

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.).

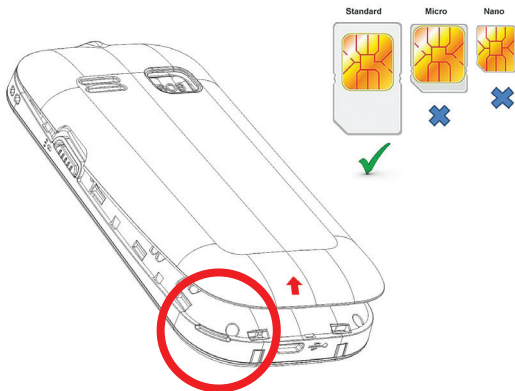
2. Getting Started

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

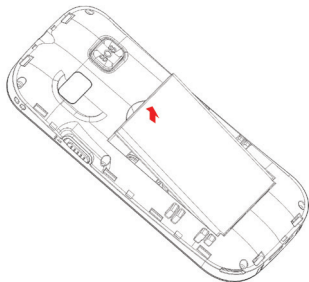
For availability and information about using SIM card services, contact your SIM card vendor. This may be the service provider, network operator, or other vendor.



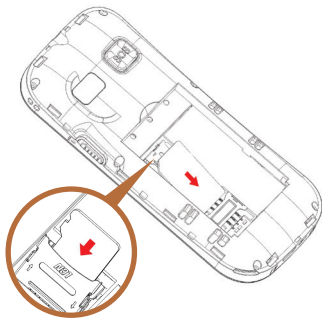
Note: The SIM card and its contacts are easily damaged by scratches or bending, so please be careful when handling, inserting, or removing the card.

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

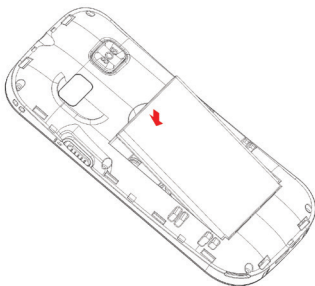
1. Ensure the phone is switched off and the charger is disconnected before removing the battery.



2. With the back cover removed, install the SIM card by sliding it into its nest 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 install a microSD memory card into the slot above the SIM slot.

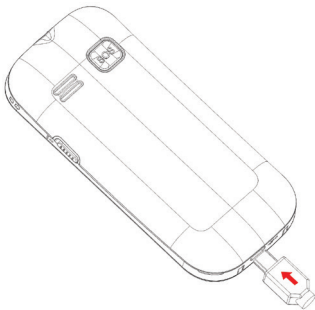


3. Install the battery into the battery slot, ensuring that the three metallic stripes on the battery align with the three metallic prongs in the battery slot.




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.

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.
(Ensure the front of the phone is facing you.)
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  green key or the OK key to access the main menu.

Exit a menu: press the  red 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  green key to enter the menu.
2. Press the  down key until “Settings” appears.
3. Press the  green key.
4. Press the  down key to select “2. Phone Settings”.
5. Press the  green key.
6. Press the  down key to select “1. Time and date”.
7. Press the  green key.
8. Press the  down key to select “2. Set time/date”.
9. Enter the time using the 24 hour clock
10. Use the  down key to enter the date starting with the year first, month then day.
11. Press the  green key to save.
12. 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. Hold for 3 seconds to lock/unlock keypad.
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 for Call Center. Operating: Press to scroll up. Down Arrow: Standby Mode: Press for Alarm. Operating: Press to scroll down.
# Key 	Standby Mode: Press and hold to set Silent mode or press once to type in the # symbol. Edit Mode: Press to switch typing method.

<p>* Key</p> 	<p>Standby Mode: Press once to type in the  symbol, twice for “+” symbol and three times for “P” symbol.</p> <p>Editing mode: Press to access punctuation symbols list.</p>
<p>Flashlight</p> 	<p>Turns the flashlight on and off.</p>
<p>SOS Button</p> 	<p>Press and hold the SOS key to call and text upto five emergency numbers.</p>



Icons on Screen

The following icons may be displayed on the screen:

	Signal strength
	Unread message/s in inbox
	Ringtone volume is on
	Silent mode activated
	Battery power
	Bluetooth
	Earphone Plugged in
	Alarm on
	SOS button activated
	Audio file playing

Volume Adjustment

During a normal or hands-free call connection, press and hold the Navigation key  up or down to increase the volume.

