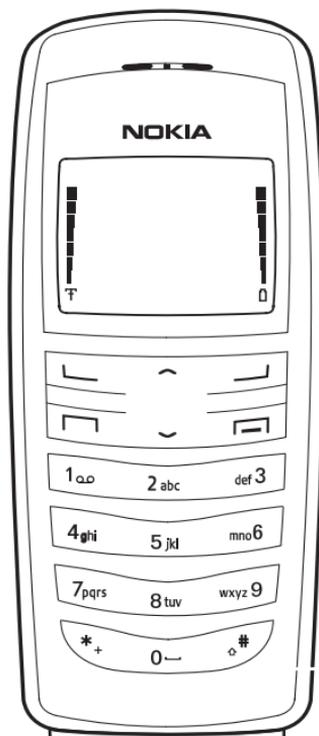# Nokia 2115i User Guide

LEGAL INFORMATION

The wireless phone described in this guide is approved for use in CDMA 1900 networks.

The information contained in this user guide was written for the Nokia 2115i product. Nokia operates a policy of ongoing development. Nokia reserves the right to make changes to any of the products described in this document without prior notice.

EXPORT CONTROLS

This device may contain commodities, technology, or software subject to export laws and regulations from the U.S. and other countries. Diversion contrary to law is prohibited.

FCC/INDUSTRY CANADA NOTICE

Your phone may cause TV or radio interference (for example, when using a telephone in close proximity to receiving equipment). The FCC or Industry Canada can require you to stop using your telephone if such interference cannot be eliminated. If you require assistance, contact your local service facility. This device complies with part 15 of the FCC rules. Operation is subject to the condition that this device does not cause harmful interference.

Contents

For your safety

Read these simple guidelines. Not following them may be dangerous or illegal.
Read the complete user guide for further information.

SWITCH ON SAFELY
Do not switch the phone on when wireless phone use is prohibited or
when it may cause interference or danger.

ROAD SAFETY COMES FIRST
Obey all local laws. Always keep your hands free to operate the
vehicle while driving. Your first consideration while driving should be
road safety.

INTERFERENCE
All wireless phones may be susceptible to interference, which could
affect performance.

SWITCH OFF IN HOSPITALS
Follow any restrictions. Switch the phone off near medical
equipment.

SWITCH OFF IN AIRCRAFT
Follow any restrictions. Wireless phones can cause interference in
aircraft.

SWITCH OFF WHEN REFUELING
Do not use the phone at a refueling point. Do not use near fuel or
chemicals.

SWITCH OFF NEAR BLASTING
Follow any restrictions. Do not use the phone where blasting is in
progress.

USE SENSIBLY
Use only in the normal position as explained in the product
documentation. Don't touch the antenna unnecessarily.

QUALIFIED SERVICE
Only qualified personnel may install or repair this product.

ENHANCEMENTS AND BATTERIES
Use only approved enhancements and batteries. Do not connect
incompatible products.

WATER-RESISTANCE
Your phone is not water-resistant. Keep it dry.

BACKUP COPIES
Remember to make backup copies or keep a written record of all important information stored in your phone.

CONNECTING TO OTHER DEVICES
When connecting to any other device, read its user guide for detailed safety instructions. Do not connect incompatible products.

EMERGENCY CALLS
Ensure the phone is switched on and in service. Press **End** as many times as needed to clear the display and return to the main screen. Key in the emergency number, then press **Call**. Give your location. Do not end the call until given permission to do so.

Welcome

Congratulations on your purchase of the Nokia 2115i mobile phone. Your phone provides many functions which are practical for daily use, such as a hands-free speakerphone, alarm clock, calculator, calendar, and more. To personalize your phone, you can set your favorite ringtones and select an Xpress-on™ color cover.

■ About your phone

The wireless phone described in this guide is approved for use on CDMA 1900 networks. Contact Virgin Mobile for more information about networks.

When using this phone, or any of its features, obey all laws and respect privacy and legitimate rights of others.

Warning: To use any features in this phone, other than the alarm clock, the phone must be switched on. Do not switch the phone on when wireless phone use may cause interference or danger.

■ Network Services

To use the phone you must have service from Virgin Mobile. Many of the phone's features depend on your service provider's network to function. These Network Services may not be available on all networks or you may have to make specific arrangements with Virgin Mobile before you can utilize Network Services. Virgin Mobile may need to give you additional instructions for their use and explain what charges will apply. Some networks may have limitations that affect how you can use network services. For instance, some networks may not support all language-dependent characters and services.

■ Shared memory

The following features in this phone may share memory: contacts, text messages, ringtones, calendar, and games. Use of one or more of these features may reduce the memory available for the remaining features sharing memory. Your phone may display a message that the memory is full when you try to use a shared memory feature. In this case, delete some of the information or entries stored in the shared memory features before continuing. Some features, such as messages and ringtones, may have a certain amount of memory specially allotted to them in addition to the memory shared with other features.

■ Register your phone

Make sure to register your phone at www.warranty.nokiausa.com or call
1-888-NOKIA-2U (1-888-665-4228) so that we can serve your needs better if
you should need to call a customer center or have your phone repaired.

■ Get help

Find your device label

If you need help, Nokia Customer Care is available for assistance. Before calling,
we recommend that you write down the electronic serial number (ESN) and have
it available.

The ESN is found on the type label, which is located beneath the battery on the
back of the phone.

Contact Virgin Mobile

To contact Virgin Mobile's Customer Support department for information about
your phone, account history, call coverage area, and specific features available to
you, such as call forwarding or voicemail:

- Go to **www.virginmobileusa.com**.
- Dial ***VM** from your Virgin Mobile phone.
- Dial 888-322-1122 from any phone.

Contact Nokia

Please have your product with you when contacting either of the numbers below:

Nokia Customer Care Center, USA
Nokia Inc.
7725 Woodland Center Boulevard, Suite #150
Tampa, Florida 33614
Tel: 1-888-NOKIA-2U (1-888-665-4228)
Fax: 1-813-249-9619
TTY/TDD users: 1-800-24-NOKIA (1-800-246-6542)

Customer Care Centre, Canada
Nokia Products Ltd.
601 Westney Road South
Ajax, Ontario L1S 4N7
Tel: 1-888-22-NOKIA (1-888-226-6542)
Fax: 1-905-619-4360

Updates

From time to time, Nokia updates this guide to reflect changes. The latest version may be available at **www.nokiausa.com**. An interactive tutorial for this product may be available in the support area on the Nokia web site, **www.nokiausa.com**.

Accessibility solutions

Nokia is committed to making mobile phones easy to use for all individuals, including those with disabilities. For more information visit the web site at **www.nokiaaccessibility.com**.

1. Phone at a glance

Power key (1)
Earpiece (2)
Right selection key (3)
End key (4)
Keypad (5)
Connection port (6)
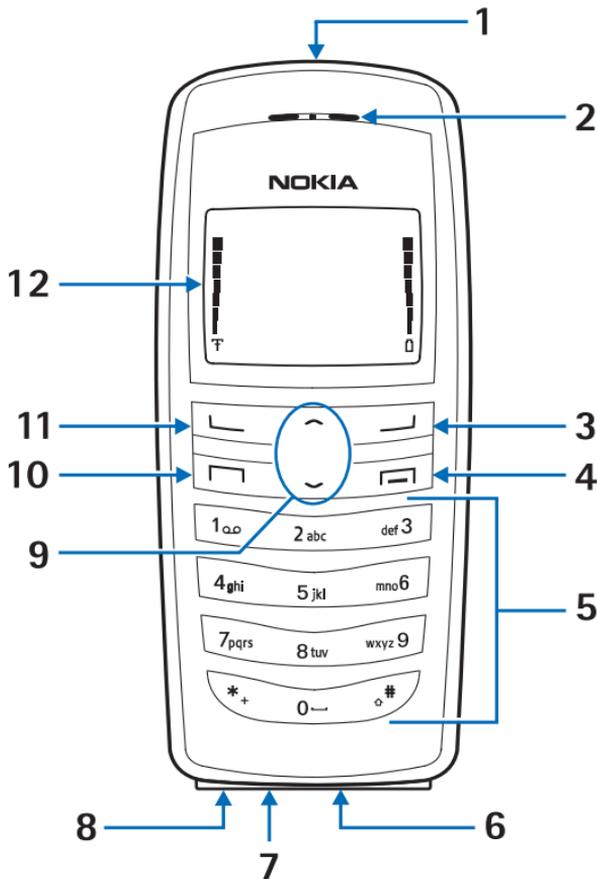
Microphone (7)
Charger port (8)
Scroll up and down key (9)
Call key (10)
Left selection key (11)
Screen (12)

■ The main screen

The main screen appears when your phone is in idle mode.

Signal strength (1)—A higher bar indicates a stronger network signal.

Battery level (2)—A higher bar indicates more power in the battery.

Menu (3)—Press the **Left selection** key to select this option.

Contacts (4)—Press the **Right selection** key to select this option.

■ Quick keys

At the main screen, press and hold ***** to activate or deactivate the flashlight. Scroll up to access My Account (see "My Account," page 35), or scroll down to access the list of entries in the phone book (contents of the contacts list).

■ Indicators and icons

Icon	Indicates...
✉	You have one or more text messages. See "Read a message," page 38.
ᄋᄆ	You have one or more voice messages. See "Voice messages," page 44.
✐	You are making a call with the phone. See "Make a call," page 20.
━◘	Your phone keypad is locked. See "Keyguard," page 21.
✗	Your phone is set to the silent profile. The icon is also present whenever you silence the ringtone. See "Profiles," page 50.
✦	The alarm clock is set to On. See "Alarm clock," page 62.

Icon   Indicates...

The countdown timer is running. See "Countdown timer," page 67.

The stopwatch timing is running in the background. See "Stopwatch," page 68.

Speakerphone is enabled.

The timed profile is selected. See "Profiles," page 50.

, or   , or   An enhancement is connected to the phone.

or   Voice privacy encryption is active (or is not active) in the network.

or   Location info sharing is set to Emergency or On. See "Location info sharing," page 51.

The phone is in an 1XRTT network. See "Network Services," page 8.

■ Get the most out of this guide

The following sections illustrate the various components of your phone. Familiarize yourself with these sections to help you understand the instructions that follow.

This guide uses certain terms for the steps that you are asked to perform:

- "Press" means to press and release a key quickly. For example, press 7 means press the key on the keypad that is labeled with the number 7 and the letters pqrs.

- "Press and hold" means to press hold a key for 2–3 seconds, then release the key.

- Selection keys are used to select menu options. To select an option, press the selection key below the menu item on the phone screen.

- Scroll keys are used to move up and down in the menus.

- Press **Call** to place a call or to answer an incoming call.

- Press **End** to end a call or press and hold to return to idle mode at the main screen.

■ Phone menus

Phone features are grouped according to function and are accessed through the main menus. Each main menu contains submenus and lists from which you can select or view items and customize your phone features. You can access these menus and submenus by scrolling with the up and down scroll key.

Scroll method

1. At the main screen, select *Menu*, and scroll through the main menu using the up and down scroll key.

2. When you arrive at a menu, press *Select* (the **Left Selection** key) or *Connect* to enter submenus.

   • Select *Back* from the submenu level to return to the previous menu.

   • Select *Exit* from the main menu level or press **End** to return to the main screen from any menu or submenu.

Shortcuts

You can use a shortcut to go directly to almost any menu or submenu and to activate most features.

At the main screen, select *Menu*; then within 3 seconds press the key or keys associated with the menu function you would like to view or activate.

For example, to quickly display your phone number, select *Menu* 5-9 from the main screen (*Menu* > 5 *Contacts* > 9 *My phone no.*). After a brief pause, the phone displays your phone number.

Common shortcuts

Shortcut	Keys
My Account	*Menu* 1
Check balance	*Menu* 1-1
Top-Up	*Menu* 1-2
VirginXtras	*Menu* 3, or press and hold 0
Virgin Alerts	*Menu* 2-1-3

In-phone help

Many features have brief descriptions (help text) that you can view on the phone. To view these descriptions, scroll to a feature and wait for about 10 seconds. If needed, select *More* to view all of the description or *Back* to exit.

In order to view the descriptions, you must first activate help text.

1. At the main screen, select *Menu* > *Settings* > *Phone settings* > *Help text activation*.

2. Select *On* to display help text or *Off* to turn this feature off.

2. Set up your phone

■ The antenna

Your phone has an internal antenna located towards the top of the phone. Hold the phone as you would any other telephone with the antenna area pointed up and over your shoulder.

Note: As with any other radio transmitting phone, do not touch the antenna unnecessarily when the phone is switched on. Contact with the antenna affects call quality and may cause the phone to operate at a higher power level than otherwise needed. Avoid contact with the antenna area when operating the phone to optimize antenna performance and battery life.

■ The battery

Important: Always switch the phone off and disconnect the charger before removing the battery.

Before removing the cover, always switch off the power and disconnect the charger and any other phone. Avoid touching electronic components while changing the covers. Always store and use the phone with the covers attached.

Remove the back cover

1. With the back of the phone facing you, push down on the button on the back of the phone.

2. Slide the back cover toward the bottom of the phone and remove.
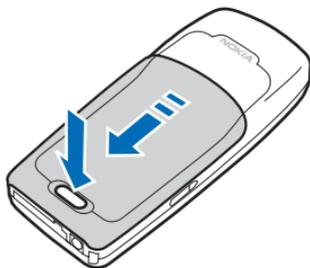
Remove the battery

After you have removed the back cover, insert your finger into the finger grip and lift the battery from its compartment.

Replace the battery

Always use original Nokia batteries. See "Battery information," page 74.

1. Position the battery so the gold-colored contacts match up with those on the phone.

    The battery label must face away from the phone.

2. Insert the battery, gold-colored contact end first, into the battery slot.

3. Push down on the other end of the battery to snap the battery into place.
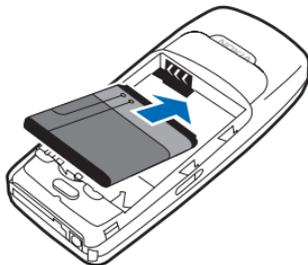
Replace the back cover

Slide the back cover toward the top of the phone until you hear a click and see the back cover release button.

