

Limited warranty · Support & claims

1 · Contact us

Email support@megalifephone.com with your name, IMEI, date of purchase and a short description of the fault.

2 · Wait for return instructions

We reply with a return authorisation and shipping instructions. Do not ship a device without one.

3 · Prepare the device

Back up data, remove SIM and memory cards, and pack the device protected.



Setup guide + video

megalifephone.com/setup

MEGALIFE

B2 ZEN

User Manual

Android 13 · T9 keypad + 2.83" touchscreen · 4G dual SIM

Read this manual and the safety information before using your device. Warranty terms are at the back.

Setup guide and video: megalifephone.com/setup

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Before you start

Your B2 ZEN is a managed, distraction-free device. Software policy, the app catalogue and technical support are all handled from the Megalife app on the phone.

Setup guide and video: megalifephone.com/setup

1 · Safety first

- Charge only with a 5 V / 2 A charger. Fast-charge and high-voltage chargers are not supported and can damage the battery.
- This device runs a customised Android 13 build. Do not root or flash it — doing so breaks security, may stop the device working and voids the warranty.
- Protect the touchscreen from sharp objects, heavy pressure, water, damp, direct sun and high temperatures.
- Do not use the device while driving or in hazardous environments. Children should be supervised.
- Do not disassemble the device. Service must be carried out by an authorised partner.
- Keep the device and small parts away from infants and young children.

Limited warranty · Exclusions

What is not covered

Accidental damage, liquid ingress, drops, crushing or cosmetic wear.

Unauthorised disassembly, repair, rooting or flashing of the operating system.

Use of non-approved chargers. Charge only with a 5 V / 2 A supply.

Consumable wear of the battery, and loss of data. Back up before service.

Third-party software or content, and any device with a removed or altered IMEI.

Service is provided by the seller or an authorised Megalife service partner.

Limited warranty · Registration & coverage

Registration

Warranty registration is completed during device setup. No paper registration card needs to be completed or sent in.

Keep your receipt: warranty claims require proof of purchase and the device IMEI.

What is covered

Device: 12 months from the date of purchase against defects in materials and workmanship.

Charger and USB-C cable: 3 months.

This warranty does not affect your statutory consumer rights.



Power and battery

Charging: input 100–240 V, 50/60 Hz, 0.5 A; output 5 V, 2 A (10 W). Do not pierce, crush, short-circuit, burn or heat the battery above 45 °C. Replace only with the specified battery, and recycle used batteries according to local law.

2 · Specifications

Screen	2.83" capacitive touchscreen, 480 x 640, multi-touch
System	Android 13 (Megalife OS, managed)
Input	T9 physical keypad and touchscreen
Network	4G dual SIM dual standby, Wi-Fi, Bluetooth 5.0, hotspot
Storage	Internal storage, microSD (TF) up to 128 GB
Cameras	Front camera; rear camera with flash
Ports	USB-C charge / data, dual SIM slot, TF slot
Other	Physical quick-dial, breathing light

3 · Buttons and ports

Front

Touchscreen, earpiece / speaker, front camera and the T9 keypad: left soft key, right soft key, call key, power / end key, OK key, four-way navigation keys, number keys 0–9 and the * and # keys.

Sides, top and bottom

- Left side: SIM 1 / SIM 2 and microSD (TF) card tray.
- Right side: volume up and volume down.
- Top: microphone. Bottom: USB-C port.
- Back: rear camera and Megalife badge on the battery cover.

4 · Cards and first start

Insert SIM and memory card

With the device powered off, open the side tray with the supplied pin. Place SIM cards with the chip facing up and the microSD card with the chip facing down, then push the tray fully home.

Power on

Press and hold the power / end key for 3–5 seconds.

Unlock

Press the left soft key, then the * key.

Update first

After you connect to Wi-Fi, open Settings > System > System update and install the latest software before you start using the phone. Updates include security and app policy fixes.

