Spice M-4250

User's Manual

TABLE OF CONTENTS

SAFETY PRECAUTIONS

Please read the following safety guidelines before using the phone.

🚗	Do not use the phone while you are driving. Pull over and stop your automobile to dial or listen to a phone call.
💾	Do not place magnetic storage media near your phone. Radiation from the phone may erase the information stored on them.
📵	Keep your phone and its accessories away from children. Do not allow children to use your phone without guidance. Small parts such as the SIM card, dust cap, lens ring and lens cap as well as the microSD card can be dismantled and swallowed by small children.
✚	Mobile phones can interfere with the functioning of medical devices such as hearing aids or pacemakers. Keep at least 20 cm (9 inches) between the phone and pacemaker. When using the mobile phone hold it to the ear which is furthest away from the pacemaker. For more information, consult your doctor.
⚠	Permanent hearing loss may occur if you use earphones or headphones at high volume. You can adapt over time to a higher volume, which may sound normal but can be damaging to your hearing. Set your volume to a safe level. If you experience discomfort or buzzing in your ears, reduce the volume or discontinue use of your earphones or headphones.
🔋	Use only original batteries and charging devices, otherwise you may risk serious damage to health and property. Battery can cause property damage, injury or burns if a conductive material, such as jewelry, keys or beaded chains touch exposed terminals. The material may complete an electrical circuit and become quite hot. Take extra care while handling any charged battery, particularly when placing it inside your pocket, purse or other container with metal objects. Do not dispose of batteries in fire as they may explode.

Notice:

- Do not dismantle the device or accessories otherwise, manufacturer is not liable to pay for damages as the device and accessories are not covered by warranty.
- Please back up your important data timely and keep them properly. The company is not liable for any failure to call or loss of data due to mis-operation, poor signal or power cut, etc.
- All the screens in this manual are for reference only, and some contents actually displayed may depend on the presetting of the service provider or the network operator, or the SIM card. If any functions referred to in this manual are different from those of your phone, please follow your phone.
- Improper use will invalidate the guarantee! These safety instructions also apply to original accessories.
- Do not put your phone in a high-temperature place or use it in a place with flammable gas such as a petrol pumps.
- Do not touch the charger, power cable or socket with wet hands. This may cause an electric shock.
- Do not use the phone in an environment of extremely high or low temperature, or an environment of high humidity. It may cause malfunction of the phone, the charger and the battery. The phone using environment recommendation: temp 5-35℃, humidity 35%-85%, charging temp: 0ºC-45 ºC.
- If you have difficulties installing the battery, do not force the installation. This may cause battery leakage, overheating, explosion or even fire.

Note: If your phone or any of its accessories do not function normally, please send them to the nearest authorized service facility. The qualified personnel will assist you, and if necessary, will arrange for service.

UNDERSTANDING YOUR PHONE

General Phone Information

Spice M-4250 is a multi SIM phone that encloses features, such as Audio Player, FM radio, Big Battery etc. The phone supports T-flash card of up to 2 GB. This phone is provided with two SIM slots for two different SIM cards. The SIM card inserted in the slot1 is called Master SIM, and the other one in the slot2 is known as Slave SIM. You can select to operate SIMs as per your personal and professional needs.

Technical Specifications

Battery	1200mAh
Charger Input and Output voltage /Ampier	5V/500mA
Dimensions	110×46.5×15
Weight	85.35g
Screen	Resolution: 128*160 Color: 65K
Standby Time*	800 Hrs
Maximum Talk Time*	288 Hrs
SAR Level [SAR10g(W/Kg)]	LB 0.867；HB 0.28

* The standby time and maximum talk time depend upon the network signals and settings.

