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guides of how to use your phone

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Contents

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. Remember to follow any special regulations in force in any area and always switch off your device when its use is prohibited or when it may cause interference or danger.

Attention!
The factory default password: 1122
This password can be used to change the settings, however it is advised that you change this to your own personal password.

1. Safety 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, 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.

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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 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.).

Always switch the device off and disconnect the charger before removing the battery. Keep all SIM cards out of the reach of small children. 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. The SIM card and its contacts are easily damaged by scratches or bending, so please be careful when handling, inserting, or removing the card.

1. Open the battery cover by lightly pressing on the back of the phone and sliding the cover panel down.

2. Install SIM card by sliding it into its nest and under the metal holding plate. (To remove the SIM card, gently press on it and slide it out of its nest.)

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

Memory card slot

SIM slot

IMEI: 358327045452643
S/N: 3011320104B

4. Put on the battery cover. Make sure the cover is completely matched and a click sound can be heard.

5. To turn the phone on press and hold the red key until the screen lights up. To turn it off press and hold the same key until the phone powers off.

Charging the Battery

Battery can be charged when the phone is either on or off. Please make sure that the battery is inserted into the phone before charging.

Connect the charger to its port on the bottom panel of the phone, and then plug it into the 240V electrical outlet. To disconnect, first unplug the charger from the electrical outlet and then disconnect it from the phone.

Battery Level Indication

Charging   Charged

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

In the standby state press the ▬ left soft key to access the main menu.

Exit a menu: press the ▬ right soft key to return to the previous menu.

Enter the standby state: press the 📞 red key.

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 ▬ left soft key to acces the menu.

2. Press the ▬ up or down key until "Settings" appears.

3. Press the ▬ left soft key.

4. Press the ▬ down key until "Phone Settings" appears.

5. Press the ▬ left soft key.

6. Press the ▬ down key until "Time and date" appears. Press the ▬ Left soft key.

7. Press the ▬ down key until "Set time/ date" appears. Press the ▬ left soft key.

8. Enter the time using the 24 hour clock.

9. Use the ▬ down key to set the date.

10. Enter the date starting with the day first, month then year.

11. Use the ▬ down key to choose daylight saving option here you can use the ✱ star and # hash keys to change your selection.

12. Press the ▬ Left soft key to save.

13. To exit the settings, press the ▬ right soft key 4 times.

4. 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 🖼️ right soft key.
• To clear the screen, press the 🖼️ red key.

To Answer Calls

When your phone rings or vibrates, open the flip and press the 🖼️ green key once or the 🖼️ left soft key to answer the call.
If you have chosen "Any key" in the answer mode menu, you can press any key to answer the call

Accessing the Menu during a Call

To access the menu, press the 🖼️ left soft key. Scroll up or down to the desired command by using the 🖼️ up or down key and press the 🖼️ left soft key again.

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

Making International Calls

1. Press the ✳ * 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 ▭ left soft key to complete the call.

To display the "P" symbol for international calling, press the ✳ * key three times. "P" appears and you can enter the number.

Changing the Volume during a Call

To change the volume during a call:
• Press the volume key on the right side of the phone. Up to put the volume higher and down to make the volume lower.

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 1000 entries in the phone memory.

To Add a New Contact to the Phone Book

1. Press the ▭ left soft key to access the menu.

2. Press ▤ up or down key until "Phone Book" appears.

3. Select the option "Phone Book" by pressing the ▭ left soft key.

4. Press the ▤ up or down key until the "Add New Contact" option displays.

5. Press the ▭ left soft key twice.

6. Here you can select where you would like to save the number. You can choose

either on the Sim card or to the phone. To select Press the ▭ left soft key.

7. 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.

