

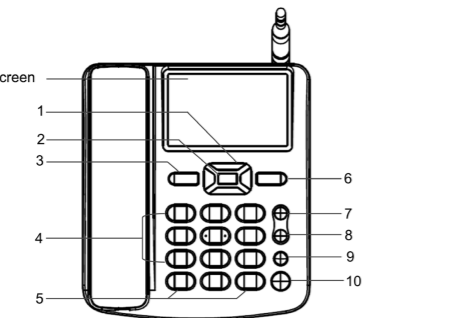
ZTE WP228 CDMA Wireless Phone

User Guide

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1. Know Your Phone



Your ZTE WP228 device requires an Active RUIM card inserted in order for the device to function on the Neotel Network.

2. Key Instruction

Key	Description
1: Scrolling keys (Up/Down/Left/Right key)	Press these keys to scroll cursor to the left, right, up or down when inputting characters or selecting items.
2: OK Key	Confirm the commands and options selected. Confirm the characters inputting. Enter the middle-bottom submenu on the screen.
3: Left select key	Enter main menu. Enter the left-bottom submenu on the screen.

4: Number keys	Input numbers and characters.
5: * key, # key	Perform different functions under different conditions.
	In standby mode, hold the * key to lock the phone; follow the prompt on the screen to unlock the phone. In standby mode, hold the # key to turn on/off the silent mode.
6: Right select key	Enter right-bottom submenu on the screen. Return to the previous page.
7: CLR/BACK key	Erase character(s) when inputting characters.
8: EXIT key	End an active call or reject a call. Hold this key to Power on/Power off the phone. Exit from any interface to standby mode.
	Make a call or answer an incoming call. In standby mode, press this key to enter recent calls list.
9: CALL/REDIAL key	Make a call or answer an incoming call. In standby mode, press this key to enter recent calls list.
	If you are using the handset to call and want to transfer the call to the speakerphone, press this key and hang up the handset to put conversation on the speakerphone. Press this key to end a hands-free call.

Important:
In this guide, "press" a key means to press the key once, "hold" a key means to press the key for 2 or 3 seconds.

3. Interface Icons

Icon	Description	Icon	Description
	Signal strength		New message
	Silent mode		Hands-free mode
	Power indicator		Alarm clock

4. Installation

4.1 Handset

Connect phone base and handset via curly cord.

4.2 External power adapter

Connect the external power adapter to external AC socket.

4.3 RUIM Card

- Power off the phone and remove other external power supplies.
- Remove the battery cover and remove the battery of the phone.
- Insert RUIM card into RUIM card slot. Make sure that the contact area of the card is facing down, and the slanting corner matches with the RUIM-card slot.
- Put in the battery and attach the back cover.

5. How to Power On/Off

- To power on. Hold the EXIT key to power on the phone.
- To power off. Hold the EXIT key to power off the phone.

Important:
It is strongly recommended to connect the phone to external power outlet, and use internal battery to power your phone only when external power fails or is not available. The phone will charge the internal battery automatically when it is connected to external power outlet.

6. How to Make a Call

- There are two methods for making a call.
- 6.1 The first method:**
Pick up the handset or press the Hands Free key.
Enter the phone number, wait for several seconds to send the call automatically or press the CALL/REDIAL key to make the call.
Select recipient's number from Contacts, or press the CALL/REDIAL key to select a number from the recent calls list, and then press the CALL/REDIAL key to make the call.
- 6.2 The second method:**
Enter the number or select recipient's number from Contacts, or press the CALL/REDIAL key to select a number from the recent calls list, and then press the CALL/REDIAL key to make the call.

Important:
Add the international prefix, country code and area code (without the leading 0) before the number when making an international call.
Hold the 0 key for the international prefix "+", or input international prefix e.g. "00" directly.

7. Messages

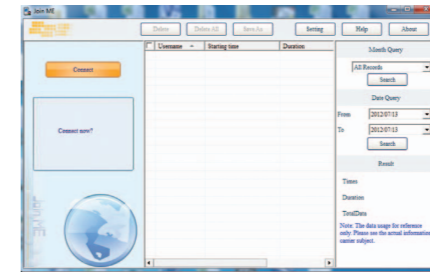
- Select **Menu**→**Messages**.
- Select **New Message** to create new message: key in receiver's phone number or press the OK key to select from Contacts list, press the Down key to input message text, Press the OK key to send the message.
- Select **Inbox** to view messages received.
- Select **Drafts** to view draft you saved.
- Select **Outbox** to view the stored messages.
- Select **Sent** to view the sent messages.
- Select **Templates** to view or edit the default text.
- Select **Delete Message** to erase certain messages.
- Select **Memory Status** to view the memory information of message box.