PHONE OVERVIEW

Earpiece — *Torch*

Screen

Navigation keys
OK key
RSK

LSK

Shortcut key — *Torch key*
Calling Key — *End key*

Number keys

* key — *# key*

Connection jack
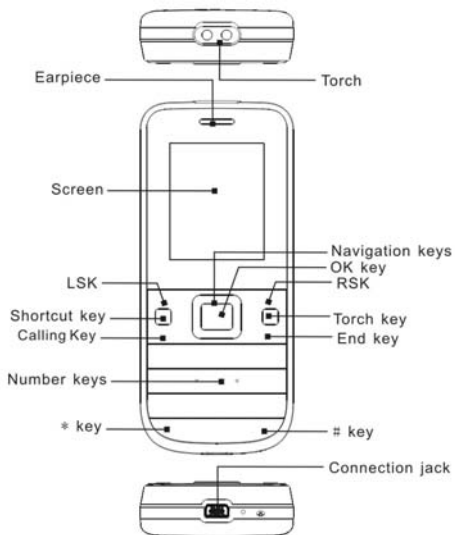
Keys

LSK: Left Soft Key/Slave SIM Key	RSK: Right Soft Key/Phonebook
One Touch Torch Key	One Touch Shortcut Key
Numeric Keypad {0-9/Abc}	End Key/Power On/Off Key
Navigation Key/Ok Key	# Key
* Key	0 Key/One Touch FM

Function of Keys

Key	Description
Master SIM Call Key	To make/answer a call from Master SIM. In the standby mode, press this key to access the Call Log.
End Key	End an ongoing call. Press and hold this key to turn on or off the mobile phone. In the menu mode, press this key to quit the current menu and return back to the standby mode.
Right Soft Key	Use the right soft key to execute the functions indicated at the right of the prompt bar on the screen.
Slave SIM Call Key /Left Soft Key	Use the left soft key to execute the functions indicated at the left of the prompt bar on the screen. In the standby mode, press this key to access main menu. When the "Master SIM & Slave SIM open" has been selected, press the left soft key to make a call from Slave SIM after entering the phone number or selecting a number from phonebook.
Selection Key/ OK Key	In the editing mode, use the keys to move the cursor. In the standby mode, press the keys to access the function assigned to these keys.
Numeric Keys	Used to enter numbers, letters and some special characters. In the standby mode, press and hold the **# key** to activate **Silent mode**, long press the **0 Key** to activate **"FM Radio"**. In the edit mode, you can press the **# key** to switch among the input methods, press the *** key** to enter symbols.

Status Icons

The table below lists various icons that might appear on the status bar while using the phone. Apart from the icons for signal strength level and the power, other icons are displayed as per the current mode and priority of the phone.

Icon	Description
	Indicates the network signal strength of Master SIM.
	Indicates the network signal strength of Slave SIM.
	Indicates the current battery capacity.
	Indicates that there is an unread SMS in Master SIM.
	Indicates that there is an unread SMS in Slave SIM.
	Indicates that there is a missed call in Master SIM.
	Indicates that there is a missed call in Slave SIM.
	Indicates that the current profile mode is the General mode.
	Indicates that the current profile mode is the Meeting mode.
	Indicates that the current profile mode is the Outdoor mode.
	Indicates that the current profile mode is the Indoor mode.
	Indicates that the current profile mode is the Headset mode.
	Indicates that the current alarm clock is set as activated.
	Indicates that the audio player is running.
	Indicates the current keypad-locked state.

GETTING STARTED

Please switch off your phone before inserting or removing the battery/SIM card or memory card.

Installing SIM Card and Battery

Your phone is provided with two SIM slots for two different SIM cards. The SIM card inserted in the slot1 is called Master SIM, and the other one in the slot2 is known as Slave SIM.

- Remove the back cover of the phone
- Hold the phone with the front facing downwards; pull the battery cover
- Insert the SIM cards in the phone.
- Attach the battery.
- Push the battery cover until it clicks into place.

Installing Memory Card

The phone supports T-Flash card, which is a multimedia memory card used to multiply the memory of the phone. The T-flash card is small and should be pulled out and installed carefully and prudently in order to avoid any kind of damage.

- Switch off your phone.
- Remove the battery cover.
- Open the external cover of the T-Flash card slot.
- Slide the T-Flash card into the slot.
- Attach the battery.
- Push the battery cover until it clicks into place.

Charging the Battery

The phone prompts a warning tone and message stating insufficient battery when the battery power of your phone is low.

