



User Manual

WCDMA / 3G WIFI Fixed FLLA Phone

DWR-720/PW

Preface

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For Support relating to SIM card, Airtime, SMS, or Voicemail
Contact Telkom Customer Care on 081 180 from Telkom mobile or 10210 from Telkom landline

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1. Basic Overview

1.1 Package Contents

- D-Link DWR-720PW WCDMA / 3G WI-FI Fixed FLLA Phone
- Battery
- Handset Cord
- Handset Receiver
- Antenna
- Power Supply

Note: Using a power supply with a different voltage rating than the one included with the DWR-720PW will cause damage and void the warranty for this product.

1.2 System Requirements

A compatible (U)SIM card with service¹

1.3 Safety and Maintenance

1.3.1 Using the Phone

Please observe the following points:

- Before use, please read the instruction manual carefully.
- Do not power on the phone when the use of a cellular phone is prohibited as it may cause interruptions or danger.
- While using the phone, please keep away from heat source and high voltage environments, such as electric appliances or electric cooking devices. Please use the phone under normal operating temperatures.
- Only the original supplied battery, charger and accessories should be used.
- Phone may cause interference to nearby electronic devices, therefore keep it away from electronic devices such as radios, PC's, pacemakers, hearing aids, etc. Do not place the phone near credit cards or any magnetic fields.
- Do not disassemble the phone – Any unauthorized work performed on the phone will void the warranty.
- Do not use benzene, thinners, alcohol, or corrosive chemicals such as detergent to clean the cover of your phone.
- Your phone is not water-proof, so please keep it dry. Do not use it in damp environment, such as a bathroom. Keep it away from rain and moisture.

¹Subject to service terms available from your Network Service Provider

1.3.2 Using the Battery

Please observe the following points:

- Before use, please read instructions for use as well as label on the surface of the battery.
- Please charge the battery in a cool and well-ventilated room as high temperatures may lead to overheating.
- Do not attempt to open the battery as it may lead to short circuit or electrolyte leakage.
- If electrolytes get in contact with your eyes, there is danger of blindness.
- In such case, immediately wash your eyes with clean water and seek medical attention immediately (Do not rub your eyes).
- Keep the battery away from mechanical vibration and shaking. Do not short connect the battery as this may damage the battery and components connected to it.
- Keep the metal contact points and battery clean.
- Do not use damaged or depleted batteries.
- The battery should be replaced when it cannot meet the requirement for performance. Battery can be charged hundreds of times before it should be replaced.
- After many charges the battery's electric charge may decrease gradually overtime. When service time (talk time and standby time) is found to have reduced, the battery needs to be replaced.
- Do not handle the battery excessively. Do not use it in damp environments, such as a bathroom. The battery is not waterproof; so keep it away from rain and moisture.
- Do not put the battery in places that are too hot or too cold. Temperature above 55 degrees Celsius or below -10 degrees Celsius may affect performance of the battery.
- Do not put the battery in an open fire as this could lead to an explosion.
- Do not put the battery in water to avoid short circuit inside, resulting in battery overheat, smoking, distortion, damage or even explosion.
- Treat battery according to local regulations (for example, recycling). Do not treat battery as domestic garbage.
- Only the original charger supplied with the phone should be used for charging the battery.
- Keep battery out of reach of children to avoid danger.
- Using another type of battery, charger or generic accessories may violate the certification or warranty terms of equipment and may result in damage.

1.3.3 Using the Battery Charger

Please observe the following points:

- Before use, please read the user instructions as well as the label on the surface of the charger.
- Do not disassemble or modify the charger or use it when power cable is damaged.
- Do not touch the charger with wet hands. If the charger connects with water or other liquid, immediately cut off the power supply.
- Do not short connect the charger and keep it away from mechanical vibration or shaking and direct sun shine.
- Do not use it in damp environments, such as a bathroom.
- The battery charger is not waterproof; keep it away from rain and moisture.
- Keep the charger out of reach of children to avoid danger as components may pose choking hazard.

2. Instructions before Use

Before using the phone, make sure the power adapter, battery and the SIM card has been inserted correctly. Follow the instructions below on how to set up the phone:

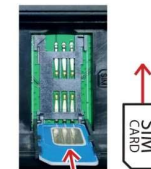
INSERTING SIM CARD

INSERT

Press down and slide the SIM card holder towards you, then flip open the tray.



Slide the SIM card into the open tray with the gold contact points facing forward.



Flip the tray closed, press down and slide the SIM card holder forward to lock it into place.



INSTALLATION

Ensure the DWR-720 /PW is powered off before performing the steps below.

01

Flip the phone around and open the Battery Cover at the bottom of the device.



03

Open the MicroSD card holder and insert the MicroSD card flat into the groove.



05

Screw the antenna into the TNC Antenna Port



07

Plug the other end of the handset cord into the headset port on the left side of the phone.



09

On the front of the device, hold the Red End call / Power key for ±5 seconds.

A loading screen will display to indicate that the phone is starting up.



02

Insert the SIM Card as shown on page 1.



04

Insert the Battery with the metal end on the top right. Close Battery Cover.



Note: The battery comes partially charged. You can use the device while charging.

06

Plug the one end of the handset cord into the handset receiver.



08

Connect the charging point of the Power Adapter to the DC power jack on the top of the phone.

Plug the power adapter into a wall outlet.



10

If prompted for a PIN number enter the 4 digit PIN indicated on the larger card supplied with the SIM card. Push the left Soft Key and select "OK" to unlock.



Note: If the phone has no signal or shows "Mobile Network Not Available" when you try to dial please phone Telkom on 081 180 to verify that your SIM is active and your area has coverage.

2.1 Power ON

- The device can work in battery only mode, charger only mode or both battery and charger mode.
- Press and hold [Red Power Key] button for 5 seconds until boot screen appears.
- If there is a prompt for Type PIN code, please enter your SIM PIN code and press [Unlock] key.
- Should you type in the SIM PIN code incorrectly 3 times, the SIM will be locked and can only be unlocked with the PUK code.

Note: Please contact your service provider for the default SIM PIN code if unavailable.

- After power on, if the SIM card is valid or inserted correctly, your phone will automatically search available networks to connect.
- If the SIM card is invalid or inactive or incorrectly inserted, it will prompt you to Insert SIM card or Emergency Calls only.

2.2 Power OFF

- To power off, press and hold the [Red Power key] for 5 seconds until power off screen appears.

Note: Power off the phone and disconnect the external power whenever inserting the battery or SIM card. If you have any alarms set, the phone will power ON 2 min before the alarm is due to start.

