

# Welcome to Posh Mobile Support



Thank you for your purchase of a Posh Mobile device.

All Posh Mobile devices carry a One (1) year Manufacturers Limited Warranty against defects, which does not cover physical or water damage.

If you are experiencing an issue with your device, which is NOT related to physical damage, we encourage you to take the following steps.

1

Contact the retailer where the device was purchased, along with your receipt, to seek an immediate resolution.

2

Visit our FAQ page for answers and solutions to commonly asked questions and issues.  
[FAQ & Issues](#)

3

Send an eMail to our support department if you have already spoken to the retailer and read the FAQ.

[support@poshmobile.com](mailto:support@poshmobile.com)

[FAQ & Issues](#)

Question: How can I hard reset my Posh Mobile Phone?

**Answer:** For the Posh Mobile Pegasus C350 (Android 2.3). The only way to hard reset the unit is to return to the point of sale where you purchased your Posh Mobile Device and have the phone re-flashed with the latest factory software available via Posh Mobile Dealer Support.

This is a more technically advanced process which requires the expertise of the retailer or service partner.

Should the dealer require assistance with software, he can contact us via [support@poshmobile.com](mailto:support@poshmobile.com)

**Answer:** For the Posh Mobile S400, X500, S450 and S580 (Android 4.2):

1. Power on volume up + power:
2. You will reach android robot
3. Wait 5 seconds
4. Press power button once
5. Menu will appear
6. Use volume down to scroll down to wipe data/factory reset
7. Press volume up to select wipe data/factory reset
8. Use volume down to scroll down to YES
9. Use volume up to select YES

Question: How can I factory reset my Posh Mobile Phone?

**Answer:** For the Posh Mobile Pegasus C350 (Android 2.3)

1. Go to Settings
2. Privacy
3. Factory Data Reset

**Answer:** For the Posh Mobile S400, X500, S450 and S580 (Android 4.2):

1. Go to Settings
2. Backup and reset

Question: My phone's internet, app store or Picture Messaging doesn't work – where can I get the settings?

Each mobile phone company has their own unique internet settings for your phone to work. The Posh Mobile Phones have these settings preloaded, but due to recent changes or upgrades to your particular service, you may need to reload the settings into your phone so internet, app store and picture messaging all work properly.

**For the Posh Mobile S400, X500, S450 and S580 (Android 4.2):** Please go your mobile phone service's webpage and seek "APN, Access Point Name or Internet Settings" for your particular service. Once you have located the settings you can load them into your device manually via the below instructions:

1. Pull down the notifications screen & tap on Settings
2. Tap on Mobile Data (some phones say "more")
3. Tap Mobile Networks (some phones have "Access Point Names" here)
4. Tap Access Point Names
5. Press the menu button

6. Select New APN
  - Name:
  - APN: (Enter Carrier Name Here)
  - Proxy:
  - Port:
  - Username:
  - Password:
  - Server:
  - MMSC: (Enter MMSC here)
  - MMS Proxy:
  - MMS Port:
  - MCC: (Enter MCC)
  - MNC: (Enter MNC)
  - APN Type: (Enter APN Type)
7. Select Menu and Save
8. Go back one screen to the APN list and tap on the dot to Enable YOUR CARRIER
9. Restart phone & you are ready to use your Data Services

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From the home screen

1. Press Menu and Select "Settings"
2. Select "Wireless & networks"
  - Check that "Airplane mode" and "Wi-Fi" are unchecked
3. Select "Mobile networks"
  - Check that "Data enabled" is checked.
4. Select "Access Point Names"
5. Delete all existing APNs
  - Select APN
  - Press Menu
  - Select "Delete APN"
6. Create new APN
  - Press Menu
  - Select "New APN"
  - Enter the following information:
    - Name: (Enter YOUR Carrier Name Here)
    - APN\*: (Enter the APN Carrier APN Name Here)
    - Proxy:
    - Port:
    - Username:
    - Password:
    - Server:
    - MMSC: (Enter MMSC here)

- MMS Proxy:
  - MMS Port:
  - MCC: (Enter MCC)
  - MNC: (Enter MNC)
  - Authentication Type:
  - APN type:
  - \*Case sensitive
  - Press Menu and Select "Save"
7. Restart phone & you are ready to use your Data Services

Question: My phone's Bluetooth or WiFi are not working properly or my screen is frozen and I cannot access my phone or information.

**Answer:** For the Posh Mobile Pegasus C350 (Android 2.3). The best and fastest way to resolve this issue is to perform a factory reset to your device. The only way to hard reset the unit is to return to the point of sale where you purchased your Posh Mobile Device and have the phone re-flashed with the latest factory software available via Posh Mobile Dealer Support.

This is a more technically advanced process which requires the expertise of the retailer or service partner.

Should the dealer require assistance with software, he can contact us via [support@poshmobile.com](mailto:support@poshmobile.com). If the factory reset is performed and your issue persists, providing there is no physical damage to the device, you can request a Return Merchandise Authorization at [www.poshmobile.com](http://www.poshmobile.com).

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Question: My Phones LCD is cracked or Broken.

All Posh Mobile Devices come with a One (1) Year Limited Warranty which covers factory defects or malfunction. Physical Damage or Water Damage are not covered under this warranty. The replacement of your phones LCD is an expensive process that can be performed by a variety

of retailers and technical services centers, however the cost of parts and labor combined, many times equals or exceeds the replacement cost of the device. Many consumers will resell their compromised device online “as-is”, then purchase a new Posh Mobile device, thereby saving money in the process.

Question: What does the H+ mean on the top of my display?

For the Posh Mobile S400, X500, S450 and S580 (Android 4.2): The “H+” icon is confirming to you that your Posh Mobile phone is fully connected to the 4G Network for high speed data (H+ is the technical name for 4G).

Question: Are Posh Mobile Phones 4G?

For the Posh Mobile S400, X500, S450 and S580 (Android 4.2): All Posh Mobile Android 4.2 devices are 4G HSDPA+ enables, meaning they will reach a minimum speed of 21mbps. This is the upgrade to 3G and provides a faster internet and connected environment for the user.

Manufacturers’ warranties may not apply in all cases, depending on factors such as use of the product, where the product was purchased, or who you purchased the product from. Please review the warranty carefully, and contact the manufacturer if you have any questions.