During a phone call to reach max volume you can press the  green key to select the options menu then select "1. H-Free" and press the  green key again . This is an aid for users with a hearing aid.

Call Center and Alarm Shortcut

The following shortcuts are available from the standby mode:



- Call center: Press the  up key
- Alarm: Press the  down key.

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.

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  green key. Scroll up or down to the desired command by using the  up or down key and press the  green 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  key to enter the menu.
2. Press  up or down key until “Call Center” appears.
3. Press the  green key.
4. Press  up or down key until “Call History” is selected.
5. Press the  green key.
6. Press  up or down key until “Dialed Calls” is selected.
7. Press the  green key.
8. Press  up or down key to find the entry you want to call.
9. Press the  green key twice to dial.


Alternatively you can use the  up key menu shortcut to reach the Call Center directly.

Making International Calls

1. Press the  star key and hold 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 key to complete the call.
To display the “P” symbol for international calling, press the  star key 3 times until “P” appears.

Changing the Volume during a Call

To change the volume during a call:

- Press the  up or down navigation key.

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6. Phone Book








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 200 entries in the phone memory.








To Add a New Contact to the Phone Book

1. Press the  green key to access the menu.
2. Press the  down key until "Phone Book" appears.
3. Select the option "Phone Book" by pressing the  green key.
4. Press the  up or down key until the "Add New Contact" option displays.
5. Press the  down key until "1. Select" appears.
6. Press the  green 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. Press the  red key to delete if you make a mistake.
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  green key twice to save.

To Search for an Existing Contact












1. Press the  green key to enter the menu.
2. Press the  down key until "Phone Book" appears.
3. Select the option "Phone Book" by pressing the  green key.
4. Scroll  up or down to search for the contact.
5. Press the  green key then press the  down key until "3. Call" appears, press the  green key to place the call.

To Delete an Existing Contact

1. Press the  green key to access the menu.
2. Press the  down key until "Phone Book" appears.
3. Select the option "Phone Book" by pressing the  green key.
4. Press the  up or down key to find the contact that you want to delete.
5. Select the contact by pressing the  green key.
6. Press  up or down key until the "5. Delete" option displays.
7. Press the  green key twice to confirm delete.

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.

1. Press the  green key to enter the menu.
2. Press the  down key until "Organiser" appears.
3. Select option "Organiser" by pressing the  green key.
4. Press  up or down key until "2. Speed Dial appears.
5. Press the  green key. Press  up or down key until "2. Set numbers" appears.
6. Press the  green key. A list of speed dial numbers appears.
7. Scroll  up and down to choose the correct key and press the  green key to edit.
8. Choose a contact from the phone book.
9. Press the  green key to save.
10. Press the  red 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).

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 number in the phone book according to your requirements; you can set a total of up to one emergency number.







In case of an emergency, when the SOS button is pushed down the phone will automatically send a text message to the emergency number set up on the phone. The mobile phone will then make the emergency call. 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:









1. A SIM card 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  green key to enter the menu.
2. Press the  up or down key until "Organiser" appears.
3. Press the  green key.
4. Press the  down key to select "1. Emergency Setting".
5. Press the  green key.
6. Press the  up or down key to select "SOS Number".

7. Press the  green key. A list of Emergency numbers appears.
8. Press the  green key to edit the required number
9. Change the SOS numbers by typing in the number.
10. Press the  green key to save.
11. Repeat process to add 4 other emergency contacts.









Edit the SOS Message

1. Press the  green key to enter the menu.
2. Press the  up or down key until "Organiser" appears.
3. Press the  green key.
4. Press the  down key to select "1. Emergency Setting".
5. Press the  green key.
6. Press the  up or down key to select "SOS Message".
7. Select Edit by pressing the  green key.
8. Edit the text of the message
9. Press the  green key to save.

