STK

M PHONE XL USER MANUAL

Contents

Welcome!

Please read this information before using your phone. We are not responsible for any damage due to any misunderstanding of the information in this manual. We reserve the right to revise and change the description of this product, software and the user manual without obligation to notify users of such revisions and changes.

This manual relates to your use of this phone and is not an approval of any accessories. Pictures are for reference only. There may be slight differences between the appearance of the phone, keys and contents of the display used in this manual and those of your phone. Please refer to your phone when using the manual. Some features introduced in this manual are network or subscription-dependent features. Please contact your service provider.

1   Safety Precautions

Read this information before using your mobile device otherwise it many result to personal injury or your device not complying with local laws.

1.1   Specific Absorption Rate (SAR) certification information

THIS DEVICE MEETS INTERNATIONAL GUIDELINES FOR EXPOSURE TO RADIO WAVES. Your mobile is designed not to exceed the limits for exposure to radio waves recommended by international guidelines. The guidelines are developed by an independent scientific organization (ICNIRP) and include substantial safety margin designed to assure the safety of all persons, regardless of age and health.

The radio wave exposure guidelines use a unit of measurement known as Specific Absorption Rate, or SAR. The SAR Limit of USA for mobile devices is 2.0W/kg. The highest SAR values under the ICNIRP guideline for this model are (Maximum SAR for this model and conditions under which it was recorded).

CE SAR Value	FCC SAR Value
Head SAR: 0.489W/kg	Head SAR: 0.819W/Kg
Body SAR: 0.650W/Kg	Body SAR: 0.767W/Kg

Body worn SAR testing has been carried out at a separation distance of 1.5cm. To meet RF exposure guidelines during body-worn operations, the device should be positioned at least this distance away from the body.

For more information about the devices SAR certification, please contact our service center: www.stklife.com.

1.2 ROHS Declaration

Declaration of Conformity with the requirements of the e-waste Management Rules, 2011 (adopted by Notification S.O.1035 (E) of Ministry of Environment and Forests).

The Product is in conformity with the requirements of Rule 13 of the e-waste Rules. The content of hazardous substance with the exemption of the applications listed in SCHEDULE II of the e-waste Rules:

1. Lead (Pb) – not over 0.1% by weight;

2. Cadmium (Cd) – not over 0.01% by weight;

3. Mercury (Hg) – not over 0.1% by weight;

4. Hexavalent chromium (Cr6+) – not over 0.1% by weight;

5. Polybrominated biphenyls (PBBs) – not over 0.1% by weight;

6. Polybrominated diphenyl ethers (PBDEs) – not over 0.1% by weight.

1.3 Correct disposal

(Waste Electrical & Electronic equipment) this marking on the product, accessories or literature indicates that the product and it electronic accessories (e.g. charger, headset, USB cable) should not be disposed of with household waste. This EEE is compliance with RoHS.

This marking on the battery, manual or packaging indicates that the batteries in this product should not be disposed of with other household waste.

1.4 EU Compliance Statement

Santok Ltd, Unit L Braintree Industrial Estate, Braintree Road, Middlesex, HA4 0EJ, UK. Santok Ltd declares that [all essential radio test suites have been carried out and that the product is in conformity to all the essential requirements the R&TTE Directive 1995/5/EC.

1.5 Declaration of Conformity

Santok Ltd. hereby declares that this Mobile phone is in compliance with the essential requirements and other relevant provisions of Directive 2014/53/EU. This product is allowed to be used in all EU member states.

Manufacturer Name: Santok Limited

Manufacturer Address: Santok House, Unit L,
Braintree Industrial Estate, Braintree Road,
South Ruislip, Middlesex, HA4 0EJ, United Kingdom

1.6 Using Your Phone Safely

On The Road

Using a phone while driving is illegal in many countries. Please follow local laws and drive

safely at all times.

Near Sensitive Electronics

Do not use your phone near sensitive electronic equipment – particularly medical devices such as pacemakers – as it could cause them to malfunction. It can also interfere with the operation of fire detectors and other automatic-control equipment.