8. Once the name is set, press the ▱ down key to enter the number

9. Enter the number by using the number key pad.

10. Press the ▭ left soft key twice to save.

To Search for an Existing Contact

1. Press the ▭ left soft key to access the menu.

2. Press the ▱ up or down key until "Phone Book" appears.

3. Select the option "Phone Book'" by pressing the ▭ left soft key.

4. Scroll ▱ up or down to search for the contact.

5. Press the ◢ green call button to place the call.

To Delete an Existing Contact

1. Press the ▭ left soft key to access the menu.

2. Press the ▭ up or down key until "Phone Book" appears.

3. Select the option "Phone Book" by pressing the ▭ left soft key.

4. Press the ▭ up or down key to find the contact that you want to delete.

5. Select the contact by pressing the ▭ left soft key.

6. Press ▭ up or down key until the "Delete" option displays

7. Press the ▭ left soft key twice until the contact list displays.

To Edit Phone Numbers for Your Speed Dial

You can set up to 8 numbers for the speed dial using the number keys from 2 to 9. And the ✱ star and ▦ hash keys.

1. Press the ▭ left soft key to access the menu.

2. Press the ▭ up or down key "Organiser" appears.

3. Select option "Organiser" by pressing the ⬅ left soft key.

4. Press ⬍ up or down key until "Speed dial" appears.

5. Press the ⬅ left soft key. "Set number" appears.

6. Press the ⬅ left soft key

7. Scroll ⬍ up and down to choose the correct key and press the ⬅ left soft key to edit.

8. Choose a contact from the phone book.

9. Press the ⬅ left soft key to save.

10. Press the ➡ right soft key four times to exit.

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. And the ✳ star and # hash keys.

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 four 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.

Attention!

The Emergency SOS button will only make calls if:

• A SIM card is in the mobile.
• There is at least one SOS numbers programmed.
• There is a SOS text message saved.

To Add the Emergency Contact Numbers to the Phone Book

1. Press the ▭ left soft key to access the menu.

2. Press the ⬒ up or down key until "Organiser" appears.

3. Press the ▭ left soft key.

4. Select the option "SOS Setting".

5. Press the ▭ left soft key.

6. Press the ⬒ up or down key to select "SOS Number".

7. Press the ▭ left soft key.

8. Select the number by pressing the ▭ left soft key and scroll through your phonebook using the ⬒ up or down key press the ▭ left soft key to select a contact.

9. Press the ▭ left soft key to save.

Edit the SOS Message

1. Press the ▭ left soft key to access the menu.
2. Press the ▤ up or down key until "Organiser" appears.
3. Press the ▭ left soft key.
4. Select the option "SOS Settings".
5. Press the ▭ left soft key.
6. Press the ▤ up or down key to select "SOS Message".
7. Press the ▭ left soft key.
8. Edit the text of the message.
9. Press the ▭ left soft key to save.

7. Text Messaging (SMS)

Writing and Sending a Message

1. Press the ▭ left soft key to access the menu.
2. Press the ▤ up or down key until "Messaging" appear.
3. Select the option "Messaging" by pressing the ▭ left soft key.

4. Press the ⬆ up or down key until "Write Message" option displays.

5. Press the ▭ left soft key and start typing your text.

6. When done typing enter a phone number by:

• Pressing the ▭ left soft key twice select Enter number and typing a phone number.

Or

• Select Add from Phonebook press the ⬆ up or down key to search for a number in your phone book.

7. Press the ▭ left soft key twice to send your message. Other options include: Other options include: Edit recipient, Remove recipient, 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.

Also, once you type your message, before sending it, you can scroll up or down and select other commands such as "Save", "Insert Number", "Insert Template", etc.

Receiving/Reply to a Message

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

1.   Press the ▭ left soft key twice to read the message.

2.   Press the ▭ left soft key again to see a list of available commands such as "Reply", "Delete", etc.

Texting Actions	Description
View	To view the message
Reply	To reply the message
Delete	To delete the message
Call sender	To call the sender of the message
Forward	To forward the message
Delete all	Delete all messages
Save to Phonebook	To save the contact to phonebook
Details	To view more 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 ⬛ and ⬛ and ⬛ keys to scroll through the list.
3. Press the ⬛ left soft key to select.

Text Message Numbers

To enter a number instead of a letter:

1. Press the ⬛ hash key to switch input mode from letter to numerical and then use number keys from 1 to 0 to enter numbers.
2. Press the ⬛ hash key again to switch back to letter input mode.