2.3 Phone Security

You can set an SIM password to avoid unauthorized use of your phone SIM.

This can be done under section [6.8 Settings > Security > SIM Lock](#)

Set up SIM card lock: Set SIM PIN lock to on or off, or modify SIM PIN. Note that the SIM PIN number is issued by your network provider and is shown on the complete card you received with your SIM card. If a SIM PIN is set, it will be indicated with a tick.

2.4 PIN code

- PIN code is used to prevent illegal use of user's SIM card.
- If your SIM has PIN code protection enabled, you will be prompted to enter your PIN code on start-up.
- If the wrong PIN code is entered three times consecutively the SIM card will be automatically soft locked.
- You will be required to enter the PUK code to unlock it.

Note: The PIN code is related to the SIM card, not the telephone and is provided by your Network Service Provider. Please contact your service provider if you do not know your SIM's default PIN code.

2.5 PUK code

- PUK code, referring to Personal Unlock Code, is used to unlock a SIM card that is locked due to input of the wrong PIN code.
- If the wrong PUK code is entered ten times consecutively the SIM card will be hard locked and a SIM replacement will be required.
- PUK codes or replacement SIM cards are provided by your Network Service Provider.

2.6 microSD Card format & specification

Installation


- Step 1: Using your finger. Slide the clip towards the bottom carefully. You will hear a small click and the clip will now be loose.
- Step 2: Flip open the clip by softly lifting it towards the bottom and place the microSD Card down flat into the groove with the pins facing down to the bottom. A picture is located above the slot for guidance.
- Step 3: Using your finger. Close the clip by flipping the cover up and softly press down and slide the clip upwards to lock. You will hear a small click and the clip is now locked. No need for any tools.

Compatible microSD Card Format & Types

The DWR-720PW is compatible with most microSD Cards with the following specifications:

- microSD card format type: FAT32
- Memory Capacity: Up to 32GB (Gigabytes)
- Speed: Up to Class 10. microSD cards with slow speed may experience slow transfer time when loading files, or may not work at all. Slow transfer times can also occur with microSD cards that have a great number of files on them.



If the SD-Card is inserted and the icon shows , it means there is format issue, this can be fixed by referring to section

[11. File Manager](#)

Note: If the microSD card is placed in the phone correctly and the SD card icon does not show up on the top bar, it means this card is not compatible. Check your microSD card meets the specification or try another microSD card.

The DWR-720PW is compatible with the following file types:

- Video File types: .3gp, .mp4,
- Audio File types: .aac, .flac, .m4a, .mid, .mp3, .ogg, .wav,
- File name Extensions: .gif, .jpg, .png, .bmp

3. Basic Functions

3.1 Direct dial

Making a phone call:

- In Home Screen, press the numerical keys to enter the phone number then pick up the handset to dial or press the [Green Dial key] to initiate the call on loudspeaker.
- Or pick up the handset to initiate dialling tone, enter the phone number and press [Green Dial key] to call.
- Press [Right option key] to delete the last digit or long press it to clear all should you have entered the number incorrectly.
- Pick up the handset or press [Loud Speaker] for the dialling tone.
- If the phone number being dialled out is recognized by the phonebook, the name of contact person will be displayed on the dialling screen as well as the calling screen.
- To end the call, press the [Red End Power key] or press the [Loud Speaker key] or simply hang up.

Quick dial from contacts list:

- In Home Screen, press the [Right option key] to enter [Contacts].
- Scroll down to select a contact and press the [Green Dial key] to initiate the call on hands free loudspeaker.
- To switch over to handset calling, pick up the handset.

3.2 Quick dial from dialled list

- In Home Screen, press the [Green Dial key] to enter Call Log list.
- Scroll down to the previous number you have dialled or received a call from.
- Press the [Green Dial key] again to initiate the call.

3.3 Receive a call

- When there is an incoming call, the screen will display the phone number together with ringtone (unless the phone is set to silent).
- Press the [Green Dial key] or pick up the handset or press [Loud Speaker] to answer calls.
- If phone number of the caller is not hidden, the number will be displayed on the incoming call screen.
- If the contact information of the caller is stored in contacts, then the caller's name will be displayed.

Note: If the caller ID is hidden or the network bans call indication, the incoming call is displayed as * * * * * or Private or Unknown.

3.4 Operations during a call

- During a call, you have the option to:
- Hang up: Press the [Right option key] to end the current call and return to the Home screen.
- Hold: Press the [Left option key] → [OK] for the hold option. Place the current call on hold.
- Mute: Press the [Left option key] → [OK] for the mute option. This will mute the microphone.
- Add a call: Press the [Left option key] → [OK] for the add a call option. You can phone another caller while you are busy on a call. This will place the first call on hold. To swap between the 2 calls, press [Option] then [Swap]→ [OK].
- Record: Press the [Left option key] → [OK] for the record option. This will record the current phone call to an inserted SD card.
- Send SMS: Press the [Left option key] → [OK] for SMS option. You can send a message to the number you are on the call with.

3.5 Terminate call

- When there is an incoming call, press the [Red End key] to reject the call.
- During the call, press the [Red End key] or [Right option key] to terminate call. Or hang up the handset to end the call.
- If hands free calling, press the [Loud Speaker] key to end the current call.
- A number that has just been dialled can be cancelled by pressing [Red End key].

3.6 Make Emergency call

- As long as you are within coverage of network, you can make an emergency call even if you have not registered to the local network or do not have a SIM card or have not yet unlocked the SIM.
- Enter the local emergency number and then press [Green Dial key] to make an emergency call.

3.7 Make International long-distance call

- Press and hold the [*] key until the “+” sign appear before international phone number can be dialled. “+” sign tells the network that you are making an international call.
- Enter the country code, area code (without the 0) and phone number
- Press [Green Dial key] to initiate the call.

Note: Some networks do not allow “+” for dialling international numbers.