Please follow the instructions mentioned below to charge your phone:

- Plug the connector of the charger into the jack of the phone.
- Plug the charger into a standard AC wall outlet.

Note:

When is shown on the screen, it indicates that there is not enough power and you should now charge your phone. When charging is complete, the battery icon will stop flashing.

Charging.......   Fully Charged.......

You must fully charge the battery before using the phone for the first time. It is recommended to charge the battery for four hours before using the phone for the first time.

If the phone is turned on during charging, you can still make or answer calls, but this will consume battery power, thus will extend the charging time of the phone.

Switch On/Off the Phone

To turn on/off the phone, press and hold the End key.

If you have enabled the SIM Lock function then enter the PIN code (the 4 to 8 digits secret code of your SIM card). It is preconfigured and provided to you by your network operator or retailer. If you enter an incorrect PIN code 3 times in succession, your SIM card will be locked. To unlock it, you must obtain a code from your network operator.

BASIC OPERATIONS

To Make Calls

If the icon / appears on the screen, then you can make or receive calls.

- Input the phone number (should affix the international/national/regional code or district code if necessary) and then press [M/S] in the standby mode.
- Press **[M/S]** to dial a phone number listed in the recent call log in the standby mode.
- Press and hold numeric keys **[2]-[9]** to dial the speed dial number assigned to the numeric keys.
- You can select a contact number from the phonebook and call the contact person.

Tip: The signal strength may influence the quality of connection.

To Dial International Number

The phone supports dialing the international emergency phone number, such as 112 and 911. With the phone, you can dial an emergency call in any country or region under the normal situation regardless of SIM card inserted when the phone is located within the coverage of the GSM network. Input the emergency phone number and press **[M/S]** to dial.

In the idle mode, press * key twice to input "+".

The phone will select the main network automatically after powered on if it is located within the coverage of the main network. The phone can use other network, called as roaming, if the phone is not located within the coverage of the main network when the network operator protocol permits.

You can dial or answer a call when the symbol of the network operator appears on the screen.

Answer/Reject an Incoming Call

- Press **[M/S]** to receive the incoming call. You can use the earphone to answer the call when the generic earphone or Bluetooth earphone is inserted in the phone.
- Press **[End]** to reject an incoming call.

Options during a call

Press **<Options>** to use the following functions during the call:

- **Hold Single Call:** temporarily hold the current call.
- **End Single Call:** end the current call.

- **New Call:** call the opposite party to build a Call to Many.
- **Phonebook:** enter in the phonebook menu.
- **Messages:** enter in the SMS menu.
- **Call History:** view call logs.
- **Sound Recorder:** record the current call.
- **Mute:** open or close the mute mode.
- **DTMF:** open or close the DTMF function during the call.

MAIN MENU

Menu guides you to the various features, applications and services available in your phone. Press the Menu [LEFT SOFT KEY] in the idle mode to access the main menu. Press the Navigation Keys Up/Down/Left/Right to choose the desired operation and press Ok to enter the selected operation.

Phonebook	Messages	Call Center
Settings	Media Center	File Manager
Games	Services	Organizer

Phonebook

Phonebook refers to the directory wherein all the contacts are stored in an alphabetical order. You can view, edit, delete, send message and perform various other functions on each contact of your phonebook.
Press **<Menu>** in the standby mode and then select **Phonebook**. OR
Press Names (RIGHT SOFT KEY) to directly access the phonebook.

Search Contact
- Input the first characters of a name to be searched.
- Select a desired entry from the list.

Select a contact from the phonebook and press**<OK>** to perform the following functions:
- **Call:** Make a call to the contact.
- **Send text message:** Send an SMS to the current contact
- **Edit:** Edit the current contact.
- **View:** View the detailed info of a selected contact.
- **Delete:** Delete the current contact.
- **Copy:** Copy the entry to phone memory, SIM memory or to a file.
- **Move:** Move the entry from phone to SIM or vice-versa.
- **Add To Caller Group:** Add the selected contact to a group.
- **Send V-card:** Send a v-card to the contact.

