

Thank you for choosing our mobile phone!
Please read this manual before use.

Check out our website for video
guides of how to use your phone

www.ttfone.com

We reserve the right to upgrade the software and product and/or to make changes to this user manual without prior notice.

The icons in this user manual may slightly differ from your phone, depending on the phone you purchased. All rights reserved.

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1. Safety Instructions

This user manual includes important safety information. Please read below instructions carefully. It may be dangerous or illegal if you do not follow these instructions.



Pay attention to Traffic Safety

Obey local traffic laws and do not use the phone while driving. Using a cell phone while driving is dangerous and it is illegal in some areas. Radio frequency (RF) signals may affect improperly installed or inadequately shielded electronic systems in motor vehicles such as electronic fuel injection systems, electronic antiskid (antilock) braking systems, electronic speed control systems, and air bag systems. For more information, check with the manufacturer of your vehicle for any equipment that has been added. Do not place objects, including installed or portable wireless equipment in the area over the air bag or in the air bag deployment area.



Pacemaker Interference

Pacemaker manufacturers recommend that a minimum separation of 15.3 centimeters (6 inches) be maintained between a wireless phone and a pacemaker in order to avoid potential interference with the pacemaker.



Turn Off Your Cell Phone in Medical and Health Care Facilities.

Switch off your device in health care facilities when any regulations posted in these areas instruct you to do so. Hospitals or health care facilities may be using equipment that could be sensitive to external RF energy.



Switch Off on Airplanes

Using your device while flying in aircraft is prohibited. Switch off your device before boarding an aircraft. The use of wireless devices in an aircraft may be dangerous to the operation of the aircraft, disrupt the wireless telephone network, and may be illegal.



Accessories and Batteries

Use only the approved accessories and batteries. Please do not try to use with any product that was not manufactured for use with this phone. Please be sure the phone has been switched off before taking out the battery. Please dispose of scrap batteries properly according to the local regulations.



Cell Phone Should Be Turned Off Near Sites of Explosion.

Potentially explosive atmospheres include areas where you would normally be advised to turn off your vehicle engine. Sparks in such areas could cause an explosion or fire resulting in bodily injury or even death. Switch off the device at refueling points such as near gas pumps at service stations and in any area with a potentially explosive atmosphere and obey all signs and instructions. Observe restrictions on the use of radio equipment in fuel depots, storage, chemical plants or where blasting operations are in progress.



Using the Phone Correctly

Please use this phone in its normal intended position. Do not let children use the phone without supervision. Your phone contains small parts such as SIM card, which can be accidentally swallowed by a child.



Your Phone is Not Waterproof

This phone is not waterproof. Please do not expose your phone to wet weather or environment (such as rain, snow, seawater, etc.).

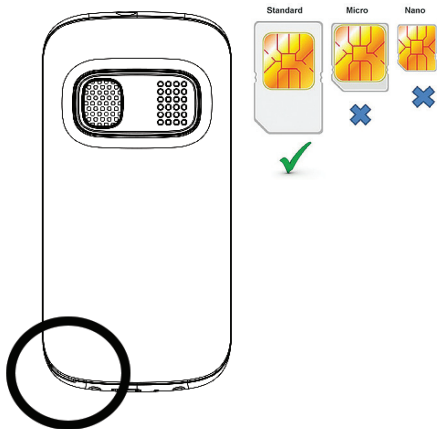
2. Getting Started

Remove the Back Cover

Open the battery cover carefully by prising open from the bottom left corner where you will find a small notch.

Install the SIM card and battery

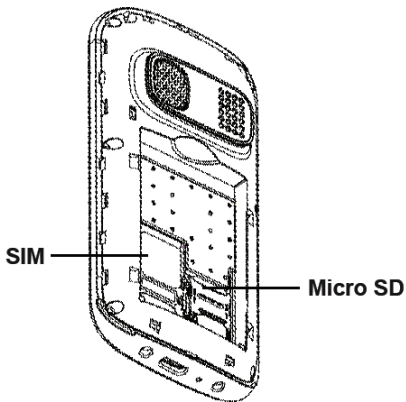
For availability and information about using SIM card services, contact your SIM card vendor. This may be the service provider, network operator, or other vendor.