8. How to Access the Neotel Data Network

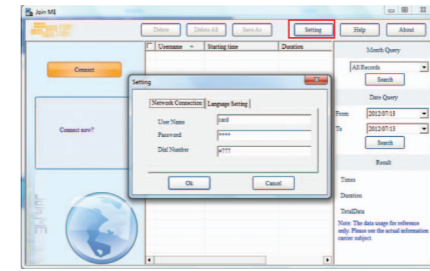
- Connect the phone and the computer with the USB data cable.
- Install the ZTE dial-up software, namely JoinME and add a shortcut to your desktop.
- If the software does not install automatically as it may be blocked due to antivirus software, open my Computer, double click on the JoinMe icon, thereafter double click on setup and follow the InstallShield Wizard instructions to complete the setup.
- By setting up your username and password under the JoinME software application, you are able to access the Neotel Network.

8.1 Step on how to set up your internet settings.

- Double click on the Join ME icon.
- The below screen will open.

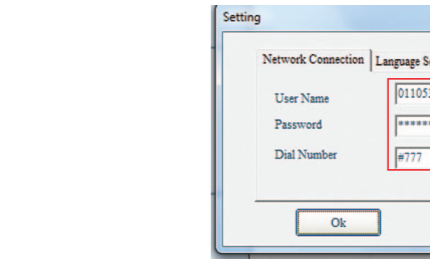


Click on settings



The Settings menu will open up where you will be required to enter your User Name and Password as per the illustration below.

Once your User Name and Password has been entered click on Ok.

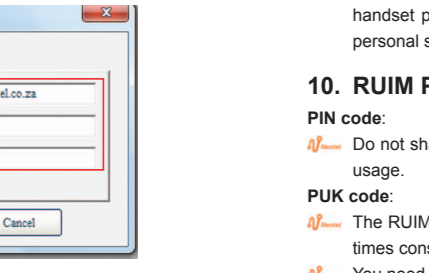


Important:
User Name and Password is available in your NeoConnect Voice Welcome Letter.



9. Phone Lock Code

Phone code could prevent your phone from illegal using. The default



Important:
Your RUIM PIN code and PUK codes are recorded on your RUIM casing; Alternatively you can contact the Neotel Contact Centre on 0860 Neotel (636835) to obtain your PUK number.

10. RUIM PIN Code and PUK Code

PIN code:
Do not share the RUIM PIN code of your phone to prevent unauthorized usage.

PUK code:
The RUIM card will be locked if you enter a wrong RUIM PIN code three times consecutively.

You need PUK code to unlock it.

Important:
Your RUIM PIN code and PUK codes are recorded on your RUIM casing; Alternatively you can contact the Neotel Contact Centre on 0860 Neotel (636835) to obtain your PUK number.

11. Text Input

Operation	Method
Input Letters	Multi-tap Input — "Abc/abc/ABC" press corresponding letter key till the letter appears.
Input Words	eZiText Input — "Eng", press any key once to key in any word.
Input Digits	Numbers Input — "123", press digital key once.
Input Symbol	Symbols Input — Press the * key to enter the symbols mode and press corresponding digital key. Or press the "1" key till the symbol (common symbols) appears except for numbers input mode.

Input Space	Press the “0”key, except for the numbers input mode.
Erase Character	Press the CLR/BACK key .
Move cursor	Press the Scrolling keys .
Change input mode	Press the # key to select another text mode.

12. Menu Function

The contents in the following table briefly describe the functions of the phone.

Function	Selection	Description
Add Name	Menu→Contacts→Add Name	Add a new contact to the phone or the RUIIMcard.
All List	Menu→Contacts→All List	View all the contacts in the phone or RUIIMcard.
Groups	Menu→Contacts→Groups	View the Group's name and change some related settings about the group.
Speed Dials	Menu→Contacts→Speed Dials	Call a contact by holding a number key (2~9) for a few seconds.
Memory Status	Menu→Contacts→Memory Status	Check the storage information about the phone or RUIIM card.
Call History	Menu→CallHistory→Call History	View the call history.

