RHINO C65R

User Manual



Table of Contents

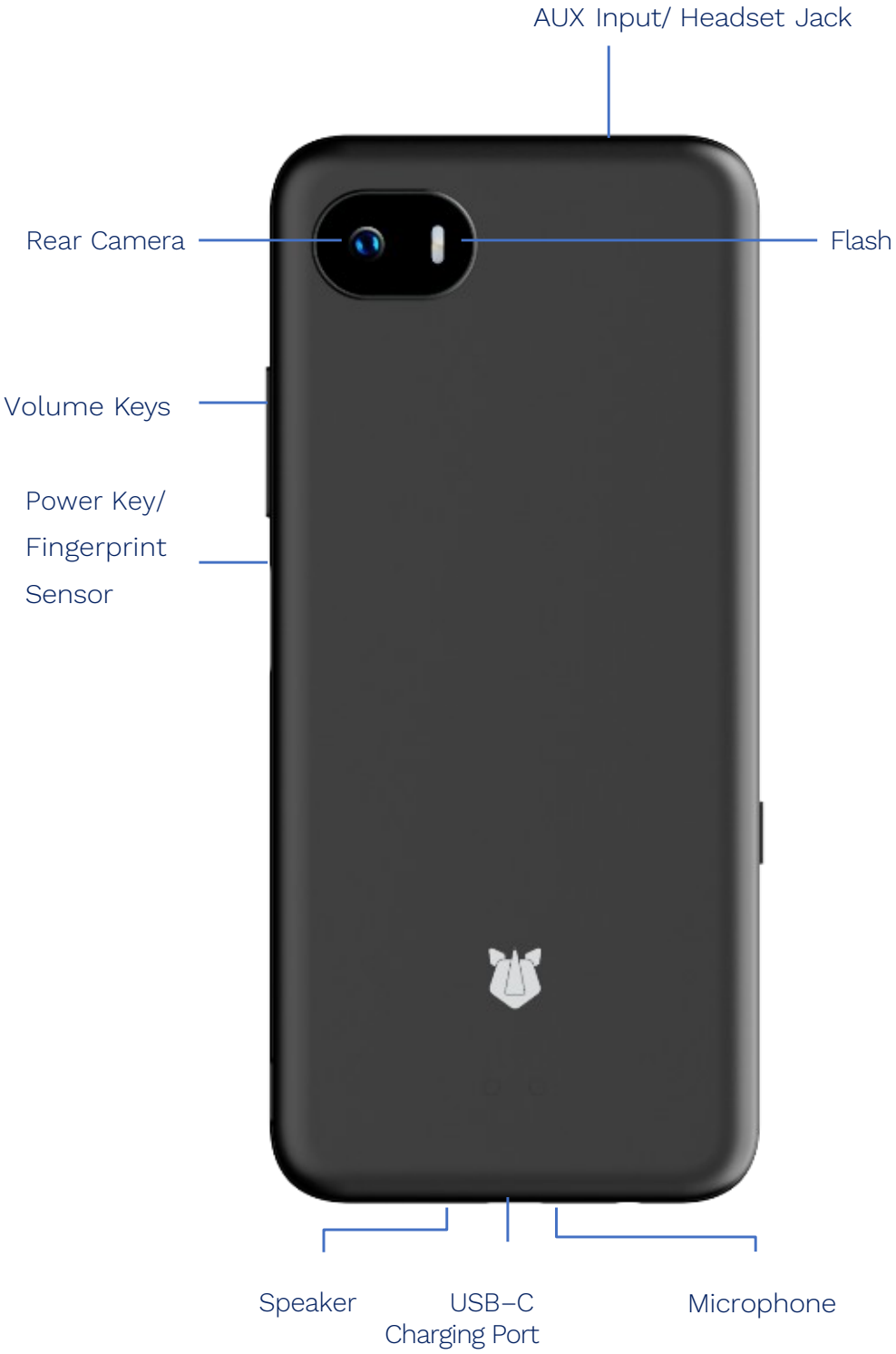
Device Overview.....3
Getting Started.....5
Device Maintenance.....28
Regulatory Information.....30
Manufacturer Information.....32
EU Regulatory Conformance.....32
FCC Statement.....33
IEEE 1725 Statement.....36
Warranty Information.....37
Customer Support.....38

Device Overview

Front View



Back View


AUX Input/ Headset Jack
Rear Camera
Flash
Volume Keys
Power Key/
Fingerprint
Sensor
Speaker
USB–C
Charging Port
Microphone

Getting Started

Inserting a SIM Card

1. Turn off the device.
2. Insert the SIM ejector tool into the SIM tray release hole on the left side of the device.
3. Firmly but gently push until the tray pops out.
4. Remove the tray and place the nano SIM card in the tray.
5. Gently push the tray back into its slot.