4. Hardware Overview

4.1 Front



4.2 Back

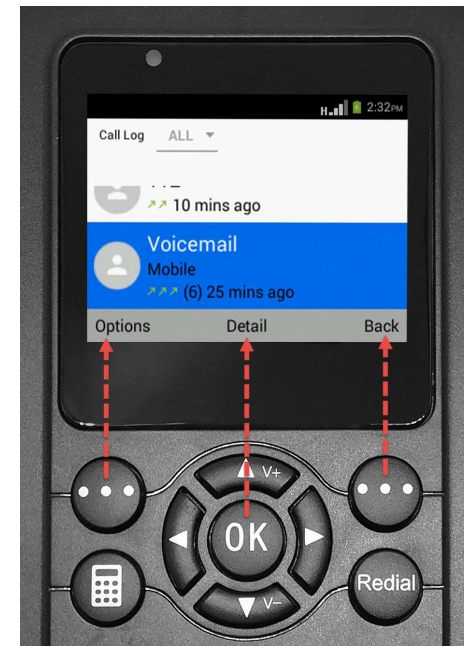


4.3 Keyboard Functions



Left Option Key	Press to go into the Menu from Home screen; Select/Ok in submenus
Right Option Key	In any menu you can go back to the last menu. Shortcut to Contacts from Home screen
OK key	OK in submenus. Also used to select the middle option in the grey bar at the bottom of the screen
Up Key	Used to scroll through the menu; Shortcut to File Manager from Home screen
Down Key	Used to scroll through the menu, Shortcut to Settings from Home screen
Left Key	Used to scroll through the menu; Shortcut to Calendar from Home screen
Right Key	Used to scroll through the menu, Shortcut to Alarms from Home screen
Dial/Answer Key	Make phone call: input the phone number and press Dial key
End Call/Power Key	Long press for 5 seconds to power the phone on/off; Press the end key to end phone call or return back to Home screen
0-9 Numeric Keypad	To enter numbers and characters. Long press keys 2-9 for speed dial
* Star Key	In Home screen, press to input *, or long press to input +; In SMS editing screen press to enter the special symbol mode, i.e. ? ! : ; , ' # \$ % etc
# Hash Key	In Home screen, press to input #; In text editing, press to switch input method, i.e. ABC, abc, 123
Loud Speaker Key	Press to activate or deactivate hands free/ speaker mode
Calculator Key	Open/Closes the calculator function
Redial Key	From the Home screen, press to call the last dialed phone number
FM Key	Open/Closes the FM Radio function
Wi-Fi Key	Shortcut to Wi-Fi Hotspot setting menu
Answer Key	Enter the phone number and press Dial key; Press to see last dialed numbers
M1-M4 Quick Dial Keys	Set M1 – M4 as quick dial contacts by long pressing

4.4 Keyboard Navigation













Throughout the manual you will see labels change depending on the menu, kindly pay attention to the grey bar for the name of the corresponding buttons & location.

4.5 Status Icons













Icons on the screen:

	Signal strength indicator		Hotspot Enabled Icon
	3G Network Service available		Wi-Fi Network available Icon
	2G Network Service available		Wireless Network Connected Icon
	No Network Service available		Alarm has been set
	Network Roaming		Music enabled icon


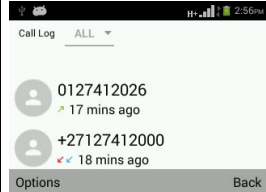
	AC adapter Plugged in and Powered		Bluetooth enabled icon
	Battery Life Indicator		FM Radio enabled icon
	Missed Call icon		SD Card icon
	Message Received icon		SD Card format error icon
	USB connected icon		Ringtone / notification sound mute

4.6 Menu Icons



	Call log		Settings		Calendar
	SMS		Extra		Gallery
	File Manager		Browser		FM Radio
	Music		Clock/Alarm		Contacts

5. Call Log

In the home screen, select [Menu] → [Call log] → [Select]

Note: When referring to [Select], you can also press the [OK] button


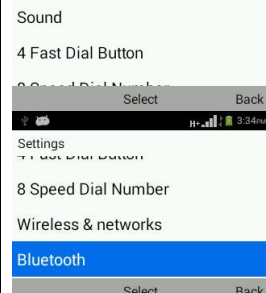
Here you can view the following by pressing the [Left or Right] directional keys:

- **All:** List of call history
- **Missed call:** List of all calls missed
- **Outgoing:** List of all calls dialed out
- **Incoming:** List of calls received

To see details of a call, such as duration/date:

- Select the call with the arrow keys and press [OK]
- Outgoing calls are shown with a green arrow
- Missed calls is shown with a red arrow
- Received calls are shown with a blue arrow
- To clear logs, select [Options] → [Clear call logs] → [Choose]

6. Settings

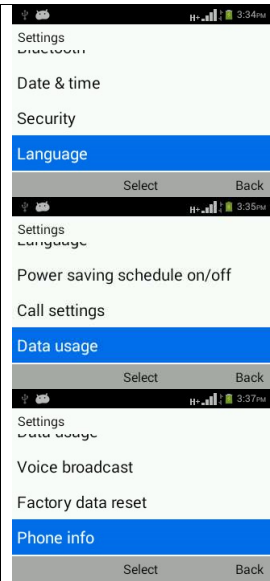



In the home screen, select [Menu] → [Settings] → [Select]

Note: When referring to [Select], you can also press the [OK] button

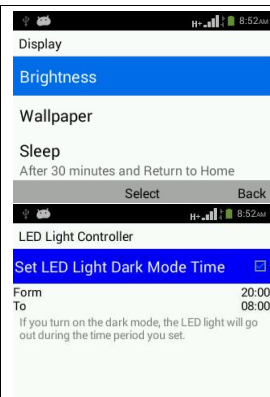
Here you can view the following options:

- **Display:** Configuration settings for Brightness, Wallpaper, Sleep, LED light controller
- **Sound:** Configuration settings for Volumes, Ringtones, Notification Sounds, Touch sounds
- **4 Fast dial Button:** Used to configure the quick dial keys (M1-M4) located on the right side of phone
- **8 Speed Dial Number:** Used to configure fast dial keys when you press & hold a number key on the home screen
- **Wireless & network:** Configuration settings for Wi-Fi, Tethering & portable hotspot, Mobile networks
- **Bluetooth:** Enable/Disable Bluetooth feature, Scan & Pair other Bluetooth devices to Phone



- **Date & time:** Configure the date & time, as well as time zone and display format on the phone
- **Security:** Configuration settings for Set up SIM card lock and Screen lock
- **Language:** You can set your phone language display to English, Español, Portuguese
- **Power saving schedule on/off:** You can set the phone to power on/off automatically
- **Call settings:** Configuration settings for Voicemail, Fixed Dialling Numbers, Call forwarding, Call barring, SDN list, LND list, Call recording, Fade-in ringer, Quick responses, Delay dial
- **Data usage:** You can set which source and see how much the phone uses for data connection
- **Voice broadcast:** You can select voice prompts for Menu/Date/Calls/Contacts/Incall/Message
- **Factory data reset:** Here you can reset and erase all data on the phone.
- **Phone Info:** Here you can view Status, Model, Versions and Build number for the Phone, and do a FOTA software upgrade if necessary

6.1 Display



- Under the Display setting, you have the option to:
- **Brightness:** You can adjust the light intensity for the background light that illuminates the screen. Use the left or right key to adjust the brightness level from dim to bright. Press [Back] to confirm.
 - **Wallpaper:** You can set the wallpaper from pictures in the wallpaper gallery, or a picture on the SD card
 - **Sleep:** If no key is pressed with a set period, the background light will go to sleep automatically. This is to protect the LCD screen and save battery life. The default time is set to 1 minute.
- Additional Feature **“Return to Home Page”** can be enabled to return the screen to the Home Page when the screen goes to sleep. By default, this feature is disabled.
- **LED light controller:** Here you can set a time period that you do not want the blue LED to come on.