To enter a space, press the "0" key when in letter mode.

EZIabc is also known as predictive text messaging, you can select this by pressing the ⬛ hash key till the EZI symbol appears.

8. 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 key pad.

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.

9. Multimedia

Camera

1. Press the ⬛ left soft key to access the menu.

2. Press the ⬛ up or down key until "Multimedia" appears.

3. Press the ⬛ left soft key.

4. Press the ⬛ up or down key until "Camera" appears.

5. Press the ⬛ left soft key.

6. Take a photo by pressing the ▬ silver key between the up and down navigation keys

7. Use the ✱ star or # hash keys to adjust the exposure.

8. Use the 🖢 up or down key to adjust the Zoom setting.

Image Viewer

1. Press the ▬ left soft key to access the menu.

2. Press the 🖢 up or down key until "Multimedia" appears.

3. Press the ▬ left soft key.

4. Press the 🖢 up or down key until "Image Viewer" appears.

5. Press the ▬ left soft key.

6. Use the ✱ star or # hash keys to select the picture you wish to view.

7. Press the ▬ left soft key to choose "Options". These include: View, Use as, Rename, Delete, Sort by, Delete all files, Image information.

Video Recorder

1. Press the ▬ left soft key to access the menu.

2. Press the 🖢 up or down key until "Multimedia" appears.

3. Press the ☐ left soft key.
4. Press the ☐ up or down key until "Video Recorder" appears.
5. Press the ☐ left soft key.
6. Select the ☐ silver key between the up and down navigation keys to start recording.
7. Press the ☐ silver key again to pause and ☐ right soft key to stop and save

Video Player

1. Press the ☐ left soft key to access the menu.
2. Press the ☐ up or down key until "Multimedia" appears.
3. Press the ☐ left soft key.
4. Press the ☐ up or down key until "Video Player" appears.
5. Press the ☐ up or down key to select the video you wish to view.
6. Press the ☐ left soft key to choose Options. These include: Play, Rename, Delete, Sort by, delete all Files, and Storage.

In the playing interface, use the

• ☐ up or down key to play or pause.

• */# key to change the volume.

Audio Player

1. Press the ▭ left soft key to access the menu.
2. Press the ◒ up or down key until "Multimedia" appears.
3. Press the ▭ left soft key.
4. Press the ◒ up or down key until "Audio Player" appears
5. Press the ▭ left soft key.
6. Press the ▭ left soft key to select "List" to see your downloads.
7. Press the ◒ up or down key to select a song.
8. Press the ▭ left soft key.
9. Select: Play, Details, or Add to ringtone.

Controls:
• To play or pause: ▱ up key
• To stop: ▱ down key
• Skip to next song: Press 6
• Skip to previous song: Press 4

Volume: Press the volume key on the right side of the phone. Up to put the volume higher and down to make the volume lower.

Sound Recorder

1. Press the ▭ left soft key to access the menu
2. Press the ▭ up or down key until "Multimedia" appears.
3. Press the ▭ left soft key.
4. Press the ▭ up or down key until "Sound Recorder" appears
5. Press the ▭ left soft key.
6. Press the ▭ up key to start recording.
7. Press the ▭ right soft key to stop recording.

FM Radio

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

Turning on the FM Radio

Hold down the FM button on the side of the phone for 2 seconds

Scanning for a Station

To scan for stations, press the "4" and "6" keys.

Entering a Radio Channel

1. Exit the scan mode first (by pressing the ▭ right soft key).
2. Input the frequency by pressing the keypad of the phone.

Adjusting the Volume

Volume: Press the volume key on the right

side of the phone. Up to put the volume higher and down to make the volume lower.

Turing the Radio Off

To turn the radio off, either press the ▬ down key once OR Hold down the FM button on the side of the phone for 2 seconds.

*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.

10. Settings Other Functions

Setting an Alarm

You can set up to five alarms. Alarm options include: Alarm tone / Snooze duration (off, 1, 3, 5, 10 minutes) / Alarm repeat settings (off, yearly, monthly, weekly, daily).