Messages

Press <Menu> in the standby mode and then select Messages to send/read/ delete SMS/MMS.

Text Message
Write Message
You can create and send an SMS to a particular contact.
Inbox
The phone will prompt you when you receive a new message.
Outbox
This function is used to check messages in outbox.
Templates
There are 10 pre-defined messages in your phone that can be sent, edited or removed.
SMS Settings
You can change the SMS settings, such as profile, voicemail server, delivery report etc.

Chat
You can chat with your friends using this option.

Voicemail Server
Set the voice mail server for Master/Slave SIM

Broadcast Message
This network service enables you to receive all kind of text messages, such as weather reports or transportation information.   There are several networks who afford this service in this world. Please consult your network operator for more reference.
- **Receive Mode:** Turn on or off the Cell Broadcast.
- **Read Message:** Scroll the Up/Down Key to select the message.
- **Languages:** Select the desired language to display the broadcast message.
  Note: Your network operator decides whether the language is supported or not.
- **Channel Settings:** You can choose Select, Add, Edit or Delete to receive the Broadcast information.

Call Center

In the standby mode, press left soft key to access **Menu** > **Call Center**.

Call history

Master /Slave SIM Call history

Missed Calls
With this function, you can check recent missed calls.
Scroll the Up/Down keys to select a missed call.
Press OK key to access **Missed Call Information**, and you can Delete, Save to Phone book, call, Edit and so on.

Dialed Calls
With this function, you can check recent dialed calls. In this function, you can Delete, Save to Phone Book, Call, Edit and so on.

Received Calls
With this function, you can check recent received calls. In this function, you can Delete, Save to Phone Book, Call, Edit and so on.

Delete Call Logs
You can delete all records of missed calls, dialed calls or received calls with this function or Delete all folders drastically.

Call Timers
- Last Call: The last call time can be checked.
- Dialed Calls: The total time for all dialed calls can be checked.
- Received Calls: The total time for all received calls can be checked.
- Reset All: Reset the counters.

Call Cost
- Last Call Cost: You can check the cost of last call.
- Total Cost: You can check the total cost of all calls.
- Reset Cost: You can modify the cost of call, and reset the cost to 0. PIN2 code is required while modifying.
- Max Cost: You can check and modify the upper limit. PIN2 code is required while modifying.
- Price Per Unit: You can check and modify the call rate. PIN2 code is required while modifying.

Note: This function is related to the SIM card. Some SIM cards don't support the function. PIN2 is provided from the network operator. Please consult your network operator to obtain the number.

Text Message Counter
- Sent: You can check and clear the number of sent messages.
- Received: You can check and clear the number of received messages.

Note: This function has nothing to do with the SIM card. The amount of sent or received messages will not change even if you change the SIM card.

Call Setup

Master/Slave Call Settings
- **Caller ID** (Net work Service): You can select Set By Network, Hide ID or Send ID. The default state is the Set By Network.

- **Call Waiting:** Activate, the network will notify you of a new incoming call while you have a call in progress (Net work Service).
- **Call Divert**: This network service allows you to divert your incoming calls to anther number. For details, contact your service provider.
- **Call Barring**: Activate, this network service allows you to restrict incoming calls from your phone. For details, contact your service provider.
- **Line Switching**: You can select between lines ½.
- **Close User Group (only for Master SIM)**: if On, this network service specifies the group of people whom you can call and who can call you. For further information, contact your network operator or service provider.

Advance Settings

Auto Redial: On, the phone will automatically redial the last called number after a while if you fail to connect to the number. The times for auto redial are up to 10 times. Press Abort to end Auto Redial.

Speed Dial: You can assign phone numbers to the numeric keys and call the contact directly by pressing the dedicated key.

Call Time Display: On, the call time will display.

Call Time Reminder: This function prompts you to end the call in time to save the call cost. You can select Off, Single, or Periodic.

Auto Call Disconnect: You can set ON/ OFF, and set a time (1~9999s) as your desire.

Settings

In the standby mode, press left soft key to access **Menu** > **Settings**.