For more information about how your phone affects pacemakers or other electronic equipment, please contact the manufacturer or your local distributor.

Your phone may cause interference when used near TVs, radios or automated office equipment.

While Flying

Your phone can cause interference with aircraft equipment. Therefore, it is essential you follow airline regulations. In addition, if airline personnel ask you to switch off your phone, or disable its wireless functions, please do as they say.

In Hospital

Your phone may interfere with the normal operation of medical equipment. Follow all hospital regulations and turn it off when you are asked to by posted warnings or medical staff.

At a Petrol Station

Do not use your phone at petrol stations. Radio Wave transmitted due to Wireless signal from your phone due to call in progress may generate sparks in fuel. In fact, it is always best to switch off whenever you are near fuels, chemicals or explosives.

Around Water

Keep your phone away from water (or any other liquid). It is not a waterproof model.

Making Repairs

Never take your phone apart. Please leave that to the professionals. Unauthorized repairs could break the terms of your warranty.

Broken Antenna

Do not use your phone if the antenna is damaged, as it could cause injury.

Around Children

Keep your mobile out of children's reach. It should never be used as a toy and it might not be good for their health.

Original Accessories

Only use the original accessories supplied with your phone or those approved by the manufacturer. Using unapproved accessories may affect performance, make the warranty void, break national regulations on the use of mobile phones, or even cause injury.

✺ Near Explosives

Turn off your phone in or near areas where explosive materials are used. Always obey local laws and turn off your phone when requested.

📞 Emergency Calls

To make an emergency call your phone must be turned on and in an area where there is network coverage. Dial the national emergency number and press 'send'. Explain exactly where you are and do not hang up until help the has arrived or you are told to do so.

Note: *Just like all other mobile phones, this mobile phone may not necessarily support all the features described in this manual due to network or radio transmission problems. Some networks even do not support the emergency call service. Therefore, do not rely solely on the mobile phone for critical communications such as first aid. Please consult the local network operator.*

🌡 Working Temperature

The working temperature for the phone is between 0 Degree and 40 Degree Celsius. Please do not use the phone outside the range. Using the phone under too high or too low temperature might cause problems.

At very high volume, prolonged listening to a mobile phone can damage your hearing.

2 Getting Started

2.1 Insert SIM card and battery

Long press power supply key for 3s to turn it off;

Slide the back cover downwards and remove it;

Remove the battery. Insert SIM1 (per the mark "SIM1" on the card slot. The contactor shall face down (note the notch on the SIM card is in line with the slot). Push the SIM card inwards from the card slot until it absolutely fits the slot. Insert SIM2 in the same manner.

Insert the battery with metallic contact aligned to the phone battery contact and replace the back cover.

Note: *This User Guide is designed for both SIM cards inserted by selecting **[Settings→Call Settings→Dual-SIM→Standby mode→Dual SIM dual standby]**. If only one card is inserted or no Dual SIM dual standby is set up, the screen and options may differ from this manual.*

2.2 Insert memory card

This phone supports the T-Flash memory card. After it is inserted, you can browse or copy, etc. the files stored in the memory card. Also, the disk space of this phone can be expanded.

- Remove the back cover and battery and turn over the cover of the memory card in the direction as shown thereon;
- Let the side of the memory card bearing metallic contact face down, insert the narrower end into the slot until absolutely fitted by it, and replace the back cover

Warning: *Please don't insert or remove the memory card quickly or frequently to avoid damage.*

2.3 Battery charging

The phone battery may be charged with travel charger

Insert the battery in the phone correctly;

Open the rubber cover on the left side of this device below the screen. let the charger arrow towards the screen, insert the charger plug into the screen, and connect the charger to the standard power supply socket.

After the charger is inserted, the battery intensity icon on the upper right of the screen starts running, which means the battery begins charging. When it is charged full, the icon stops running and the battery icon on the screen comes full.

After charging is over, cut off the connection between the charger and the standard power supply socket and then that between this device and the charger by pressing the buttons on both sides of the charger.

