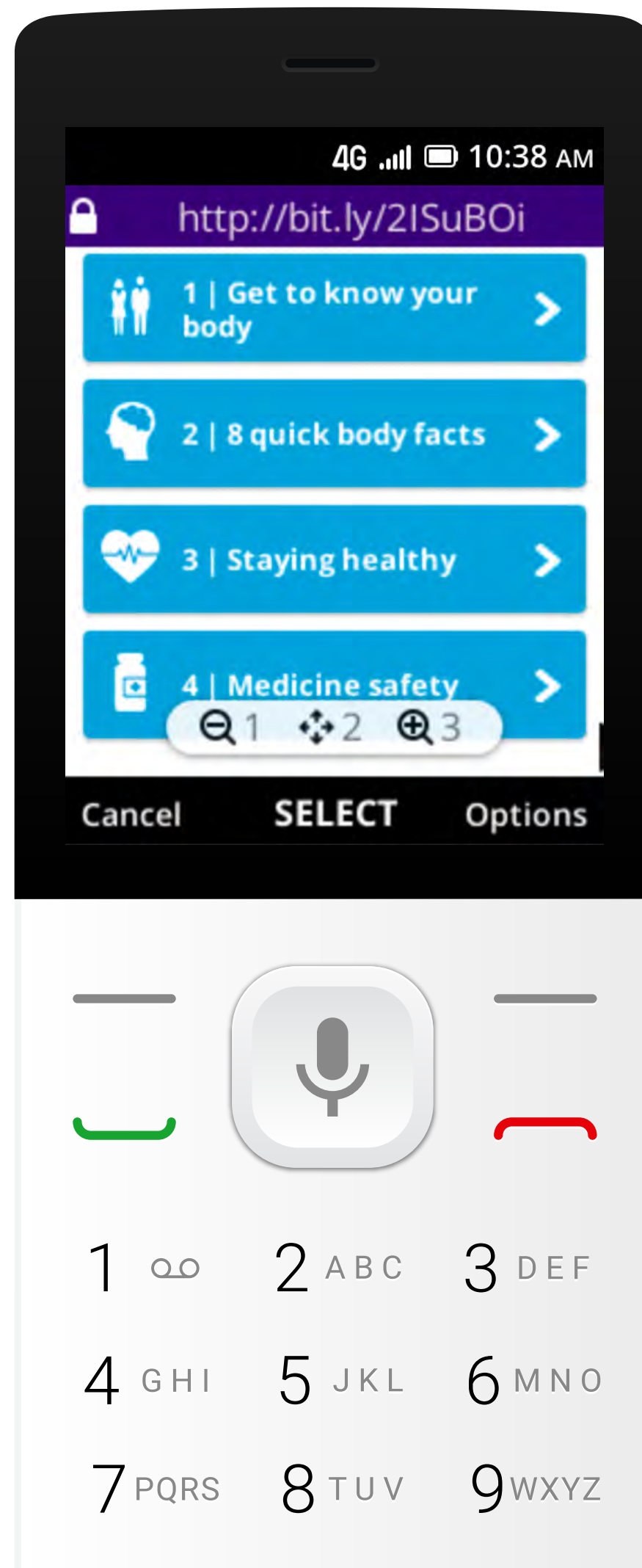


If you are no longer interested, press the red key to go back and read about a new topic.





# Topics you can learn from the Life App



## Agriculture

- Market prices
- Crop tips
- Agriculture weather

## Youth Zone

- Career advice
- Safe love
- Children's rights

## Digital Skill

- Getting started with the internet
- How to use social media
- Staying safe on the internet

## Education

- Getting jobs
- Build your business
- College admission

## Finance

- Your money
- Savings
- Planning your future

## Women & Girls

- Your life, your rights
- Family planning
- Girl Talk

## Health

- Men's/Women's health
- Nutrition
- Child care

**...and much more!**



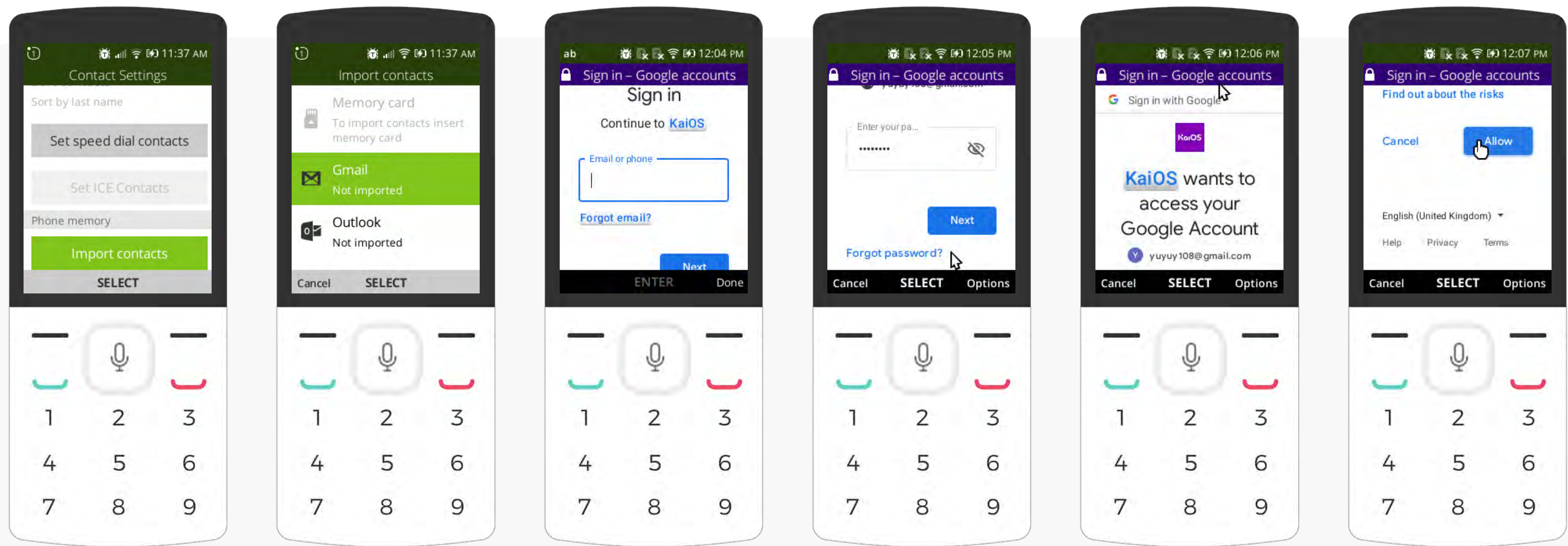
# How to sync your contacts





# Sync contacts with Gmail account (1/2)

for 2.5 R1



Cont'd on  
next page

In Contacts, navigate to Settings, select **Import contacts**.