5 · Everyday use

Keys

Call key	Answer a call, open the dialler
Power / end	End a call, return home, hold for power on / off
OK key	Confirm a selection, page through lists
Number keys	Dial, and type in English or Hebrew

Touchscreen

- Tap to open an app; press and hold an icon for its options.
- Swipe down from the top edge for the notification shade.
- Swipe to scroll; swipe with two fingers to take a screenshot.

Calls, messages and contacts

- Dial from the keypad or the touchscreen, and choose either SIM for the call.
- Hold a number key to quick-dial a saved contact.
- Send and receive text and picture messages.
- Add, edit, group and back up contacts; contacts can be stored on either SIM.

6 · Connections

Dual SIM	Settings > Network & internet > SIMs — set the default SIM for calls, messages and data, or turn a SIM off.
Wi-Fi	Settings > Network & internet > Internet — turn on Wi-Fi, choose a network and enter the password.
Bluetooth	Settings > Connected devices — pair headphones, speakers and wearables.
Hotspot	Settings > Network & internet > Hotspot & tethering — share mobile data.

7 · Apps and storage

The B2 ZEN is a managed, distraction-free device. Apps are installed from the Megalife app catalogue. Installation of unknown apps is blocked by design. Request additional apps and technical support from the Megalife app on the phone.

- microSD card: after inserting a card you can store photos, videos and files on it.
- Camera: photo and video with flash; the volume key can act as a shutter.

Démarrage rapide · Français

1 · Insérer la carte SIM

Téléphone éteint, ouvrez le tiroir SIM avec la broche. Insérez la carte puis refermez doucement.

2 · Allumer

Maintenez le bouton marche/arrêt pendant 3 à 5 secondes. Choisissez la langue du téléphone.

3 · Connecter le Wi-Fi

Dans les paramètres réseau, choisissez votre réseau et saisissez le mot de passe.

4 · Mettre à jour

Ouvrez Paramètres > Système > Mise à jour du système. Installez la dernière version avant utilisation.

5 · Configurer le téléphone

Connectez-vous à votre compte Megalife et terminez la configuration. La garantie est enregistrée lors de cette configuration.

Appels et sécurité

Composez un numéro puis appuyez sur la touche d'appel. Utilisez uniquement une alimentation 5 V / 2 A. Gardez le téléphone au sec.

הוראות התחלה פשוטות

1 • הכנסת SIM

כשהטלפון כבוי, פתחו את מגירת ה-SIM בעזרת הסיכה. הכניסו את הכרטיס וסגרו בעדינות.

2 • הפעלת הטלפון

לחצו לחיצה ארוכה על לחצן ההפעלה למשך 3-5 שניות. בחרו את שפת המכשיר.

3 • חיבור ל-Wi-Fi

פתחו את הגדרות הרשת, בחרו את הרשת שלכם והזינו את הסיסמה.

4 • עדכון תוכנה

פתחו הגדרות, מערכת, עדכון מערכת. התקינו את העדכון האחרון לפני השימוש.

5 • הגדרת המכשיר

היכנסו לחשבון Megalife והשלימו את ההגדרה. רישום האחריות מתבצע במסגרת הגדרת המכשיר.

שימוש ובטיחות

לחיוג, הקלידו מספר ולחצו על לחצן השיחה. טענו רק עם ספק כוח 5 A 2 V. שמרו על המכשיר יבש.

8 • Settings (Android 13)

- Display: brightness, adaptive brightness, screen timeout, font size, dark theme, breathing light.
- Sound and vibration: ringtones, alert sounds, individual volumes, haptics.
- Wallpaper: system wallpapers and your own images.
- Accessibility: large fonts, magnification and spoken feedback.
- Security: screen lock, face unlock, app permissions.
- Privacy and location: per-app permissions and the location switch.
- Safety and emergency: medical information, emergency contacts, crash detection.
- System: language and input, gestures, date and time, software update, reset.