1.   Press the ▬ left soft key to access the menu.
2.   Press the ▭ up or down key until "Organiser" appears.
3.   Press the ▬ left soft key.
4.   Press ▬ down key until "Alarm" appears.
5.   Press the ▬ left soft key. The Alarm time 00:00 appears
6.   Press the ▬ left soft key. "Edit" appears.

7. Press the ⚹ star or ⌗ hash keys to turn on the alarm.
8. Press the ⏷ down key.
9. Enter the time in 24 hour clock format.
10. Press the ▭ left soft key to save.

Set another alarm or press the ▭ right soft key four times to exit all the menus.

Turning off the Alarm

When the alarm sounds:
• Press the ▭ left soft key to shut off the alarm
• Press the ▭ right soft key to snooze.

Calendar

To view the calendar:

1. Press the ▭ left soft key to access the menu.
2. Press the ⏶ up or down key until "Organiser" appears.
3. Press the ▭ left soft key.
4. Press ⏷ down key until "Calendar" appears.
5. Press the ▭ left soft key.

Tasks

To set reminders for tasks:

1. Press the ▭ left soft key to access the menu.

2. Press the ☰ up or down key until "Organiser" appears.
3. Press the ☐ left soft key.
4. Press ▬ down key until "Tasks" appears.
5. Press the ☐ left soft key to add a new task.

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 settings / Phone security / Phone Lock. Press the ☐ left soft key to access the Phone lock and input the password again to disable phone lock.
Note: The default phone lock password is 1122 or 0000. 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 ▭ left soft key to access the menu.
2. Press the ▤ up or down arrows to find "Call Center".
3. Select the option "Call History" by pressing the ▭ left soft key.
4. Press the ▭ down key until "Call history" appears then press the ▭ left soft key.
5. Press the ▤ up or down key to scroll through available functions (missed calls, dialled calls, received calls, all calls, delete call logs).
6. Press the ▭ left soft key to select the desired function.
7. Press the ▣ green key twice to call the number.

Flashlight

Use the switch indicated by the light bulb icons on the right side of the phone to turn the flashlight on or off. Hold down for 2 seconds to switch on and press and hold again for 2 seconds to switch it off.

Calculator

Your phone can provide basic calculator functions: addition, subtraction, multiplication and division.

1. Press the ▭ left soft key to access the menu.
2. Press the ▤ up or down arrows to find "Organizer
3. Select the option "Calculator" by pressing the ▭ left soft key.

Enter number keys to enter values. Press the ⌗ key for decimals. Use the ▤ up or down keys to select the math operation: +, -, X, and ÷. Press the ▭ right soft key to clear the last digit or to exit the calculation operation. Press the ▭ left soft key to complete the calculation.

11. Customizing Your Settings

Profiles

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

1. Press the ▭ left soft key to access the menu.
2. Press the ▤ up or down key until "Settings" appears.
3. Press the ▭ left soft key.
4. Press the ▤ up or down key to find "Profiles".

5. Press the ⬜ left soft key.

6. Press the ⬒ up or down key to select from the following profiles

- General
- Silent
- Meeting
- Outdoor
- My Style

7. Press the ⬜ left soft key to enter the editing mode. Here you can activate or customise each profile according to the items in the table "Customise Menu".

8. Press the ⬜ left soft key to save.

Here you can activate or customise each profile.

Customise Menu
(Note: Use the ✳ star or # hash keys to scroll up or down to change the settings.)