Navigate to **Gmail**. Click **Select**.

Input account, then click **Next**.

Input password.

You will be taken to Google's user confirm page.

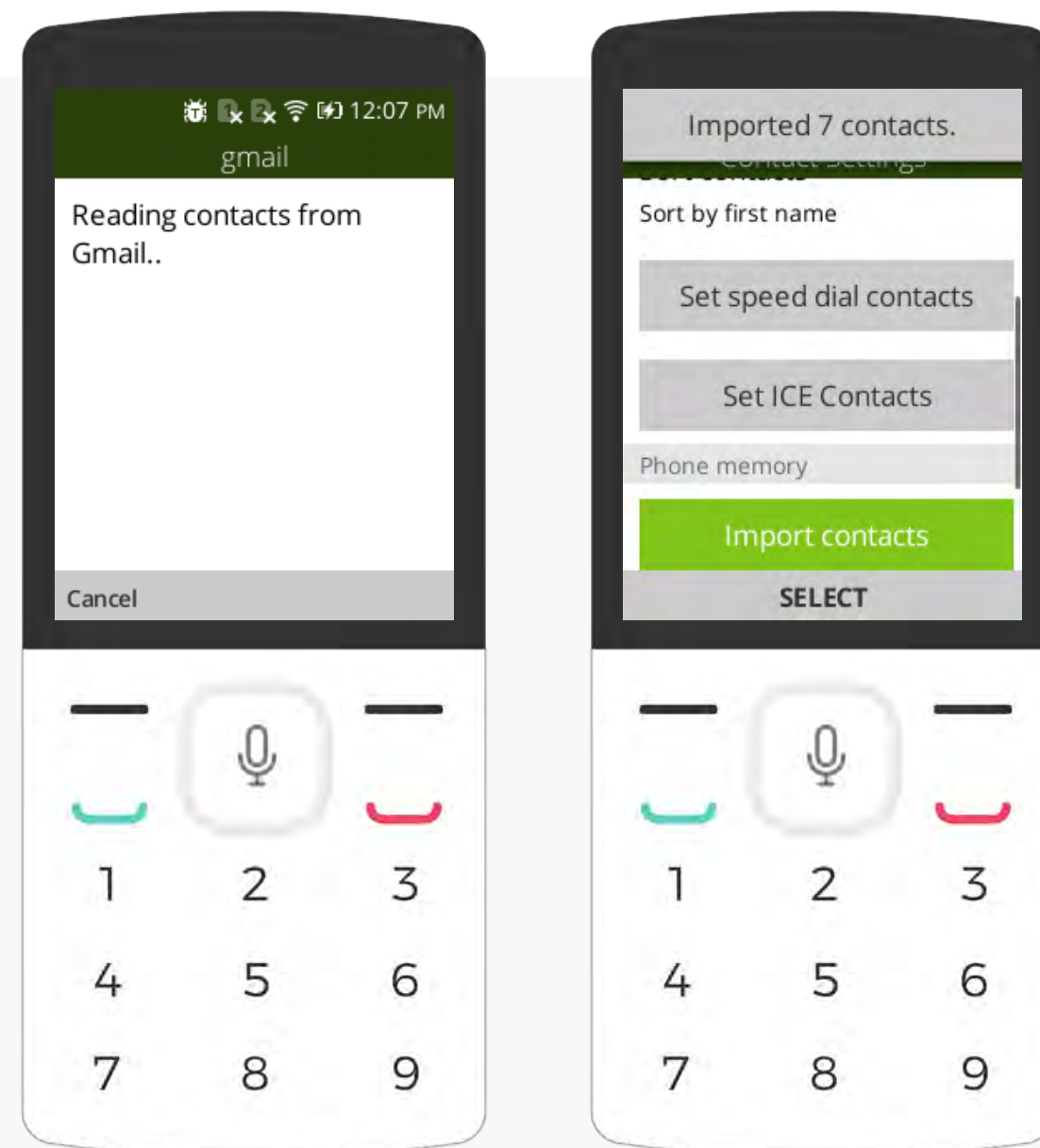
Click **Allow**.