Charge the battery

1. Plug the charger transformer into a standard AC outlet.

2. Insert the charger output plug into the round jack at the bottom end of the phone.

    After a few seconds, the battery indicator in the display starts to scroll from bottom to top. If the battery is completely drained, it may take a few minutes before the charging indicator appears on the display or any calls can be made.
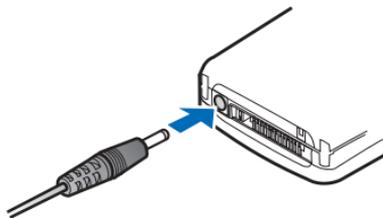
■ Switch on or off

To switch your phone on or off, press and hold the power key on top of the phone for at least 3 seconds.
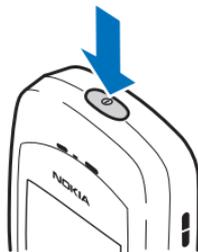
■ Connect the headset

A compatible headset may be included with your phone or purchased separately as an enhancement. See "Enhancements," page 71.

1. Plug the headset connector into the Pop-Port™ connector at the bottom end of your phone.

2. Position the headset on your ear.

   With the headset connected, you can make, answer, and end calls as usual.

   • Use the keypad to enter numbers.

   • Press **Call** to place a call.

   • Press **End** to end a call.
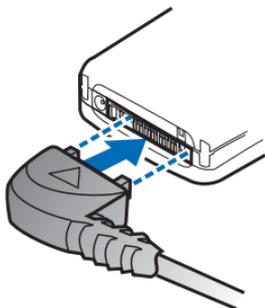
■ Change Xpress-on™ covers

Before removing the cover, always switch off the power and disconnect the charger and any other phone. Avoid touching electronic components while changing the covers. Always store and use the phone with the covers attached.

Remove the back cover and the battery

For instructions on removing the back cover and the battery, see "Remove the back cover," page 16 and "Remove the battery," page 16.

Remove the front cover

Gently pull the bottom of the front cover away from the rest of the phone, and remove the front cover.
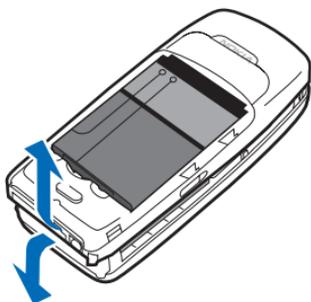
Install the key mat and front cover

1. Remove the key mat from the old front cover.
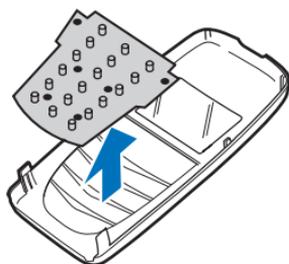
2. Place the key mat into the new front cover.
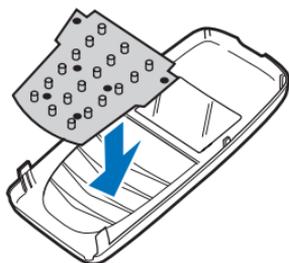
3. Press the front cover and key mat against the phone, and snap the front cover into place.

Replace the battery and back cover

See "Replace the battery," page 17 and "Replace the back cover," page 17.
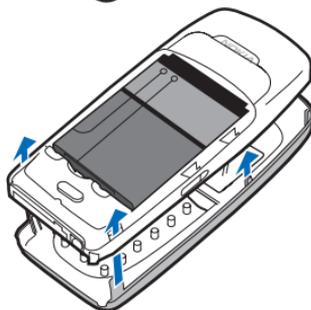
■ Make a call

Use the keypad

1. Enter the phone number (including the area code), and press **Call**.
   (To delete a character to the left of the cursor, select *Clear*.)

2. Press **End** to end the call or to cancel the call attempt.

Use the contacts list

To enter a number into the contacts list, at the main screen, select *Contacts* > *Add new*, and enter the name and phone number. See "Save an entry," page 27.

1. At the main screen, scroll down to display the contents of your contacts list.

2. Select a contact from the list.

3. Press **Call** to make the call, or select *Details* to view details of the entry.

Use the last dialed number

1. At the main screen, press **Call** to display the last 20 numbers dialed.

2. Scroll to the number (or name) you wish to redial, and press **Call**.

■ Answer calls

Answer or silence/decline

1. Press **Call**, or select *Answer* to answer the call.

2. To mute the ringtone, select *Silence*. If you do not answer the call, the call is eventually forwarded to voicemail.

3. To decline and forward the call to voicemail, select *Decline* after you have muted the ringtone, or press **End** at any time.

Answer a call with locked keypad

To answer a call with the keypad locked, press **Call**. During the call, all features function as normal. When you end or decline the call, the keypad automatically relocks. See "Keyguard," page 21.

When the phone is locked, calls may be possible to the official emergency number programmed into your phone.

Adjust the volume during a call

To increase or decrease the volume during a call, scroll up or down during the call. When adjusting the volume, a bar chart indicates the volume level.

Speakerphone

You can use the speakerphone, or loudspeaker, on your phone during a call.

⚠ **Warning:** Do not hold the phone near your ear when the speakerphone is in use because the volume may be extremely loud.

- To activate the speakerphone while in a call, select *Loudsp.*
- To deactivate the speakerphone during a call, select *Handset*.

The speakerphone is deactivated automatically when a call (or a call attempt) ends or when certain enhancements are connected.

Options during a call

Many of the options that you can use during a call, are network services. Check with Virgin Mobile for more information.

Select *Options* during a call to display a list of options available during a call, then select an option.

■ Keyguard

With keyguard, you can lock the keypad to prevent keys from being pressed accidentally and prevent accidental calls. If the keypad is locked, it unlocks when you receive a call. After the call, the lock automatically reactivates.

When keyguard is on, it is still possible to dial the official emergency number programmed into your phone.

To lock the keypad, select *Menu* and press ***** within 2 seconds.

To unlock the keypad, select *Unlock* and press * within 2 seconds.

■ Flashlight

Your phone has a built-in flashlight that you can activate when the phone is in idle mode or when there is a call in progress. To activate the flashlight, press and hold **. The light stays on until you press and hold ** again.

You can also use the flashlight to alert you to an incoming call. For more information, see "Personalize a profile," page 50.

3. Text entry

You can use two methods for entering text and numbers:

- Standard mode is the only way to enter text into the contacts list, and to rename caller groups.

- Predictive text is a quick and easy method for writing messages and creating a calendar note.

■ Standard mode

Text (Abc)

- Press a key once to insert the first letter on the key, twice for the second letter, etc. If you pause briefly, the last letter in the display is accepted and your phone awaits the next entry.

- Press **0** to enter a space and accept a completed word.

- Press **1** to enter a period (.).

- Press ***** to display special characters. See more about special characters on the following pages.

- Press **#** to change the text input mode. The following icons (not the descriptions) appear in the upper left of the display screen:

    ABC   Uppercase text: standard mode is on.

    abc   Lowercase text: standard mode is on.

    Abc   Sentence case text: standard mode is on.

Numbers (123)

To switch to 123 mode from Abc mode, press and hold **#** at any message entry screen until the icon in the upper left corner of the display switches from Abc to 123 (or vice versa).

- Select *Clear* to backspace the cursor and delete a character.

- Select and hold *Clear* to backspace continuously and delete characters.

Punctuation and special characters

While at any text entry screen, press * to display special characters (press and hold * if predictive text is on). To navigate through the list of special characters, use the scroll key. Once a character is highlighted, select *Insert* to insert the character into your message.

■ Predictive text input

Predictive text input allows you to write messages quickly using your keypad and the built-in dictionary. It is much faster than the standard mode method, because the phone guesses the words as you type them.

Activate or deactivate

At any text entry screen, select *Options* > *Predictive text*.

Text entry

This example describes text entry using predictive text. To write the word "Nokia" with predictive text on, press each of the following displayed number keys once. This illustration shows the text displayed on your screen as you press 6-6-5-4-2. Predictive text estimates which of the three or four letters corresponds to the number on the keypad you pressed, as shown:

Enter: 6   6   5   4   2

When using predictive text:

- Press **0** to enter a space between words.

- If a displayed word is not correct, press * to display another match. To return to the previous word in the list of matches, select *Previous*.

- If **?** appears after a word, select *Spell* to add the word to the dictionary.

- Press **1** to insert a period into your message.

- Press and hold * to display special characters. Press * again to cycle through all available characters.

• Press **#** to switch predictive text on or off and to use predictive text in various modes. As you press **#**, the following icons (not the descriptions) appear in the upper left of the display screen:

  Sentence case text: predictive text is on.

  Lowercase text: predictive text is on.

4. Contacts

The contacts list can hold up to 250 contacts, with multiple numbers and text notes for each contact. The amount of numbers and text entries that you can save may vary, depending on length and the total number of entries in the contacts list.

■ Contacts options

You can access contacts options in one of two ways:

• At the main screen, select *Contacts*.

• At the main screen, select *Menu* > *Contacts*.

In this chapter, to access contacts options, select *Contacts*.

■ Search

1. At the main screen, select *Contacts* > *Search*.

2. Type in the first character of the contact name and highlight the contact you wish to view.

3. Select *Details* > *Options* and the action you want to apply to the contact.

■ Add new contacts

Save a name and number

1. At the main screen, enter the phone number you wish to save.

2. Select *Options* > *Save*.

3. Enter the name, and select *OK*.

Save (only) a number

1. At the main screen, enter the phone number you wish to save.

2. Select and hold *Options*.

Save an entry

1. At the main screen, select *Contacts* > *Add new*.

2. Enter the name, and select *OK*.

3. Enter the phone number, and select *OK* > *Done*.

Save numbers and details

You can save different types of phone numbers and short text items per name to the contacts list. The first number you save for any entry is automatically set as the default, but the default number can always be changed. You can save details such as addresses and notes as contact information.

1. At the main screen, scroll down to display a list of entries in your contacts list.

2. Scroll to the entry to which you wish to add a phone number or text item.

3. Select *Details* > *Options* > *Add number* or *Add detail*.

4. Select *General*, *Mobile*, *Home*, *Work*, or *Fax* type when adding a number; or select *E-mail*, *Web address*, *Street addr.*, or *Note* when adding details.

5. Enter the number or text for the type you have selected, and select *OK*.

6. To change the type, select *Change type* in the options list.

Change the default number

To change the default number for the contact entry:

1. At the main screen, scroll down to the entry you wish to change, and select *Details*.

2. Scroll to the number you wish to set as default, and select *Options* > *As primary no.*

■ Edit contact name

1. At the main screen, select *Contacts* > *Edit name*.

2. Scroll to the entry you wish to change and select *Edit*.

3. Enter your changes; then select *OK*.

■ Delete contacts list entries

1. At the main screen, select *Contacts* > *Delete*.

2. To delete individual entries, select *One by one*.

3. Scroll to the entry you wish to delete, and select *Delete* > *OK* to confirm.

4. To delete the entire contents of your contacts list, select *Delete all* > *OK*.

5. Enter the lock code, and select *OK*. See "Security settings," page 59.

■ Add number list entries

Add number allows you to add another number to an existing contact.

1. At the main screen, select *Contacts* > *Add number*.

2. Highlight a contact from the list and select *Add*.

3. Select the tag *General*, *Mobile*, *Home*, *Work*, or *Fax* and enter the number.

■ Settings

Settings allows you to determine how your phone numbers will be viewed and how much memory remains in the contacts list.

At the main screen, select *Contacts* > *Settings* and one of the following:

Scrolling view—Specify how names and numbers are viewed in Contacts list.

Memory status—View the amount of space available in Contacts list.

■ Speed dialing

You can associate any entry in the contacts list with a key from **2–9**. To dial those entries, press and hold the assigned key. Speed dialing must be turned on to use this method.

Press the assigned key and **Call** to speed dial at any time.

Assign a key to speed dial

1. At the main screen, select *Contacts* > *Speed dials*.

2. Select any empty slot and *Assign*.

3. Enter the number (including the area code), and select *OK*; or select *Search* to retrieve a number from the contacts list.

4. Enter the contact name for the number, and select *OK*.

   If speed dial is off, the phone displays a prompt asking if you would like to turn speed dial on.

5. Select *Yes* to activate speed dial.

Change speed dial numbers

1. At the main screen, select *Contacts* > *Speed dials*.

2. Select the speed dial entry you wish to change and *Options* > *Change*.

3. Enter the new number and select *OK*; or select *Search* to view the contacts list and select a new number.

4. Enter a name for the entry, and select *OK*.

Delete speed dial numbers

1. At the main screen, select *Contacts* > *Speed dials*.

2. Select the speed dial location you wish to delete.

3. Select *Options* > *Delete* > *OK* to delete the key assignment.

■ Voice tags

Voice tags allow you to dial a contact by speaking. You can also playback, change, or delete voice tags.

Voice dialing

You can dial up to 25 stored numbers using voice dialing.

Before using voice tags, note the following:

• Voice tags are not language dependent. They are dependent on your voice.

• You must say the name exactly as you said it when you recorded it.

• Voice tags are sensitive to background noise. Record voice tags and use them in a quiet environment.

• Very short names are not accepted. Use long names, and avoid similar names for different numbers.

Using voice tags may be difficult in a noisy environment or
during an emergency, so you should not rely solely upon voice dialing in all
circumstances.

Add a voice tag to a contact

Before you can use voice dialing, you must first assign a voice tag to the number.

1. At the main screen, use scroll down to enter the contacts list.

2. Highlight the contact you want to add a voice tag, and select *Details* >
   Options > *Add voice tag*.

3. Select *Start*; then speak clearly into the phone.

Do not select *Quit* unless you want to cancel the recording.

The phone automatically stops recording, saves, and replays the voice tag.
🗘 appears next to the phone numbers that have voice tags assigned.

Dial a number

1. At the main screen, select and hold *Contacts*.

2. When you hear several beeps and *Speak now* appears, release the key.

3. Say the voice tag clearly into the phone.

   When the phone finds the voice tag, *Found:* appears, and the phone
   automatically dials the number. If the phone does not locate a number or
   recognize the voice tag, *No match found* appears.