Set Up eSIM

1. Open the **Settings** app.
2. Tap **Network & internet**.
3. Select **SIMs**.
4. Tap **Set up an eSIM**.
5. Enter the **activation code** or **scan QR code**, then follow the steps to install your new eSIM.

How To Use Dual SIMs

You can utilize two SIMs—a physical SIM card and an eSIM—and choosing which SIM handles specific actions, such as messaging or calling, through the Dual SIM Dual

Standby (DSDS) feature.

Change Dual SIM Preferences

You can choose which SIM your device uses for data, calls, text messages, and more. Your device uses that SIM automatically.

Set default SIM for data, calls, and text messages

1. Open your **Settings** app.
2. Tap **Network & internet** > **SIMs** > your network.
3. For each network, set your preferences:
    a. **Data:** Toggle **Mobile data** to access data using the mobile network.
    b. **Calls:** Tap **Call Preference**. Then pick your default carriers or tap **Ask me every time**.
    c. **Texts:** Tap **SMS Preference**. Then pick your default carriers or tap **Ask me every time**.

    Important: Only one SIM can be the default for data. If you already have one set up, you'll get a notification.

Use a different SIM during calls

Calls: If you're on a call, you can't get another call through the other SIM at the same time. Calls to the

other SIM will go to voicemail.

Data: Most data uses the default SIM selected for data. During a call, however, mobile uses the SIM handling that call.

To use data during calls on a SIM not normally used for data:

1. Open your Settings app.
2. Tap Network & internet and select SIMs.
3. Turn on Data during calls.

Note: Some combinations of SIM networks may not work well together. If you see a notification that says “Voice Unavailable” or “Voice Interruptions,” the networks on your two SIM may be experiencing compatibility issues. Contact your mobile carrier for assistance.

Inserting a MicroSD Card

1. Turn off your device.
2. Pull out the card holder from the SIM/microSD card slot.
3. Place the microSD card into the microSD card slot of the card tray, and then push the card tray into

the device.

Note: microSD cards are sold separately.

Charging

Before using your device for the first time, ensure the battery is fully charged.

1. Insert the USB Type-C end of the provided charging cable into the device's USB Type-C charging port.
2. Plug the other end of the cable into a compatible USB power adapter.
3. Connect the power adapter to a reliable power outlet.

Note:

1. To ensure optimal performance and safety, always use the original USB Type-C charging cable provided with your device.
2. Using third-party or incompatible cables may damage the battery or the device and void the warranty.

Battery

Your device has a removable battery. If the battery needs to be removed or replaced, use only a Rhino

authorized battery approved by the manufacturer.

To remove the back panel and battery:

1. Turn off the device.
2. Insert a fingernail or plastic pry tool into the seam at the corner of the back panel. Do not use a metal object to pry open the back panel as this may damage the device.
3. Gently work the tool around the edge of the panel to release the clips, then lift the panel off.
4. Locate the battery and gently lift it out.

Note:

1. Use only plastic tools when removing the back panel to avoid damaging the device.
2. Removing the back cover or battery using improper tools or techniques may damage the device and void the warranty.

Power On Your device

1. Press and hold the Power button until the device logo appears on the screen.
2. Once the device boots up, unlock the screen using

your chosen method: Swipe, PIN, Password, or Pattern.

3. After successful unlocking, the Home screen will be displayed.

Power Off Your Device

1. Swipe down from the top of the screen to open the notification panel.
2. Tap and hold the Power icon. Tap Power off option on the screen.

Locking the Screen

To lock the screen, press the Power Key.

Note: It is recommended to lock the screen to protect your information and reduce battery usage. You can set up your device to automatically lock after a certain period.