Note

- *Please use the standard matched battery and charger to prevent explosion.*
- *If the battery is absolutely of no power, the battery icon will appear 2~3min after charging. Charging may take 2~5h depending on the current condition of this device (whether it is started, any call is made, etc.).*
- *Please use charger to charge this device. USB wire charging shall be avoided if possible.*
- *In order to help the new battery perform best, it shall complete 2~3 charge-discharge cycles. Its initial chargings shall last for more than 10h unceasingly for each*

2.4 Power on and off

Power on: Long press power supply key for 3s to turn on this phone
Power off: Long press power supply key for 3s to turn off this phone.

Warning

Please don't turn on this phone where it is prohibited or using it may cause interference or danger. In this case, please ensure this phone does not activate the regular power on/off or other functions.

3 Main menu

Open Main Menu

Under idle situation, press the menu icon, and open the main menu.

Press the icon of a certain application for a long time to pull the application to the idle page.

To unlock the keypad

Press the "End call" button to light up the display.

Press the "Unlock" button and immediately after that press the "*" button to unlock the keypad.

3.1 Call

Under idle situation, use the physical keypad to enter a number. Enter the number.

Press "Call" the green button. Select SIM1 to dial with SIM1; select SIM2 to dial with SIM2

Making an overseas call

Enter the country code (in this case, "+" shall be entered by long pressing 0 continuously);

Enter the area code (without "0" prefixed to that as usual) and the phone number;

Press "Call". Select SIM1 to dial with SIM1; select SIM2 to dial with SIM2

Dialing via Contacts

Enter the Contacts and search for the phone number you need;

Press the green call button to place the phone call.

Making an emergency phone

Enter the emergency phone number.

Press "Call". Select SIM1 to dial with SIM1; select SIM2 to dial with SIM2

Answer or reject incoming calls

If there is an incoming call, press "Answer", the green button to answer it;

If there is an incoming call, press "Reject", the red button to reject it;

Menu during a call

During a call, you can do following func

Hold: Press [Hold] to hold current call, and press [Activate] to resume current call when holding the call (the function needs to be supported by network).

Contacts

Enter into the interface of contact list.

Messages : Enter into the message interface.

Record: Record the call details, and the document will be kept in the file manager automatically.

Note: *It is illegal to record any call in some countries. So please do so with the speaker's prior consent.*

Mute: Turn off the microphone during the call. In the mute mode, you can hear the speaker but the speaker can't hear you.

Handsfree: Start or cancel a handsfree call.

Adjust volume: You can manage volume of the receiver by using 'up' and 'down' keys during a call.

End a call: Press "Hang up" to end a call.

Call logs

With this option, you can view the missed calls, Dialed calls, received calls and rejected calls separately. Also, you can clear them with 'Delete all' option.

Set as a rejected call

In the record details interface, press ［**Menu**］ to select **[Add to blacklist]**, Set the phone number as a rejected call.

To deactivate the function, go to call log again, navigate to the number, press ［**Menu**］ to select **[Remove from blacklist].**

3.2 Contacts

Browsing contacts

When this device standby, select **[Contacts]** and open the name list.

The contacts are listed in the order of unnamed, special symbol, digit and English letter respectively.

Quick search

When this is in device standby, select **[Contacts]** and open the name list.

Start typing on the keypad to initiate a search.

▦ Example 1: search for "Customer care"

Press key "2", three times to write the letter "C". Press key "8", twice to write the letter "U".

▦ Example 2: search for "sam"

Enter keys "726" where the letters "sam" are located.

New contact

To add a new contact, open "Contacts" from idle screen and go to "options". Select "New", select the "Storage type" which can be either of the three given below.

SIM1: The input is added to SIM1 with only one number stored under a name.

SIM2: The input is added to SIM2 with only one number stored under a name.