User Profiles

The phone provides seven pre-defined user profiles that allow the operations of the phone to best suit the environment you are in. The profiles are General, Meeting, Outdoor, Indoor, Headset, and Power Saving. The phone will automatically enter the headset profile if you connect the headset to your phone.

General

Activate

Customize

- **Tone Settings:** Includes Master/Slave SIM Incoming Call, Power on, Power off, Master/Slave SIM Message, Keypad. You can select built-in ring tunes, or the tunes composed by yourself.
- **Volume:** Includes the volume setting of Ring Tone and Key Tone. The volume degree is from 1 to 7.
- **Alert Type:**
  - Ring Only: Just ringing, no vibration.
  - Vib. Only: Just Vibrating, no ringing.
  - Vib. and Ring: Ringing and vibration.
  - Vib. then Ring: Ringing after vibration.
  - Silent: No ring or vibration.
- **Ring Type:**
  - Single: Rings once when a call is coming.

- Repeat: Rings continuously when a call is coming.
- Ascending: Rings continuously and the volume increases gradually.

- **Extra Tone:**
  - Warning: If necessary, you will be warned by the prompt tone.
  - Error: You will be warned by a tone if you make a mistake.
  - Camp On: A prompt tone will be heard after searching the network successfully.
  - Connect: A prompt tone will be heard after the call gets connected.

- **Answer Mode:**
  - Any Key: Press any key to answer a call (Except of Hang Up Key and Right Soft Key).

Meeting
Please refer to "General" for more details.

Note: Press and hold the # key to enable or cancel the silent mode.

Outdoor
Please refer to "General" for more details.

Indoor
Please refer to "General" for more details.

Headset
Insert the earphone and access the Headset mode automatically. This mode has no Activate option. Please refer to "General" for more details.

Power Saving
This is a special profile which increases the usage time of the phone. In this profile only important functions of the phone will work so the power consumption of the phone will be minimizes.

Multi SIM Setting
You can choose one mode as per your desire.

Phone Settings
Time and Date
- **Set Home City:** Select the desired home city.
- **Set Time / Date:** Enter the current time and date.
- **Set Format:** Select a time and a date format.
- **Update with Time Zone:** It can be set to On or Off.

Schedule Power On / Off
You can set the time for auto power on /off. Do turn the status on before using that function, and then the time.

Note: Please disable the Schedule Power On function before you board an airplane.

Language
Select the desired language for the display text. In M-4250 you can select amid 2 language options i.e. English and Hindi.

Pref. Input Methods
Select the desired input method for the default input method.

Display Settings

With this function you can configure the basic status of display characteristics including Wallpaper, Screen Saver, Power On Display, Power Off Display, Show date and time, Show owner number etc.

Themes

You can select theme for your phone as per your choice.

Greeting Text

Type and select greeting text for your handset.

Dedicated Key

You can configure short cut functions for the Up, Down, Left and Right key respectively. In the standby mode, press any one of them to access the appointed function.

Auto Update of Date and Time

It can be set to On or Off.

Misc. Settings

LCD backlight: You can set the LCD backlight.

Network Settings

Please contact the network operator for the following network service.

Master/Slave SIM Network setup

Network Selection

You can choose Automatic or Manual to select the network (Auto is recommended). When you select Automatic, the phone will make the preferential selection according to the network where the SIM card belongs. When you select Manual, you are required to select the same network as the registered network with the network operator by SIM card for your use.

Preferences

Select the Preferred Networks. The default network is the network where the SIM card belongs. Select **Options** to perform the following operations:

- **Add From List:** Display all PLMN list.
- **New:** Create a new network and set the network priority.
- **Change Priority:** Reset the selected Network Priority.
- **Delete:** Delete the current preferred network.

Security Settings

Master/Slave SIM Security Settings

- **Master/Slave SIM Lock:**

You will be asked to input the PIN. It can be configured if the PIN is correct. If SIM card is set on, you will need to input the PIN every time you switch on the power. If you enter incorrect PIN three times, you will be asked to enter PUK. PUK is used to release and modify the locked PIN. If PUK is not provided or missed, please consult your network operator.