Spare batteries, in car chargers and spare mains chargers are available to purchase from www.ttfone.com

8. Text Messaging (SMS)



Writing and Sending a Message

1. Press the  green key to access the menu.
2. Press the  up or down key until “Messaging” appears.
3. Select the option “Messaging” by pressing the  green key.
4. Press the  up or down key until “1. Write message” option displays.
5. Press the  green key and start typing your text.
6. When done typing, enter the phone number by:
 - Pressing the  green key twice, select Enter number and typing a phone number. Or
 - Select Add from Phonebook and press the  up or down key to search for a number in your phone book.
7. Press the  green key twice to send your message. 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.

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  green key twice to read the message.
2. Press the  green 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
Copy to SIM	Copy the message from your phone to the SIM card
Move to SIM	Move the message from your phone to the SIM card
Delete all	Delete all messages
Copy all	Copy all messages
Move all	Move all messages

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  hash key while typing lets you switch between the different types of input modes.
- The  star key selects symbol inputs.
- The  up and down keys and the  star and  hash keys are used to select characters.






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  star key to display the list of punctuation symbols
2. Use the  up and down keys and the  star and  hash 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  hash 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.









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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 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.








10. Multimedia

Image Viewer






1. Press the  green key to enter the menu.
2. Press the  up or down key until “Multimedia” appears.
3. Press the  green key.
4. Press the  up or down key until “1. Image Viewer” appears.
5. Press the  green key.
6. Select the picture you wish to view using the  star and  hash keys to scroll.
7. Press the  green key to choose Options. These include: View, Browser style, Send, Use as, Rename, Delete, Image information.

Audio Player

1. Press the  green key to enter the menu.

2. Press the  up or down key until "Multimedia" appears.
3. Press the  green key.
4. Press the  down key until "Audio Player" appears.
5. Press the  green key.
6. Press the  green key to select "List" to see your playlist.
7. Add to your playlist from files on your Micro SD card (not included).
8. Press the  up or down key to select a song.
9. Press the  green key.
10. Select: Play, Details, Add, Remove and Settings.





Controls:

- To play or pause: Press the  5 key.
- Skip to next song: Press the  6 key.
- Skip to previous song: Press the  4 key.
- To adjust Volume: the  star or  hash keys.

FM Radio





Listen to the radio on the speaker phone.

Turning on the FM Radio


1. Press the  green key to enter the menu.
2. Press the  up or down key until "Multimedia" appears.
3. Press the  green key.
4. Press the  down key to select "5. FM radio".

5. Press the  green key.


Entering a Radio Channel

To scan for stations, press the  up or down key. To continue scanning, press the  4 key to continue up or  6 key to continue down to find the next stations. To stop scanning, press the  red key.

Adjusting the Volume

To adjust Volume: press the the  *+ star or  # hash keys.

Turning the Radio Off

To turn the radio off, ensure you are in the FM radio menu and press the number  5 key

*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 (These are not included in the box and will need to be purchased separately from www.ttfone.com).

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11. Settings Other Functions

Calendar










To view the calendar:

1. Press the  green key to enter the menu.
2. Press the  down key until "Organiser" appears.
3. Press the  green key.
4. Press  down key until "Calendar" appears.

Here you can use the options menu to add/edit or delete events.


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  green key to enter the menu.
 2. Press the  down key until "Organiser" appears.
 3. Press the  green key.
 4. Press  down key until "Alarm" appears.
 5. Press the  green key.
The Alarm time 00:00 appears
 6. Press the  green key. "Status" appears.
 7. Press the  *+ star or  # hash keys to turn on the alarm.
 8. Press the  down key. "Time" appears.



9. Enter the time in 24 hour clock format.

10. Press the  green key to save.

Set another alarm or press the  red key four times to exit all the menus and start again.

Turning off the Alarm


When the alarm sounds:

- Press the  green key to shut off the alarm.
- Press the  red key to snooze.

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.


Select Phone lock to enable the protection and then you need to enter the password when you switch on the phone; Phone lock can be found in the menu Settings/ Security settings/Phone 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.