Phone: All records other than in SIM1 and SIM2 are stored in the memory of this device. The editable items include the name, phone number, home phone number, company phone number and/or other phone numbers, the incoming a picture or ringtone, etc. for the said contact

Note: *Name may be empty, but phone number shall not be so for any new record. Once selected you can start populating the fields.*

Function Menu of Contacts

On the interface of the contact list, press "Options" to operate the functions:

New: Add a new contact

Delete multiple: Delete multiple contacts at once

Copy/Move: Transfer the contacts between storage

Others

Speed dial: To set a speed dial

Own number: To view own phone numbers

Service number: To add any service numbers

Memory status: Shows the remaining memory on the device

Group: Enter into the group list interface.

On the contacts list interface, press "Options" on one of the contacts saved to operate the following functions:

Write message：Send one message to the contacts.

Call: Ring the contact.

Delete: Delete the person information.

Copy: Copy the contact information.

Add to blacklist: To reject the calls automatically from the number.

3.3   Message Service

Message service is actually a network service. This menu works soundly depending on the type of your SIM card and the service provided by the network operator. Therefore, please check it before applying such function.

Write message

Please have the service center number from the network operator before applying this function. The storage capacity of SIM card depends on its type.

SMS

Under idle situation, press the "UP" key to enter the new SMS page or go to **[Menu→Messaging→Write SMS]** to enter into the message editor interface, manual input or insert the contacts from the address list as the recipients, press "send" button to send the messages after editing the contents.

Create a message, pressing "Menu", you can:

Insert template: Insert template in the cursor position.

Add contact info: Insert in the message a name and its number from the Contacts.

Add phiz symbol: Insert an expression symbol in the cursor position.

Add contact info: Add contact information.

Save as draft: Save the edited message in the Draft box.

MMS

Short for multi-media service, MMS is just a multi-media message, which supports GIF, JPEG, WBMP or BMP display.

Note: *This function is available only when supported by the network operator. Meanwhile, only the phone compatible to MMS can receive and display such message.*

Under idle situation, go to [**Menu→Messaging→Write MMS**] to enter into the MMS editor interface, manual input or insert the contacts from the address list as the recipients, press "send" button to send the messages after editing the contents or inserting the attachment.

Creat MMS: Presssing "Menu", you can:

Delete: Delete the edited text or inserted audio/video.

Save as draft: Save the edited message in the Draft box.

Set slide time: Set the time of the slide.

Inbox

Save the received SMS and MMS.

Outbox

Save the SMS and MMS not sent out successfully.

Draft box

Save the unsent messages and MMS.

Sent box

Save the SMS and MMS you sent successfully.

Templates

Directly use the default phrases when writing the messages.

Broadcast message

Network service enables you to receive all kinds of text message, such as news, weather report, traffic conditions, etc. For the detail, please refer to your network operator.

Voice mail server

This is similar to the Answer machine. You may transfer the incoming call that you fail to answer duly to your Voice mail server, where the caller can leave message. You are reminded of message, if any, in the mailbox by a short message. This function is part of the mating software provided by the network operator, so you need to register it, please refer to your network operator for the detail.

Note: *You may transfer any incoming call to the Voice mail server (the number of caller to leave a message) by setting "Call Forwarding".*

Function Menu of Mailbox List

Settings: Set relevant parameters for the short messages, multimedia messages and push messages.

Message capacity: Show the memory capacity of the messages.

3.4 Internet

Note:

1. *Your Internet service provider may not support some functions, please confirm that your SIM card supports Internet function and the function has been opened.*
2. *To browse webpages, you might be charger of corresponding flow rate*
3. *If WLAN network is applicable, surf the internet through WLAN interlinkage.*

Internet is an application platform integrating wireless communication and Internet technology, which makes it possible for you to access to rich Internet information source and e-commerce application etc.

3.5 Browser

To open the starting page of the browser, go to **[Menu→Applications→Internet]** users can enter into input URL, search, bookmarks, history and stored pages through the interfaces. Press Menu button to open more menus: homepage, settings, clear records and exit browser homepage, and users can the homepage of ISP internet (set in advance or default homepage).

Current Page

Option: Enter into option list of the browser.