Function	Selection	Description
Call Duration	Menu→CallHistory→Call Duration	View the dialed/answered /all calls' time, and you can also clear the call time.
Profile	Menu→Settings→Profiles	Select and modify the phone profile.
Display Set-tings	Menu→Settings→Display Settings	You can change the settings of screen or banner.
Phone Settings	Menu→Settings→Phone Settings	Set the phone or view the version information of the phone.
Call Settings	Menu→Settings→Call Set-tings	Make the call settings.
Time & Day Settings	Menu→Settings→Time& Day Settings	Set the time and date format.
Security Set-tings	Menu→Settings→Security Settings	Change the settings about the phone/PINcode, restore factory settings and clear user data.
Alarm	Menu→Tools→Alarm	Set reminder time.
Calculator	Menu→Tools→Calculator	Use calculator to count.

13. To the Owner

Some electronic devices are vulnerable to electromagnetic interference sent from this phone if inadequately shielded. Use phone at least 20 cm or as far away as you can from TV sets, radio and other electrical appliances as to avoid electromagnetic interference.

Operating the phone may interfere with medical devices like hearing aids and pacemakers, or other medical devices in hospital. Consult a physi-

cian or the manufacturer of the medical device before using phone.

Be aware of the usage limitation when using phone at places such as oil warehouses, or chemical factories, where there are explosive gases or explosive products being processed, because even if your phone is in idle state, it still transmits radio frequency (RF) energy. Therefore, power off your phone if required.

Keep out of the reach of small children. Phone may cause injury if used as a toy.

13.1 Phone Use

Please use original accessories or accessories that are authorized by the manufacturer.

Using any unauthorized accessories may affect your phone's performance and will void your warranty if determined to be the cause for the hardware failure.

As your phone can produce electromagnetic field do not place it near magnetic items such as computer disks.

Do not expose your phone to direct sunlight or store it in hot areas. High temperatures can shorten the life of electronic devices.

Prevent liquid from leaking into your phone. Any form of liquid damage will void the warranty on this device.

Disconnect external power supply and do not use your phone during a thunderstorm.

Unplug the external power adapter or remove battery when your phone is not in use, esp. for a long period of time.

It is highly recommended to charge the battery before initial use. The battery might have been discharged during storage and delivery.

Do not attempt to disassemble the phone by yourself. Non-expert handling of the devices may damage them and void the warranty.

13.2 Battery Use

Do not short-circuit the battery, as this can cause excessive heat and fire.

Do not store battery in hot areas or dispose of it in a fire to avoid explosion.

Never use any damaged chargers or batteries in the device.

Recycle old or damaged batteries and do not dispose of as normal waste.

Warning: If the battery is broken, keep away from substance inside. If the substance gets in contact with your skin, rinse with cold water and consult a doctor for help if necessary.

13.3 Cleaning and Maintenance

The phone is non-waterproof, keep it dry and store in shaded and cool place.

If you want to clean your phone, use clean fabric that is a bit wet or anti-static. Do not use harsh chemical cleaning solvents or strong detergents to clean your phone such as alcohol, dilution agent and benzene. Power-off your phone before you clean it.

Use phone within a temperature range of -10°C~+55°C and the humidity less than 95%.

14. Limited Warranty

14.1 Scope and duration of an OBF (out of box failure)

How to determine if a device is an OBF:

The device was issued by an authorized Neotel Sales Channel.

The device was not subject to any unauthorized repairs or modifications.

The device was not subject to any abuse of physical damage due to neg-

ligence.

The device must be returned in its original sales package, undamaged.

The MEID on the packaging and the device must be the same.

All accessories as issued at point of sale must be present and returned in their original state.

A valid copy of the Customer's Proof of Purchase or Customer Agreement Form must be provided.

A Customer has 30 days to return a faulty device to Neotel to claim an OBF replacement.

Should the device be returned by the Customer post 30 days, it will be treated as a repair should the conditions be met

14.2 Scope and duration of warranty

The device carries a limited warranty providing that:

The device was at the time of its original purchase sold through an authorized Neotel sales outlet.

Free of defects in materials and workmanship under normal use and service.

The device was not physically damage due to Customer negligence or abuse.