# Sync contacts with Gmail account (2/2)

for 2.5 R1

*Cont'd from  
previous page*

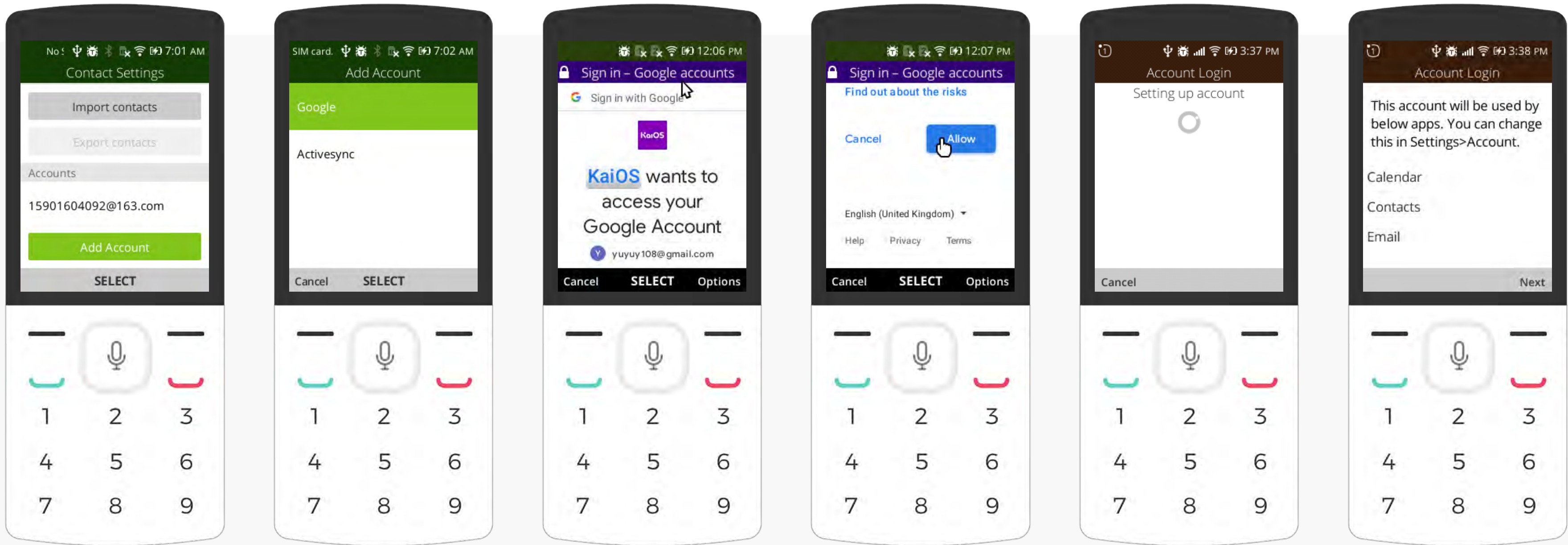


➤ KaiOS will read out contacts from your Gmail account.

➤ *Your contacts are imported!*  
The phone storage limit is 2000 contacts. Gmail's storage limit is also 2000 contacts.

# Sync contacts with Gmail account via Contact Settings (1/2)

for 2.5 R2



Cont'd on next page

- Navigate to **Contact Settings**. Select **Add Account**.

Navigate to **Google**. Click **Select**.

You will be taken to Google's user confirm page.

Click **Allow**.

Account set up will begin.

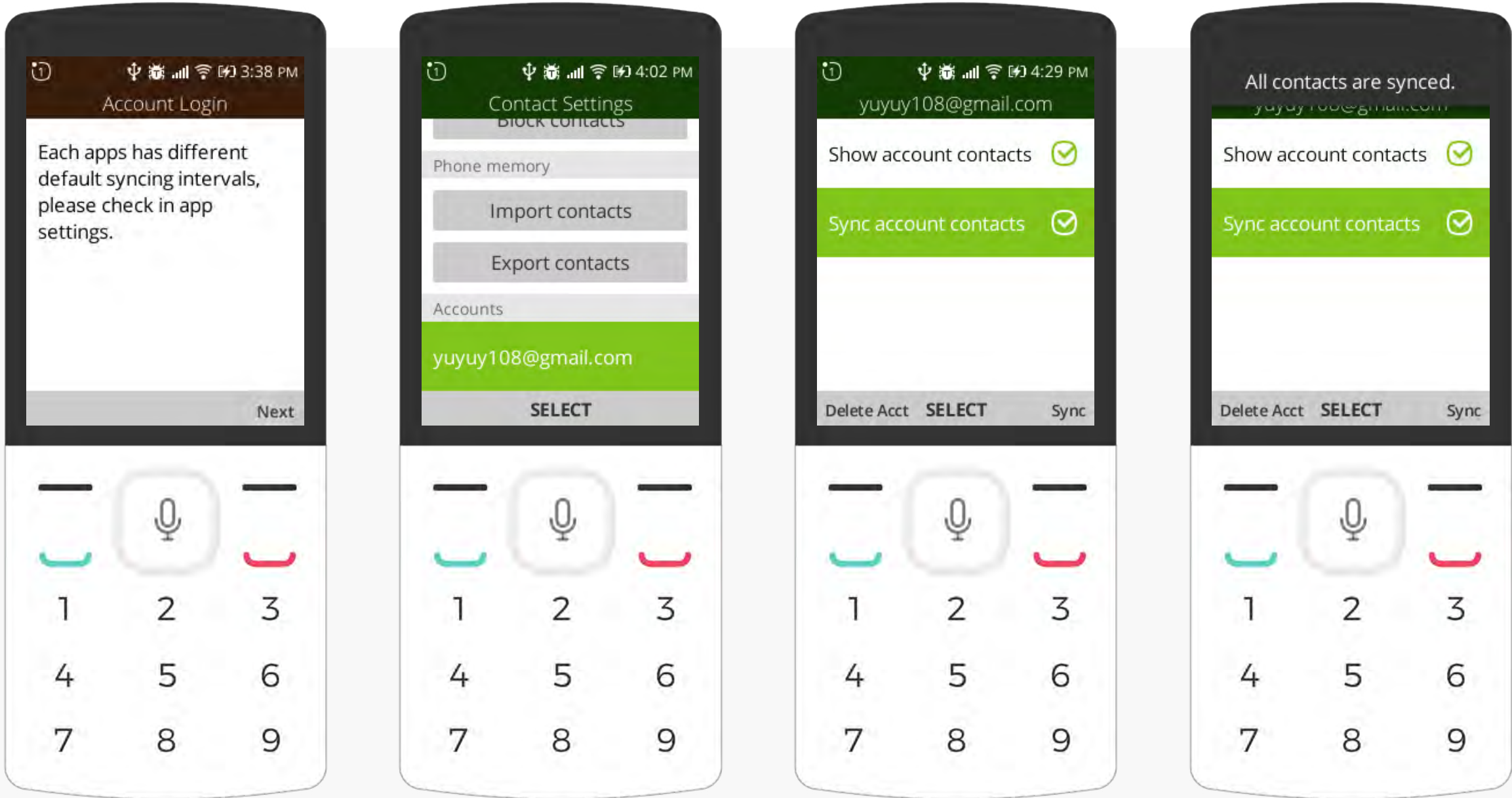
You will be notified of the apps connected to your account.