To do so, place your finger near the bottom center of the screen, and swipe up to open all apps. Tap Settings > Display > Screen timeout.

Unlocking the Screen

The screen is locked by default when you turn on the device. To unlock the screen:

1. Press the **Power Key**.
2. Place your finger near the center of screen and swipe up.
3. If you previously set up an unlock security option, draw a pattern, use your fingerprint, or enter PIN.

Screen Lock

Swipe up from the Home screen, then tap **Settings** > **Security** > **Screen lock**.

Select one of the following options:

- **None:** No screen lock.
- **Swipe:** Unlock by swiping the screen.
- **Pattern:** Create a pattern to unlock the screen.
- **PIN:** Set a numeric PIN to unlock the screen.
- **Password:** Set a password to unlock the screen.

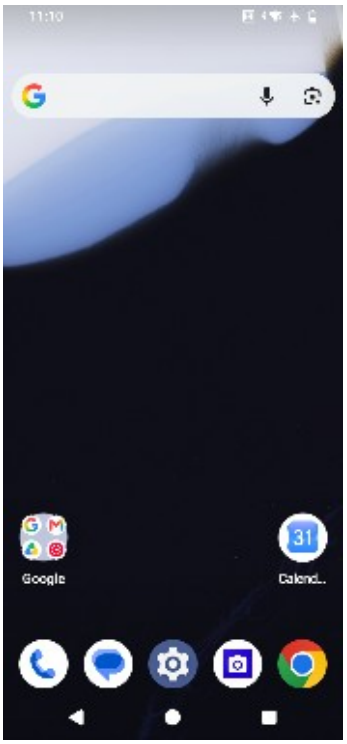
Fingerprint Sensor

To set up the fingerprint security option, swipe up to open All Apps. Tap **Settings > Security & privacy** > **Device unlock** > **Face & Fingerprint Unlock** and follow the on-screen instructions.

Note: After setting up the fingerprint option, please

allow the device display to go to sleep naturally (default is 1 minute) before the first use. This process must be followed every time a fingerprint is changed.

Home Screen



The Home screen is the primary interface of your device. It displays app icons, folders, and widgets. To return to the Home screen from any app or screen, press the Home Key.

Customizing Your Home Screen

Adding an App Shortcut

1. Open the apps by swiping up on the Home screen.
2. Long-press the app icon you want to add.
3. Drag the icon to the top of the screen until the Home screen appears.
4. Drag the icon to your desired location on the Home screen and release.

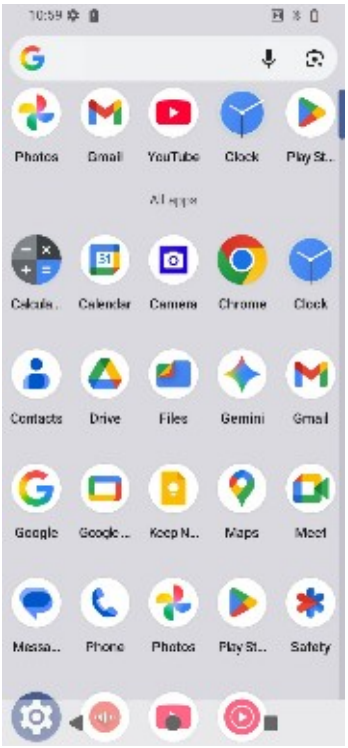
Removing an App Shortcut

1. Long-press the app icon you want to remove until it starts to wiggle, and removal options appear.

2. Drag the app icon to the X Remove icon at the top of the screen.
3. Release your finger to remove the app shortcut from the Home screen.

App List

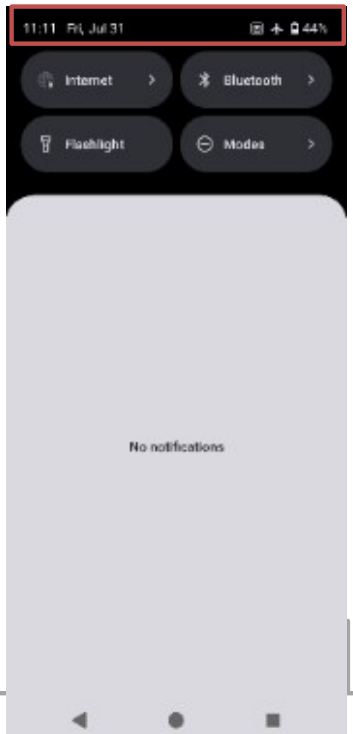
To display the app list, swipe up from the Home screen.