Voice tag options

After you have added a voice tag to a contact, you can choose one of the
following options:

Playback

1. At the main screen, select *Menu* > *Contacts* >*Voice tags*.

2. Scroll to the name with the voice tag you want to hear.

3. Select *Options* > *Playback*.

Modify

1. At the main screen, select *Menu* > *Contacts* > *Voice tags*.

2. Scroll to the name with the voice tag you want to change.

3. Select *Options* > *Change*.

4. Select *Start*, then speak clearly into the phone. The phone repeats your voice tag, and Voice tag saved appears.

Delete

1. At the main screen, select *Menu* > *Contacts* > *Voice tags*.

2. Scroll to the name with the voice tag you want to erase.

3. Select *Options* >*Delete*.

4. Select *OK* to erase the voice tag.

■ My phone no.

My phone no. allows you to display your own phone number. Select *Contacts* > *My phone no.*

■ Caller groups

Caller groups allows you to organize your contact information into groups. You can add contacts list entries to any of five caller groups, and assign a unique ringtone or graphic to that group. This enables you to identify callers from the group by their unique ringtone or graphic.

Set up a group

1. At the main screen, scroll down to display a list of entries in your contacts list.

2. Select a name you would like to add to a caller group.

3. Select *Details* > *Options* > *Caller groups*.

4. Select the caller group to which you would like to add the name.

Caller group options

1. At the main screen, select *Contacts* > *Caller groups* > *Family*, *VIP*, *Friends*, *Business*, or *Other*.

2. Select one of the following caller group options and follow the directions displayed:

   Rename group—Rename the group to your preference.

   Group ringtone—Set the ringtone for the group.

   Group logo—Turn the graphic for the caller group on or off.

3. *Group members*—Add or remove members from the caller group.

■ Edit contacts list entries

1. At the main screen, scroll down to display the contents of your contacts list.

2. Select the entry you would like to edit and *Details*.

Edit phone number

1. Highlight the phone number you would like to edit, and select *Options*.

2. Select one of the following options:

Add voice tag—Add a voice tag to the contact.

Edit number—Edit an existing phone number of the contact.

Delete number—Delete a phone number from the contact.

Use number—Display the phone number on the main screen, ready to be called.

View—View the details of the contact.

Change type—Change the number type to *General*, *Mobile*, *Home*, *Work*, or *Fax*.

As primary no.—Change the default number of the contact.

Add number—Add a number to the contact.

Add detail—Add an address or note to the contact.

Caller groups—Add the contact to an existing caller group.

Custom tone—Add a custom ringtone to the contact.

Send bus. card—Send the contact as a business card to another phone.

Send message—Create and send a message to the contact.

Speed dialsSpeed dial—Add the contact to your speed dial list.

Edit name—Edit the name of the contact.

View name—View the name of the contact.

Delete—Delete the entire contact entry from your contacts list.

E–mail address entry

1. Highlight the e-mail address entry you would like to send or update, and select *Options*.

2. Select one of the following options:

    Send e-mail—Send an e-mail.

    Edit detail—Edit existing details of e-mail.

    Delete detail—Delete existing e-mail.

    View—View the details of the e-mail contact.

    Change type—Change the e-mail type to *E-mail*, *Web address*, *Street addr.*, or *Note*.

    Add detail—Add an address or note to the entry.

    Add number—Add a number to the entry.

    Caller groups—Add the e-mail to an existing caller group.

    Custom tone—Add a custom ringtone to the contact.

    Send bus. card—Send the contact a business card.

    Edit name—Edit the name of the contact.

    View name—View the name of the contact.

    Delete—Delete the entire e-mail entry from your contacts list.

Edit other text items

1. Highlight the address entry you would like to edit, and select *Options*.

2. Select the option you wish to perform and *OK*.

■ Send and receive contacts (business cards)

You can send and receive an entry in your contacts list using a text message.

Send a business card

You can send a business card as a text message to a compatible phone.

Note: Multiple text messaging charges may apply. Check with Virgin Mobile for details.

1. At the main screen, scroll down to display the contents of your contacts list.

2. Highlight an entry from the contacts list that you wish to send, and select *Details* > *Options* > *Send bus. card*.

3. To send the business card as a message, select *Via text msg.* If the contact entry has more than one item saved, select *Primary no.* or *All details*.

4. Enter the number for your recipient, or select *Search* to retrieve a number from your contacts list.

5. Select *OK*. The business card is sent.

5. My Account

You can access your Virgin Mobile account to check or add money to your balance.

■ Check account balance

To retrieve your account balance, select *Menu* > *My Account* > *Check balance*. The current balance will be sent to your phone as a Virgin Alert. See "Virgin Alerts," page 43.

Note: When your account has no balance, calls may only be possible to the official emergency number programmed into the phone.

■ Top-Up your account

Top-Up is how you add money to your Virgin Mobile account. You can Top-Up from your phone by using a Top-Up card that you have bought at the store or a credit/debit card that you have registered with Virgin Mobile. Here's how:

1. Select *Menu* > *My Account* > *Top-Up*.

2. Select either a Top-Up card or a debit/credit card and follow the prompts.

For more information about Top-Up and your Virgin Mobile account, please visit **www.virginmobileusa.com**.

6. Messaging

Your Virgin Mobile service allows you to send and receive text messages with other mobile phones and email addresses. For pricing and additional information, please contact Virgin Mobile.

Note: When sending messages, your phone may display Message sent. This is an indication that the message has been sent by your phone to the message center number programmed into your phone. This is not an indication that the message has been received at the intended destination. For details about your messaging service, check with Virgin Mobile.

■ Text messages

At the main screen, select *Menu* > *Messaging* > *Text messages* and select from the following: *Create message*

Create message—Allows you to create and send messages.

Inbox—Allows you to check for received messages.

Virgin Alerts—Allows you to check received Virgin Alert messages.

Sent items—Allows you to check for sent messages.

Archive—Allows you to save received messages.

Templates—Includes a selection of templates for creating messages.

My folders—Allows you to create and name personal folders for storing messages.

Distribution lists—Allows you to define a group of up to 10 recipients to which messages can be addressed.

Delete messages—Allows you to delete messages from a selected folder or all folders.

Message settings—Includes options for changing settings for reading, writing and sending messages.

Write and send

1. At the main screen, select *Menu* > *Messaging* > *Text messages* > *Create message*.

2. Select *Add number* to add the recipient's phone number or *Add e-mail* to add the e-mail address. To retrieve a number or e-mail address from your contacts list while using these options, select *Search* and *OK*. Select *Add list* to add a distribution list, if a distribution list is available. See "Create a distribution list," page 38.

3. Select *Options* and repeat step 2 to add more recipients, then select *OK*.

4. Select *Options* > *Enter text*.

    You can use templates to compose your message. A template is a short, prewritten message that you can insert into your text message to save time when typing. To insert a template into your message, select *Options* > *Use template* and select a template.

5. Compose a message using the keypad and select *Options* > *Send*.

Options when creating a message

When you send a text message, some or all of the following options are available, depending on your text input mode:

Send—Send the message to the selected recipients.

List recipients—Display the list of recipients for your message.

Settings—Allows you to set any of these three settings on and off: *Urgent*, *Delivery note*, *Callback number*.

Save message—Select a folder you created to save the message to a personal folder; select *Sent items* to save the message in the sent items folder; select *Templates* to save the message as one of your predefined templates; or select *Archive* to save the message in your archive.

Clear text—Erase all text from the message editor.

Exit editor—Enables you to save the message to your sent items folder or discard the message as you leave the message editor.

Insert contact—Insert a name from your contacts list into your message.

Insert number—Insert a phone number or find a phone number in the contacts list.

Use template—Insert a predefined template into your message.

Insert smiley—Insert the smiley face of your choice into your message.

Insert word or *Edit word*—Enter or edit the text of a new word that might not appear in the predictive text dictionary. This displays only when *Predictive text* is set to On.

Insert symbol—Insert a special character into your message. This displays only when *Predictive text* is set to On.

Predictive text—Choose a predictive text language to turn predictive text on, or select *Prediction off* to turn it off.

Matches—View matching words found in the dictionary for the word you want to use. This displays only when *Predictive text* is set to On and when the same set of key strokes can produce multiple words.

Create a distribution list

1. At the main screen, select *Menu* > *Messaging* > *Text messages* > *Distribution lists* > *Options* > *Add list*.

2. Enter a name for the list, and select *OK*.

3. To add contacts to this list, select *Options* > *Add contact*.

4. Add the contacts one by one to this list.

Send a message to a distribution list

1. At the main screen, select *Menu* > *Messaging* > *Text messages* > *Create message*.

2. Select *Add list*, scroll to a distribution list, and select *OK*.

3. Select *Options* > *Enter text*.

4. Compose a message using the keypad, and select *Options* > *Send*.

5. Select *Options* > *Send*.

Your message is then sent to each of the recipients in the list.

You may incur separate charges for sending a single message to multiple recipients. For pricing, check with Virgin Mobile.

Read a message

When you receive a message, a notification message displays and is displayed. When you have unopened messages in your inbox, is shown in the upper left corner of the main screen as a reminder.

1. Select *Show* to read the message, or *Exit* to decline notification.

2. Scroll up or down to view the whole message if necessary.

Options while reading a message

When you read a text message, the following options are available:

Delete—Discard the message.

Reply—Reply to the message. Create the message, and select *Options* > *Send*. The sender's phone number or e-mail is used as the default

Use number—Select *Save*, *Add to contact*, *Send message*, or *Call*.

Save—Save the message to a folder.

Save address—Saves an e-mail address to a contact. This option appears if the message contains an e-mail address.

Forward—Forward the message to another phone number.

Rename—Edit the title of the message.

Reply to a message

When you receive a message, a notification message and is displayed.

1. Select *Show* > *Options* > *Reply*.

2. Select a *Start reply with* option and compose your reply using the keypad. These options include:

    Empty screen—Compose reply starting with an empty screen.

    Original text—Compose reply starting with the text that is in the message you received.

    Template—Compose your reply starting with a template from the template list.

    Precomposed short replys: *Yes*, *No*, *OK*, *Thank you*, *Congrats*, *Happy birthday*, *I love you too*, *Hugs and kisses*, *Sorry*, and *Sorry, I'm late*.

3. Select *Options* > *Send*.

To reply to a previously received message:

1. At the main screen, select *Menu* > *Messaging* > *Text messages* > *Inbox* and select a message.

2. Select *Options* > *Reply* to respond.

Change message sending options

1. At the main screen, select *Menu* > *Messaging* > *Text messages* > *Message settings* > *Sending options*.

2. Select the setting you wish to change:

   Priority—Select the priority of the note as *Normal* or *Urgent*.

   Delivery note—A note is sent to you confirming delivery of the message. Select *On* or *Off*.

   Send callback number—A callback number is sent to the recipient. Select *Off* or default phone number.

Change other message settings

1. At the main screen, select *Menu* > *Messaging* > *Text messages* > *Message settings* > *Other settings*.

2. Select the setting you wish to change:

   Message font size—Select *Small font* or *Large font* to change the font size.

   Message overwriting—Select the folders in which new messages overwrite old messages: *Sent items only*, *Inbox only*, or *S. items & Inbox*. Select *Off* to save all messages without overwriting them.

   Save to Sent i-tems as sending—Select how you want to save messages to the sent items folder: *Always save*, *Always prompt*, or *Off*.

   When the message memory is full, your phone cannot send or receive any new messages. However, you can use *Message overwriting* to overwrite old messages in the *Inbox* and *Sent items* folders with any new messages.

■ Message folders

Save messages to folders

You can save drafts of messages, or save received messages to a folder that you have created, or to any existing folder.

To save a draft of a message you are creating, or to save a received message to a folder, select *Options* > *Save message* and a folder you have created, *Sent items*, *Templates*, or *Archive*.

View saved messages

1. At the main screen, select *Menu* > *Messaging* > *Text messages*.

2. Select the folder containing the message you wish to view.

3. When the folder opens, select the message you wish to view.

Inbox folder

Unopened messages are automatically stored in the inbox. Select *Menu* > *Messaging* > *Text messages* > *Inbox* and the message you want to read. You can select *Back* to return to the inbox, or select *Options* to respond to the message. See "Options while reading a message," page 39.

Sent items folder

Messages that you have sent and messages that you have created but have not sent are stored in the sent items folder by default.

When sending messages, set *Save to Sent i-tems as sending* to *Always save* or *Always prompt* to ensure that your messages are saved. If *Save to Sent items as sending* is set to *Off*, sent messages are not stored in the sent items folder. To change the settings, select *Menu* > *Messaging* > *Text messages* > *Message settings* > *Other settings* > *Save to Sent items as sending*.

Archive folder

Store messages that have been read in the *Archive* folder.

Templates folder

Prewritten templates are stored in the *Templates* folder. Preloaded templates can be edited and customized.

My folders

To keep your messages organized, create custom folders and save some of your messages there.

Add a folder

1. At the main screen, select *Menu* > *Messaging* > *Text messages* > *My folders* > *Options* > *Add folder*.

2. Enter a name for the new folder, and select *OK*.

Rename a folder

1. At the main screen, select *Menu* > *Messaging* > *Text messages* > *My folders*. Any folders that you have created appear in the display.

2. Scroll to the folder you wish to rename, and select *Options* > *Rename folder*.

3. Select and hold *Clear* to delete the existing entry.

4. Enter the new name for the folder, and select *OK* to confirm or *Back* to exit.

Delete a folder

Only folders created in *My folders* can be deleted. The *Inbox*, *Sent items*, *Archive*, and *Templates* folders are protected. When you delete a folder, all messages in the folder are also deleted.

1. At the main screen, select *Menu* > *Messaging* > *Text messages* > *My folders*.

2. Scroll to the folder you wish to remove, and select *Options* > *Delete folder*.

3. Select *OK* to delete or *Back* to exit.

■ Delete messages

If your message memory is full and you have more messages waiting at the network, ✉ blinks on the main screen. You can do the following:

• Read some of the unread messages, and delete them.

• Delete messages from some of your folders.

A single message

To delete a single message, you need to open it first.

1. At the main screen, select *Menu* > *Messaging* > *Text messages*.

2. Select the folder containing the message you wish to delete.

3. Select the message you wish to delete.

4. Select *Options* > *Delete* > *OK* to delete the message or *Back* to exit.

All messages in a folder

1. At the main screen, select *Menu* > *Messaging* > *Text messages* > *Delete messages*.

2. Select the folder containing the messages you wish to delete.

   All—Deletes all messages in all of the folders.