Return to Home Page setting

This feature is used to return the user to the Home Page when the phone display sleeps/dims. When **Enabled**, the phone will automatically return to the Home Page when the display sleeps/dims. If **Disabled**, the screen will remain on the same page when the display sleeps/dims.

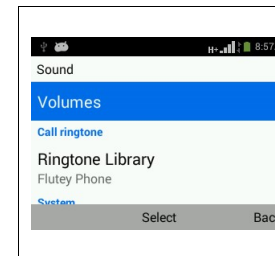
To Enable:

1. Select 'Sleep' and set the time in which you wish for the display to sleep/dim, and press the [OK] key to confirm.
2. A pop-up message will be displayed.
3. Navigate to [Enable] and press [OK] key to confirm.

To Disable:

1. Select 'Sleep' and set the time in which you wish for the display to sleep/dim, press the [OK] key to confirm.
2. A pop-up message will be displayed
3. Navigate to [Disable] and press [OK] key to confirm.

6.2 Sound



- Under the Sound setting, you have the option to:
- **Volume:** Adjust the volume for Music, Ringtone & Notifications, Alarms. Press left or right to adjust the volume and up or down to change the selection. Once done, scroll down to the bottom and select [OK] to save
 - **Call ringtone:** You can set the ringtone here from Custom Ringtones/File Manager/Ringtone Library
 - **Default notification sound:** You can change the notification sound for alerts here
 - **Touch sounds:** You can enable/disable the keypad tone here

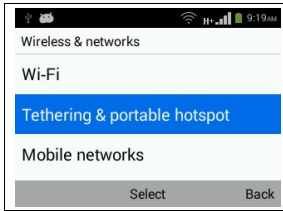
6.3 4-Fast Dial Button

You can set the M1 – M4 quick dial keys (located on the face of the phone) by: To edit, select the M# and press [OK]. Input the number and select [OK]. If you have the number saved in your Contacts, press [Contacts] → Choose the Contact → [Select] → [OK] To delete, select the M# and press [OK] → Clear all numbers → [OK].

6.4 8-Speed dial number

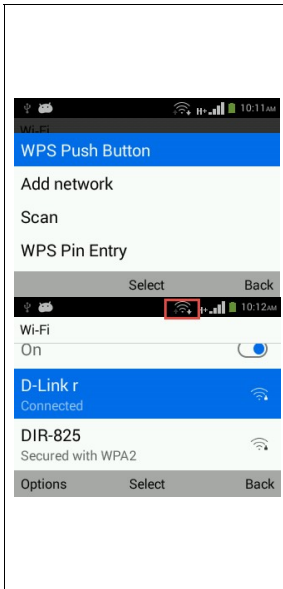
You can set Numbers or Contacts to have speed dial functions here. This allows you to dial a number by pressing and holding down the corresponding numeric key in the Home Screen. To set this, select the number position of where you wish to set the speed dial & press [Select]→ Input the number then →[OK] If you have the number saved in your Contacts, press [Contacts] → Choose the contact → [Select] → [OK] To delete, select the Number# and press [Edit] → Clear all numbers→ [OK].

6.5 Wireless & networks

	<p><u>Under the Wireless & network settings, you have the option to:</u></p> <ul style="list-style-type: none"> - Wi-Fi: Settings for connecting the phone to an existing wireless network - Tethering & portable hotspot: Settings for setting up the phone for tethering or wireless hotspot - Mobile network: Settings for Data connection, Data roaming, Network mode and Access Point Name (APN). You can set up data account to access internet service. For more information, please see page 34. Please contact your Service Provider for specific settings.
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To see available networks, you will need to turn Wi-Fi on.

1. To do this, go into Wi-Fi, press [Select] to toggle ON the Wi-Fi.
2. To turn off the Wi-Fi, press [Select] to toggle OFF the Wi-Fi.
3. If you do not see your wireless network, try scanning for it by pressing [Options] → [Scan].

	<p><u>How to connect to a wireless network</u></p> <ul style="list-style-type: none"> - Once Wi-Fi has been turned on, you will see a list of available wireless networks in your area - To connect to a wireless network, scroll up or down and highlight the name of the network you want to connect to, press [Select] - To make entering the password easier, first scroll down to [Show password] and press the [OK] button. This will enable and display the password as you type - Press up and enter the wireless password into the password field. You can change the input method by pressing the # key or input special characters with the * key - Once the password is entered correctly, scroll down to [Connect] and press the [OK] button - You can enable [Show advanced options] if you have settings for Proxy or IPv4 settings - Once successfully connected, the selected wireless network will show Connected and a wireless icon will be displayed on the top bar - If your router supports WPS function, you can use [Options] → [WPS Push Button] function to connect - To disconnect from the wireless network, you can either turn off the Wi-Fi or [Forget network] - If your wireless network is hidden, you will need to use the [Add network] function under [Options]
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Tethering & portable hotspot settings

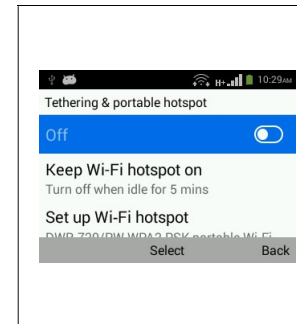
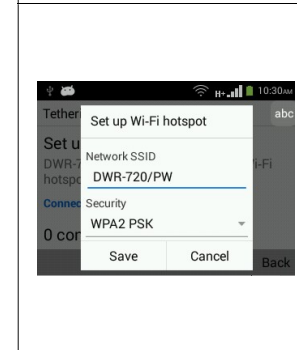
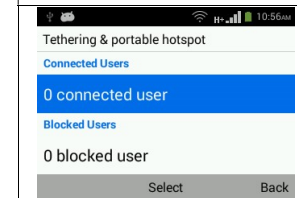
USB tethering: One-on-One internet connection between the device and your laptop or computer. First you will need to connect a device to the phone using a USB cable (using the phone's USB port as the connection point). As soon as you connect the phone to the computer via a USB cable, it will ask if you would like to use USB tethering, you can enable it there. Your computer will now be able to connect to the internet through the phone if it has a positive data balance and the correct Mobile network settings has been set. This method is only recommended if your laptop, computer or device does not support Wi-Fi connection. If your device has Wi-Fi, it is recommended to create a Wireless hotspot.