Status Bar and Notification Panel

The Status bar, located at the top of the screen, provides quick access to device information and notifications. It displays:

1. System Status Icons: Icons indicating network connectivity,



Wi-Fi, Bluetooth, battery level,
and more.

2. Notification Icons: Icons indicating new notifications, such as messages, emails, or app updates.
3. Time and Date: The current time and date.

To view both panels, place your finger on top center of the screen, and slide down, then tap an icon to view details.

Using the Touch Screen

All functions of the device, except for power and volume, are performed on the touch screen. The following finger actions may help you easily understand how to use the touch screen.

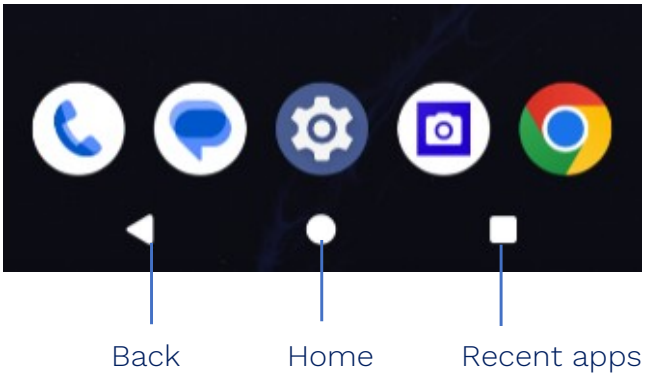
- Tap: With your finger, touch an item (i.e. application or widget) to run it, or access a menu or option.
- Double tap: Tap an item twice with your finger.
- Drag: Tap and hold your finger on an item, then slide it without losing contact with the screen.
- Swipe: Place your finger on an empty area of the screen and move it up, down, left, or right.
- Pinch: Place two fingers on the screen and move

them apart to zoom into a picture, document, or webpage; or move them together to zoom out.

- **Select and tap:** Tap an item in the list of options available.
- **Press and hold:** Press a key or any item for a few seconds until a list of options appears.

Caution: Do not use sharp tools that can scratch the touch screen.

Key Functions



Back key

- Tap to return to the previous screen and exit the running application.
- Tap to close the on-screen keyboard in text input mode.

Home Key

- Tap to return to the main screen.

- Tap and hold to open the Google search.

Recent Apps Key

- Tap to open the list of recently used apps.

Screen Orientation

For optimal viewing experience, the screen orientation changes automatically depending on how you hold the device.

Note: To enable or disable auto-rotate, place your finger near the top center of the screen, and slide down to view the Status and Notification panel, then tap the Auto-rotate icon.

Programmable Function Key

The programmable function key located on the left side of the device can be assigned to a function of your choice.

1. Open **Settings** .
2. Select **Accessibility**.
3. Tap **Programmable function key**.
4. Choose the function you want to assign to the key.

Once configured, press the programmable function key

to quickly access the selected function.

Make a Call

1. Open your device's Phone app.
2. Pick who to call.
3. To enter a number, tap **Keypad**.
4. To pick a saved contact, tap **Contacts**.
5. To pick a number that you recently called, tap **Recents**.
6. To call a favorite contact, tap **Favorites**, then select the contact you want to call.
7. Tap **Call**.

When you've finished with the call, tap the **End call** button. If your call is minimized, tap the phone icon on the Status Bar to maximize the call screen, tap End call.

Make an Emergency Call

If you're in an emergency, you can use your device to start emergency actions like calling for help, sharing your location with your emergency contacts, and recording video.

To set up emergency calling

- Open **Settings**.
- Tap **Safety & Emergency**.
- Select **Emergency SOS**, then tap **Try a demo**.

To make an emergency call

1. On your device, press the power button 5 times or more.
2. Depending on your settings, touch and hold inside the red circle for 3 seconds or wait for the automatic countdown to start the emergency call.
3. After you start an emergency call, other emergency actions begin based on your settings.