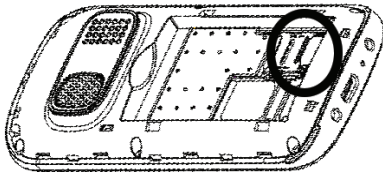
Note: The SIM card and its contacts are easily damaged by scratches or bending, so please be careful when handling, inserting, or removing the card.

Note: Keep all SIM cards out of the reach of small children.

1. Ensure the phone is switched off and the charger is disconnected before removing the battery.
2. With the back cover removed, install the SIM card by sliding it into its nest (SIM) and under the metal holding plate. Ensure the angled corner is on the upper left hand side. (To remove the SIM card, gently press on it and slide it out of its nest.) Please note you can only use a standard SIM card not a Micro or Nano SIM. You can also install a microSD memory card into the slot above the SIM slot.



3. Install the battery into the battery slot, ensuring that the three metallic stripes on the battery align with the three metallic prongs in the battery slot.




4. Put on the battery cover. Ensure the cover is completely closed and the matching sound (click) could be heard.



5. Plug the phone in to charge it fully.



Turning the Phone On

To turn the phone on, press and hold the  red key until the screen lights up.


If you switch on the mobile phone before inserting the SIM card, it prompts you to insert the SIM card. The mobile phone checks whether the SIM card is valid automatically after it is inserted.

When you first switch on your phone it will ask you to set the date, do this by typing in the date and press the  GREEN key to confirm, now set the time and again press the  GREEN key to confirm.

The following prompts appear on the screen in sequence when the mobile phone is just switching on:

- **Input phone password** - If the password of the phone has been set.
- **Input PIN** - If the password of the SIM card has been set.
- **Searching** - The mobile phone is searching for available network.

Turning the Phone Off

To turn the phone off, press and hold the  red key until the screen turns blank.

Charging the Battery

The battery can be charged when the phone is either on or off. Please ensure the battery is inserted into the

phone before charging. The charging time is three hours.

To connect the charger:

1. Insert the cord into its port on the bottom panel of the phone
2. Plug the charger into a 240V electrical outlet.

To disconnect the charger:

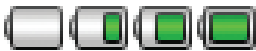
1. Unplug the wall charger.
2. Remove the cord from the phone.

Charging Using the Docking Charger

You can also use the included docking charger for easy charging.

1. Simply plug the charger into the back of the dock
2. Place the phone into the dock to start charging.
3. Remove the phone when charging is complete.

Battery Level Indication




EMPTY

FULL

Low Battery Alert

The phone will sound an alert when the battery is low and display a message of low battery on the screen.

3. Using the Menu













In the standby state press the  Up navigation key to access the main menu.



Exit a menu: press the  RED Key to return to the previous menu.

Enter the standby state: keep pressing the  RED key until you are back the standby mode.

How to set Date and Time

As soon as your phone is charged, we recommend you set the date and time so you can retrieve voice messages and texts more easily.










1. Press the  UP navigation key to enter the menu.
2. Press the  up or down key until "Settings" appears.
Press the  GREEN key.
3. Press the  down key until "Phone settings" appears.
Press the  GREEN key.
4. Press the  down key until "Date and Time" appears.
Press the  GREEN key.
5. Press the  down key until "Set time" appears.
Press the  GREEN key.
6. Enter the time using the 24 hour clock.
Press the  GREEN key to save.
7. Press the  down key until "Set date" appears.
Press the  GREEN key.

8. Enter the date starting with the day first, month then year.
Press the  GREEN key to save
9. You can also change the Time and Date formats from the same menu.
10. To exit the settings, press the  RED key 4 times.

4. Your Phone















Key Functions

Key	Function
Answer Key (Green Key) 	Making Phone Calls: Press to make a call or press to pick up an incoming call. Standby Mode: Press to enter call logs. Operating: Press to confirm the function. Display recent calls.
End Key (Red Key) 	Turn the Phone Off: Press and hold. Turn the Phone On: Press and hold. Operating: Press to cancel last action. End a Call. Back button to quit menu options. Return to Standby Mode.
Navigation Arrow Key 	Up Arrow Standby Mode: Press to access the menu. Down Arrow Standby Mode: Press to access the phonebook.
# Key 	Standby Mode: Press and hold to set silent mode or press once to type the hash  symbol. Edit Mode: Press to switch typing mode
* Key 	Standby Mode: Press once to type in the star  symbol, twice for + symbol and three times for P symbol. Edit Mode: Press to access punctuation symbols list
SOS Button 	Press and hold the SOS key to call and text upto five emergency numbers.
0 Key 	Press to type 0 or press and hold to switch on/off the torch flashlight