# Sync contacts with Gmail account via Contact Settings (2/2)

for 2.5 R2

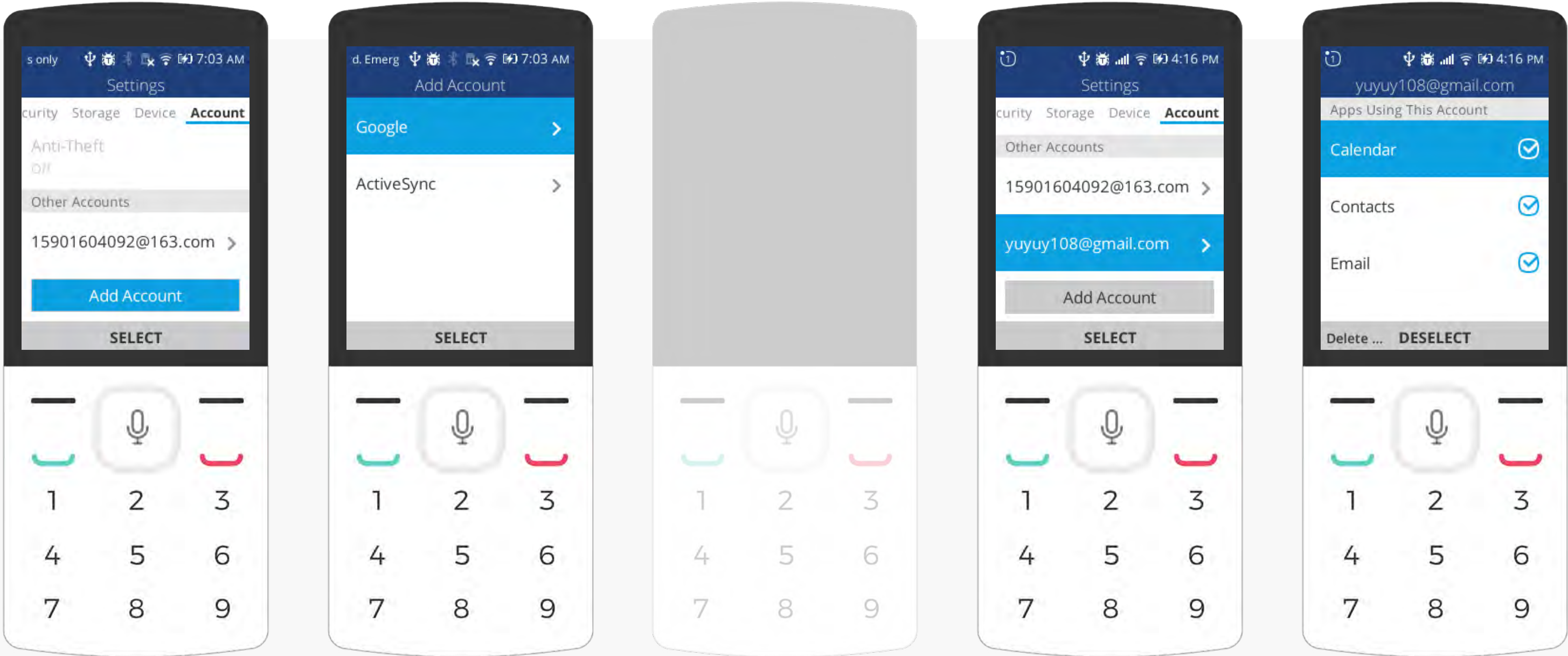
Cont'd from previous page



- > Click **Next** to acknowledge app settings notification.
- > You will be taken back to the Contact Settings page. Navigate to your **connected Gmail account**. Click **Select**.
- > Navigate to **Sync account contacts**. Click **Select**.
- > *Your contacts are synced!*

# Sync contacts with Gmail account via Account Settings

for 2.5 R2



In Settings, under the **Account** tab, select **Add Account**.

Select **Google**.

Follow same steps as **Sync contacts with Gmail account via Contact Settings**.

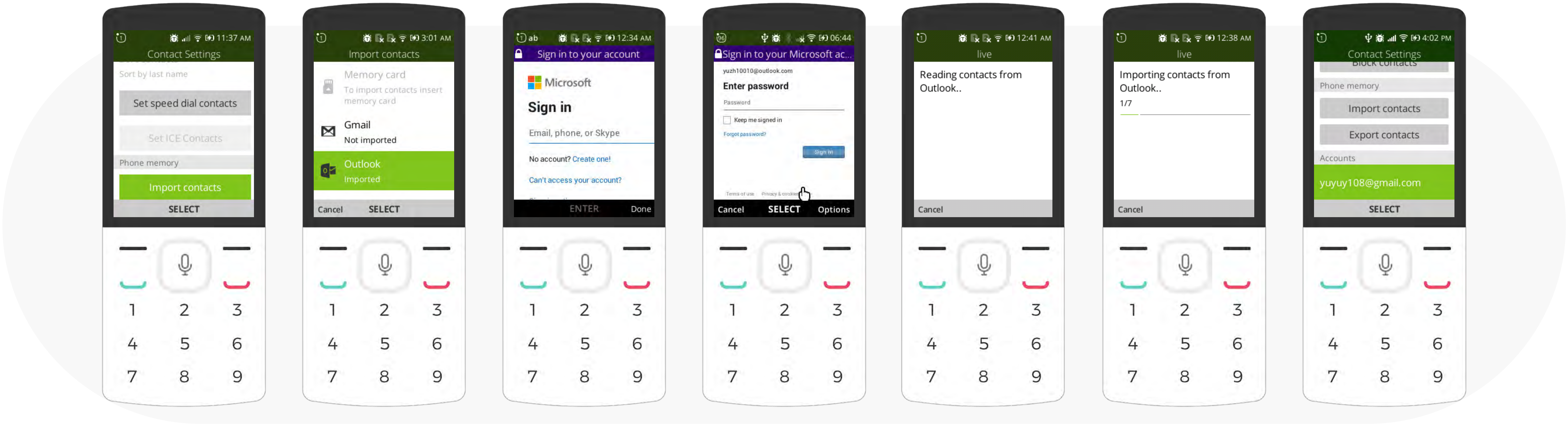
Once connected, you will be taken back to the Account Settings page. Select your **connected Gmail account**.