Send a Message

1. Open **Messages** from the home screen. Or swipe up to reveal the list of apps, then tap **Messages**.
2. Once open, tap **Start Chat**. In the **To** field, select a contact, type your message, and tap **Send**.

Browsing the Internet

Chrome is a popular web browser developed by Google.

1. Locate the **Chrome** app on your device's Home screen.

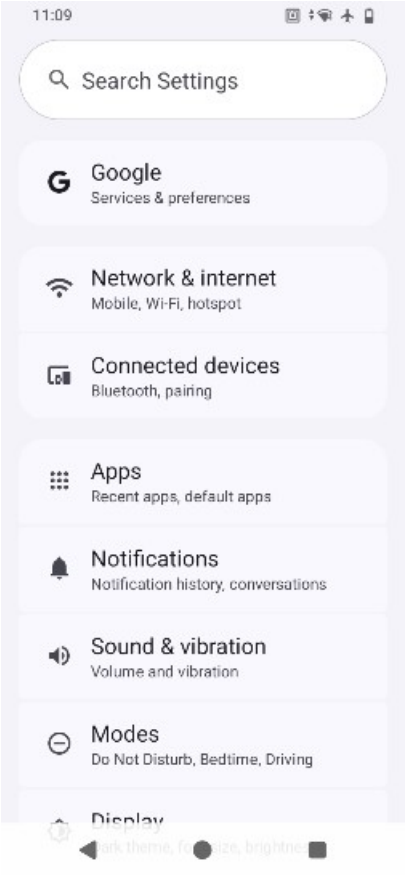
2. Tap the search bar at the top of the screen and enter the keywords you want to search.
3. Tap the search icon or press the **Enter key** to initiate the search.

Connecting to the Internet Using Wi-Fi

1. Swipe up to reveal All Apps.
2. Tap **Settings** > **Network & internet** > **Internet** > **Wi-Fi**.
3. Tap the slider to turn it On.
4. The device will scan for Wi-Fi networks in range.
5. Tap the network you want to connect to.
6. Type a password (if connecting to a secure network).
7. Tap **Connect** to connect to the selected Wi-Fi network.

Note: The range and quality of the Wi-Fi signal is affected by the distance between the device and the wireless router, the number of connected devices, infrastructure, and objects through which the signal is transmitted.

Set Up Hotspot



1. Open your device's **Settings** app.
2. Tap **Network & internet** > **Hotspot & tethering** > **Wi-Fi hotspot**.
3. On the other device, open that device's list of Wi-Fi options.
4. Pick your device's hotspot name.
5. Enter your device's hotspot password.
6. Tap **Connect**.

Connect to VPN

Add a saved network

1. Get your VPN information from your administrator.
2. Open your device's **Settings** app.
3. Tap **Network & internet** > **VPN**.
4. At the top right, tap **+**.
5. Enter the information from your administrator.
6. Tap **Save**.

To connect to a VPN

1. Open your device's **Settings** app.
2. Tap **Network & internet** > **VPN**.
3. Tap the VPN that you want.
4. Enter your username and password.
5. Tap **Connect**.
6. If you use a VPN app, the app opens.

Connect to Bluetooth

1. Open your device's **Settings** app.
2. Tap **Connected devices** > **Connection preferences** > **Bluetooth**.
3. Make sure that **Bluetooth** is turned on.
4. In the list of paired devices, tap a paired but unconnected device.
5. When your device and the Bluetooth device are connected, the device shows as 'Connected'.

Transferring Files to Your Computer

1. Connect your device to your computer using the USB Type-C cable.
2. A notification will appear on your device. Tap it to

open USB Preferences.

3. Choose File Transfer to enable file transfer mode.

Note:

1. **MTP Driver:** For optimal file transfer, ensure that the MTP (Media Transfer Protocol) driver is installed on your computer.
2. **PTP Mode:** If MTP is not supported, your device may switch to PTP (Picture Transfer Protocol) mode. This mode is primarily for transferring photos using camera software and may have limitations for other file types.

Accessing Files on Your Device

To manage and view files stored on your device or microSD card:

1. Swipe up from the Home screen to open the apps.
2. Tap the **Files** app.
3. Use the app's interface to browse through your device's storage and microSD card.