Icons on Screen

The following icons may be displayed on the screen:

Icons


	SOS Button Enabled
	Ring Only
	Vibrate & Ring
	Vibrate Only
	Alarm Set
	Missed Call
	You have Voicemail(s)
	Bluetooth
	You have SMS Text Message(s)
	Hands-Free Headset
	Keypad Lock Engaged
	Silent Mode Engaged



Volume Adjustment

1. During a normal or hands-free call connection, Press the  up or down navigation key to increase the volume.
2. During a phone call to reach maximum volume you can press the  GREEN key to access the menu, use the down navigation key to highlight H-free then press the  GREEN key. This is an aid for users with a hearing aid.


5. Making and Receiving Phone Calls

To Make Calls

1. Enter a number and press the  green key. The screen will show a moving picture when you are dialing the number.

- To delete a digit, press the  red key.
- To clear the screen, press and hold the  red key.


To Answer Calls

When your phone rings or vibrates, press the  green key once to answer the call.



To End a Call

To end a call, press the  red key.


To Reject a Call


To reject a call without answering, press the  red key when your phone rings.

To Redial a Number

1. Press the green call  green key, this will take you to all your recently dialed call list
2. Press the  green key twice to call the number highlighted.

Making International Calls

1. Press the  star key twice until a “+” character appears on the screen.

2. Enter the country code, area code and phone number as instructed by your long distance network service carrier.
3. Press the green call  key to complete the call.


Changing the Volume during a Call

To change the volume during a call:

- Press the  up or down navigation key.

To Lock and Unlock the Keypad

In order to prevent accidental dialling, the phone is set to auto lock the keypad after 60 seconds of no use.

To unlock the keypad press and hold down the  GREEN key for 3 seconds.










If you wish to lock the keypad manually press and hold the  GREEN key for 3 seconds.


Storing, Searching and Deleting Numbers in the Phone Book

Phone numbers can be stored on the phone or the SIM card. The phone symbol indicates that the contact is saved in the phone. The SIM card symbol indicates that the contact is saved on the SIM card.








You can store up to 300 entries in the phone memory.

To Add a New Contact to the Phone Book








1. Press the  Up navigation key to access the menu.
2. Press  Up or Down navigation key until "Contacts" appears.
Press the  GREEN key.
3. Press the  GREEN key to select Options menu.
4. Press  Up or Down navigation key until "Add new contact" appears.
Press the  GREEN key.
5. Choose either to save to the Phone memory or the SIM memory using the  Up and Down navigation key.
Press the  GREEN key.
6. Enter the name of the new contact by using the number keypad. Press a key 1 to 4 times to enter the correct letter. Press "0" for a space.
7. Once the name is set, press the  Down navigation key to enter the number.

8. Enter the number by using the number key pad.
9. Press the  GREEN key to save.

To Search for an Existing Contact













1. Press the  Up navigation key to access the menu.
2. Press  Up or Down navigation key until “Contacts” appears.
Press the  GREEN key.
3. Press  Up or Down navigation key to search for the contact.
Press the  GREEN key.
4. Press  Up or Down navigation key until “Call” appears.
Press the  GREEN key.

To Delete an Existing Contact

1. Press the  Up navigation key to access the menu.
2. Press  Up or Down navigation key until “Contacts” appears.
Press the  GREEN key.
3. Press  Up or Down navigation key to search for the contact.
Press the  GREEN key.
4. Press  Up or Down navigation key until “Delete” appears.
Press the  GREEN key twice.

To Edit Phone Numbers for Your Speed Dial

You can set up to 8 numbers for the speed dial using the number key from 2 to 9.

1. Press the  Up navigation key to access the menu.
2. Press  Up or Down navigation key until "Organiser" appears.
Press the  GREEN key.
3. Press  Up or Down navigation key until "Speed dial" appears.
Press the  GREEN key.
4. Press  Up or Down navigation key until "Set number" appears.
Press the  GREEN key.
5. Scroll  up and down to choose the correct key and press the  GREEN key twice to edit.
6. Input the number or press the  GREEN key to choose a contact from the phone book.
7. Press the  GREEN key to save.
8. To exit the settings, press the  RED key 4 times.

To call a Speed Dial Number

Select the speed dial number you want to call by pressing and holding the desired speed dial number - 2 through 9.