   All read—Deletes any messages that have been read in all of the folders.

   All unread—Deletes any messages that have not been read in all of the folders.

   Inbox—Deletes all messages from the *Inbox* folder.

   Sent items—Deletes all messages from the *Sent items* folder.

   Archive—Deletes all messages from the *Archive* folder.

   User defined folders—All user defined folders that the user has added under *My folders* are displayed at the end of the predefined folders.

3. Select *OK* to empty the folder.

■ Virgin Alerts

From time to time, Virgin Mobile may send you Virgin Alerts. These messages contain important information about your Virgin Mobile service or account.

Receiving Virgin Alerts

When you receive a Virgin Alert, your phone will light and play a tone. Then, select one of the following:

Call—Responds using a voice call back number.

Top-Up—Alerts you that it's time to Top-Up in order to keep using your Virgin Mobile service.

Press *Exit* to leave the alert screen.

To view a received alert, select *Menu* > *Messaging* > *Text messages* > *Virgin Alerts*, and the alert you want to view. The most recent alerts are listed first.

To increase your account balance from a Balance Virgin Alert, select *Menu* > *Messaging* > *Text messages* > *Virgin Alerts*. Select a balance alert and then select *Top-Up*.

Your phone will store the last 25 alerts received.

■ Voice messages

When you receive a voice message, your phone displays a notification and may beep or vibrate. If you receive more than one message, your phone shows the number of messages received.

Call and set up your voicemail

1. Press and hold **1**.
2. When you connect to voicemail and the prerecorded greeting begins, follow the automated instructions to set up your voicemail.

> **Note:** You may incur airtime charges for calls into your voicemail. Check with Virgin Mobile for pricing.

Listen to your voice messages

Use one of the following ways to listen to voice messages:

- Press and hold **1**.
- Select *Listen* if there is a notification message in the display.
- At the main screen, select *Menu* > *Messaging* > *Voice messages* > *Listen to voice messages*.

  When you connect and the prerecorded greeting begins, follow the automated instructions to listen to your voice messages.

Automate voicemail

To automatically access your voicemail messages, you can insert special characters called dialing codes into phone numbers and save the number to a speed dial location. Dialing codes instruct the receiving system to pause, wait, bypass, or accept the numbers that follow them in the dialing string.

Voicemail services vary by service provider. The following instructions are examples of common operations. Please check with Virgin Mobile for specific instructions for using your voicemail service.

Voicemail box number and process

1. Write down your voicemail box number.
2. Call and check your voicemail as you normally would.
3. Write down your step-by-step interaction with the recorded prompts. Remember that each voicemail service varies. Your steps may resemble the following:

Dial 2145551212, pause 5 seconds, press 1, pause 2 seconds, press 1234 and *****.

Be precise; you need this information to set up your voicemail with dialing codes.

Dialing codes

Press ***** repeatedly to cycle through dialing codes. When the desired code appears in the display, pause briefly and the code is inserted into the dialing string.

The following dialing codes are available:

Dialing code	Indicates…
*	Bypasses a set of instructions.
+	Causes the International access code to be replaced by **+**.
p	Pauses for 2.5 seconds before sending any numbers that follow.
w	Waits for you to press **Call** before sending the numbers or codes that follow.

Speed dial voicemail with dialing codes

1. At the main screen, select *Contacts* > *Speed dials*.

2. Scroll to an empty speed dial slot, and select *Assign*.

3. Enter your voicemail box number, including the area code.

4. Refer to "Dialing codes" and enter codes as necessary using the information that you saved from "Voicemail box number and process," page 44.

   For example, if you pause for 5 seconds after connecting to voicemail, enter the dialing code p twice after the voicemail box number (for example, 2145551212pp).

5. Enter any remaining numbers, dialing codes, or other information that allows you to listen to your messages and select *OK*.

6. Enter a name for the number (such as voicemail), and select *OK*.

To dial and listen to your voicemail, press and hold the assigned speed dial key at the main screen.

7. VirginXtras

VirginXtras are a fun collection of features that you can access directly from your phone — games, music, and more.

Visit www.virginmobileusa.com for pricing and more information about VirginXtras.

■ Access VirginXtras

At the main screen, select *Menu* > *VirginXtras*, or press and hold **0**.

Your phone cannot receive incoming calls while you are using VirginXtras. Incoming calls are automatically forwarded to voicemail.

■ Navigate VirginXtras

Phone keys

- To browse the menus, scroll up or down.

- To go back, press **End**.

- To select a link or perform an action on a page, press the selection key that corresponds to that action.

- To change the text input mode, press **#** until the desired mode is displayed.

- To enter letters and numbers, press a key from **0–9**. Press a key once to insert the first letter on the key, twice for the second letter, etc.

- To enter special characters, press ***** in text mode.

Download ringtone

1. At the main screen, select *Menu* > *VirginXtras* and select a ringtone. The download operation takes a few moments. When the ringtone is downloaded, *Ringtone received* is displayed.

2. Select *Options* and one of the following:

   Playback—Allows you to hear the ringtone before you save or discard it.

   Save ringtone—Allows you to save your ringtone to the list in your profiles.

If the list of ringtones is full, you can either select *No replacing* and discard the downloaded ringtone, or select one of the ringtones on your phone to replace with the downloaded ringtone.

Discard—Allows you to discard the ringtone without saving it.

3. The next screen will show that the download was successful. Press **Next** to close the browser and enter the *Profiles* menu.

4. Select one of the profiles: *Normal*, *Silent*, *Meeting*, *Outdoor*, or *Pager*.

5. Select *Customize* > *Ringtone* and select your downloaded ringtone from the list.

6. Press **End** to exit from this menu.

Make an emergency call while using VirginXtras

You must exit VirginXtras before you can make an emergency call.

1. To exit VirginXtras, press and hold **End**.

2. Enter the emergency number for your present location (for example, 911). Emergency numbers vary by location.

3. Press **Call**.

Exit VirginXtras

To exit VirginXtras, press and hold **End**.

8. Recent calls

Recent calls stores information about the last 20 missed, 20 received, or 20 dialed calls. It also adds the total duration of all calls. When the number of calls exceeds the maximum, the most recent call replaces the oldest.

Whether viewing missed, incoming, or outgoing calls, the menu options are the same:

Call time—Display the date and time of the call.

Send message—Send a message to the number.

View number—Display the number.

Use number—Make a call using the number.

Save—Enter a name for the number and save it to your contacts list.

Add to contact—Add the number to an existing entry in your contacts list, if the number is not associated with a name.

Delete—Clear the number from memory.

Call—Call the number.

■ View missed calls

Missed calls are calls that were either declined or never answered. The missed calls feature does not function when your phone is switched off.

1. If a missed call notification appears in the display, select *List*; otherwise, from the main screen, select *Menu* > *Recent Calls* > *Missed calls*.

2. When the phone number appears in the display, select *Options*.

3. Select an option.

■ View incoming calls

Incoming calls are calls that have been answered.

1. At the main screen, select *Menu* > *Recent Calls* > *Incoming calls*.

2. Select a name or number and *Options*.

3. Select an option.

■ Outgoing calls

Outgoing calls are previous numbers you have dialed from your phone:

1. At the main screen, press **Call**, or select *Menu* > *Recent calls* > *Outgoing calls*.

2. Select a name or number and *Options*.

3. Select an option.

Call times

You can make or receive calls to or from the same number and view the time each call occurred. Your clock must be set for this feature to work accurately.

1. While viewing a missed, incoming, or outgoing call, select *Options* > *Call time*.

2. Scroll down to view the most recent call times from this number.

3. Select *Back* to return to the options list.

■ Delete recent calls

You can delete any missed, incoming, or outgoing calls from phone memory.

1. At the main screen, select *Menu* > *Recent calls* > *Delete recent call lists*.

2. Select the call type you would like to clear: *All*, *Missed*, *Incoming*, or *Outgoing*.

9. Settings

Use this menu to set or change profiles, tone settings, call settings, phone settings, phone details, time and date settings, voice navigation, enhancement settings, security settings, or to restore the factory settings.

■ Profiles

Profiles define how your phone reacts when you receive a call or message, how your keypad sounds when you press a key, and more. Ringing options, keypad tones, and other settings for each of the available profiles can be customized or left at their default setting. The following profiles are available: Normal, Silent, Meeting, Outdoor, and Pager.

Profiles are also available for enhancements such as a headset and car kit. See "Enhancement settings," page 58.

Activate

1. At the main screen, select *Menu* >*Settings* > *Profiles*.

2. Select the profile of your choice.

3. Select *Activate*.

Personalize a profile

You can personalize any of the profiles a variety of ways.

1. At the main screen, select *Menu* >*Settings* > *Profiles*.

2. Select the profile you wish to customize.

3. Select *Customize*.

4. Select the option you want to customize: *Incoming call alert*, *Ringtone*, *Ringtone volume*, *Vibrating alert*, *Message alert tone*, *Keypad tones*, *Warning tones*, *Alert for*, or *Profile name*.

You cannot rename the Normal profile.

Select *Alert for* to set the phone to ring only upon calls from phone numbers that belong to a selected caller group. Scroll to the caller group you want or *All calls*, and select *Mark* or *Unmark* > *Done*. To set the phone to ring for every call, select *All calls* > *Mark* > *Done*.

Changing your ringtone

Your can select from many ringtones, including your downloaded ringtones, that appear in the list in your profiles.

1. From the main screen, select *Menu >Settings > Profiles > Normal*, *Silent*, *Meeting*, *Outdoor*, or *Pager*.

2. Select *Customize > Ringtone* and select a ringtone from the list.

Set a timed profile

Timed profiles can be used to prevent missed calls. For example, you attend an event that requires your phone be set to Silent before the event starts, but you forget to return it to Normal until long after the event. A timed profile can prevent missed calls by returning your phone to the default profile at a time you specify.

Timed profiles can be set up to 24 hours in advance.

1. At the main screen, select *Menu >Settings > Profiles*.

2. Select the profile you wish to activate.

3. Select *Timed*.

4. Enter the time for the profile to expire, and select *OK*.

■ Tone settings

From this menu, you can adjust the ringtone volume, keypad tones, and other tone settings for the currently active profile. You can also set the phone to ring for calls from phone numbers that belong to a selected caller group. See "Personalize a profile," page 50.

■ Call settings

Location info sharing

Location info sharing is a network service. See "Network Services," page 8.

Location info sharing allows the phone to share position information over the network. For calls to emergency numbers, this position information may be used by the emergency operator to determine the position of the phone. The functionality and accuracy of this feature is dependent on the network, satellite

systems, and the agency receiving the information. It may not function in all areas or at all times.

At the main screen, select *Menu* > *Settings* > *Call settings* > *Location info sharing* > *Emergency* or *On* > *OK* > *OK*.

Emergency—This is the default profile. The phone location information is shared only during an emergency call to the official emergency number programmed into your phone. The phone screen displays ⚙ in the main screen.

On— The phone location information is shared with the network whenever the phone is powered on and activated. The screen displays ⊕ in the main screen.

Location information is always shared with the network during emergency calls to the official emergency number programmed into the phone, regardless of the setting you select. After placing an emergency call, the phone remains in emergency mode for five minutes. During this time, the location information is shared with the network. See "Emergency calls," page 80.

Anykey answer

Anykey answer allows you to answer an incoming call by briefly pressing any key except the **Power** key, **Right selection** key, or **End** key.

At the main screen, select *Menu* > *Settings* > *Call settings* > *Anykey answer* > *On* or *Off*.

Automatic redial

With automatic redial activated, your phone redials the number until the call is successful, or is terminated.

At the main screen, select *Menu* > *Settings* > *Call settings* > *Automatic redial* > *On* or *Off*.

Speed dialing

You can activate or deactivate speed dialing. At the main screen, select *Menu* > *Settings* > *Call settings* > *Speed dialing* > *On* or *Off*. See "Speed dialing," page 28.

Calling card

If you use a calling card for long distance calls, you can save the calling card numbers in your device. Your device can store up to four calling cards.

Save information

1. In standby mode, select *Menu* > *Settings* > *Call settings* > *Calling card*.

2. Enter your security code, and select *OK*.

3. Scroll to one of the four memory locations, and select *Options* > *Edit* > *Dialing sequence*.

4. Select one of the following sequence types:

   Access no. + phone no. + card no.—Dial the calling card access number, phone number, card number, and PIN, if required.

   Access no. + card no. + phone no.—Dial the calling card access number, card number, PIN (if required), and phone number.

   Prefix + phone no. + card no.—Dial the prefix (numbers that must precede the phone number), phone number, card number, and PIN (if required).

5. Enter the required information (access number or prefix and card number), and select *OK* to confirm your entries.

6. Select *Card name*.

7. Enter the card name, and select *OK*.

Contact your calling card company for more information.

Make calls

After you have saved your calling card information in your device, you can make a call using your calling card.

1. In standby mode, select *Menu* > *Settings* > *Call settings* > *Calling card*.

2. Enter your security code, and select *OK*.

3. Scroll to the calling card of your choice, and select *Options* > *Select* > *OK*.

4. Press the end key to return to the standby screen; then enter the phone number, including any prefix (such as **0** or **1**) that your calling card may require when you make a calling card call. See your calling card for instructions.

5. Press and hold the call key for a few seconds until *Card call* is displayed.

6. When you hear the tone or system message, select *OK*.

Call Summary

Your phone can display the time spent on a call when you hang up.

At the main screen, select *Menu* > *Settings* > *Call settings* > *Call summary* > *On* or *Off*.

■ Phone settings

Phone language

1. At the main screen, select *Menu* > *Settings* > *Phone settings* > *Phone language*.

2. Select the language of your choice.

The language setting may affect the time and date formats of the clock, alarm clock, and calendar.

Automatic keyguard

You can set the keypad of your phone to lock automatically after a preset time delay.

1. At the main screen, select *Menu* > *Settings* > *Phone settings* > *Automatic keyguard* > *On* or *Off*.

2. If you select *On*, *Set delay:* is displayed.

3. Enter the delay time (in minutes and seconds), and select *OK*.

When keyguard is on, it may be possible to dial the emergency number programmed into your phone.

Touch tones

Touch tones are the tones that sound when you press the keys on your phone keypad. You can use touch tones for many automated dial-up services such as banking and airlines or for entering your voicemail box number and password.