The warranty is:

Applicable to the original purchaser (end user) only and not transferable.

Valid for a period of 24 months from date of purchase on the device and 6 months on all accessories.

Void if a copy of the proof of purchase or Customer Agreement Form cannot be provided at the time of the warranty claim.

Only valid in the countries it is sold in.

Only applicable to the hardware components of the device and accessories.

From time of replacement or repair the device shall continue to be warranted for the remaining time of the Warranty period OR three months from date of repair / replacement (whichever is longer).

If applicable, the Customer is responsible to ensure all programs, data or removable storage media is backed up before the device is repaired or replaced.

The following information needs to accompany the faulty unit:

The model and MEID number.

Completed Fault Repair Card (internal use only).

Full address and contact details of the Customer.

A valid copy of the Proof of Purchase or Customer Agreement Form.

14.3 Limitationsof warranty

Damage and failure to operate resulting from:

Rough handling, accident, neglect, general wear and tear through utilization, installation and/or operation of the device which does not comply with the user manual, exposure to moisture, dampness or extreme thermal or environmental conditions or a rapid change in such conditions, corrosion, oxidation, unauthorized modifications, unauthorized opening or repair, repair by use of unauthorized spare parts, accidents, forces of nature or any other actions beyond the reasonable control of the manufacturer.

Defects caused by the fact that the battery was short-circuited or if the seals of the battery enclosure or the cells are broken or show evidence of tampering.

Blacklisted devices.

Tampering or modification of device by unauthorized third parties.

Tampering with the device resulting in the warranty seals, serial number, MEID, and/or the water indicators no longer being intact, erased, de-

faced, altered or illegible.

Any issues that are a direct or indirect cause of the Network, its services and its coverage.

14.4 Warranty claim process

For after sales support and warranty claims the Customer has two options:

Contact the Neotel Contact Centre on 0860 Neotel (0860 636835)

Return the device to the nearest Neotel outlet, together with all components and accessories and Proof of Payment or Customer Application Form.

For all warranty claims, a Fault Job Card will be completed which includes all the Customer details, device details, outlet details and a detailed description of the fault.

Faults that occur within 30 days of the purchase date that fall within the warranty conditions will be classified as "Out of Box" failure and the device will be then replaced with a new device.

Any faults on in warranty devices post 30 days from date of purchase will result in the device being replaced with service stock.

14.5 For out of Warranty devices, the following applies:

At a minimum repair cost of R340 (excl. VAT), it is deemed that a device out of warranty is BER (Beyond Economical to Repair).

Neotel will make refurbished devices available to Customers at 60% of the original purchase price of a new sales unit, or alternatively a new device can be purchased to replace the out of warranty device.

The Warranty of a refurbished device is three (3) months from the date of purchase.

Limitations of warranty also apply to refurbished devices.

This warranty is end user's sole remedy and Neotel's sole liability for defective or nonconforming items, and is in lieu of all other warranties, expressed, implied or statutory, including but not limited to the implied warranties of merchantability and fitness for a particular purpose, unless otherwise required under the mandatory provisions of the law.

15. Limitation of Liability

Neotel, nor its Supplier, ZTE shall not be liable for any loss of profits or indirect, special, incidental or consequential damages resulting from or arising out of or in connection with using of this product, whether or not Neotel or ZTE had been advised, knew or should have known of the possibility of such damages, including, but not limited to lost profits, interruption of business, cost of capital, cost of substitute facilities or product, or any downtime cost.

16. Troubleshooting

Problem	Check Point
No response when pressing the phone keys.	Restart the phone.
No display on screen when the device is disconnected from external power supply.	Check whether the battery is charged. Confirm the battery is not damaged. Restart the phone.
Incoming call alerts not audible.	Check the silent mode and the ringtone volume.
There is no alarm clock tone.	Check whether the alarm clock is enabled or not.

Cannot send short message.	Ensure you are in coverage. If on Prepaid, ensure you have a positive airtime balance. If on Postpaid, ensure your account is current and not suspended / barred.
Cannot connect to internet.	Ensure you are in coverage. Ensure you have entered the correct username and password as disclosed on your welcome letter. If on Prepaid, ensure your prepaid balance is more than R2.00. Restart your device.
Other	Please contact the Neotel Contact Centre on 0860 Neotel (636835).

17. Legal Information

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