7. SOS Emergency Button

Important Notice: Wireless phones, including this device, operate using radio signals, wireless networks, landline networks, and user-programmed functions. Because of this, connections in all conditions and/or locations cannot be guaranteed. You should never rely solely on any wireless device for medical emergency communication. You can set the emergency numbers in the phone book according to your requirements; you can set a total of up to five emergency numbers. In case of an emergency, when the SOS button is pushed down the phone will automatically send a text message to the emergency numbers set up on the phone. The mobile phone will then make the emergency call. If the first call fails, the phone will proceed to dialling the second emergency number. In this manner the phone will circulate the emergency contact numbers three times in order to receive an answer. The phone will also sound an alarm when an emergency call or message is sent.

Please note: If one of the emergency numbers has a voicemail system, the phone will assume that the call has been answered and will no longer call any more of the emergency numbers.











Attention!

The Emergency SOS button will only make calls if:





1. A SIM card with sufficient credit is in the mobile.
2. There is at least one SOS numbers programmed.

3. There is a SOS text message saved.

To Add the Emergency Contact Numbers to the Phone Book


1. Press the  Up navigation key to access the menu.
2. Press  Up or Down navigation key until "Settings" appears.
Press the  GREEN key.
3. Press  Up or Down navigation key until "SOS Menu" appears.
Press the  GREEN key.
4. Press  Up or Down navigation key until "Number list" appears.
Press the  GREEN key.
5. Scroll  up and down to choose the correct position and press the  GREEN key to edit.
6. Choose to add from Phonebook or Add number directly.
7. Input the number or press the  GREEN key to save.
8. Repeat process to add 4 other emergency contacts.

Edit the SOS Message


1. Press the  Up navigation key to access the menu.
2. Press  Up or Down navigation key until "Settings" appears.
Press the  GREEN key.
3. Press  Up or Down navigation key until "SOS

Menu" appears.

Press the  GREEN key.

4. Press  Up or Down navigation key until "Send SMS" appears.

Press the  GREEN key.










5. Press  Up or Down navigation key until "Edit SMS" appears.

Press the  GREEN key.

6. Edit the text of the message.
7. Press the  GREEN key to save.

8. Text Messaging (SMS)

Writing and Sending a Message



1. Press the  Up navigation key to access the menu.
2. Press  Up or Down navigation key until “Message” appears.
Press the  GREEN key.
3. Press  Up or Down navigation key until “Write message” appears.
Press the  GREEN key and start typing your text.
4. When done typing, enter the phone number by:
 - Pressing the  GREEN key twice, select Enter number and typing a phone number. **Or**
 - Select Contacts and press the  up or down navigation key to search for a number in your phone book.
 - Mark the contacts you wish to send the SMS to and click OK when done.
5. Press the  GREEN key and select MARK and press the  GREEN key three times to confirm and send your message.

Other options include: Insert template, Add contact info, Save to drafts.

You can also access a stored message in your inbox and reply to it by selecting the option “Inbox” instead of “New Message” and following the same commands.

Receiving/Reply to a Message

When you receive a new text message, your phone will display an envelope icon and “New Message”.


1. Press the  GREEN key three times to open the message.
2. Press the  GREEN key again to see a list of available commands such as “Delete”, “Reply” etc..

Texting Actions	Description
Delete	To delete the message
Reply	To reply the message
Forward	To forward the message
Call	To call the sender
Move	To move the message
Copy	To copy the message
Add sender to	To add the sender to your phone book
Details	To see the details of the message

Letters and Numbers Input

Text Message Letters

English letters are set on number keys from “2” to “9”.




You can input numbers, upper or lower case letters and punctuation symbols. Pressing the  key while typing lets you switch between the different types of input modes.

Each number key is set for three or four letters. Press the number key one time to display the first letter, two times to display the second letter, etc.

Text Message Punctuation



The punctuation available includes: \ / ~ < > £ \$ ¥ § Ø @ ¤
{ } ? and more

To enter punctuation:

1. Press the  key to display the list of punctuation symbols
2. Use the  up or down keys to scroll through the list.
3. Press the  green key to select.

Text Message Numbers

To enter a number instead of a letter:

1. Press the  key to switch input mode from letter to numerical and then use number keys from 1 to 0 to enter numbers.
 2. Press  again to switch back to letter input mode.
- To enter a space, press the “0” key when in letter mode.