Hotspot & tethering settings: You can set up the phone to act as a Wireless Hotspot.

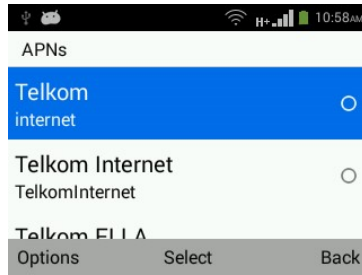
You can connect up to 10 users.

From the home screen navigate [Menu]→[Settings]→[Wireless & networks]→[Tethering & portable hotspot].

Alternatively, press the [WIFI] key on the keyboard from the home screen.

	<p><u>How to make a Wi-Fi hotspot</u></p> <ul style="list-style-type: none"> - [Menu]→[Settings]→[Wireless & networks]→[Tethering & portable hotspot] (Can also be accessed by pressing the WIFI key on the keyboard from Home screen) - Select [Set up Wi-Fi hotspot] to configure Network SSID and Password. - Press [OK] key to toggle the switch On/Off for the Wi-Fi hotspot - Select [Keep Wi-Fi hotspot on] → [Always] to keep the hotspot on even when data connections goes into an idle state, or turn off the Wi-Fi after 5/10 min of idle. - It is recommended to configure your Network SSID and Password before enabling the hotspot
	<ul style="list-style-type: none"> - The phone comes pre-set with default Network SSID and Password for the Wi-Fi hotspot. You can modify these settings by scrolling with the [Up/Down] Key to the field which needs to be reconfigured - Wireless password must have at least 8 characters - You can view the Password set by marking the [Show password] function - It will also make setting a Password easier if you mark the [Show password] function before configuring the password. This way you can see what you are typing. To change the input method, press the # key to switch between abc/ABC/123, and use the * key for special characters - You can change the Security method between Open / WPA PSK / WPA2 PSK - Once complete, scroll all the way down to the bottom and select [Save] or discard all changes with [Cancel]
	<ul style="list-style-type: none"> - You can view all connected users as well as blocked users below - You can see the connected users MAC and IP address - To block a user, select the user from the connected users list and press the [OK] button. Their MAC will be moved over to blocked users - To unblock a user, select the user from the blocked users list and press the [OK] button. Their MAC will be moved over to connected users

Mobile Networks (APN): Here you will find the settings for Mobile network connection. You can enable data access, data roaming, set up a data account & type, and network operators to access mobile internet service. The required Network Settings for your phone has been preloaded. For Telkom users, the default APN settings has been preloaded for you.



Should the desired Network Settings not reflect here, you can manually enter it.

Steps to Follow: Press [Mobile networks] → [Access Point Names] → [Options] → [New APN]. Enter the Name and APN settings provided by your Mobile service provider.

Note: For Network specific settings, please contact your Network Operator.

6.6 Bluetooth

The phone can pair to other Bluetooth supported devices for file transfer, speaker, or headset etc.

	<p>Available Options:</p> <ul style="list-style-type: none"> - Set Bluetooth On or Off - Set Visibility On or Off - Scan for available Bluetooth devices in area
	<p>How to pair with another device</p> <ul style="list-style-type: none"> - [Menu]→[Settings]→[Bluetooth]→[Switch toggle on] - Select the device which you wish to pair with by scrolling through the Available devices list with [Up/Down]→[OK] - The phone will provide you with a pairing code, make sure the same pairing code is displayed on the pairing device. - Should the pairing code match, press [Pair] on both the phone and pairing device - If the device paired doesn't not have a screen, there won't be a pairing code to confirm - To end the connection, select from Paired Devices [Select]→[Unpair]→[OK]

If you have a SD Card inserted in the Phone, you can transfer files between the Phone and another device. Make sure the Phone is paired successfully with the device which you wish to transfer to/from and there is sufficient memory on the SD card,

6.7 Date & time

	<p><u>Under the Date & time settings, you have the option to:</u></p> <ul style="list-style-type: none"> - Automatic date & time: By default, this option is enabled. The date & time is set to network-provided time - Automatic time zone: Enable to automatically update the time zone set by the service provider - Set date/time/time zone: These options will be greyed out if Automatic date & time/time zone is enabled. You must disable the Automatic options in order to manually set the date/time/time zone - Use 24-hour format: Enable to display time in 24-hour format. Disable for 12-hour format
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6.8 Security

Set up SIM card lock: Set SIM PIN lock to on or off, or modify SIM PIN. Note that the SIM PIN number is issued by your network provider and is shown on the complete card you received with your SIM card. If a SIM PIN is set, it will be indicated with a tick.

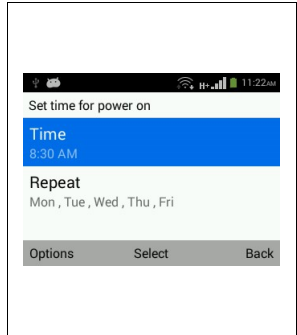
Set up screen lock: Set screen lock on device. You can set up a password which will need to be used to unlock the phone whenever it is locked. The phone will automatically lock when the screen goes to sleep and will need to be unlocked with the password for further use. Alternatively you can set * key unlock. Press [OK] then * key to unlock phone.

6.9 Language

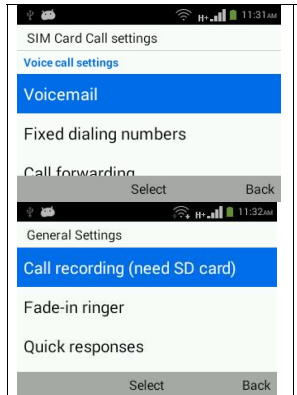
You can set your phone language display to English, Español, Português

6.10 Power saving schedule on/off

	<p><u>Under the power saving schedule settings, you have to option to:</u></p> <ul style="list-style-type: none"> - Set a schedule for the phone to automatically turn on - Set a schedule for the phone to automatically turn off
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	<p>How to set schedule:</p> <ul style="list-style-type: none"> - [Menu]→[Settings]→[Power saving schedule on/off]→Select either [Power ON] / [Power OFF] with arrow keys→[OK] key - [Select] the [Time] option→ Choose time you want the phone to turn On or Off→[OK] key to confirm - [Select] the [Repeat] option→ Tick the days you want the schedule to be active by pressing the [OK] key→Scroll down and press [OK] key to confirm - Once complete, press [left option key] for Options, and select Done and press [OK] - You will now see a tick next to the Power on/off to indicate that it has now been set <p>Note: Make sure the system time is correct in order for the schedule to work correctly.</p>
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6.11 Call Settings