Touch tones are sent during an active call. You can send them manually from your phone keypad, or send them automatically by saving them in your phone.

Set type

1. At the main screen, select *Menu* > *Settings* > *Phone settings* > *Touch tones* > *Manual Touch tones*.

2. Select one of the following options:

   Continuous—The tone sounds for as long as you press and hold a key.

   Fixed—Used to send tones of the duration you specify in the *Touch tone length* option.

   Off—Used to turn off tones. No tones are sent when you press a key.

Set length

You can also specify touch tone length when using the *Fixed* option.

At the main screen, select *Menu* > *Settings* > *Phone settings* > *Touch tones* > *Touch tone length* > *Short* (0.1 second) or *Long* (0.5 second).

Welcome note

You can write a welcome note which briefly appears on the screen whenever you switch your phone on.

Predictive text input is not available for entering Welcome note text.

1. At the main screen, select *Menu* > *Settings* > *Phone settings* > *Welcome note*.

2. Enter a note (up to 44 characters).

   Press * to display and select from available special characters.

3. When you are finished, select *Options* > *Save*.

Select *Delete* if you want to delete the previous text and begin creating another welcome note.

My banner

You can choose whether the display shows Virgin Mobile's logo or your own banner in text when the phone is in the idle state.

At the main screen, select *Menu* > *Settings* > *Phone settings* > *My banner* > *Default* or *Customize*.

Help text activation

Your phone displays brief descriptions for most menu items. When you arrive at a feature or menu, pause for about 10 seconds, and wait for the help text to display. Scroll through the full help text, if necessary.

The default setting for help text is on. However, you can turn help text on or off.

At the main screen, select *Menu* > *Settings* > *Phone settings* > *Help text activation* > *On* or *Off*.

Display brightness

You can change the brightness of your phone display.

1. At the main screen, select *Menu* > *Settings* > *Phone settings* > *Display brightness*.

2. Scroll up and down to adjust the brightness level to your preference.

3. Select *OK* to accept your settings.

■ Phone details

To view specific information about this phone, select *Menu* > *Settings* > *Phone details* and one of the following:

Own number (MDN)—Displays the mobile directory number, or phone number.

Software version—Displays the current software version.

Browser version—Displays the current version of the minibrowser used with VirginXtras.

■ Time and date settings

Clock

Show or hide the clock

At the main screen, select *Menu* > *Settings* > *Time and date settings* > *Clock* > *Show clock* or *Hide clock*.

Set the time

1. At the main screen, select *Menu* > *Settings* > *Time and date settings* > *Clock* > *Set the time*.

2. Enter the time in hh:mm format, and select *OK*.

3. Select *am* or *pm* (only when the 12-hour format is in use).

Change the format

At the main screen, select *Menu* > *Settings* > *Time and date settings* > *Clock* > *Time format* > *24-hour* or *12-hour*.

Date

Show or hide the date

At the main screen, select *Menu* > *Settings* > *Time and date settings* > *Date* > *Show date* or *Hide date*.

Set the date

1. At the main screen, select *Menu* > *Settings* > *Time and date settings* > *Date* > *Set the date*.

2. Enter the date, and select *OK*.

Change the date format

At the main screen, select *Menu* > *Settings* > *Time and date settings* > *Date* > *Date format* and the format of your choice.

Date separator

At the main screen, select *Menu* > *Settings* > *Time and date settings* > *Date* > *Date separator* and the separator of your choice.

Set the auto–update

Auto-update is a network service. See "Network Services," page 8.

You can allow the digital network to set the clock, which is useful when you are out of your home area (for example, when you travel to another network or time zone).

At the start screen, select *Menu* > *Settings* > *Time and date settings* > *Auto-update of date & time* > *On*, *Confirm first*, or *Off*.

If you use the *Auto-update of date & time* option while outside your digital network, you may be prompted to enter the time manually. Network time will replace the time and date when you re-enter your digital network.

If your battery is removed or discharged outside the digital network, you may be prompted to enter the time manually (when the battery is replaced or recharged and you are still outside of the digital network).

■ Voice navigation

Voice navigation allows you to quickly perform certain commands by speaking them, instead of using the keypad to access them. For example, you can switch your profile, call voicemail, playback a voice memo, or review recent calls by speaking the recorded command.

Add a voice command

Before using a voice command, you must add the command to the phone function by recording it.

1. At the main screen, select *Menu* > *Settings* > *Voice navigation*.

2. Select the phone function you wish to tag: *Profiles*, *Voice mailbox*, *Voice memo*, or *Recent Calls*.

3. If necessary, select an option associated with that function, and select *Options* > *Add command*.

4. Select *Start*, and speak the voice command clearly into the phone.

Do not select *Quit* unless you want to cancel the recording.

The phone replays then saves the recorded command. ⟳ appears next to functions that have voice commands assigned.

Activate a voice command

After you have associated a voice command with a phone function, you can request the function by speaking the voice command.

1. At the main screen, select and hold *Contacts*.

2. When *Speak now* appears, speak the voice command clearly into the phone.

When the phone finds the voice command, *Found:* appears, and the phone plays the recognized voice command through the earpiece. The function you requested is activated.

Voice command options

After you have associated a voice command with a function, select one of the following options:

Playback—Listen to the voice command.

Change—Change the voice command.

Delete—Erase the voice command.

■ Enhancement settings

The enhancement settings menu is shown only if the phone has been connected to a compatible enhancement.

At the main screen, select *Menu* > *Settings* > *Enhancement settings* > *Headset*, *Handsfree*, *Loopset*, or *Charger* and the desired accessory.

■ Security settings

Phone lock

The phone lock feature protects your phone from unauthorized outgoing calls or unauthorized access to information stored in the phone. When phone lock is activated, Phone locked is displayed each time you turn your phone on.

When the phone is locked, calls still may be possible to the official emergency number programmed into your phone.

1. At the main screen, select *Menu* > *Settings* > *Security settings*.

2. Enter the lock code, and select *OK*.

3. Select *Phone lock* and one of the following options:

   Off—Immediately turns off the phone lock feature.

   Lock now—Turns the phone lock feature on immediately.

   On power-up—Turns the phone lock feature on immediately after the phone is turned off and then on.

Call not allowed is displayed if you attempt to place a call while the phone is locked.

To answer a call with phone lock on, select *Answer*, or press **Call**.

Allowed phone number when phone locked

When phone lock is on, the only outgoing calls that can be made are to the emergency number programmed into your phone (for example, 911 or other official emergency number) or the number stored in the Allowed number when phone locked location.

1. At the main screen, select *Menu* > *Settings* > *Security settings* .

2. Enter the lock code, and select *OK*.

3. Select *Allowed number when phone locked*.

4. Enter the phone number and select *Assign* if the slot is emply; or select *Options* > *Change* to change the phone number. *Search*, recall the number from the phone book, and select *OK*.

Change the lock code

Tip: Avoid using codes similar to emergency numbers such as 911 to prevent accidental dialing of the emergency number.

The lock code controls access to features and is supplied with the phone. The preset lock code is the last four digits of your phone number. When you change the lock code, keep the new code secret and in a safe place separate from your phone.

1. At the main screen, select *Menu* > *Settings* > *Security settings*.

2. Enter the current lock code (the default is the last four digits of your phone number), and select *OK*.

3. Select *Change lock code*.

4. Enter the new lock code (4 characters), and select *OK*.

5. Reenter the new lock code for verification, and select *OK*.

Restrict calls

Call restriction is a network service. See "Network Services," page 8.

You can restrict the calls your phone can make and receive. When calls are restricted, calls still may be possible to the official emergency number programmed into your phone.

1. At the main screen, select *Menu* > *Settings* > *Security settings*.

2. Enter the lock code, and press *OK*.

3. Select *Call restrictions* and the types of calls you wish to restrict:

    Restrict outgoing calls—Calls cannot be made.

    Restrict incoming calls—Calls cannot be received.

4. Select one of the following options:

    Select—Restricts a specific number or *All calls*. Select *Mark* to enable a restriction.

    Add restriction—Enter a specific number and name, or select *Search* to enter a number from the contacts list.

    Edit—Allows you to edit previously entered restricted numbers.

    Delete—Allows you to delete previously entered restricted numbers.

■ Restore factory settings

You can reset some of the menu settings to their original values. Data that you have entered or downloaded is not deleted (for example, entries in your contacts list are not affected).

1. At the main screen, select *Menu* > *Settings* > *Restore factory settings*.

2. Enter the lock code (the default lock code is the last four digits of your phone number), and select *OK*.

10. Tools

Your phone features some helpful tools, including an alarm clock, calendar, voice memo, calculator, countdown clock, and stopwatch.

■ Alarm clock

Set an alarm

The alarm clock is based on the phone clock. It sounds an alert any time you specify and works even when the phone is turned off.

1. At the main screen, select *Menu* > *Tools* > *Alarm clock*. If the alarm has been previously set, select *On*.

2. Enter the time for the alarm in hh:mm format, and select *OK*.

3. Select *am* or *pm* if 12-hour format has been selected.

   Alarm on appears briefly in the display, and 🐾 appears on the main screen.

Alarm conditions

When the alarm sounds, your phone beeps and/or vibrates (if vibrate alert is on in the currently active profile), and lights up.

With the phone on, select *Stop* to shut the alarm off, or select *Snooze*. If you select *Snooze*, the alarm stops for 10 minutes, and *Snooze on* is displayed.

If you do not press a key, the alarms stops after 1 minute and snoozes for 10 minutes, then sounds again.

If the alarm time is reached while the phone is switched off, the phone switches itself on and starts sounding the alarm tone. If you select *Stop*, the phone asks whether you want to activate the phone for calls. Select *No* to switch off the phone or *Yes* to make and receive calls. Do not select *Yes* when wireless phone use may cause interference or danger.

Turn an alarm off

At the main screen, select *Menu* > *Tools* > *Alarm clock* > *Off*.

■ Calendar

The calendar keeps track of reminders, calls you need to make, meetings, memos, and birthdays. It can even sound an alarm for any of these events.

Monthly view provides an overview of the selected month and weeks. It also allows you to jump to a specific date. Any days or dates that appear in bold font contain calendar notes such as a meeting or reminder.

Open

At the main screen, select *Menu* > *Tools* > *Calendar*.

You can move the cursor in some calendar views with the scroll keys.

Go to a date

1. At the main screen, select *Menu* > *Tools* > *Calendar* > *Options* > *Go to date*.

2. Enter the date (for example, 07/15/2004), and select *OK*.

Note a specific date

Your phone asks for further information depending on the type of note you select. You can also set an alarm for your note.

1. Go to the date for which you want to set a reminder. See "Go to a date," page 63.

2. From the monthly view, with the date highlighted, select *Options* > *Make a note*.

3. Select one of the following note types:

   Meeting—You are prompted to enter a subject, location, and a start and end time. You are then given the option to set an alarm.

   Call—You are prompted to enter a phone number, a name, and the time. You are then given the option to set an alarm.

   Birthday—You are prompted to enter the person's name and year of birth. You are then given the option to set an alarm.

   Memo—You are prompted to enter a subject and an end date. You are then given the option to set an alarm.

Reminder—You are prompted to enter the subject of the reminder. You are then given the option to set an alarm.

4. Enter your note, and select *Options* > *Save*.

View notes (day view)

After you have created some calendar notes, you can view them as follows:

1. At the main screen, select *Menu* > *Tools* > *Calendar*.

2. Scroll to the date containing the note.

   Any days containing notes will be in bold type.

3. Select *Options* > *View day*.

4. To view a highlighted note, select *Options* > *View*.

Options while viewing a list of notes

Select *Options* while viewing a list of a day's notes and one of the following:

The options listed below are available while viewing the title of a note.

View—View the full note.

Make a note—Create a new note for the selected date.

Delete—Delete the note.

Edit—Edit the note.

Move—Move the note to another date on your calendar.

Repeat—Enable the note to recur on a regular basis. Select *Every day*, *Every week*, *Every 2 weeks*, *Every month*, *Every year*, or *Not repeated*.

Tip: Repeat is not available for Birthday note.

Go to date—Jump to another date on your calendar.

Send note—Send the note to another phone using text message, or in calendar format.

Copy—Copy the note. You can then paste the note to another date.

Settings—Set the date and time, format, the day each week starts, and whether you want your notes to auto-delete after a specified time.

Send a note

You can send a calendar note to another compatible phone. Multiple text messaging charges may apply. Check with Virgin Mobile for details.

1. At the main screen, select *Menu* > *Tools* > *Calendar*.

2. Scroll to the date containing the note you wish to send.

   Any days containing notes will be in bold type.

3. Select *Options* > *View day*.

4. Select the note you wish to send and *Options* > *Send note* > *Via calendar* or *Via text msg.*

5. If you select *Via calendar*, enter the number for the recipient; or select *Search* to retrieve a number from the contacts list and *OK*. The note is sent.

6. If you select *Via text msg.*, select *Add number*.

7. Enter the number for the recipient; or select *Search* to retrieve a number from the contacts list and *OK*.

8. Select *Options* > *Send*.

Receive notes

When you receive a calendar note, your phone displays notification that the calendar note arrived. Save the note in your calendar, and set an alarm for any date and time.

View notes

1. When your phone displays notification that the calendar note arrived, select *Show*.

2. Scroll to view the entire message, if necessary.

Save notes

After viewing the calendar note, select *Options* > *Save*.

Discard notes

After viewing the calendar note, select *Options* > *Discard*.

■ Voice memo

This feature allows you to record a speech or sound memo with your phone and listen to it later. The total available time is 60 seconds if no memos have been stored. The maximum length of a recording depends on how much memory remains available. The recorder cannot be used when you are using VirginXtras.

Record speech or sound

1. At the main screen, select *Menu* > *Tools* > *Voice memo* > *Record*.

2. After the recorder start tone is heard, begin recording speech or sound.

3. When you are finished recording, select *Stop*.

4. Type in a name for the recording, and select *OK*. The recording is saved to the recording list.

Record list options

1. When you have saved a recording, at the main screen, select *Menu* > *Tools* > *Voice memo* > *Recordings list*.

2. Scroll through the list to find your recording; then, select *Options* and one of the following:

   Playback —Listen to the recording using the earpiece.