9. Accessing Your Voicemail


Your voice mail access number has to be provided by your network carrier using your SIM card

To dial your voice mailbox, press and hold “1” on the keypad.






If pressing the “1” button on your phone will not take you to your voicemail, we suggest you call your carrier and ask for your voicemail number which you can store as a fast dial on your keypad afterwards.

Image


1. Press the  Up navigation key to access the menu.
2. Press  Up or Down navigation key until "Multimedia" appears.
Press the  GREEN key.
3. Press  Up or Down navigation key until "Image" appears.
Press the  GREEN key.
4. Use the  Up and Down navigation key to select the image.

Press the  GREEN key to select the options these include: View, Delete, Mark, Rename, Slide play and Details.






Audio


1. Press the  Up navigation key to access the menu.
2. Press  Up or Down navigation key until "Multimedia" appears.
Press the  GREEN key.
3. Press  Up or Down navigation key until "Audio" appears.
Press the  GREEN key.
4. Use the 5 key to play and pause the track
5. Use the 4 and 6 keys to change tracks

6. Use the Up and Down navigation key to increase/decrease the volume.

Press the  GREEN key to select the options these include: Play, Music list, Shuffle, Repeat, Background play.






Recorder




1. Press the  Up navigation key to access the menu.
2. Press  Up or Down navigation key until "Multimedia" appears.
Press the  GREEN key.
3. Press  Up or Down navigation key until "Recorder" appears.
Press  the GREEN key.


Press the  GREEN key to enter the option menu where you can Start recording, view the Record file list and choose the storage options.

FM Radio

Listen to the radio on the speaker phone or connect the headset into the headset jack.

1. Press the  Up navigation key to access the menu.
2. Press  Up or Down navigation key until "Multimedia" appears.
Press the  GREEN key.
3. Press  Up or Down navigation key until "FM radio" appears.
Press the  GREEN key.

4. Use the  Up and Down navigation key to scan the stations.
5. Use the  Star and  Hash keys to increase/decrease the volume.

Press the  GREEN key to select the options these include: Pause, Auto search, Channel list, Manual search, Save, Open speaker, Background play.

Adjusting the Volume






To adjust volume, press the star or hash keys.

*The quality of radio sound depends on signal quality at your location.

The headphones act as an aerial so you will get better reception when they are plugged in.

Torch

To view the calendar:






1. Press the  Up navigation key to access the menu.
2. Press  Up or Down navigation key until “Organiser” appears.
Press the  GREEN key
3. Press  Up or Down navigation key until “Torch” appears.
Press the  GREEN key.

Here you can switch on and off the flashlight.


Note: You can also hold down the 0 key for 3 seconds when in standby mode, press and hold it again to switch off the torch.

Alarm

You can set up to three alarms:



1. Press the  Up navigation key to access the menu.
2. Press  Up or Down navigation key until “Organiser” appears.
Press the  GREEN key.
3. Press  Up or Down navigation key until “Alarm” appears.
Press the  GREEN key.

Choose one of the three available alarms and press the

 GREEN key to see the options menu, use this menu to switch on the alarm, set the time, set the tone and set the repeat options.






Turning off the Alarm

When the alarm sounds:






- Press the  GREEN key to shut off the alarm
- Press the  RED key to snooze.

Calendar




To view the calendar:

1. Press the  Up navigation key to access the menu.
2. Press  Up or Down navigation key until “Organiser” appears.
Press the  GREEN key.
3. Press  Up or Down navigation key until “Calendar” appears.
Press the  GREEN key.

Calculator






1. Press the  Up navigation key to access the menu.
2. Press  Up or Down navigation key until “Organiser” appears.
Press the  GREEN key
3. Press  Up or Down navigation key until “Calculator” appears.
Press the  GREEN key


Enter number keys to enter values. Press the  star key for

decimals. Use the  up or down navigation keys to select the math operation: +, -, X, and ÷. Press the  RED key to clear the last digit or to exit the calculation operation. Press the  GREEN key to complete the calculation.

My Files

The default file manager is your MicroSD memory card (not included, must be purchased separately).

1. Press the  Up navigation key to access the menu.
2. Press  Up or Down navigation key until “Organiser” appears.
Press the  GREEN key.
3. Press  Up or Down navigation key until “My Files” appears.
Press the  GREEN key.
4. Choose either the Phone memory or the Memory card (MicroSD card).