Apps synced to your account will be displayed. *Your contacts are synced!*



# Sync contacts with Outlook account

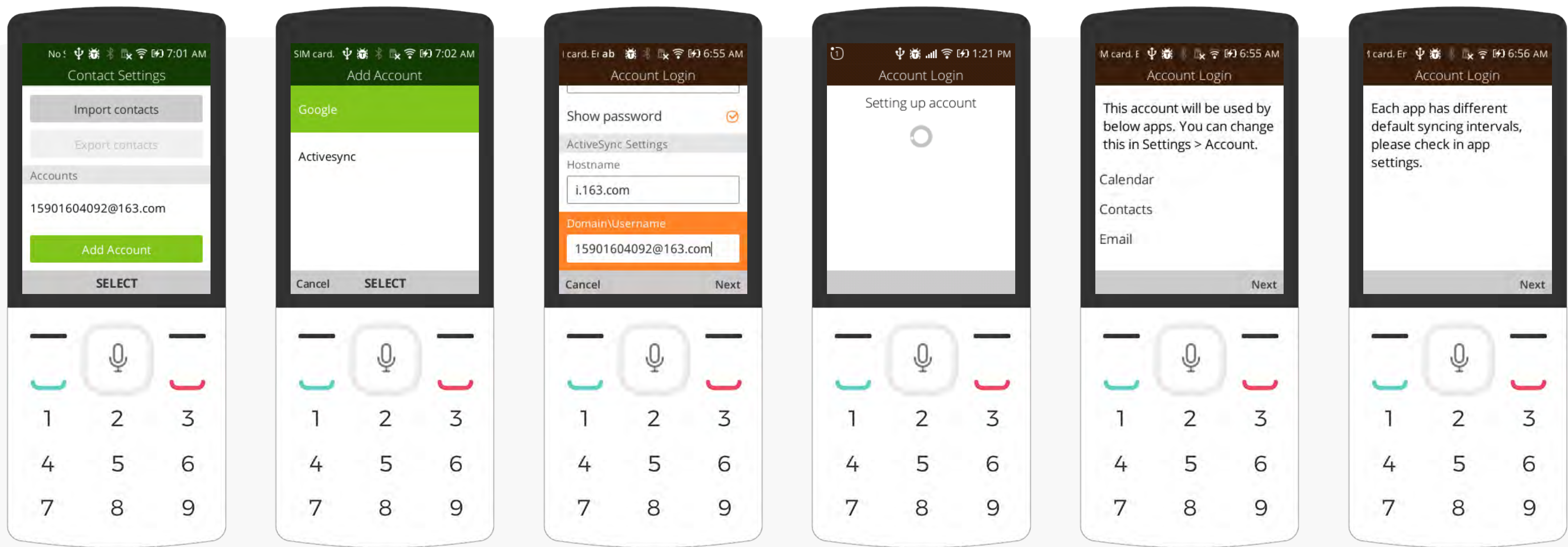
for 2.5 R1



- In the **Contact Settings** page, navigate to **Import Contacts**, click Select. ➤ Select **Outlook**. ➤ Input your Outlook account details. ➤ Input password. Click **Sign In**. ➤ KaiOS will begin to read contacts from your account. ➤ Contacts will begin importing. ➤ *Your contacts are imported!*

# Sync contacts with Activesync account (1/2)

for 2.5 R2



In the **Contact Settings** page, navigate to **Add Account**, click Select.

Select **Activesync**.

Input your Activesync account details.

Account set up will begin.

You will be notified of the apps connected to your account.

Click **Next** to acknowledge app settings notification.

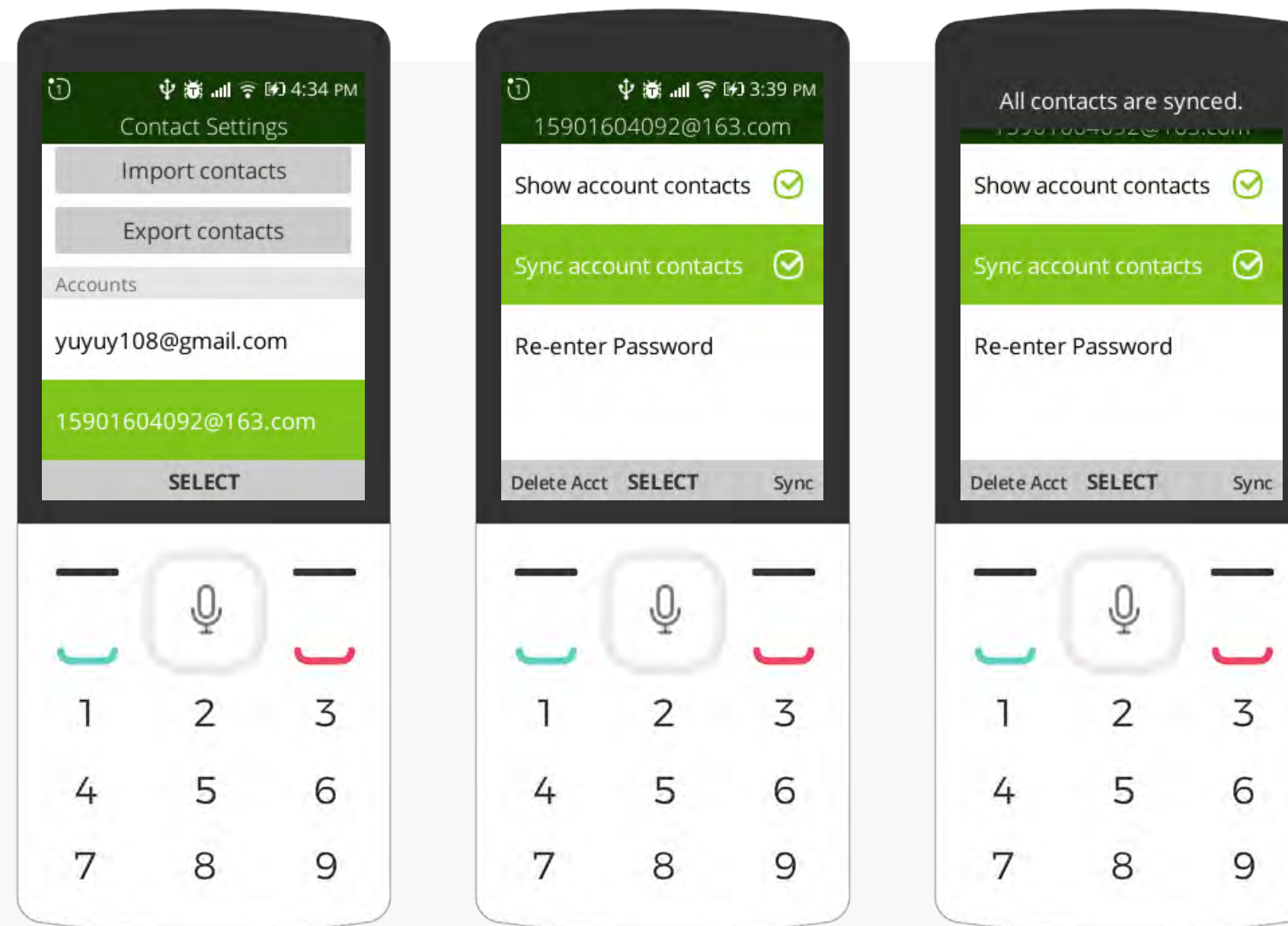
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# Sync contacts with Activesync account (2/2)