   Delete —Erase the recording.

   Edit title —Rename the recording.

   Add alarm —Add an alarm to the recording.

■ Calculator

The calculator on your phone adds, subtracts, multiplies, divides, calculates the square and the square root, changes the sign of the number entered, and converts currency values.

This calculator has a limited accuracy and is designed for simple calculations.

1. At the main screen, select *Menu* > *Tools* > *Calculator*.

2. Enter the first number in the calculation.

   Press **#** for a decimal point if necessary.

   Press ***** to cycle through the add (+), subtract (–), multiply (*), and divide (/) characters. Pause briefly to select the displayed character.

3. Enter the second number in your calculation.

4. Select *Options* (equals is highlighted).

To perform a square or square root calculation, select *Options* > *Square* or *Square root*. Select *Options* > *Change sign* to change the sign of your result.

Currency converter

You can convert foreign currency to domestic or vice versa.

1. At the main screen, enter a currency amount to convert.

2. Select *Options* > *To home* or *To foreign*.

   To home—converts foreign currency to domestic currency.

   To foreign—converts domestic currency to foreign currency.

   If you have not done so already, you are prompted to enter the exchange rate.

3. Enter the exchange rate (press # to insert a decimal), and select *OK*.

You can also edit the exchange rate at any time.

When you change base currency, you must enter the new rates because all previously set exchange rates are set to zero.

1. At the main screen, select *Menu* > *Tools* > *Calculator* > *Options* > *Exchange rate* > *Foreign unit expressed in domestic units* or *Domestic unit expressed in foreign units*.

   Foreign unit expressed in domestic units—The number of home units it takes to make one unit of foreign currency.

   Domestic unit expressed in foreign units—The number of foreign units it takes to make one unit of your home currency.

2. Enter the exchange rate, and select *OK*.

■ Countdown timer

You can enter a specified time (up to 99 hours and 59 minutes). When the time runs out, your phone sounds an alarm.

The countdown timer only works when the phone is on. When you turn off your phone, the timer is no longer active.

Set the countdown timer

1. At the main screen, select *Menu* > *Tools* > *Countdown timer*.

2. Enter the time (in *hh:mm* format), and *OK*.

3. Enter a note for the timer, and *OK*.

appears on the main screen when the countdown timer is set.

When the timer runs out, your phone sounds an alarm and flashes its lights. The timer note is displayed on the main screen. If you are using a phone function when the alarm sounds, the timer note is displayed when you return to the main screen.

- Press any key during the alarm to stop the timer.
- At the main screen, select *OK* to clear the timer note.
- After 60 seconds the timer alert stops automatically.

Change the time

After you have set the timer, you can change the time.

1. At the main screen, select *Menu* > *Tools* > *Countdown timer* > *Change time*.
2. Enter the new time, and select *OK*.
3. Leave the note as it was; or enter a new note, and select *OK*.

Stop the timer before the alarm sounds

After you have set the timer, you can stop the timer.

At the main screen, select *Menu* > *Tools* > *Countdown timer* > *Stop timer*.

■ Stopwatch

Your phone has a stopwatch that can be used to track time. The stopwatch displays time in hours, minutes, seconds, and fractions of a second in hh:mm:ss:s format.

Using the stopwatch or allowing it to run in the background when using other features increases the demand on battery power and reduces the battery life.

Split or Lap time

Use the split time function for such things as a long distance race when you need to pace yourself.

1. At the main screen, select *Menu* > *Tools* > *Stopwatch* > *Split timing* or *Lap timing* > *Start*.

   Split timing—You can use the split time function to pace yourself as you might do during a race. Select *Split* to note the lapsed time. The timer continues to run and the split time appears below the running time. Each time you select *Split*, the new measured time appears at the beginning of the list.

Lap timing—You can use the lap time function to track how long it takes to complete a cycle or lap. Select *Lap* to note the lap time. The timer stops, then immediately returns to zero for the next lap. The lap time appears below the running time. Each time you select *Lap*, the new measured time appears at the beginning of the list.

2. Select *Stop* to end timing and display total time.

Save, view or delete split and lap times

- To save a time while the timer is running select *Stop* > *Save*, enter a name for the measurement, and select *OK*. If you do not enter a name, the total time is used as the default title for the lap or split time.

- To view the last measured time, from the main screen, select *Menu* > *Tools* > *Stopwatch* > *Split timing* or *Lap timing* > *Show last time*.

- To browse saved times, from the main screen, select *Menu* > *Tools* > *Stopwatch* > *Split timing* or *Lap timing* > *View times*.

- To delete a saved time, from *Stopwatch*, select *View times* > *Select* > *Delete* or select *Delete times* > *One by one* or *Delete all*.

Operation note

If you press **End** and return to the main screen, the timer continues to run in the background, and 🕒 appears in the upper left corner of the screen.

To return to the stopwatch, do the following:

1. At the main screen, select *Menu* > *Tools* > *Stopwatch* >*Continue*.

2. To stop the timer, select *Stop*.

11. Games

Challenge yourself to one of the fun games on your phone.

Some menus listed are network services. Contact Virgin Mobile for more information.

■ Game settings

At the main screen, select *Menu* > *Games* > *Settings* > *Game sounds*, *Game lights*, or *Shakes*.

■ Play a game

1. At the main screen, select *Menu* > *Games* > *Select game*.

2. Select a game.

3. Options and submenus vary with each game. Select one of the following options, if supported by the game:

   New game—Launches a new game.

   High scores—View the high scores for this game (if previously played).

   Instructions—View instructions for playing the game. Select *More* for more information.

12. Enhancements

Check the model number of any charger before use with this phone. This phone is intended for use when supplied with power from a Nokia ACP-7, Nokia ACP-12, Nokia AC-1, or Nokia LCH-12 charger.

Your phone contains a Standard 1070-mAh LI-Ion Battery (BL-6C).

⚠️ **Warning:** Use only batteries, chargers and enhancements approved by Nokia for use with this particular model. The use of any other types may invalidate any approval or warranty, and may be dangerous. For availability of approved enhancements, please check with your dealer.

A few practical rules about accessories and enhancements:

- Keep all accessories and enhancements out of the reach of small children.

- When you disconnect the power cord of any accessory or enhancement, grasp and pull the plug, not the cord.

- Check regularly that enhancements installed in a vehicle are mounted and are operating properly.

- Installation of any complex car enhancements must be made by qualified personnel only.

Power

- Standard 1070-mAh LI-Ion Battery (BL-6C)

- Standard Charger (ACP-7)

- Travel Charger (ACP-12)

- Retractable Charger (AC-1)

- Mobile Charger (LCH-12)

Headset and Audio

- Boom Headset (HDB-4)

- Ear Bud Headset (HS-5)

- Retractable Headset (HS-10)

- Inductive Loopset (LPS-4)

Car and Desk Stand

- Desk Stand (DCV-14)
- Easy-to-use Handsfree (HF-3)
- Headrest Handsfree (BHF-3)

Miscellaneous

- Data Cable (CA-42)
- Xpress-on Color Covers
- Carry Case

See **www.nokia.com/phones** for more information about enhancements.

13. Purchasing accessories

To purchase accessories for your new phone such as a hands-free headset, carrying case, or car power adapter, please visit **www.virginmobileusa.com**.

14. Battery information

This section provides information about batteries, chargers, safety guidelines and technical information. Be aware that the information in this section is subject to change as batteries and chargers change.

■ Charging and discharging batteries

Your phone is powered by a rechargeable battery. The full performance of a new battery is achieved only after two or three complete charge and discharge cycles. The battery can be charged and discharged hundreds of times but it will eventually wear out. When the talk and standby times are noticeably shorter than normal, replace the battery. Use only Nokia approved batteries, and recharge your battery only with Nokia approved chargers designated for this phone.

Unplug the charger from the electrical plug and the phone when not in use. Do not leave a fully charged battery connected to a charger, since overcharging may shorten its lifetime. If left unused, a fully charged battery will lose its charge over time.

Use the battery only for its intended purpose. Never use any charger or battery that is damaged.

Do not short-circuit the battery. Accidental short-circuiting can occur when a metallic object such as a coin, clip, or pen causes direct connection of the positive (+) and negative (-) terminals of the battery. (These look like metal strips on the battery.) This might happen, for example, when you carry a spare battery in your pocket or purse. Short-circuiting the terminals may damage the battery or the connecting object.

Leaving the battery in hot or cold places, such as in a closed car in summer or winter conditions, will reduce the capacity and lifetime of the battery and its ability to charge. Always try to keep the battery between 59°F and 77°F (15°C and 25°C). A phone with a hot or cold battery may not work temporarily, even when the battery is fully charged. Battery performance is particularly limited in temperatures well below freezing.

Do not dispose of batteries in a fire, as they may explode. Batteries may also explode if damaged. Dispose of batteries according to local regulations. Please recycle when possible. Do not dispose as household waste.

■ Nokia battery authentication guidelines

Always use original Nokia batteries for your safety. To check that you are getting an original Nokia battery, purchase it from an authorized Nokia dealer, look for the Nokia Original Enhancements logo on the packaging and inspect the hologram label using the following steps:

Successful completion of the four steps is not a total assurance of the authenticity of the battery. If you have any reason to believe that your battery is not an authentic original Nokia battery, you should refrain from using it and take it to the nearest authorized Nokia service point or dealer for assistance. Your authorized Nokia service point or dealer will inspect the battery for authenticity.

If authenticity cannot be verified, return the battery to the place of purchase.

Authenticate hologram

1. When looking at the hologram label, you should see the Nokia connecting hands symbol from one angle and the Nokia Original Enhancements logo when looking from another angle.

2. When you angle the hologram to the left, right, down, and up sides of the logo, you should see 1, 2, 3, and 4 dots on each side respectively.

3. Scratch the side of the label to reveal a 20-digit code, for example, 12345678919876543210. Turn the battery so that the numbers are facing upwards. The 20-digit code reads starting from the number at the top row followed by the bottom row.

4. Confirm that the 20-digit code is valid by following the instructions at **www.nokia.com/batterycheck**.

What if your battery is not authentic?

If you cannot confirm that your Nokia battery with the hologram label is an authentic Nokia battery, please do not use the battery. Take it to the nearest authorized Nokia service point or dealer for assistance. The use of a battery that is not approved by the manufacturer may be dangerous and may result in poor performance and damage to your phone and its enhancements. It may also invalidate any approval or warranty applying to the phone.

To find out more about original Nokia batteries visit www.nokia.com/battery.

■ Charging times

The following charging times are approximate with the BL-6C 1070 mAh Li-Ion battery:

Travel Charger (ACP-12): up to 1 hour 45 minutes

Standard Travel Charger (ACP-7): up to 3 hours 45 minutes

■ Talk and standby times

Operation times are estimates only and depend on signal strength, network conditions, user habits (phone use, features used, and number of idle hand-off), battery age and condition (including charging habits), temperatures to which the battery is exposed, and many other factors.

Talk time: 3.7 up to 4.6 hours
Standby time: 139 up to 212 hours

Care and maintenance

Your phone is a product of superior design and craftsmanship and should be treated with care. The suggestions below help you to protect your warranty coverage.

- Keep the phone and all of its parts and accessories out of the reach of small children.

- Keep the phone dry. Precipitation, humidity and all types of liquids or moisture can contain minerals that will corrode electronic circuits. If your phone does get wet, remove the battery and allow the phone to dry completely before replacing it.

- Do not use or store the phone in dusty, dirty areas. Its moving parts and electronic components can be damaged.

- Do not store the phone in hot areas. High temperatures can shorten the life of electronic phones, damage batteries, and warp or melt certain plastics.

- Do not store the phone in cold areas. When the phone returns to its normal temperature, moisture can form inside the phone and damage electronic circuit boards.

- Do not attempt to open the phone other than as instructed in this guide.

- Do not drop, knock, or shake the phone. Rough handling can break internal circuit boards and fine mechanics.

- Do not use harsh chemicals, cleaning solvents, or strong detergents to clean the phone.

- Do not paint the phone. Paint can clog the moving parts and prevent proper operation.

- Use only the supplied or an approved replacement antenna. Unauthorized antennas, modifications, or attachments could damage the phone and may violate regulations governing radio phones.

- Use chargers indoors.

All of the above suggestions apply equally to your phone, battery, charger, or any enhancement. If any phone is not working properly, take it to the nearest authorized service facility for service.

Note: Before sending your phone to a service facility, create a backup of data you want to keep such as contacts and calendar notes.

Additional safety information

■ Operating environment

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. Use the device only in its normal operating positions. This device meets RF exposure guidelines when used either in the normal use position against the ear or when positioned at least 7/8 inch (2.2 cm) away from the body. When a carry case, belt clip, or holder is used for body-worn operation, it should not contain metal and should position the device at least 7/8 inch (2.2 cm) away from your body.

In order to transmit data files or messages, this device requires a quality connection to the network. In some cases, transmission of data files or messages may be delayed until such a connection is available. Ensure the above separation distance instructions are followed until the transmission is completed..

■ Medical devices

Operation of any radio transmitting equipment, including wireless phones, may interfere with the functionality of inadequately protected medical devices. Consult a physician or the manufacturer of the medical device to determine if they are adequately shielded from external RF energy or if you have any questions. Switch off your phone 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.

PACEMAKERS

Pacemaker manufacturers recommend that a minimum separation of 6 inches (15.3 cm) be maintained between a wireless phone and a pacemaker to avoid potential interference with the pacemaker. These recommendations are consistent with the independent research by and recommendations of Wireless Technology Research. To minimize the potential for interference, persons with pacemakers should

- Always keep the phone more than 6 inches (15.3 cm) from their pacemaker when the phone is switched on
- Not carry the phone in a breast pocket
- Hold the phone to the ear opposite the pacemaker to minimize the potential for interference

If you have any reason to suspect that interference is taking place, switch off your phone immediately.

HEARING AIDS

Some digital wireless phones may interfere with some hearing aids. If interference occurs, consult your service provider.

■ Vehicles

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 or its representative of your vehicle or any equipment that has been added.