Press the  GREEN key to enter the submenus to view or play multimedia files.

Bluetooth



The mobile phone supports Bluetooth function. You can use Bluetooth wireless technology to set wireless connection with other compatible devices, including mobile phones, computers, headsets, in-car accessories etc. With Bluetooth function, you can send photos, video segments, audio segments, personal business card and

memos. You can also establish wireless connection with a compatible PC to transmit files.


Try to keep the two devices you are connecting through Bluetooth close together while they are in use. Most Bluetooth headsets have a range of 10 meters. If possible, try to keep your phone on a chair beside you or nearby while talking on your headset to ensure the best connection. When using your computer, try putting your phone on the desk beside your monitor to ensure the best connection possible.

Pair Bluetooth Devices


Have one of the devices “search for new devices” to find the other. Typically you want a phone to search for your headset or audio speaker rather than the other way around. The Search function is located within the Bluetooth menu in the Organiser menu in your phone.

1. Press the  Up navigation key to access the menu.
2. Press  Up or Down navigation key until “Organiser” appears.

Press the  GREEN key

3. Press  Up or Down navigation key until “Bluetooth” appears.

Press the  GREEN key








Press the  GREEN key to activate Bluetooth then use this menu to pair devices, make your phone discoverable and edit your device name.

Once your phone finds the other device enter the “pairing code” for the device to link the two together. The pairing code is typically located on a sticker on the back of a headset or in the instruction book for a device.

12. Customising Your Settings

Profiles

You can use profiles to set and customise the ring tones, message alert tones, and other tones for different events.










1. Press the  Up navigation key to access the menu.
2. Press  Up or Down navigation key until “Settings” appears.
Press the  GREEN key.
3. Press  Up or Down navigation key until “Profiles” appears.
Press the  GREEN key.
4. Use the  up and down navigation key to select from the following profiles:
 - Normal
 - Silent
 - Meeting
 - Indoor
 - Outdoor
 - Driving Mode
5. Press the  GREEN key to enter the editing mode.

Here you can Activate or change the Settings for each profile according to the items in the table below.

Settings Menu


Setting	Description
Rename	Change the name of the profile
Ring Settings	Change the ringtone and message tone
Adjust volume	Change the volume for Calls, Messages and Alarms
Ring Type	Change the Vibrate settings
Other alert rings	Change the Keytone, Dial pad tones, Battery low tones etc

Turning Off Talking Buttons (Keypad Tone)


1. Press the  Up navigation key to access the menu.
2. Press  Up or Down navigation key until "Settings" appears.
Press the GREEN key.
3. Press  Up or Down navigation key until "Profiles" appears.
Press the  GREEN key.
4. Use the  up and down navigation key to select the Normal profile
Press the  GREEN key.
5. Press  Up or Down navigation key until "Settings" appears.
Press the  GREEN key.
6. Press  Up or Down navigation key until "Other



alert rings” appears.

Press the  GREEN key.

7. Press  Up or Down navigation key until “Dial pad tone” appears.

Press the  GREEN key.

8. Use the  Up and Down navigation keys to select the tone you desire (Silent, Click, Tone or Human Voice)






Press the  RED key to save and then the  RED key to exit the menu.

Call Settings

These features require the support of your network provider based on the calling package you select when you purchase your phone.

Network Selection	Auto or Manual select your network
Call divert	Divert calls to another number *your network may charge for this service
Call waiting	Activate call waiting services
Call barring	Restrict numbers you will call or accept calls from.
Hide ID	Hide your phone number *network must support for this feature to work
Others	Call time reminder, Auto Redial, Vibration when connected, Reply SMS after reject, Record voice call.

To access the Call Setting menu

1. Press the  Up navigation key to access the menu.
2. Press  Up or Down navigation key until “Settings” appears.
Press the  GREEN key.
3. Press  Up or Down navigation key until “Call settings” appears.
Press the  GREEN key.

Phone Lock

The phone lock can prevent your mobile phone from illegal use. You can set the phone lock as On or Off and change the phone password.

Phone lock can be found in the menu Settings/Security/Phone Lock - Press the GREEN key to access the Phone lock and input the password again to disable phone lock.





Note: The default phone lock password is 1122. Please change into your own private password as soon as possible.

Restore to factory Settings

Press password 1122 to restore the default setting.

Call logs

This option stores recently dialled calls, received calls and missed calls. Your phone can store up to 20 records for each function.