for 2.5 R2

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previous page*



➤ You will be taken back to the Contact Settings page. Navigate to your **connected Activesync account**. Click **Select**.

➤ Navigate to **Sync account contacts**. Click **Select**.

➤ Your contacts are synced!



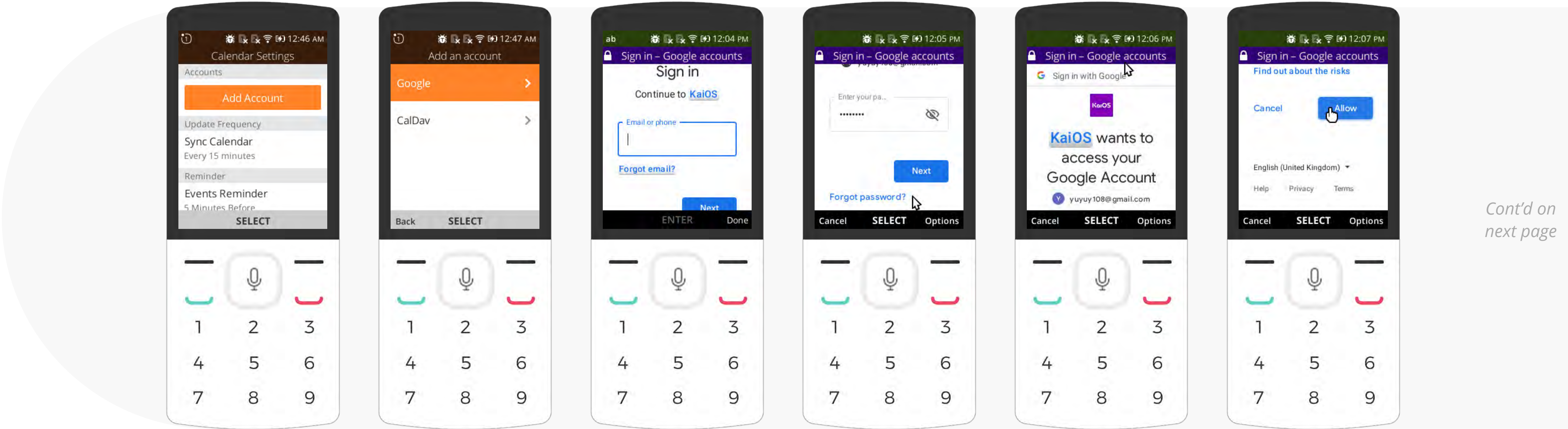
# How to sync your calendar





# Sync calendar with Google account via Calendar settings (1/2)

for 2.5 R1 & 2.5 R2



In Calendar Settings, select **Add Account**.

➤ Select **Google**.

➤ Enter your **Google account details**.

➤ Enter your password. Click Next.

➤ You will be taken to Google's user confirm page.

➤ Click **Allow**.