Forward\Back: Open WAP page forward and backward.

Stop: stop loading WAP webpage

Refresh: Refresh current WAP page.

Add to bookmark: Add current WAP page to the bookmark list.

Bookmark: Open the list of the stored bookmark.

History: Open the list of browsing WAP.

4 Multimedia

4.1 Audio Player

The phone is able to play music files saved in phone and the downloaded music and support background play of MP3 file.

Instruction: *MP3 supports MPEG 1 layer 3 audio; supports MPEG 2 layer 3 low sampling rate extension; MPEG 2.5 layer 3 (unofficial).*

Play songs: When play some certain contents, select the needed items from the list. Please press ⏸ to pause; please press ▷ to continue; press ⏭ or ⏮ to fast forward or back. Please press ⏭ or ⏮ to turn to next or previous, and users can also switch by sliding to left and right. Please select settings > shuffle to open or close the shuffle (↩). Please select Settings > Repeat to repeat current contents (↻1) or all the contents (↻), or close the repeat function.

Click AB to review.

Please select Option > Equalizer to modify the effect of the music player.

Please press home button to return to the main screen and play at background by the player.

Please press red button to close the player.

List

Select menu > music list and select the list.

Create New List

1.   Select menu > new list.

2.   Enter name of the list and select Confirm.

3.   Select Yes to immediately add the songs; please select No to add the songs later.

4.   Select Finish.

Press to pop up the menu to delete or edit custom list.

Select Option > Add music when checking the list to add more songs later on.

4.2   Video Player

The video player supports 3gp, mp4 and avi documents.

If the document is the standard format not supported, use the tools to convert into the standard format.

Play:

When play some certain contents, select the needed items from the list.

Please press to pause; please press to continue; press or to fast forward or back. Please press or to turn to next or previous, and users can also switch by sliding to left and right. Please select settings > shuffle to open or close the shuffle ( ). Please select settings > repeat to repeat current contents ( ) or all the contents ( ), or close the repeat function. Press to open the browser fast.

Open: Open local browse, network browse or local list.

Local browse: Browse the video documents in the phone or memory card.

Network browse: Open any website to watch your favorite videos, you can use GPRS network or WIFI network to surf the internet.

Local list: Play the stored video documents, you can add the videos in the memory card or the phone to local list for watching next time.

4.3   Camera Function

Take pictures and video clips with audio through the self-contained camera function.

To open camera go to [**Menu→Multimedia→Camera**]

Press back button to exit the camera procedure.

Zoom: Before taking pictures, use the screen zoom list to zoom in or zoom out the objects.

Users can click the zoom in and out using the "UP" and "DOWN" navigation button.

Shoot Mode: There are photo and video mode in the device. The default mode is photo.

Click the options label on the left of the screen, select the DV mode in the mode page.

Settings

Click the options label on the left of the screen, and select "Settings" to set various parameters.

Browse Photos or Videos: To browse captured photos and videos go to [**Menu→Multimedia→Image/Video**]

4.4 FM Radio

The system will automatically scan channels and record firstly open FM radio.

(**Note**: *Insert the headset, the headset works as an antenna*.)

Search Broadcast Channel

• Automatically search the broadcast channels, and press menu button → scan and save.

• Manually search the broadcast channels, and slide the roller on the screen (move the frequency red line to adjust) to slightly adjust, or manually input the channels.

Background Play

Click home button, FM plays at background.

Record

Record (scheduled record) the playing channels, and automatically save them to the record list.

5 Application

Calendar

Enter into the Application list, then select Calendar.

Add new schedule

- Select Menu →Add new schedule
- Write the schedule details.
- Select Store.

View schedules

- Select the date on the calendar, and check the events on special date.
- Select [All agenda], and check all the records.

Alarm

Enter into the Application list, then select Alarm.

New Alarm

- Turn on switch of the needed alarm clock.
- Set the parameters of the alarm clock as needed.

- Select Save.

Close the switch of the alarm clock to cancel the alarm clock.