Setting	Description
Alert type	Choose either Ring or Silent
Ring type	Repeat, ascending or Single ringtone
Ringtone	You can choose a new ringtone
Ring volume	The volume level for incoming calls
Message	Choose a new message tone

Message Volume	The volume level for incoming messages
Keypad	Human voice, Silent, Click or Tone
Keytone volume	The volume level for the keypad
Power on	Adjust sound when switching on
Power off	Adjust sound when switching off
Cover open	Sound made when flip is opened
Cover close	Sound made when flip is closed
System Alert	Tone for battery low and other alerts

Turning Off Talking Buttons (Keypad Tone)

1. Press the ⬛ left soft key to access the menu.
2. Press the 🗎 up or down key until "Settings" appears.
3. Press the ⬛ left soft key.
4. Choose option "Profiles".
5. Press the ⬛ left soft key to enter the editing mode.
6. Select the "General" Profile and press the left soft key. "Activate" appears.
7. Press the ➖ down key to select "Customise".
8. Press the ⬛ left soft key.
9. Use the 🗎 up or down key to navigate to "Keypad".

10. Use the ★ star or #⚲ hash keys to select the tone you desire (voice, click, tone or silent).

11. Press the ▭ left soft key twice to save.

12. To exit the settings, press the ▭ right soft key 4 times.

Call Settings

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

• Caller ID
• Call waiting
• Call diversion: There are five options:
   - Divert all voice calls
   - Divert if unreachable
   - Divert if no answer
   - Divert if busy
   - Divert all data calls.
   - Select Cancel all diverts to deactivate all diversions.
• Call barring: Restrict numbers you will call or accept calls from.

To access:

1. Press the ▭ left soft key to access the menu.

2. Press the ⬒ up or down key until "Call Center" appears.
3. Press the ▭ left soft key.
4. Press the ⬒ up or down key to select "Call Settings".
5. Press the ▭ left soft key.
6. Then use this menu to update your desired settings

File Manager

The default file manager is your phone MicroSD memory card (not included).

1. Press the ▭ left soft key to access the menu.
2. Press the ⬒ up or down key until "Organiser" Press the left soft key.
3. Press the ⬒ up or down key until "File Manager" appears.
4. Press the ▭ left soft key.
5. Choose the either "Phone" or "Memory".
6. Press the ▭ left soft key. To access submenus to view or play multimedia files.

12. Troubleshooting

Problems	Solutions
Phone does not turn on	1. Ensure you have held the power button down for more than 5 seconds. 2. Re-insert the battery and retry phone boot. 3. Plug charger into the phone and make sure the battery is charged.
Cannot connect to a network	1. Signal strength may be weak, try move location and try again. 2. It may be possible that you are using the phone beyond the network service coverage area. 3. Check to make sure your SIM card is inserted correctly and is valid. (contact network provider)
No information displayed when phone is on	1. Check SIM card is correctly installed. 2. You may need to unlock your key-pad 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 PUK code from your network provider.
	4. Increase the screen brightness in settings.

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Phone call quality poor	1. Increase the call volume use (+ -) 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 achieve a better connection.
Shorter Standby Time	1. Standby time is related to system settings, in poor areas of reception the phone will use more battery to try and find a base station, in this event the standby time will be reduced to save battery power. 2. It could also be the case that the battery of the phone has become exhausted, you may need to consider changing the battery.
SIM card Error	1. Reinstall the SIM card into the phone, ensure the metal contact is clean, wipe gently with a clean cloth before inserting into the phone. 2. SIM card may not be correctly installed. 3. If the SIM card is damaged contact your service provider.
Some feature do not operate or cannot be set	1. This could be due to an operation error on the phone, switch 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	1. Ensure your mobile phone is switched on and connected to a network. 2. Make sure 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	1. Bad connections can hinder the phone charging; make sure all contacts are correctly connected. 2. Check to see whether the phone charging slot or the charge itself is damaged. If so discontinue use. Replace battery or charger. 3. The phone cannot be charged in temperature below 10°C or above 55°C.
Does not dial numbers	1. Confirm that once the number is inputted using the keypad the green call button must be pressed to dial the phone number. 2. Check the phone number entered is correct. 3. Check reception coverage status of your mobile phone. 4. Make sure the call restriction settings are correct in order for you to dial outgoing calls.

13. 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) recommended by international guidelines (icnirp). These limits are part of comprehensive guidelines and establish 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 is 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 this model phone tested for while in use is:

Gsm 900:0.622W/kg(10g) / Dcs 1800: 0.42W/kg(10g)

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