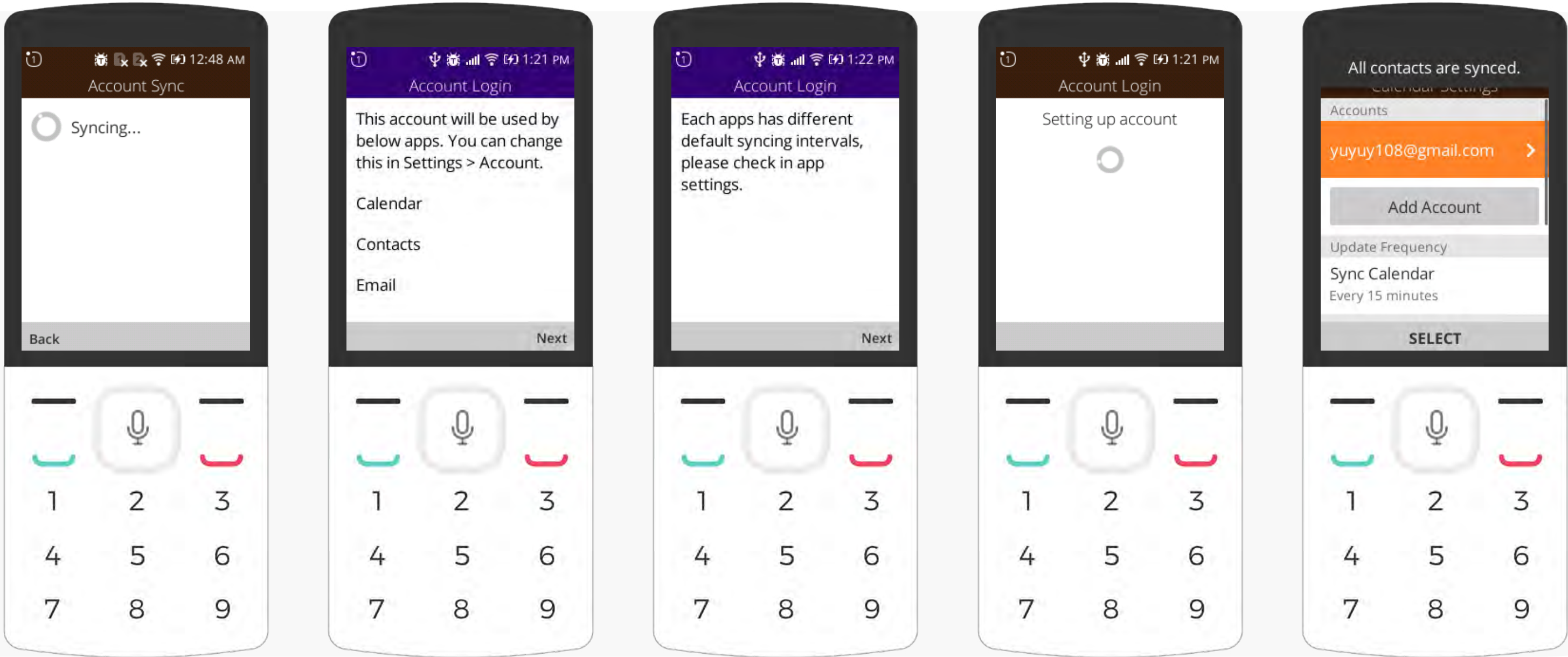
➤

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# Sync calendar with Google account via Calendar settings (2/2)

for 2.5 R1 & 2.5 R2

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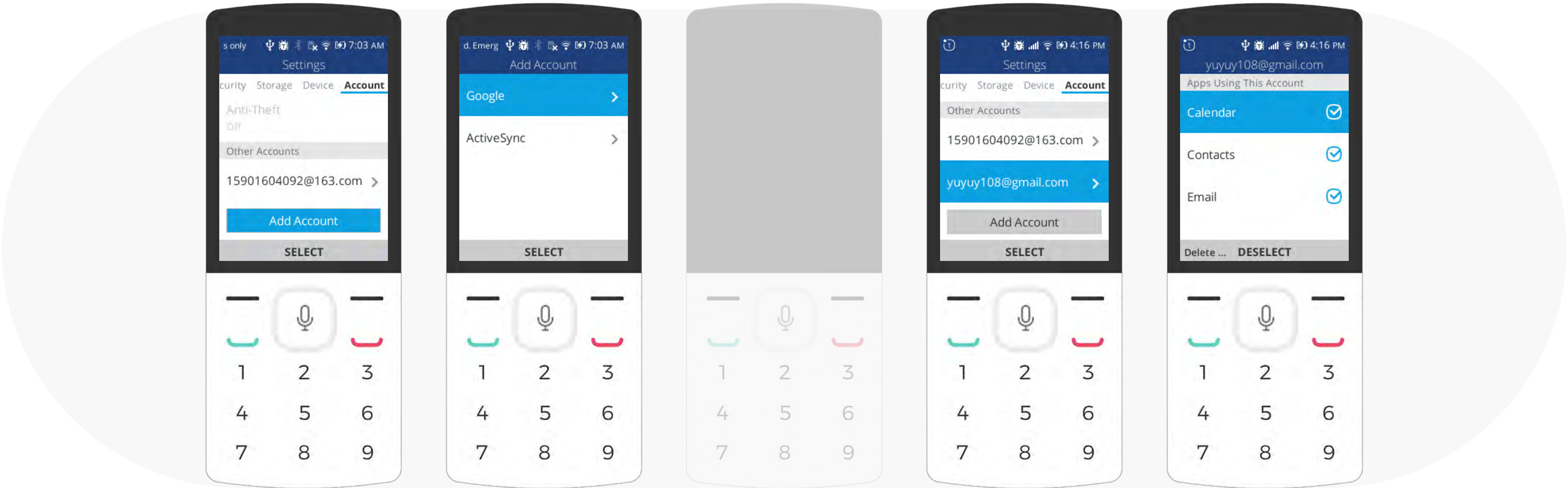


- Your account will begin to sync.
- You will be notified of the apps connected to your account.
- Click **Next** to acknowledge app settings notification.
- Account set up will begin.
- *Your calendar is synced!*



# Sync calendar with Google account via Account Settings

for 2.5 R2



In Settings, under the **Account** tab, select **Add Account**.

Select **Google**.