Note: A microSD card is not included with your device and must be purchased separately.

Use the Camera App

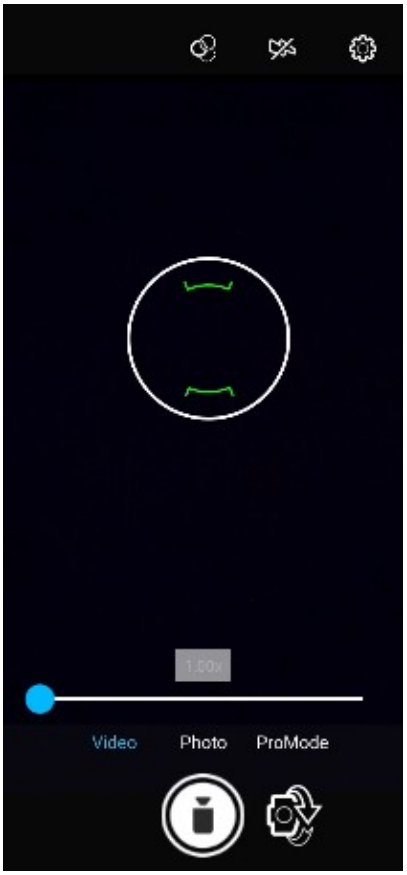


To take a photo or record a video:

1. Tap the **Camera** app icon on the Home screen.
2. Use the viewfinder to frame your subject.
3. Tap the screen to focus on a specific area or subject.
4. Tap the shutter button to take a photo.

   You can also quickly open the **Camera** app by pressing the Power Key three times.

Recording a Video



1. Open the **Camera** app from your Home screen.
2. Tap **Video** to switch to video recording mode.
3. Use the viewfinder to frame your subject.
4. Tap record button to begin recording.
   Tap pause button to temporarily pause the recording.
5. Tap the same button again to resume recording.
6. Tap the stop button to end the recording.

Sound Settings

To customize your device's sound settings

1. Swipe up from the Home screen and tap **Settings**.
2. Tap **Sound & vibration**.

Adjust Volume Levels

1. **Media Volume:** Adjust the volume for media playback, such as music and videos.

2. **Call Volume:** Adjust the volume for incoming calls.
3. **Ring Volume:** Adjust the volume for ringtones and alarms.
4. **Notification Volume:** Adjust the volume for notifications.
5. **Alarm Volume:** Adjust the volume for alarms.

Update Software

Android Updates

1. Open your device's **Settings** app.
2. Tap **System** > **System updates**.
3. You'll find your update status. Follow the next steps on the screen.

Security Updates and Google Play Updates

1. Open your device's **Settings** app.
2. Tap **Security & privacy** > **System & updates**.
3. To check if a Google Play system update is available, tap **Google Play system update**.
4. Follow the next steps on the screen.

Back Up or Restore Data

You can back up content, data, and settings from your device to your Google Account. You can restore your backed up information to the original device or to some other Android devices. You can't use back up when you set up a personal device with a work profile or for work only, or when you set up a company-owned device.

Manually Back Up Data and Settings

There are two ways to access the back-up option.

1. Settings > Google > All service > Backup & restore > Backup > Back up now.
2. Settings > Security & privacy > System & updates > Backup > Back up now.

Get Your Data Onto a New Device

When you add your Google Account to a device that's been set up, what you'd previously backed up for that Google Account gets put onto the device.

To restore a backed-up account to a reset device, follow the on-screen steps.

Important: You can't restore a backup from a higher Android version onto a device running a lower Android version.

Reset Your Device

To remove all data from your device, you can reset your device to factory settings.

1. Open your device's **Settings** app.
2. Tap **System** > **Reset options** > **Erase all data (factory reset)**.
3. To erase all data from your device's internal storage, select **Erase all data**.
4. If needed, your device asks for your PIN. Enter your PIN and then tap **Erase all data**.
5. When your device finishes the reset, pick the option to restart.

Device Maintenance

The following list shows how to maintain your device, together with precautions to take.