Calculator

- Select Calculator under Application menu mode.
- Use the buttons matched with the calculator to carry out basic arithmetic operation.

Torch

- Select Torch under Application menu mode.
- Turn ON or OFF.

Bluetooth

Start Bluetooth Wireless Function

- Enter into the application menu, and select Bluetooth.
- Click the actiavte button to start the bluetooth wireless function.
- If allowing other devices to position your telephone, please the swith button behind Visibility.

Search Other Started Bluetooth Devices and Pair

- Select Paired Device → Add New Device.
- Select devices from the list.
- Input PIN code of the bluetooth wireless function or other devices (if exist), and then select having Finished.

When the owner of other device inputs the same PIN code or accept the connection, the pair is completed.

Send Data by Bluetooth Wireless Function

- Select the expected documents or items from the applications in the mobile phone.
- Select to send through bluetooth.

Receive Data by Bluetooth Wireless Function

- Input PIN code of the bluetooth wireless function, and then select Having Finished (if necessary).
- Select Yes to confirm to receive the data of the device (if necessary).

World clock

- Select World clock under Application menu mode.
- Select Options and select the clock you wish to add

6 Settings

6.1 Call settings

Dual SIM settings: This function includes Standby mode, Reply by original SIM, Set SIM name.

Call Divert

Divert all voice calls: After the function is activated, you can divert all incoming calls to Voicemail or   the pre-determined phone numbers. Choose [Check Status] to view the current status of the Divert all voice calls service.

Divert when busy: After the function is activated, you can divert the incoming calls to Voicemail or the pre-determined phone numbers if you are on a call

Divert when not answered: After the function is activated, if the call is not answered within the pre-determined time, you can divert the incoming calls to Voicemail or the pre-determined phone numbers.

Divert when phone off or no coverage: After the function is activated, if you are unavailable because there is no coverage or the phone is powered off, you can divert the incoming calls to Voicemail or the pre-determined phone numbers.

Cancel all diverts: Cancel all the call diverts.

Note: *You have to turn off "Flight mode" before setting "Call divert".*

Call Waiting

Activate: After the function is activated, the network will inform you of the new incoming calls when you are on a call. You can hold on the current call and answer another call.

Cancel: Cancel the Call waiting service, and the incoming calls will not be informed when you are on a call.

Check status: You can check and view the current status of the Call waiting service.

Call Barring

Outgoing calls: All outgoing calls are limited

Incoming calls: All incoming calls are limited

Incoming calls when roaming: All calls can not be answered when roaming

International calls: International calls are limited

International calls when abroad: International calls are limited when you are abroad

Cancel all call barring: All call barrings are cancelled

Change barring password: Barring password can be edited

Note: *Some internet service providers may limit the use of this function. For details, please contact your internet service provider.*

Hide My Caller ID: Set the display mode of the phone number.

Others: call time reminder, auto redial, reject by SMS, Auto record voice call.

6.2   Phone Settings

Date and Time: You can customize time and date as well as their formats

Language: You can customize the display language and writing language.

Short cut settings: Lets you select the shortcuts assigned to the navigation key.

Automatic Power On/Off: Set time and repeat ways of the automatically power on/off.

Restore Factory Settings: Restore factory settings.

Phone profile

The preset modes are General mode, Mute mode, Conference mode, Indoor mode, Outdoor mode, Headset mode, Bluetooth mode. It supports custom profiles, define at most 5 profiles, and users can set the parameters of the profiles.

Instruction: *The preset profiles do not support delete, while the custom profiles support delete.*

6.3   Display Settings

Wallpaper Settings: Supported wallpapers: Static wallpapers, dynamic wallpapers, more pictures and video   wallpapers.

Screen Savers Settings: set the screen savers.

Brightness: adjust the screen brightness.

Backlight: adjust the backlight time.

Keypad Backlight: adjust the backlight time.

Auto keypad lock: set the auto keypad lock time.

6.4   Security settings

PIN code: Start and close of PIN code and the modification of PIN.