9 • Battery and charging

- Charge with the supplied USB-C cable and a 5 V / 2 A charger; avoid heavy use while charging.
- Recharge before the level drops very low, and avoid repeated full discharges.
- For long storage, leave the battery at about 50 % and power the device off.
- To save power, turn off Bluetooth and hotspot when not needed and shorten the screen timeout.

10 • Troubleshooting

Touch not responding	Remove water or protective film from the screen and restart.
Keys not responding	Clean around the keys and restart. If the device is wet, let it dry fully first.
No signal or calls	Reseat the SIM, toggle airplane mode, and check carrier coverage.
Wi-Fi drops or lag	Reconnect to the network and close background apps.
Not charging	Try the original cable, clean the port and use a 5 V / 2 A charger.
Forgotten passcode	A factory reset clears device data; contacts stored on the SIM remain.

Still stuck? Open the Megalife app on the phone and submit a support request, or email support@megalifephone.com.

11 • Warranty summary

- Device: 12 months. Charger and cable: 3 months.
- Not covered: accidental or liquid damage, drops, disassembly, rooting or flashing, and non-approved parts or chargers.

- Hardware faults only. Third-party software issues and data loss are not covered

Full warranty terms are at the back of this manual.

12 · Health and safety

Electrical safety

- Use only the specified battery and power supply. Other supplies may be unsafe.
- Connect only to correctly earthed, standards-compliant sockets and equipment.
- Use approved accessories only, and do not connect incompatible products.
- Keep metal objects such as coins and keys away from the charging port and contacts.

General care

- Keep the device away from heat sources, damp and rapid temperature change. Let it reach room temperature before switching it on.
- Do not insert objects into openings, and do not block vents.
- Do not place the device above a vehicle airbag or in its deployment zone.
- Unplug before cleaning. Use a slightly damp cloth — never liquid or aerosol cleaners.

- Lower the volume before using headphones. Prolonged loud audio can damage hearing.
- Take breaks during long typing sessions and use predictive text to reduce keystrokes.
- Like all wireless phones, this device cannot guarantee a connection in every environment. Do not rely on it alone for emergency communication.

Radio frequency exposure

The device has a built-in antenna. Hold it in its normal operating position and avoid covering the antenna area, which can reduce call quality and make the device transmit at higher power. The measured specific absorption rate (SAR) is within the limits set by the applicable regulations; keep the device at least 10 mm from the body during use.

13 · Regulatory information

CE This device carries the CE mark and complies with the applicable EU legislation on radio equipment, low voltage, electromagnetic compatibility and the restriction of hazardous substances (RoHS). RF exposure meets the applicable SAR limits; keep the device at least 10 mm from the body during use. Charge only with a 5 V / 2 A supply.

Disposal Do not dispose of this device or its battery with household waste. Take it to a designated collection point for electrical and electronic equipment recycling.

Keep this manual and proof of purchase for future reference.

FCC Statement

This device complies with part 15 of the FCC rules. Operation is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

NOTE: This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

The device has been evaluated to meet general RF exposure requirement. The device can be used in portable exposure condition without restriction.

The device has been evaluated to meet general RF exposure requirement.
The device can be used in an uncontrolled environment without restriction.

This device meets the government's requirements for exposure to radio waves. The guidelines are based on standards that were developed by independent scientific organizations through periodic and thorough evaluation of scientific studies. The standards include a substantial safety margin designed to assure the safety of all persons regardless of age or health. The SAR limit of USA (FCC) is 1.6 W/kg averaged. Device types: Mobile Phone (FCC ID: 2BXPB-B2) has also been tested against this SAR limit. SAR information can be viewed on - line at <http://www.fcc.gov/oet/ea/fccid/>. Please use the device FCC ID number for search. This device was tested simulation typical 0 mm to head and 10mm to body. To maintain compliance with FCC RF exposure requirements, use accessories should maintain a separation distance between the user's bodies mentioned above, use accessories should not contain metallic components in its assembly, the use of accessories that do not satisfy these requirements may not comply with FCC RF exposure requirements, and should be avoided.