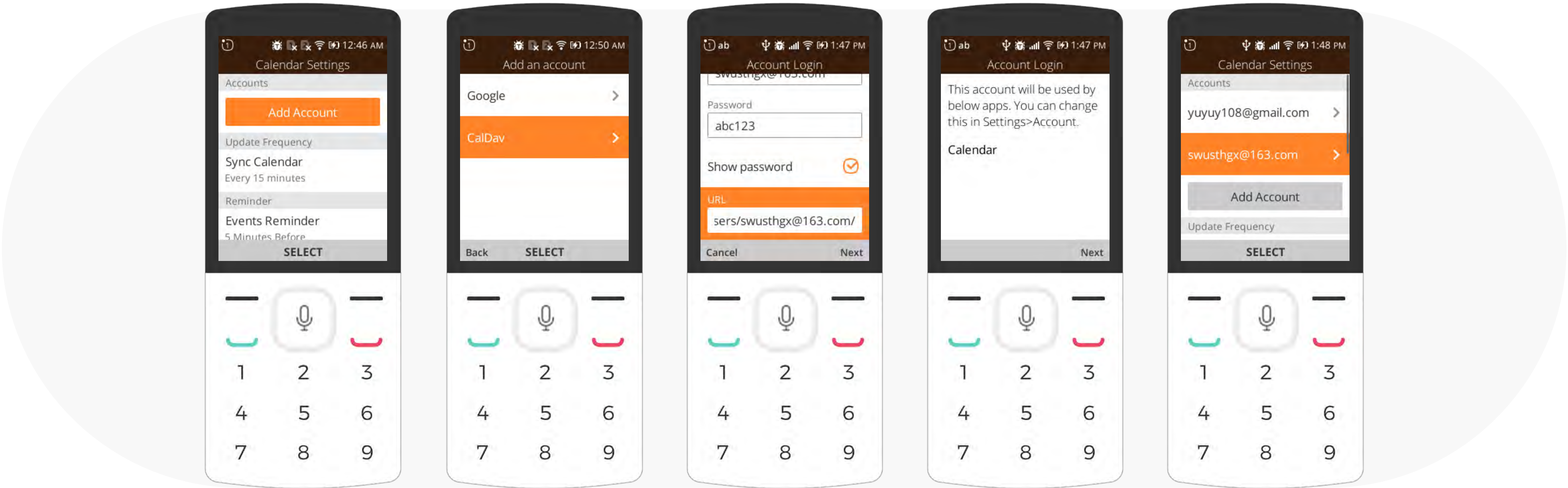
Follow same steps as **Sync calendar with Google account via Calendar Settings**.

Once connected, you will be taken back to the Account Settings page. Select your **connected Gmail account**.

Apps synced to your account will be displayed. *Your calendar is synced!*

# Sync calendar with CalDav

for 2.5 R1 & R2



In Calendar Settings,  
select **Add Account**.

➤ Select **CalDav**.

➤ Enter your **account details** and **CalDav Calendar URL** (see FAQ for more information).

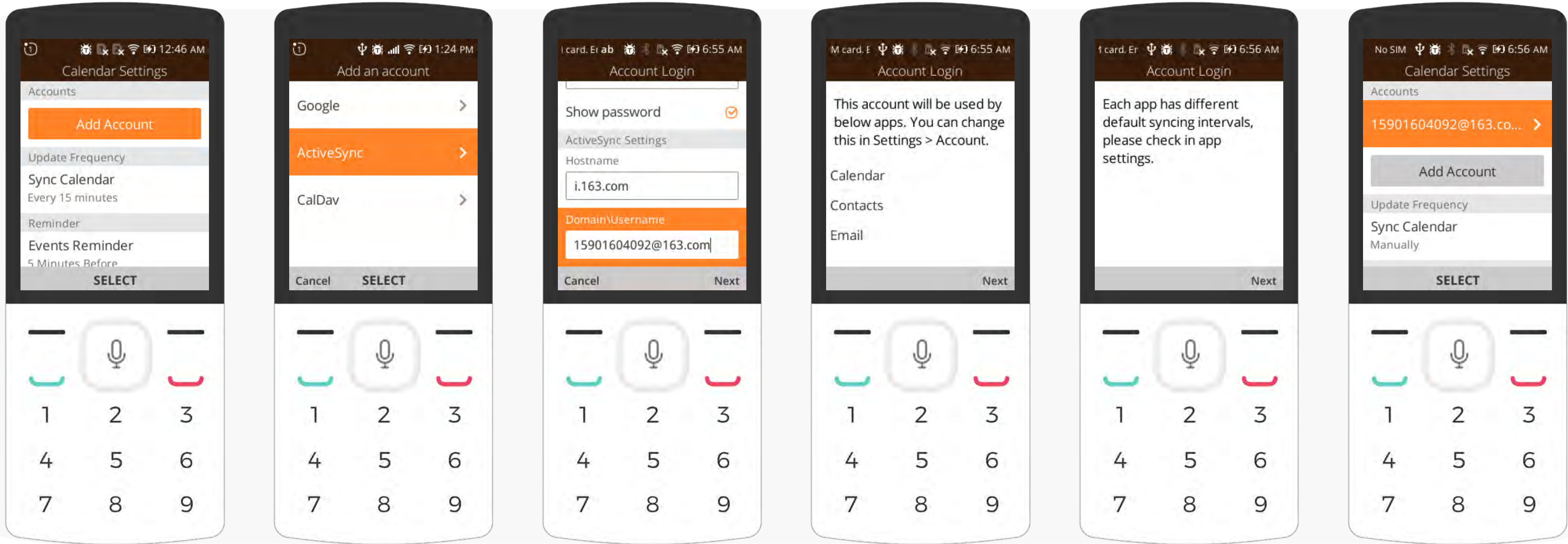
➤ You will be notified of the apps connected to your account. Click **Next**.

➤ *Your calendar is synced!*



# Sync calendar with ActiveSync

for 2.5 R2



In Calendar Settings,  
select **Add Account**.

➤ Select **ActiveSync**.

➤ Enter your **account details**.

➤ You will be notified of  
the apps connected to  
your account.

➤ Click **Next** to  
acknowledge app  
settings notification.

➤ *Your calendar is  
synced!*

# Calendar and contacts syncing FAQ

**Q: Do Calendar apps support Microsoft Exchange synchronization?**

**A:** Yes, Exchange synchronization is supported. Open the Calendar, then go to Calendar -> options -> settings -> Add Account -> ActiveSync.

**Q: What is the CalDav Calendar URL?**

**A:** To obtain this URL you need to consult your mail service provider for details. Normally, the full CalDav URL needs to be specified as: <http://yourserver.com/cal/principals/email@domain.com>

For example, if the account is [kai@kaiostech.com](mailto:kai@kaiostech.com), the URL should be: <https://caldav.kaiostech.com/caldav/principals/users/kai@kaiostech.com/>

**Q: Why do the “Sync Calendar” options disappear?**

**A:** When you sign in with an account , the “Sync Calendar” options will be shown in calendar, under “Options”. If you delete all the accounts in Calendar , The “Sync Calendar” options will disappear.



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