Warning: *Please use this function cautiously. If you forget the PUK code, please get it from the service provider. Ten consecutive incorrect PUK code entries will make the SIM card unserviceable.*

Modify PIN2 code: Modification of PIN2 code.

Warning: *Be cautious to use this function, if wrong PUK2 code is entered for 10 times, SIM card cannot be used.*

Phone Lock : Open or close the phone lock.

Fixed Dialing: Start and close of the fixed dialing, and management of the fixed dialing list.

Blacklist: Settings of the blacklist and management of the list.

6.5 File Manager

File manager can manage the files in the memory card.

Copy Files

- For copying the files, press to pop up the menu, and enter into the copy mode.
- Select the target folder, click the confirm icon on the right or click "select the contents" in the folder.
- Click "Mark" to copy multiple files.

New Folders

- Open the file manager.
- Press Menu button → New Folder.
- Input folder name and click to save.

7 Additional Function

7.1 External SD Card Function

Before using U disk, please confirm your computer is Windows 2000 or later.

Link mobile phone to computer with the USB data cable provided to the mobile phone.

The mobile phone is linked to computer, select ［**SD Card**］ at the end of mobile phone. After the computer successfully identify External SD Card, a green USB equipment small sign will appear on the status bar at the right corner below.

Open "**My computer**", now see "**Removable disc**", operate SD Card.

The multi-media files browsed by mobile phone must be saved under designated content before it can be identified, or it can be read or broadcast through mobile phone under other contents. For example, photo file is readable only under the content of "Photos".

 Note:

- When the mobile phone is in the status 'SD Card is being used', you can see some default files. Once deleted, the default files in SD Card will be lost forever.
- After SD Card is used, remove SD Card from computer first and receive a sign from system before taking SD Card safely, or the data of SD Card may be lost or file system of SD card is damaged.
- Support USB1.1.

7.2   Maintenance of Mobile Phone

Mobile phone is a high-precision electronic product, so please take good care of it. The following suggestions can help you preserve it and lengthen its useful life:

- Put mobile phone and its accessories to the place where children are out of reach.

- Keep mobile phone dry. Rain, moisture or water may erode circuit board. If mobile phone falls into water carelessly, take battery out in time and send it to local authorized service center immediately.

- Please do not put mobile phone at dust-covered place or its normal usage will be affected.

- Liquid crystal display is an easily vulnerable part of mobile phone, try to prevent it from falling down or violently shaken; it is forbidden to use sharp item to touch the screen.

- Please do not put mobile phone on the place where temperature is too high. High temperature will shorten the life of electric equipment, damage the battery, deform or melt its plastic cover.

- Please do not put mobile phone on the place where temperature is too low, or moisture will come out when its temperature increases to normal temperature, it will damage the circuit board of mobile phone.

- Please do not throw, knock or forcefully shake mobile phone to avoid its inner circuit board and precise structure are damaged.

- Please do not clean mobile or with chemical agent, cleaning solvent or powerful detergent, instead, clean it lightly with soft cloth with soap water.

- Please do not draw mobile phone with painting material to prevent its removable parts from being stuck, which will affect its normal operation.
  Please use cleaning soft cloth to clean lens, such as camera's lens.

- When antenna is replaced, use only supporting or designated antenna. Using unauthorized antenna, accessories or reshaping mobile phone may damage it or violate any warranties (if any).

8 Troubleshooting for Simple Difficulties

While using your mobile phone, if abnormal condition comes out, please refer to following instruction to rule out malfunctions. If it doesn't help, please contact designated maintenance center.

Mobile phone can't be turned on

Possible causes of trouble	Troubleshooting
The time pressing end key is too short.	Please keep pressing hanging mobile phone for more than three seconds.
Electricity of battery is exhausted.	Please charge the battery.
Battery is wrongly installed.	Please install battery correctly.
Mobile phone can't be turned on because of illegal usage.	Please input correct anti-robbery password.