Keypad Lock

To lock your keypad so that accidental calls are not made simply hold down the green  key for 2 seconds.








To unlock the keypad hold down the same  green key again for 2 seconds.

Restore to factory Settings

To restore phone back to factory settings go to "Settings/6. Restore settings". Here you will need to enter your phone passcode default code is 1122.

Call Center

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

1. Press the  green key to enter the menu.
2. Press the  down key to find "Call Center".
3. Select the option "Call Center" by pressing the  green key.
4. Press the  down key until "1.Call history" appears then press the  green key.
5. Scroll through available functions (missed calls, dialed calls, received calls, all calls, clear logs).
6. Press the  green key to select the desired function.
7. Press the  green key and select "Call" to call the number.

Flashlight










Use the switch on the right side of the phone to turn the flashlight on or off.

To turn the light on: Hold down the button for 2 Seconds.

To turn the light off: Hold down the button for 2 Seconds.

Calculator

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

1. Press the  green key to access the menu.
2. Press the  down key until "Organiser" appears.
3. Press the  green key.
4. Press the  down key until "Calculator" appears.
5. Press the  green key.
6. Enter number keys to enter values.
 - Press the  hash key for decimals.
 - Use the  up or down keys to select the math operation: +, -, X, and ÷.
 - Press the  red key to clear the last digit or to exit the calculation operation.
7. Press the  green key to complete the calculation.









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12. Customizing 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  green key to enter the menu.
2. Press the  up or down key until “Settings” appears.
3. Press the  green key.
4. Press the  down key to find “Profiles”.
5. Press the  green key.
6. Press the  down key to select from the following profiles:
 - General
 - Silent
 - Meeting
 - Outdoor
7. Press the  green 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  green key to save.











Here you can activate or customise each profile.



Customise Menu

(Note: Use the  star and  hash keys to change the settings.)

Setting	Description
Alert type	Choose Ring and Vibrate options
Ring type	Repeat or Beep Once
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
Keystone volume	The volume level for the keypad
Power on	Adjust sound when switching on
Power off	Adjust sound when switching off
System Alert	Tone for battery low and other alerts

Turning Off Talking Buttons (Keypad Tone)

1. Press the  green key to enter the menu.
2. Press the  down key until "Settings" appears.
3. Press the  green key.
4. Choose option "Profiles".
5. Select the "General" Profile and press the  green key. "Activate" appears.
6. Press the  down key to select "Customise".
7. Press the  green key.
8. Use the  up or down key to navigate to "Keypad".
9. Press the  green key and then select option "1. Change" press the  green key again.
10. Use the  up or down key to select the tone you desire (Human voice tone, click, tone or silent).






11. Press the  green key twice to save.
12. To exit the settings, press the  red 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
 - Cancel all diverts.Select Cancel all diverts to deactivate all diversions.
- Call barring: Restrict numbers you will call or accept calls from.

To access:

1. Press the  green key to enter the menu.
2. Press the  up or down key until "Call Center" appears.
3. Press the  green key.
4. Press the  down key to select "Call Settings".
5. Press the  green key.
6. Use this menu to update your desired settings.

File Manager

The default file manager is your phone Micro SD card (This is not included in the box and can be purchased separately on www.ttfone.com).

1. Press the  green key to access the menu.
2. Press the  down key until "Organiser" appears.
3. Press the  green key.
4. Press the  down key until "6. File Manager" appears.
5. Press the  green key.
6. Choose the either "Phone" or "Memory".
7. Press the  green key. To access 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 connection settings option in your phone.

1. Press the  green key to enter the menu.
2. Press the  down key until “Settings” appears.
3. Press the  key.
4. Press the  down key until “Connectivity” appears.
5. Press the  key.
6. Press the  down key until “Bluetooth” appears.
7. Go to “My Device” and locate your other device.
8. 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.

Note: Ensure the power is set to ON in the Bluetooth menu.

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 by holding down the green button for 2 or 3 seconds (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".

Phone call quality is poor	<ol style="list-style-type: none"> 1. Increase the call volume using the up/down navigation keys. 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 - 0.482 w/kg.

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