- Maintain your device in dry conditions and keep it within normal operating temperatures.
- IMPORTANT - Do not dry your device in a microwave oven. If you do, sparks can occur and cause an explosion or fire.
- Do not use or store your device in dusty, dirty, humid, or wet areas.
- Do not attempt to disassemble your device. This will immediately void the warranty.
- Do not drop or cause severe impact to your device.
- Do not sit on or apply pressure to the device.
- Do not use chemical products, cleaning solvents or detergents to clean your device.
- Use only Rhino authorized batteries, battery chargers and accessories. Any malfunction or damage caused by the use of unauthorized batteries, battery chargers and accessories will void the limited product warranty. Ensure that the battery charger does not come in contact with conductive objects.

- The battery is not fully charged when you take it out of the box. Do not remove the battery pack when the device is charging.
- If children use the device, make sure that they are under supervision of an adult and use it properly.
- Keep your device and its accessories out of the reach of pets.

Battery Warning

This device has a removable battery. Use caution when removing or replacing the battery, and use only a Rhino authorized battery approved by the manufacturer.

- The battery is flammable, do not expose the battery to fire, excessive heat, or water, and do not puncture, crush, or disassemble it.
- Improper removal, replacement, or use of an unauthorized battery may damage the device, cause injury, or void the warranty.
- If the battery becomes damaged, swollen, or shows signs of leakage, stop using the device immediately and contact an authorized service provider.

Regulatory Information

CE Statement

1. The adapter shall be installed near the equipment and shall be easily accessible.
2. Do not use the device in the environments with extremely high or low temperatures, and never expose the mobile phone under to strong sunshine or very wet conditions. The typical operating temperature for the product is -10°C to 55°C (14°F to 131°F), up to 40°C while charging.
3. Caution: Risk of explosion if the battery is replaced with an incorrect type. Dispose of used batteries according to the instructions.
4. The SAR limit of Europe is 2.0 W/kg. This device was tested for typical body-worn operations with the back of the device kept 5 mm from the body. To maintain compliance with RF exposure requirements, use accessories that maintain a 5 mm separation distance between the user's body and the back of the device. Belt clips, holsters, and similar accessories should not contain metallic components in their assembly. Accessories that do not satisfy these requirements may not comply

with RF exposure requirements and should be avoided.

5. RF Frequency and power

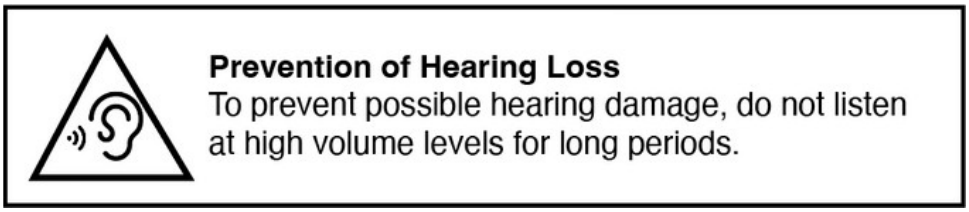
WWAN		
Frequency Band		Maximum output power(dBm)
WCDMA Band I		25.00
WCDMA Band VIII		25.00
LTE B1		24.50
LTE B3		24.50
LTE B7		23.50
LTE B8		24.50
LTE B20		24.50
LTE B28		24.50
LTE B38		24.50
LTE B41		27.00
NR n7		23.50
NR n28		24.50
NR n41		26.00
NR n77		28.00
NR n78		27.00
WLAN		
Standard	Frequency	EIRP Power(dBm)
WIFI 2.4G	2.4~2.4835GHz	17.49
WIFI 5G	5.15~5.25GHz	14.98
	5.725~5.825GHz	13.20
BLUETOOTH		
Bluetooth Version		EIRP Power(dBm)
EDR		9.65
LE		9.98
NFC		
Frequency	13.56MHz	-10.64 dBμA/m at 10m

6. The Wi-Fi function is restricted to indoor use only when operating in the 5150 MHz to 5350 MHz frequency range.

7.

	AT	BE	BG	HR	CY	CZ	DK
	EE	FI	FR	DE	EL	HU	IE
	IT	LV	LT	LU	MT	NL	PL
	PT	RO	SK	SI	ES	SE	UK

Prevention of Hearing Loss



Manufacturer Information

Rhino Mobility LLC

8 The Green, Suite A, Dover, Delaware,19901, USA

EU Regulatory Conformance

Hereby, Rhino Mobility LLC declares that this device is in compliance with the essential requirements and other relevant provisions of Directive 2014/53/EU.