Mobile phone turns off automatically

Possible causes of trouble	Troubleshooting
If the function of turning off mobile phone at set time is on	If you don't need the function of turning off mobile phone at set time, please cancel it.
The electricity of battery isn't sufficient.	Please charge the battery.
The battery is loose.	Please install battery correctly according to installation method of battery on the instruction book.
Mobile phone is turned off automatically because of illegal usage.	Please input correct anti-robbery password.

PIN/PUK code lock

Possible causes of trouble	Troubleshooting
Wrong PIN number (Personal Identification Number) / PUK number (Personal Unlock Key number) is entered.	Please input correct password.

Note:

- *If PIN number is entered incorrect for 3 times successively, many functions of SIM card and mobile phone are locked, please read details in "safety settings".*
- *Correct PIN number and PUK number can't be guaranteed, please contact operator or retailer.*

Poor quality of conversation

Possible causes of trouble	Troubleshooting
Current signal strength changes sharply.	Maybe you are in a status of moving at high speed (in a train or motor, etc..), judge by signal strength indicator and choose a place with strong signal strength to communicate in order to assure conversation quality.
You are in the location where signal is badly received	Please go to the open place

Inability to answer mobile phone

Possible causes of trouble	Troubleshooting
Call forwarding is set.	Please cancel call forwarding according to your demand.
Call barred is set.	Please cancel relevant barred function of Call barred according to your demand.

Inability to dial mobile phone

Possible causes of trouble	Troubleshooting
Mobile phone is power off.	Please turn on your mobile phone.
Mobile phone is out of network service area	Please confirm network is in normal service status.
Proper SIM card isn't correctly inserted.	Please confirm if your SIM card can be normally used.
Call barred is set.	Please cancel relevant barred function of Call barred according to your demand.
Keyboard is locked automatically.	Please select left soft key+# key, unlock keyboard

Low conversation volume

Possible causes of trouble	Troubleshooting
The conversation volume is set too low.	Please increase conversation volume.

The counterpart can't hear you

Possible causes of trouble	Troubleshooting
Your microphone is too far away from voice.	Put the microphone close to your mouth.

No ringtone for incoming call

Possible causes of trouble	Troubleshooting
The alerting signal of incoming call is set in mute mode.	Please reset alerting signal of incoming call in ringtone
The volume of ringtone is set too low.	Please increase volume.
Call forwarding is set.	Please cancel Call divert

Battery can't be charged

Possible causes of trouble	Troubleshooting
The battery is exhausted and placed for too long.	Please charge battery in time after mobile phone signalizes insufficient power.
Battery is in bad contact with mobile phone.	Please make sure battery is correctly placed.
Charger is in bad contact with mobile phone.	Please link well charger and port of mobile phone, now the screen displays charging indicator
Battery or charger is damaged.	Please contact maintenance station designated by the company
The surrounding temperature is too low or too high.	Please charge mobile phone under normal temperature.

No network displayed

Possible causes of trouble	Troubleshooting
SIM card is wrongly placed.	Please place SIM card correctly according to its installation method on the instruction book.
There are impurities between SIM card and contacts of mobile phone.	Please keep clean between SIM card and the contacts of mobile phone.
SIM card is ineffective.	Please check if SIM card is expired.
Network environment is in weak *field* strength area.	Please move to the place with good signal strength of network for using mobile phone.

Memory card can't be found in mobile phone

Possible causes of trouble	Troubleshooting
Memory card is wrongly inserted.	Please use memory card correctly according to its inserting method on instruction book.
Memory card is damaged.	Please change memory card.

Insufficient space

Possible causes of trouble	Troubleshooting
MMS or SMS have occupied too much storing space.	Please Clear unnecessary MMS or SMS to free up space.
History recording saved in browser has occupied too much storing space.	Please select **Communication→Browser→WAP settings→Browser settings→Clear cache**〕 to free up space.

Menu options what PC Camera of mobile phone can't realize

Possible causes of error	Troubleshooting
After mobile phone is linked to computer, no menu of "**PC Camera**" is displayed on mobile phone.	1. Please check if USB port of computer is complete. 2. Please check if you have correctly used linking line provided by retailer.