Only qualified personnel should service the phone, or install the phone in a vehicle. Faulty installation or service may be dangerous and may invalidate any warranty that may apply to the phone. Check regularly that all wireless phone equipment in your vehicle is mounted and operating properly. Do not store or carry flammable liquids, gases, or explosive materials in the same compartment as the phone, its parts, or enhancements. For vehicles equipped with an air bag, remember that an air bag inflates with great force. Do not place objects, including installed or portable wireless equipment in the area over the air bag or in the air bag deployment area. If in-vehicle wireless equipment is improperly installed and the air bag inflates, serious injury could result.

■ Potentially explosive environments

Switch off your phone when in any area with a potentially explosive atmosphere and obey all signs and instructions. 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 phone at refueling points such as near gas pumps at service stations. Observe restrictions on the use of radio equipment in fuel depots, storage, and distribution areas, chemical plants or where blasting operations are in progress. Areas with a potentially explosive atmosphere are often but not always clearly marked. They include below deck on boats, chemical transfer or storage facilities, vehicles using liquefied petroleum gas (such as propane or butane), and areas where the air contains chemicals or particles such as grain, dust or metal powders.

FCC regulations prohibit using your wireless device while in the air. The use of wireless telephones in an aircraft may be dangerous to the operation of the aircraft, disrupt the wireless telephone network, and may be illegal.

Failure to observe these instructions may lead to suspension or denial of telephone services to the offender, legal action, or both.

■ Emergency calls

Important: Wireless phones, including this phone, operate using radio signals, wireless networks, landline networks, and user-programmed functions. Because of this, connections in all conditions cannot be guaranteed. You should never rely solely on any wireless phone for essential communications like medical emergencies.

To make an emergency call, do the following:

1. If the phone is not on, switch it on. Check for adequate signal strength.
2. Press **End** as many times as needed to clear the display and ready the phone for calls.
3. Enter the official emergency number for your present location. Emergency numbers vary by location.
4. Press **Call**.

If certain features are in use, you may first need to turn those features off before you can make an emergency call. If the phone is in an offline or flight mode, you must change the profile to activate the phone function before you can make an emergency call. Consult this guide or your service provider. When making an emergency call, give all the necessary information as accurately as possible. Your wireless phone may be the only means of communication at the scene of an accident. Do not end the call until given permission to do so.

■ Certification Information (SAR)

THE NOKIA 2115i DEVICE MEETS THE GOVERNMENT'S REQUIREMENTS 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) energy recommended by international guidelines (ICNIRP). These limits establish permitted levels of RF energy for the general population. The guidelines are based on standards that were developed by independent scientific organizations through periodic and thorough evaluation of scientific studies. The standards and guidelines include a substantial safety margin designed to assure the safety of

the public, regardless of age and health and to account for any variations in measurements.

The exposure guidelines for mobile devices employ a unit of measurement known as the Specific Absorption Rate or SAR. The SAR limit stated in the international guidelines is 2.0 watts/kilogram (W/kg) averaged over ten grams of tissue. Tests for SAR are conducted using standard operating positions with the device transmitting at its highest certified power level in all tested frequency bands. The actual SAR level of an operating device can be well below the maximum value because the device is designed to use only the power required to reach the network. That amount changes depending on a number of factors such as how close you are to a network base station. The highest SAR value when tested according to international testing procedures for use at the ear for device type RH-66 is 0.75 W/kg. Your phone's device type is listed on the label located under the battery.

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. Additional SAR information may be provided under product information at **www.nokia.com**.

USA and Canada: The SAR limit of USA (FCC) and Canada (IC) is 1.6 W/kg averaged over one gram of tissue. Device type RH-66 has also been tested against this SAR limit. The highest SAR value reported under this standard during product certification for use at the ear is 1.20 W/kg and when properly worn on the body is 1.03 W/kg. Information about this device can be found on the FCC's website at **http://www.fcc.gov/oet/fccid** by searching the equipment authorization system using FCC ID: QMNRH-66.

■ Technical information

Feature	Specification
Dimensions	Width 42.2 mm Length 102.4 mm Depth 21.5 mm
Weight	88 g with BL-6C Li-Ion Battery
Wireless networks	CDMA 1900
Volume	70 cc
Frequency range (Tx)	PCS: 1851.25–1908.75 MHz

Feature	Specification
Frequency Range (Rx)	PCS: 1931.25–1988.75 MHz
GPS	1575.42 MHz

■ Patent information

Manufactured or sold under one or more of the following US patents:

5889770	6148209	6072787	5802465	5596571
6128322	5991627	5699482	4969192	5754976
5701392	5859843	6078570	5924026	6510148
6009328	5930233	5793744	6556824	6775548

■ Nokia one-year limited warranty

Nokia Inc. ("Nokia") warrants that this cellular phone ("Product") is free from defects in material and workmanship that result in Product failure during normal usage, according to the following terms and conditions:

1. The limited warranty for the Product extends for ONE (1) year beginning on the date of the purchase of the Product. This one year period is extended by each whole day that the Product is out of your possession for repair under this warranty.

2. The limited warranty extends only to the original purchaser ("Consumer") of the Product and is not assignable or transferable to any subsequent purchaser/end-user.

3. The limited warranty extends only to Consumers who purchase the Product in the United States of America.

4. During the limited warranty period, Nokia will repair, or replace, at Nokia's sole option, any defective parts, or any parts that will not properly operate for their intended use with new or refurbished replacement items if such repair or replacement is needed because of product malfunction or failure during normal usage. No charge will be made to the Consumer for any such parts. Nokia will also pay for the labor charges incurred by Nokia in repairing or replacing the defective parts. The limited warranty does not cover defects in appearance, cosmetic, decorative or structural items, including framing, and any non-operative parts. Nokia's limit of liability under the limited warranty shall be the actual cash value of the Product at the time the Consumer returns the Product for repair, determined by the price paid by the Consumer for the Product less a reasonable amount for usage. Nokia shall not be liable for any other losses or damages. These remedies are the Consumer's exclusive remedies for breach of warranty.

5. Upon request from Nokia, the Consumer must prove the date of the original purchase of the Product by a dated bill of sale or dated itemized receipt.

6. The Consumer shall bear the cost of shipping the Product to Nokia in Melbourne, Florida. Nokia shall bear the cost of shipping the Product back to the Consumer after the completion of service under this limited warranty.

7. The Consumer shall have no coverage or benefits under this limited warranty if any of the following conditions are applicable:

a) The Product has been subjected to abnormal use, abnormal conditions, improper storage, exposure to moisture or dampness, unauthorized modifications, unauthorized connections, unauthorized repair, misuse, neglect, abuse, accident, alteration, improper installation, or other acts which are not the fault of Nokia, including damage caused by shipping.

b) The Product has been damaged from external causes such as collision with an object, or from fire, flooding, sand, dirt, windstorm, lightning, earthquake or damage from exposure to weather conditions, an Act of God, or battery leakage, theft, blown fuse, or improper use of any electrical source, damage caused by computer or Internet viruses, bugs, worms, Trojan Horses, cancelbots or damage caused by the connection to other products not recommended for interconnection by Nokia.

c) Nokia was not advised in writing by the Consumer of the alleged defect or malfunction of the Product within fourteen (14) days after the expiration of the applicable limited warranty period.

d) The Product serial number plate or the enhancement data code has been removed, defaced or altered.

e) The defect or damage was caused by the defective function of the cellular system or by inadequate signal reception by the external antenna, or viruses or other software problems introduced into the Product.

8. Nokia does not warrant uninterrupted or error-free operation of the Product. If a problem develops during the limited warranty period, the Consumer shall take the following step-by-step procedure:

a) The Consumer shall return the Product to the place of purchase for repair or replacement processing.

b) If "a" is not convenient because of distance (more than 50 miles) or for other good cause, the Consumer shall ship the Product prepaid and insured to:
Nokia Inc., Attn: Repair Department
795 West Nasa Blvd.
Melbourne, FL 32901

c) The Consumer shall include a return address, daytime phone number and/ or fax number, complete description of the problem, proof of purchase

and service agreement (if applicable). Expenses related to removing the Product from an installation are not covered under this limited warranty.

d) The Consumer will be billed for any parts or labor charges not covered by this limited warranty. The Consumer will be responsible for any expenses related to reinstallation of the Product.

e) Nokia will repair the Product under the limited warranty within 30 days after receipt of the Product. If Nokia cannot perform repairs covered under this limited warranty within 30 days, or after a reasonable number of attempts to repair the same defect, Nokia at its option, will provide a replacement Product or refund the purchase price of the Product less a reasonable amount for usage. In some states the Consumer may have the right to a loaner if the repair of the Product takes more than ten (10) days. Please contact the Customer Service Center at Nokia at the telephone number listed at the end of this warranty if you need a loaner and the repair of the Product has taken or is estimated to take more than ten (10) days.

f) If the Product is returned during the limited warranty period, but the problem with the Product is not covered under the terms and conditions of this limited warranty, the Consumer will be notified and given an estimate of the charges the Consumer must pay to have the Product repaired, with all shipping charges billed to the Consumer. If the estimate is refused, the Product will be returned freight collect. If the Product is returned after the expiration of the limited warranty period, Nokia's normal service policies shall apply and the Consumer will be responsible for all shipping charges.

9. You (the Consumer) understand that the product may consist of refurbished equipment that contains used components, some of which have been reprocessed. The used components comply with Product performance and reliability specifications.

10. ANY IMPLIED WARRANTY OF MERCHANTABILITY, OR FITNESS FOR A PARTICULAR PURPOSE OR USE, SHALL BE LIMITED TO THE DURATION OF THE FOREGOING LIMITED WRITTEN WARRANTY. OTHERWISE, THE FOREGOING LIMITED WARRANTY IS THE CONSUMER'S SOLE AND EXCLUSIVE REMEDY AND IS IN LIEU OF ALL OTHER WARRANTIES, EXPRESS OR IMPLIED. NOKIA SHALL NOT BE LIABLE FOR SPECIAL, INCIDENTAL, PUNITIVE OR

CONSEQUENTIAL DAMAGES, INCLUDING BUT NOT LIMITED TO LOSS OF ANTICIPATED BENEFITS OR PROFITS, LOSS OF SAVINGS OR REVENUE, LOSS OF DATA, PUNITIVE DAMAGES, LOSS OF USE OF THE PRODUCT OR ANY ASSOCIATED EQUIPMENT, COST OF CAPITAL, COST OF ANY SUBSTITUTE EQUIPMENT OR FACILITIES, DOWNTIME, THE CLAIMS OF ANY THIRD PARTIES, INCLUDING CUSTOMERS, AND INJURY TO PROPERTY, RESULTING FROM THE PURCHASE OR USE OF THE PRODUCT OR ARISING FROM BREACH OF THE WARRANTY, BREACH OF CONTRACT, NEGLIGENCE, STRICT TORT, OR ANY OTHER LEGAL OR EQUITABLE THEORY, EVEN IF NOKIA KNEW OF THE LIKELIHOOD OF SUCH DAMAGES. NOKIA SHALL NOT BE LIABLE FOR DELAY IN RENDERING SERVICE UNDER THE LIMITED WARRANTY, OR LOSS OF USE DURING THE PERIOD THAT THE PRODUCT IS BEING REPAIRED.

11. Some states do not allow limitation of how long an implied warranty lasts, so the one year warranty limitation may not apply to you (the Consumer). Some states do not allow the exclusion or limitation of incidental and consequential damages, so certain of the above limitations or exclusions may not apply to you (the Consumer). This limited warranty gives the Consumer specific legal rights and the Consumer may also have other rights which vary from state to state.

12. Nokia neither assumes nor authorizes any authorized service center or any other person or entity to assume for it any other obligation or liability beyond that which is expressly provided for in this limited warranty including the provider or seller of any extended warranty or service agreement.

13. This is the entire warranty between Nokia and the Consumer, and supersedes all prior and contemporaneous agreements or understandings, oral or written, relating to the Product, and no representation, promise or condition not contained herein shall modify these terms.

14. This limited warranty allocates the risk of failure of the Product between the Consumer and Nokia. The allocation is recognized by the Consumer and is reflected in the purchase price.

15. Any action or lawsuit for breach of warranty must be commenced within eighteen (18) months following purchase of the Product.

16. Questions concerning this limited warranty may be directed to:

    Nokia Inc.
    Attn: Customer Service
    7725 Woodland Center Blvd., Ste. 150
    Tampa, FL 33614
    Telephone: 1-888-NOKIA-2U (1-888-665-4228)
    Facsimile: (813) 249-9619
    TTY/TDD Users Only: 1-800-24-NOKIA (1-800-246-6542)

17. The limited warranty period for Nokia supplied attachments and accessories is specifically defined within their own warranty cards and packaging.

Appendix A
Message from the CTIA (Cellular Telecommunications & Internet Association) to all users of mobile phones

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Safety is the most important call you will ever make.

A Guide to Safe and Responsible Wireless Phone Use

Tens of millions of people in the U.S. today take advantage of the unique combination of convenience, safety and value delivered by the wireless telephone. Quite simply, the wireless phone gives people the powerful ability to communicate by voice—almost anywhere, anytime—with the boss, with a client, with the kids, with emergency personnel or even with the police. Each year, Americans make billions of calls from their wireless phones, and the numbers are rapidly growing.

But an important responsibility accompanies those benefits, one that every wireless phone user must uphold. When driving a car, driving is your first responsibility. A wireless phone can be an invaluable tool, but good judgment must be exercised at all times while driving a motor vehicle—whether on the phone or not.

The basic lessons are ones we all learned as teenagers. Driving requires alertness, caution and courtesy. It requires a heavy dose of basic common sense—keep your head up, keep your eyes on the road, check your mirrors frequently and watch out for other drivers. It requires obeying all traffic signs and signals and staying within the speed limit. It means using seatbelts and requiring other passengers to do the same.

But with wireless phone use, driving safely means a little more. This brochure is a call to wireless phone users everywhere to make safety their first priority when behind the wheel of a car. Wireless telecommunications is keeping us in touch, simplifying our lives, protecting us in emergencies and providing opportunities to help others in need.

When it comes to the use of wireless phones, safety is your most important call.

Wireless Phone "Safety Tips"

Below are safety tips to follow while driving and using a wireless phone which should be easy to remember.

1. Get to know your wireless phone and its features such as 1-touch dialing and redial. Carefully read your instruction manual and learn to take advantage of valuable features most phones offer, including automatic redial and memory. Also, work to memorize the phone keypad so you can use the 1-touch dialing function without taking your attention off the road.