- **Fixed Dial:**

If this function is enabled, only phone numbers in the Fixed Dial List can be dialed. PIN2 is required for this function. Network support is also required.

Note: You need to enter PIN2 after the phone gets switched on; PIN2 is not required before the phone is switched off. Therefore, please switch off the phone and switch it on again after configuration, if you do not want others to change the status of the Fixed Dial.

- **Barred Dial(only for Master SIM):**

If this function is activated, the phone numbers in the barred dial list cannot be dialed. PIN2 is required for the function. Network support is also required.

- **Change Password:**

You can change Master SIM/Slave SIM PIN, Master SIM/Slave SIM PIN2.

Phone Lock

You can lock or unlock the phone. Enter the password to activate or deactivate the phone lock. When the phone is locked, you will be asked to enter the phone password. 4-8 numbers can be used for the phone password. The default phone password is **1122.**

Auto Keypad Lock

You can lock/unlock the phone keyboard and set the Key Lock Time to None, 5 sec, 30 sec, 1 min, and 5 min.

Change Password

You can change phone password and Tracker Password.

Guard Trace

Privacy Protection

Media Center

This menu is specifically designed for the entertainment purpose of the user. To enter this menu, go to the main menu and select Media Center.

Audio Player

Audio Player allows you to play audio files. The phone supports T-Flash memory card.

FM Radio

You can use your phone to listen to FM radio stations once the original Headset is plugged into the accessories connector. Select FM Radio in the Menu to access the radio controls.

Schedule FM Radio

With this function, your phone can record the FM program as the schedules once the original Headset is plugged into the accessories connector. You can set On/Off, the date and time, repeat style, channel settings and record settings.

Image Viewer

Pictures taken can be accessed quickly in Image viewer. Select Options for available options while viewing pictures.

Sound Recorder

The mobile phone supports WAV, AMR recording formats. You can record conversations, which may be saved to the Audio folder under File Manager. If there

is a record, press left soft key you can do: Play, Append (only for AMR), Rename, Delete, Delete All files, Use As and Send.

Note: If a call is coming while recording, the record will abort and the data will be paused. AMR adopts dynamic compression and provides a longer recording time than WAV's while utilizing the same storage space.

File Manager

In "File manager", you can browse, open and manage the data saved in the Phone and Memory card.

Games

For your entertainment purpose, your phone is provided with several interesting games, such as Copter, Puzzle, Panda and UFO. To access this function, press Menu in the idle mode and select Games.

You can set the BGM, sound effect and volume of the game as per your choice by selecting the Game Settings sub-menu.

Services

To access the Services menu, enter the Main Menu in the standby mode and then select Services. You can use the network-related services with this function.

Organizer

The organizer menu gives you access to a number of features including calendar, tasks, alarm, and torch and world clock.

Calendar

You can view and edit the memo of a specified date with this function.

- **View:** You can view or edit the daily arrangement of the day.
- **View All:** You can view or edit all the daily arrangement of the day.
- **Add Event:** You can select task types: Reminder, Meeting, and Course.
- **Delete Event:** You can select delete entries form All, Overdue, Spec Period.
- **Jump to Date:** Skip to the specified date to view or edit the daily arrangements of the day.
- **Go To Weekly/Monthly View:** Go to the specified date to check which week/Month it is.
- **Indian Calendar:** You can view or edit: Tithi details, Festival list, Date to tithi, Yearly tithi
- **Onscreen Prompts:** It can be set to None or Indian.
- **Print:** print the desired contact (Bluetooth must be on).

Tasks

You can View, Add, Edit, Delete, Delete Overdue, Delete All, Send Vcalendar and Save As File as desired. Start up the **Tasks** and press OK. Press **Add** to access to add a new memo.

Alarm

The mobile phone provides 5 alarms and you can set them as your need. If you have configured an alarm, an icon indicated that you have configured the alarm will appear.

World Clock

Scroll to browse every city's time zone in the world map. The related date and time will display at the bottom of the screen.