	<p>Under the Call settings, you have the option to:</p> <ul style="list-style-type: none"> - View the number of the inserted SIM card - SIM Card Call settings (Voice call settings) - General Settings <p>General settings as follows:</p> <ul style="list-style-type: none"> - Call recording: Listen to recordings of calls (requires an SD card) - Fade in ringer: When enabled, the ringtone for incoming calls will start soft, and progressively get louder - Quick responses: Set quick responses which can be used to send a message to caller if you are unable to take a call - Delay dial: Delay dial is the time or delay that occurs from the time a number has been dialed until the caller or called party hears ringing. Time can be set to between 0~7 seconds
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Voice Call settings (Network dependent)

Voicemail:

You will need to setup your voicemail number before you can access this feature, contact your mobile service provider for the settings. Select [Service] and choose [My carrier], then select [Setup] to enter the [Voicemail number] with the [OK] button. Once the correct number has been entered, press down and select [OK] or [Cancel] to exit.

Fixed Dialing Numbers:

1. **Enable FDN:** This feature is network independent; you will be required to enter the SIM PIN2 to unlock the service. Contact your mobile operator for assistance.
2. **Change PIN2:** You can change your current SIM PIN2. You will be required to enter your current PIN2 before you can set a new PIN2.
3. **FDN list:** When FDN is enabled, only numbers or prefixes listed here can be called to. Press [OK] and select [Add contact]. Enter the name and number of the contact which can receive outgoing calls.

Call forwarding:

You can set to divert incoming calls to another phone number. This is normally set to the voicemail number or another phone number.

1. **Always forward:** This setting redirects all incoming calls to another phone number. Press [Select] to enter a phone number and enable this function. Once complete, press down and select [Enable] to save or [Cancel] to exit. To disable this function, press [Select] and select [Disable] to save.
2. **Forward when busy:** This setting redirects all incoming calls to another phone number if the phone line is busy. A phone line can be busy if the number is calling out, you're not in a service area or you're using Call waiting and already have two callers on the line. Press [Select] to enter a phone number and enable this function. Once complete, press down and select [Enable] to save or [Cancel] to exit. To disable this function, press [Select] and select [Disable] to save.
3. **Forward when unanswered:** This setting redirects all incoming calls to another phone number if the call isn't answered within a specified number of rings. Press [Select] to enter a phone number and enable this function. Once complete, press down and select [Enable] to save or [Cancel] to exit. To disable this function, press [Select] and select [Disable] to save.
4. **Forward when unreachable:** This setting redirects all incoming calls to another phone number if the phone ever loses signal for any reason. Press [Select] to enter a phone number and enable this function. Once complete, press down and select [Enable] to save or [Cancel] to exit. To disable this function, press [Select] and select [Disable] to save.

Call barring:

Call barring lets you stop certain types of calls being made from the phone. This feature is network independent. Please contact your network operator for setup of this feature. The default password is provided by your network operator.

Available options are:

1. **All outgoing calls:** This will block your phone from making all calls (except emergency & toll-free calls). You will be prompted for the password, press down and select [OK] to save or [Cancel] to exit. Repeat the above to disable this feature
2. **Cancel all:** Cancel all configured barring. You will be prompted for the password, press down and select [OK] to save or [Cancel] to exit.
3. **Change barring password:** You can change/set a pin on this feature prevent tampering. You will be prompted for the password, press down and select [OK] to save. You will be required to enter and confirm a new password, press down and select [OK] to save. At any stage you can select [Cancel] to exit.

Additional settings:

Here you can see settings for Caller ID and Call waiting. This feature is network independent. Please contact your network operator for setup of this feature.

1. **Caller ID:** You can set the CLI of the phone to display: [Network default], [Hide number], [Show number]. Press [OK] to save or [Right soft key] to cancel.
2. **Call waiting:** Enable/Disable to notify you of a new incoming call when you on an existing call. This feature must be enabled before the phone can receive any additional incoming call. If disabled, new caller will be prompted that "the number you have dialled does not exist, please redial carefully"

SDN list:

You can view the list of Service Dialling Numbers (SDN) assigned by your service provider. If the service provider does not provide numbers this list will be empty.

LND list: Gives a list of the 10 last numbers dialled from the SIM card.

6.12 Data usage

Here you can view the amount of mobile data that was used, and set a limit on the mobile data used. You can also see the amount of data used on the Wi-Fi, you will also be able to see the current uplink and downlink rates of the connection.

6.13 Voice broadcast

You can set the phone to read out certain texts on the display. You can set it to read out the currently selected menu, dates, incoming calls number and names, contact names and numbers, as well as the numerical keys when you would like to dial a number.

6.14 Factory Data Reset

Use this function if you wish to restore the phone back to factory settings. All personal information, data stored will be erased and you cannot reverse this action.

To do this navigate [Menu]→[Settings]→[Factory data reset]→[OK]→[Options]→[Reset phone]→[OK]

The phone will now proceed to erase and restore the phone back to factory settings, during this process the phone will reboot a few times. This process should take about 2-5 min. Make sure there is sufficient battery power if the AC charger is not plugged in.

6.15 Phone info

Here you can view the Phone's information such as Available storage, Status, Model number, Android version, Baseband version, Kernel version and Build number.