1. Press the  Up navigation key to access the menu.
 2. Press  Up or Down navigation key until “Call logs” appears.
Press the  GREEN key.
 3. Scroll through available functions (Missed calls, Dialed calls, Received calls, Rejected calls, Delete all, Call timers).
- Press the  GREEN key to select the desired function.

13. Troubleshooting

Problems	Solutions
Phone does not turn on	<ol style="list-style-type: none">1. Ensure you have held the power button down for more than 5 seconds.2. Re-insert the battery and retry turning on the phone.3. Plug charger into the phone and ensure the battery is charged.
Cannot connect to a network	<ol style="list-style-type: none">1. Signal strength may be weak, try moving your location and try again.2. It may be possible that you are using the phone beyond the network service coverage area.3. Check that your SIM card is correctly installed and is valid. (Contact your network provider)
No information displays when the phone is on	<ol style="list-style-type: none">1. Check that your SIM card is correctly installed.2. You may need to unlock your keypad using the button on the side of the phone or your keypad (Password maybe required).3. You may have permanently locked your phone by entering the PIN code incorrectly 3 times. Obtain your PIN code from your network provider.4. Increase the screen brightness in "Settings".

Phone call quality is poor	<ol style="list-style-type: none"> 1. Increase the call volume using the key on the side of the phone. 2. It may be that the network reception is poor in your location. Try moving to another area to obtain a better connection.
Shorter standby time	<ol style="list-style-type: none"> 1. Standby time is related to system settings. In areas of poor reception, the phone will use more battery power to try to find a base station. Reduce the standby time to save battery power. 2. It could also be the case that the battery of the phone has become worn out. You may need to replace the battery.
SIM card Error	<ol style="list-style-type: none"> 1. Reinstall the SIM card in the phone. Ensure the metal contacts are clean - wipe gently with a clean cloth before inserting into the phone. 2. The SIM card may not be correctly installed. 3. If the SIM card is damaged contact your service provider.
Some features do not operate or cannot be set	<ol style="list-style-type: none"> 1. This could be due to an operation error on the phone. Switch the mobile phone off and restart after 30 seconds. 2. The network provider may not support the feature you are trying to use and this may prevent its use.

Cannot receive incoming calls	<ol style="list-style-type: none"> 1. Ensure your mobile phone is switched on and connected to a network. 2. Ensure your SIM card is correctly installed. 3. Call restrictions may be prohibiting incoming phone calls, so these settings must be checked. 4. Poor areas of network coverage can prevent incoming calls so check the network status of your phone.
Phone not charging	<ol style="list-style-type: none"> 1. Bad connections can hinder the phone charging; ensure all contacts are correctly connected. 2. Check to see whether the phone battery charging slot or the charger itself is damaged. If so, discontinue use. Replace battery or charger. 3. The phone cannot be charged in temperatures below 10°C or above 55°C.
Does not dial numbers	<ol style="list-style-type: none"> 1. Confirm that once the number is entered using the keypad that the green call button is pressed to dial the phone number. 2. Check the phone number entered is correct. 3. Check reception coverage status of your mobile phone. 4. Ensure the call restriction settings are correct in order for you to dial outgoing calls.

14. Radio Frequency (RF) Exposure and SAR

This device meets international guidelines for exposure to radio waves. Your mobile device is a radio transmitter and receiver. It is designed and manufactured not to exceed the limits for exposure to radio frequency (RF) radiation recommended by international guidelines (ICNIRP). These limits are part of the comprehensive guidelines and establish the permitted levels of RF energy for the general population. The guidelines were developed by independent scientific organizations through periodic and thorough evaluation of scientific studies.

The exposure standard for mobile devices employs a unit of measurement known as the Specific Absorption Rate, or SAR. Although the SAR is determined at the highest certified power level, the actual SAR of the device while operating can be well below the maximum value. This is because the device is designed to operate at multiple power levels so as to use only the power required to reach the network. In general, the closer you are to a base station, the lower the power output of the device.

SAR values may vary depending on national reporting and testing requirements and the network band. Use of device accessories and enhancements may result in different SAR values.

The SAR limit for mobile devices used by the public is 2.0 w/kg (watts per kilogram) averaged over 10 grams of body tissue. The guidelines incorporate a substantial margin of safety to give additional protection for the public and to account for any variations in measurements. The highest SAR Value - 0.971w/kg.

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