Calculator

The calculator can add, subtract, multiply and divide. To use the calculator:

- Press the # key to enter the decimal point
- Press the up, down, left and right key to select $+$, $-$, $\times$, $\div$, $=$ respectively.
- Press Clear to delete the figure.

Ebook Reader

The phone supports reading files in the *.txt format, which is ideal for reading an e-book. Store the *.txt files in the Ebook folder, and then you can read them in E-Book reader.

Torch

You can turn On/ Off the torch light.

Unit Converter

You can make the units conversion for weight and length. Enter the number into the column, and then press "OK" to get the result.

Currency Converter

You can make currency conversions. Press OK after entering the exchange rate, and then enter the number of the currency, and press OK to get the result.

Stopwatch

The stopwatch has two modes - Split Timing and Lap Timing, and you can view the records of both the modes.

Frequently Asked Questions And Troubleshooting

If you encounter problems while using the phone, or if it performs erratically, you can refer to the information given in the following table.

Problem	Causes	Solution
The phone cannot be switched on	• Check if the battery power has been used up completely. • Did you press the End Key for adequate time? • Have you inserted the battery properly?	• Charge the battery • Press the power on key for about 1 second. • Please remove and re-install the battery and turn on the phone.
SIM card error	• SIM card malfunction or damage. • SIM card is not inserted properly.	• Take the SIM card to your service provider for testing. • Insert the SIM card properly.
Unable to make calls	• Has the signal bar disappeared? • Is the phone number entered by you is correct?	• Move to a place with strong signal. • Please re-check whether the number entered by you is correct or not.
You cannot answer incoming calls.	• You have activated the call barring feature.	• Go to Settings > General call settings > MASTER SIM card /SLAVE SIM card call settings > Call Barring/Line Switching, and then select Cancel All/Line1.
Fail to connect to the network.	• Weak signals. • Invalid UIM card.	• Please try and move to a location with strong signal and try connecting to the network again • Please ensure that you have a valid UIM card. Please contact your network provider for further information.
Poor reception.	• The network signal is too weak at your current location, for example, in a basement or near a tall building, because wireless transmissions cannot	• Move to a location where the network signal can be properly received. • Avoid using the phone at such time, and try again after waiting for a while.

	effectively reach it. • The network is busy. • You are too far away from a base station of your service provider.	• You can request for a service area map from your service provider.
Echo or noise during the calls	• Poor network trunk quality on the part of your service provider.	• Press the ending key and dial again. You may be switched to a better-quality network trunk or phone line.
Unable to enter information in the phone book.	• The memory of the phone book is already full.	• Delete unnecessary data from the phone book.
Unable to charge battery	• The battery or battery charger is damaged. • The temperature of the phone is below 10°C or higher than 55°C. • Poor contact between the battery and charger.	• Contact the dealer. • Adjust the battery charging environment to avoid extremes of temperature. • Check all connectors to make sure all connections have been properly made.
PIN Code is blocked	• You have entered an incorrect PIN code three times in a row.	• Contact your service provider. If the service provider provides the PUK code of the SIM card, use the PUK code to unlock the SIM card.
Fail to set certain functions	• Wrong operation • The network provider does not support the function, or you have not applied for it.	• Please refer to the user manual • Please contact your service operator.
Short stand by time	• The standby time is related to your service provider system configuration. The same phone used with different service providers' system will not provide exactly the same length of standby time. • The battery is depleted.	• If you are located in an area where signals are weak, temporarily switch off your phone. • Use a new battery.

If you still face problems while using your handset or the solution to your query is not mentioned here, then you can visit nearest Spice service center. For further FAQ's you can refer to the support section of our website www.spice-mobiles.com.
Note: For issues related to network or UIM card, please contact your network operator.

SUPPORT AND CONTACT

You can visit www.spice-mobile.com for additional information, downloads and services related to your Spice handset.
To check for your nearest SPICE service center, you can visit www.spice-mobiles.com/support-services .
For further assistance or queries, you can call on SPICE customer care number 1800-300-77423 (toll free) or mail at customercare@spicemobile.in or product@spicemobile.in.
To know the address of your nearest Spice service station please SMS- SPICE SERVICE to 56300.