- Storage:** To see available storage, Select [Menu]→[Settings]→[Phone Info]→[Storage]→[SD card/Internal storage]
- System software update:** This page allows you to upgrade the software on the phone, this would require you to download the latest software onto a SD card, and inserting the SD card into the phone.
- FOTA Update:** This page allows shows the current software version on the phone and allows you to check online for updates. This will require a stable internet connection, preferably using Wi-Fi

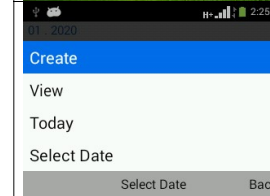
To view additional information such as My Phone Numbers, IMEI, IP address, Bluetooth address, Wi-Fi MAC address and Up time, Select [Menu] → [Settings] → [Phone Info] → [Status]

7. Calendar



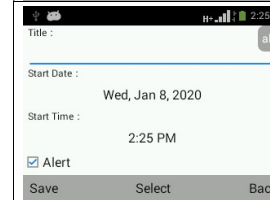
In the home screen, select [Menu] → [Calendar] → [Select]

Note: When referring to [Select], you can also press the [OK] button



Press [Options] to view the following options:

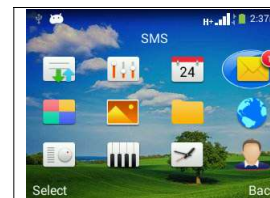
- **Create:** You can create an event for the current highlighted date in blue
- **View:** View if there are any events for the selected date
- **Today:** Navigate to today's date
- **Select date:** You can choose this to go to a specific date



To create an event:

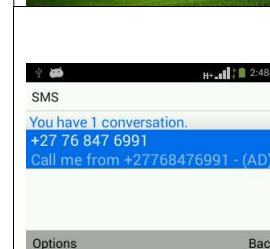
- Select [Create] → [OK]
- Set a Title for the event
- Select a date & time for the event
- Tick [Alert] if you would like the phone to give you an alert when the event starts
- Press the [Left option key] to save and return to previous screen

8. SMS



In the home screen, select [Menu] → [SMS] → [Select]
(Can also be accessed by pressing the SMS button on the keypad)

Note: When referring to [Select], you can also press the [OK] button



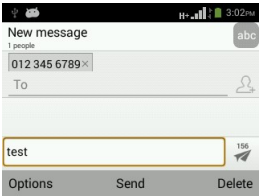
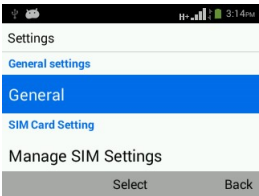
You will be presented with a page showing previews of current text conversations

To read received messages:


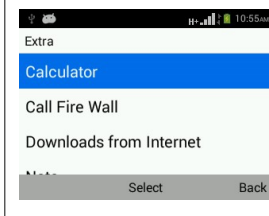
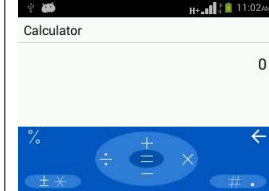
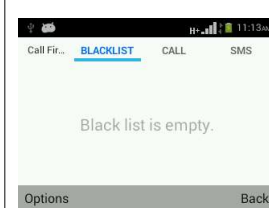
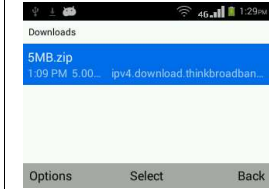
- Highlight the message and press the [OK] button.

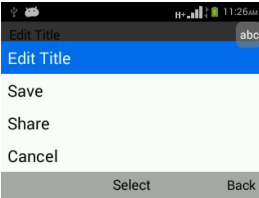
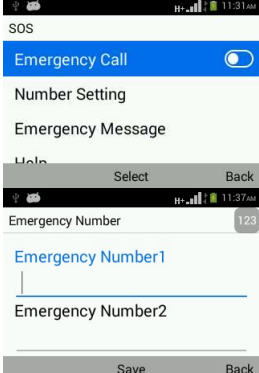
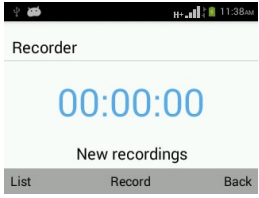
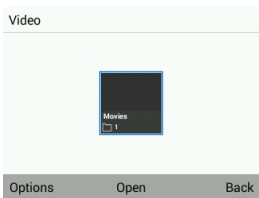
From inside the message you will have the following options:

- **Delete:** Deletes currently selected message
- **Call:** Allows you to call the sender of the message
- **Add subject:** Allows you to send the message with a specified subject
- **Attach:** Allows you to attach a picture, contact, common phrase or audio recording to the message
- **Add to contacts:** Adds the sender of the message as a contact in the contact list


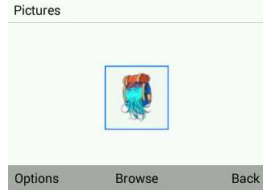
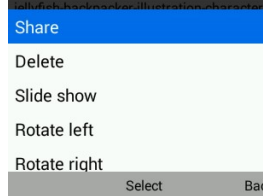
	<p>To write a new message:</p> <ul style="list-style-type: none"> - From the SMS menu, press [Left option key] for Options then select [New message] - Enter the number for the receiver in the [To] box or select a contact by starting to type the contact name, and then selecting it from the dropdown list - Enter your message in the text box [Type text message] - To switch input type, press the # button to switch between abc, ABC, 123 - Once you are done, press [Send] or [Options] → [Send] - Or [Save] if you'd like to complete the message at a later stage
	<p>For settings, select [Options]→[Settings] <u>Under general settings you can set the following:</u></p> <ul style="list-style-type: none"> - Font size: You can set the font size of the text messages - Delete old messages: Enable this option to delete older messages when you reach your message limit - Text message limit: You can set the maximum number of SMS's that can be stored on the phone - Multimedia message limit: You can set the maximum number of MMS's that can be stored on the phone - SMS forward number: Allows you to forward SMS's to different number - Encode: You can select the encoding type for the messages (it is suggested to keep it on auto) - MMS Creation mode: You can set it to give a warning when you try send an MMS, or to restrict MMS's - Notifications: You can enable/disable notification sounds for SMS's, and choose a ringtone for the notification - Common phrase: You can set common/quick responses which you can use when compiling an SMS - Enable SMS retry: Enabling this will cause the phone to retry sending an SMS if it fails. <p><u>Under SIM settings, you can set the following (you can set the same MMS that you can set for SMS)</u></p> <ul style="list-style-type: none"> - Delivery reports: Enable if you would like to receive delivery reports for each message you send - SMS validity: You can choose for SMS's to be automatically deleted after a set amount of time - Manage messages on SIM: You can view/delete messages that are stored on the SIM card - Save SMS on SIM: Enable this to store any new messages directly on the SIM