For the declaration of conformity, visit the website rhinomobility.com

FCC Statement

FCC ID: 2AUOUC65R

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.

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 of the following measures:

1. Reorient or relocate the receiving antenna.
2. Increase the separation between the equipment

and receiver.

3. Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
4. Consult the dealer or an experienced radio/TV technician for help.

FCC Caution: Any changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate this equipment.

This transmitter must not be co-located or operating in conjunction with any other antenna or transmitter.

Radiation Exposure Statement

This device meets the government’s requirements for exposure to radio waves.

This device is designed and manufactured not to exceed the emission limits for exposure to radio frequency (RF) energy set by the Federal Communications Commission of the U.S. Government.

The exposure standard for a wireless device employs a unit of measurement known as the Specific Absorption Rate, or SAR. The SAR limit set by the FCC is 1.6W/kg.

Tests for SAR are conducted using standard operating positions (10mm) accepted by the FCC with the device transmitting at its highest certified power level in all tested frequency bands.

For Country Code Selection Usage (Wi-Fi Devices)

Note: The country code selection is for non-US models only and is not available for US models. Per FCC regulation, all Wi-Fi products marketed in US must be fixed to US operation channels only.

HAC

Your device is compliant with the FCC Hearing Aid Compatibility requirements.

The FCC has adopted HAC rules for digital wireless devices. These rules require certain devices to be tested and rated under the American National Standard Institute (ANSI) C63.19-2011 hearing aid compatibility standards. The ANSI standard for hearing aid compatibility contains two types of ratings:

- M-Ratings: Rating for less radio frequency interference to enable acoustic coupling with hearing aids.

- T-Ratings: Rating for inductive coupling with hearing aids in telecoil mode.

Not all devices have been rated. A device is considered hearing aid compatible under FCC rules if it is rated M3 or M4 for acoustic coupling and T3 or T4 for inductive coupling. These ratings given on a scale from one to four, where four is the most compatible.

IEEE 1725 Statement

1. Do not disassemble, open, crush, bend, deform, puncture, or shred the battery.
2. Do not modify or remanufacture, attempt to insert foreign objects into the battery, immerse or expose to water or other liquids, expose to fire, explosion or other hazard.
3. Only use the battery with a charging system that has been qualified with the system per CTIA Certification Requirements for Battery System Compliance to IEEE 1725. Use of an unqualified battery or charger may present a risk of fire, explosion, leakage, or other hazard.
4. Replace the battery only with another battery that has been qualified with the system per this standard, IEEE-Std-1725. Use of an unqualified

battery may present a risk of fire, explosion, leakage or other hazard. Only authorized service providers shall replace battery. (If the battery is non-user replaceable).

5. Promptly dispose of used batteries in accordance with local regulations.
6. Improper battery use may result in a fire, explosion, or other hazard.
7. Do not replace the battery with an unauthorized battery pack. Improper replacement may present a risk of fire, explosion, leakage, or other hazard. Contact the manufacturer for replacement instructions.
8. The device recognizes the battery via battery ID resistance.
9. The device shall only be connected to CTIA Certification certified adapters, products that bear the USB-IF logo or products that have completed the USB-IF compliance program.

Warranty Information

Please visit our website for details on warranty information. kb.rhinomobility.com/support/rhino-warranty

Customer Support

Before reaching out, please prepare the following information to ensure we can help you as quickly as possible:

- A detailed description of the issue you're facing
- Detailed steps to replicate the issue (if available)
- Images or video of the issue (if available)
- Logs from the device for software-based issues
- Device details
- Android version
- Model name
- Build number (software version) - Locate in **Settings** > **About** > **Build number**
- Serial number/IMEI
- Number of devices affected
- Period of time this issue has been present

Should you experience an obvious hardware issue (dead pixels, unusable ports, etc.), please state this clearly

when raising an issue with the Rhino Mobility support team, as an RMA process will need to be initialized for in-warranty devices.

With all of the information above prepared, please submit a request to support@rhinomobility.com