2. When available, use a hands-free phone. A number of hands-free wireless phone accessories are readily available today. Whether you choose an installed mounted phone for your wireless phone or a speaker phone accessory, take advantage of these phones if available to you.

3. Position your wireless phone within easy reach. Make sure you place your wireless phone within easy reach and where you can grab it without removing your eyes from the road. If you get an incoming call at an inconvenient time, if possible, let your voicemail answer it for you.

4. Suspend conversations during hazardous driving conditions or situations. Let the person you are speaking with know you are driving; if necessary, suspend the call in heavy traffic or hazardous weather conditions. Rain, sleet, snow and ice can be hazardous, but so is heavy traffic. As a driver, your first responsibility is to pay attention to the road.

5. Do not take notes or look up phone numbers while driving. If you are reading an address book or business card, or writing a "to do" list while driving a car, you are not watching where you are going. It's common sense. Don't get caught in a dangerous situation because you are reading or writing and not paying attention to the road or nearby vehicles.

6. Dial sensibly and assess the traffic; if possible, place calls when you are not moving or before pulling into traffic. Try to plan your calls before you begin your trip or attempt to coincide your calls with times you may be stopped at a stop sign, red light or otherwise stationary. But if you need to dial while driving, follow this simple tip—dial only a few numbers, check the road and your mirrors, then continue.

7. Do not engage in stressful or emotional conversations that may be distracting. Stressful or emotional conversations and driving do not mix—they are distracting and even dangerous when you are behind the wheel of a car. Make people you are talking with aware you are driving and if necessary, suspend conversations which have the potential to divert your attention from the road.

8. Use your wireless phone to call for help. Your wireless phone is one of the greatest tools you can own to protect yourself and your family in dangerous situations—with your phone at your side, help is only three numbers away. Dial 9-1-1 or other local emergency number in the case of fire, traffic accident, road hazard or medical emergency. Remember, it is a free call on your wireless phone!

9. Use your wireless phone to help others in emergencies. Your wireless phone provides you a perfect opportunity to be a "Good Samaritan" in your community. If you see an auto accident, crime in progress or other serious emergency where lives are in danger, call 9-1-1 or other local emergency number, as you would want others to do for you.

10. Call roadside assistance or a special wireless nonemergency assistance number when necessary. Certain situations you encounter while driving may require attention, but are not urgent enough to merit a call for emergency services. But you still can use your wireless phone to lend a hand. If you see a broken-down vehicle posing no serious hazard, a broken traffic signal, a minor traffic accident where no one appears injured or a vehicle you know to be stolen, call roadside assistance or other special non-emergency wireless number.

Careless, distracted individuals and people driving irresponsibly represent a hazard to everyone on the road. Since 1984, the Cellular Telecommunications Industry Association and the wireless industry have conducted educational outreach to inform wireless phone users of their responsibilities as safe drivers

and good citizens. As we approach a new century, more and more of us will take advantage of the benefits of wireless telephones. And, as we take to the roads, we all have a responsibility to drive safely.

The wireless industry reminds you to use your phone safely when driving.

For more information, please call 1-888-901-SAFE.
For updates: http://www.wow-com.com/consumer/issues/driving/articles.cfm?ID=85

Appendix B
Message from the FDA (U.S. Food and Drug Administration) to all users of mobile phones

©July 18, 2001For updates: http://www.fda.gov/cdrh/phones

Consumer Update on Wireless Phones

U.S. Food and Drug Administration

1. Do wireless phones pose a health hazard?

The available scientific evidence does not show that any health problems are associated with using wireless phones. There is no proof, however, that wireless phones are absolutely safe. Wireless phones emit low levels of radiofrequency energy (RF) in the microwave range while being used. They also emit very low levels of RF when in the stand-by mode. Whereas high levels of RF can produce health effects (by heating tissue), exposure to low level RF that does not produce heating effects causes no known adverse health effects. Many studies of low level RF exposures have not found any biological effects. Some studies have suggested that some biological effects may occur, but such findings have not been confirmed by additional research. In some cases, other researchers have had difficulty in reproducing those studies, or in determining the reasons for inconsistent results.

2. What is FDA's role concerning the safety of wireless phones?

Under the law, FDA does not review the safety of radiation-emitting consumer products such as wireless phones before they can be sold, as it does with new drugs or medical phones. However, the agency has authority to take

action if wireless phones are shown to emit radiofrequency energy (RF) at a level that is hazardous to the user. In such a case, FDA could require the manufacturers of wireless phones to notify users of the health hazard and to repair, replace or recall the phones so that the hazard no longer exists.

Although the existing scientific data do not justify FDA regulatory actions, FDA has urged the wireless phone industry to take a number of steps, including the following:

• Support needed research into possible biological effects of RF of the type emitted by wireless phones;

• Design wireless phones in a way that minimizes any RF exposure to the user that is not necessary for phone function; and

• Cooperate in providing users of wireless phones with the best possible information on possible effects of wireless phone use on human health.

FDA belongs to an interagency working group of the federal agencies that have responsibility for different aspects of RF safety to ensure coordinated efforts at the federal level. The following agencies belong to this working group:

• National Institute for Occupational Safety and Health

• Environmental Protection Agency

• Federal Communications Commission

• Occupational Safety and Health Administration

• National Telecommunications and Information Administration

The National Institutes of Health participates in some interagency working group activities, as well.

FDA shares regulatory responsibilities for wireless phones with the Federal Communications Commission (FCC). All phones that are sold in the United States must comply with FCC safety guidelines that limit RF exposure. FCC relies on FDA and other health agencies for safety questions about wireless phones. FCC also regulates the base stations that the wireless phone networks rely upon. While these base stations operate at higher power than do the wireless phones themselves, the RF exposures that people get from these base stations are typically thousands of times lower than those they

can get from wireless phones. Base stations are thus not the subject of the safety questions discussed in this document.

3. What kinds of phones are the subject of this update?

The term wireless phone refers here to hand-held wireless phones with built-in antennas, often called cell mobile or PCS phones. These types of wireless phones can expose the user to measurable radiofrequency energy (RF) because of the short distance between the phone and the user's head. These RF exposures are limited by Federal Communications Commission safety guidelines that were developed with the advice of FDA and other federal health and safety agencies. When the phone is located at greater distances from the user, the exposure to RF is drastically lower because a person's RF exposure decreases rapidly with increasing distance from the source. The so-called cordless phones; which have a base unit connected to the telephone wiring in a house, typically operate at far lower power levels, and thus produce RF exposures far below the FCC safety limits.

4. What are the results of the research done already?

The research done thus far has produced conflicting results, and many studies have suffered from flaws in their research methods. Animal experiments investigating the effects of radiofrequency energy (RF) exposures characteristic of wireless phones have yielded conflicting results that often cannot be repeated in other laboratories. A few animal studies, however, have suggested that low levels of RF could accelerate the development of cancer in laboratory animals. However, many of the studies that showed increased tumor development used animals that had been genetically engineered or treated with cancer-causing chemicals so as to be pre-disposed to develop cancer in the absence of RF exposure. Other studies exposed the animals to RF for up to 22 hours per day. These conditions are not similar to the conditions under which people use wireless phones, so we don't know with certainty what the results of such studies mean for human health.

Three large epidemiology studies have been published since December 2000. Between them, the studies investigated any possible association between the use of wireless phones and primary brain cancer, glioma, meningioma, or acoustic neuroma, tumors of the brain or salivary gland, leukemia, or other

cancers. None of the studies demonstrated the existence of any harmful health effects from wireless phone RF exposures. However, none of the studies can answer questions about long-term exposures, since the average period of phone use in these studies was around three years.

5. What research is needed to decide whether RF exposure from wireless phones poses a health risk?

A combination of laboratory studies and epidemiological studies of people actually using wireless phones would provide some of the data that are needed. Lifetime animal exposure studies could be completed in a few years. However, very large numbers of animals would be needed to provide reliable proof of a cancer promoting effect if one exists. Epidemiological studies can provide data that is directly applicable to human populations, but 10 or more years follow-up may be needed to provide answers about some health effects, such as cancer. This is because the interval between the time of exposure to a cancer-causing agent and the time tumors develop — if they do — may be many, many years. The interpretation of epidemiological studies is hampered by difficulties in measuring actual RF exposure during day-to-day use of wireless phones. Many factors affect this measurement, such as the angle at which the phone is held, or which model of phone is used.

6. What is FDA doing to find out more about the possible health effects of wireless phone RF?

FDA is working with the U.S. National Toxicology Program and with groups of investigators around the world to ensure that high priority animal studies are conducted to address important questions about the effects of exposure to radiofrequency energy (RF).

FDA has been a leading participant in the World Health Organization International Electromagnetic Fields (EMF) Project since its inception in 1996. An influential result of this work has been the development of a detailed agenda of research needs that has driven the establishment of new research programs around the world. The Project has also helped develop a series of public information documents on EMF issues.

FDA and the Cellular Telecommunications & Internet Association (CTIA) have a formal Cooperative Research and Development Agreement (CRADA) to do research on wireless phone safety. FDA provides the scientific oversight, obtaining input from experts in government, industry, and academic organizations. CTIA-funded research is conducted through contracts to independent investigators. The initial research will include both laboratory studies and studies of wireless phone users. The CRADA will also include a broad assessment of additional research needs in the context of the latest research developments around the world.

7. How can I find out how much radiofrequency energy exposure I can get by using my wireless phone?

All phones sold in the United States must comply with Federal Communications Commission (FCC) guidelines that limit radiofrequency energy (RF) exposures. FCC established these guidelines in consultation with FDA and the other federal health and safety agencies. The FCC limit for RF exposure from wireless telephones is set at a Specific Absorption Rate (SAR) of 1.6 watts per kilogram (1.6 W/kg). The FCC limit is consistent with the safety standards developed by the Institute of Electrical and Electronic Engineering (IEEE) and the National Council on Radiation Protection and Measurement. The exposure limit takes into consideration the body's ability to remove heat from the tissues that absorb energy from the wireless phone and is set well below levels known to have effects.

Manufacturers of wireless phones must report the RF exposure level for each model of phone to the FCC. The FCC website (http://www.fcc.gov/oet/rfsafety) gives directions for locating the FCC identification number on your phone so you can find your phone's RF exposure level in the online listing.

8. What has FDA done to measure the radiofrequency energy coming from wireless phones?

The Institute of Electrical and Electronic Engineers (IEEE) is developing a technical standard for measuring the radiofrequency energy (RF) exposure from wireless phones and other wireless handsets with the participation and leadership of FDA scientists and engineers. The standard, Recommended Practice for Determining the Spatial-Peak Specific Absorption Rate (SAR) in

the Human Body Due to Wireless Communications Devices: Experimental Techniques, sets forth the first consistent test methodology for measuring the rate at which RF is deposited in the heads of wireless phone users. The test method uses a tissue-simulating model of the human head. Standardized SAR test methodology is expected to greatly improve the consistency of measurements made at different laboratories on the same phone. SAR is the measurement of the amount of energy absorbed in tissue, either by the whole body or a small part of the body. It is measured in watts/kg (or milliwatts/g) of matter. This measurement is used to determine whether a wireless phone complies with safety guidelines.

9. What steps can I take to reduce my exposure to radiofrequency energy from my wireless phone?

If there is a risk from these products—and at this point we do not know that there is—it is probably very small. But if you are concerned about avoiding even potential risks, you can take a few simple steps to minimize your exposure to radiofrequency energy (RF). Since time is a key factor in how much exposure a person receives, reducing the amount of time spent using a wireless phone will reduce RF exposure.

If you must conduct extended conversations by wireless phone every day, you could place more distance between your body and the source of the RF, since the exposure level drops off dramatically with distance. For example, you could use a headset and carry the wireless phone away from your body or use a wireless phone connected to a remote antenna.

Again, the scientific data do not demonstrate that wireless phones are harmful. But if you are concerned about the RF exposure from these products, you can use measures like those described above to reduce your RF exposure from wireless phone use.

10. What about children using wireless phones?

The scientific evidence does not show a danger to users of wireless phones, including children and teenagers. If you want to take steps to lower exposure to radiofrequency energy (RF), the measures described above would apply to children and teenagers using wireless phones. Reducing the time of wireless phone use and increasing the distance between the user and the RF source

will reduce RF exposure. Some groups sponsored by other national governments have advised that children be discouraged from using wireless phones at all. For example, the government in the United Kingdom distributed leaflets containing such a recommendation in December 2000. They noted that no evidence exists that using a wireless phone causes brain tumors or other ill effects. Their recommendation to limit wireless phone use by children was strictly precautionary; it was not based on scientific evidence that any health hazard exists.

11. What about wireless phone interference with medical equipment?

Radiofrequency energy (RF) from wireless phones can interact with some electronic devices. For this reason, FDA helped develop a detailed test method to measure electromagnetic interference (EMI) of implanted cardiac pacemakers and defibrillators from wireless telephones. This test method is now part of a standard sponsored by the Association for the Advancement of Medical instrumentation (AAMI). The final draft, a joint effort by FDA, medical device manufacturers, and many other groups, was completed in late 2000. This standard will allow manufacturers to ensure that cardiac pacemakers and defibrillators are safe from wireless phone EMI. FDA has tested hearing aids for interference from handheld wireless phones and helped develop a voluntary standard sponsored by the Institute of Electrical and Electronic Engineers (IEEE). This standard specifies test methods and performance requirements for hearing aids and wireless phones so that no interference occurs when a person uses a compatible phone and a accompanied hearing aid at the same time. This standard was approved by the IEEE in 2000.FDA continues to monitor the use of wireless phones for possible interactions with other medical devices. Should harmful interference be found to occur, FDA will conduct testing to assess the interference and work to resolve the problem.

12.Where can I find additional information?

For additional information, please refer to the following resources:

- FDA web page on wireless phones
http://www.fda.gov/cdrh/phones/index.html

- Federal Communications Commission (FCC) RF Safety Program
http://www.fcc.gov/oet/rfsafety

- International Commission on Non-Ionizing Radiation Protection
http://www.icnirp.de

- World Health Organization (WHO) International EMF Project
http://www.who.int/emf

- National Radiological Protection Board (UK)
http://www.nrpb.org.uk/

July 18, 2001For updates: http://www.fda.gov/cdrh/phones

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