9. Extra


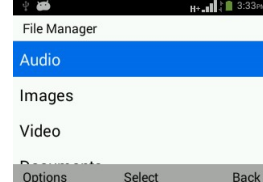
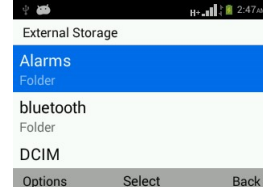
	<p>In the home screen, select [Menu] → [Extra] → [Select]</p> <p><u>Note:</u> When referring to [Select], you can also press the [OK] button</p>
	<p>Here you can access the following menus:</p> <ul style="list-style-type: none"> - Calculator: (can also be accessed by pressing the Calculator button on the keypad) - Call fire wall: This allows you to block calls/SMSs from certain numbers - Downloads from the internet: View documents downloaded from the internet - Note: Make notes that can be shared via SMS - SOS: Set up SOS function to call specified numbers in an emergency - Sound recorder: Record audio clips - Video player: Browse SD card for videos, and play the videos
	<p>Use the following commands for the calculator:</p> <ul style="list-style-type: none"> - Centre OK key: Equals - Up arrow: Addition - Down arrow: Subtraction - Left arrow: Division - Right arrow: Multiplication - Left option key: Percentage - Right option key: Back/Delete - Star key: +/- (change from + to - or vice versa) - Hash key: Decimal .
	<p>For Call fire wall, navigate to [Menu]→[Extra]→[Call Fire Wall]</p> <p>From here you can set up a blacklist of numbers. Any calls or messages from these numbers will be blocked.</p> <p>You can also see how many calls or messages you received from these numbers, by navigating to the Call/SMS list pages.</p> <p><u>To add someone to the blacklist:</u></p> <ul style="list-style-type: none"> - Press [Options]→[Add]→[OK]→Input name & number→Select which content to intercept (SMS/Call) by pressing [OK]→[Save] <p><u>To delete:</u></p> <ul style="list-style-type: none"> - Navigate to desired number with arrow keys→[Choose]→[Delete]
	<p>For internet downloads, go to [Menu] → [Extra] → [Downloads from internet]</p> <p>Here you can view all files that have been downloaded from the internet, i.e. pictures or music.</p>

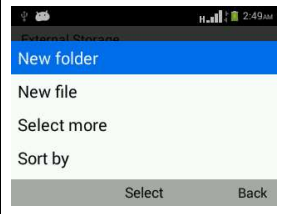
	<p>To make a shareable note, go to [Menu]→[Extra]→[Note] To add a new note:</p> <ul style="list-style-type: none"> - Press [Options]→[New Note] <p>You can then type your note using the keypad. <u>After typing the note, you can press [Options] to access the following choices:</u></p> <ul style="list-style-type: none"> - Edit title: Make a title for your note - Save: Save your note - Share: Share your note via Bluetooth or SMS - Delete: Cancel and delete the note you are busy writing <p>You can then view/edit the notes at a later time by navigating to the correct note and pressing [Select]</p> <p>To organise your notes, you can create a folder under [Options]→[New Folder]</p>
	<p>For SOS settings, navigate to [Menu]→[Extra]→[SOS] Here you can enable emergency calling to specific numbers that you set.</p> <p><u>To activate:</u></p> <ul style="list-style-type: none"> - Switch the toggle to on - Select [Number setting]→Specify emergency numbers 1-3 which will be called when SOS is initiated - Select [Emergency Message] to set an emergency SMS which will be sent. <p>To initiate an SOS call to the set numbers, long press the [OK] button. Then phone will then attempt to call the numbers which have been set. <u>Note:</u> The SOS function will only function under the Home/Menu screen</p>
	<p><u>To record an audio file:</u></p> <ul style="list-style-type: none"> - Navigate to [Menu]→[Extra]→[Sound Recorder] - Press [Record] to start recording - Press [Stop] to stop recording (you will then receive a prompt asking whether you would like to save the recording or discard it) - Press [List] to view a list of all the saved sound recordings <p><u>In the [List] screen, you can press [Options] to bring up the following:</u></p> <ul style="list-style-type: none"> - Set save path: Choose to save the selected recording on the Internal storage or an inserted SD card - Delete: Delete the highlighted recording - Select more: Allows you to select more than one recording to delete - Rename: Let's you change the name of the highlighted recording - File path: Shows the file path where the highlighted recording is saved - Set file type: Allows you to choose between amr (Low quality) and 3gpp (High quality) recordings
	<p><u>To watch videos stored on an SD card:</u></p> <ul style="list-style-type: none"> - Navigate to [Menu]→[Extra]→[Video Player] - Use Arrow keys to navigate to video you would like to watch - Press centre [OK] button to select/play the video <p>You can press [Options] and you will have the following choices:</p> <ul style="list-style-type: none"> - Slide show: Initiate slide show of all pictures in the album - Select item: Allows you to select more than one video - Group by: Group by Location or Time <p><u>To delete:</u></p> <ul style="list-style-type: none"> - Press [Options]→[Select item]→[Options]→[Delete]→[OK]

10. Gallery

	<p>To find the gallery, which will allow you to navigate through pictures stored on the SD card, navigate to [Menu]→[Gallery]→[Select]</p> <p><u>Note:</u> When referring to [Select], you can also press the [OK] button</p>
	<p><u>To open a specific picture:</u></p> <ul style="list-style-type: none"> - Navigate to the album the picture is in using the arrow keys - Press [Open]→Navigate to picture→press [Browse] <p><u>To show a slideshow of all pictures in an album:</u></p> <ul style="list-style-type: none"> - Navigate to the album using the arrow keys - Press [Open]→[Options]→[Slide show]→[Select]
	<p>Once you have opened a picture, pressing [Options] will give the following choices:</p> <ul style="list-style-type: none"> - Share: You can share the picture via Bluetooth or SMS - Delete: Delete the open picture - Slide show: Initiate slide show of all pictures in the album - Rotate left/right: Rotate the picture 90° - Set wallpaper: Set open picture as default wallpaper on Home screen - Details: View details of picture, i.e. size, and date created

11. File Manager

	<p>In the home screen, select [Menu] → [File Manager] → [Select]</p> <p><u>Note:</u> When referring to [Select], you can also press the [OK] button</p>	
	<p>The file manager will automatically scan the SD card for files, and arranged them into the following folders:</p> <ul style="list-style-type: none"> -Audio -Images -Video 	<ul style="list-style-type: none"> -Documents -Local: Files stored in the phone memory -External storage: Files stored on the SD card
	<p>If Local or External storage is selected the phone will pre-configure the microSD card with default folders for easy reference</p>	



To see more options for the selected folder or file, Press [Options] when the item is highlighted

- **Share:** You can share the picture via Bluetooth or SMS
- **Delete:** Delete the open picture
- **Slide show:** Initiate slide show of all pictures in the album
- **Rotate left/right:** Rotate the picture 90°
- **Set wallpaper:** Set open picture as default wallpaper on Home screen
- **Details:** View details of picture, i.e. size, and date created

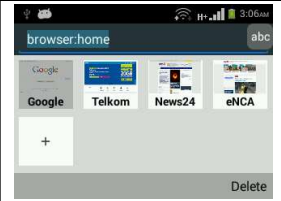
12. Browser



In the home screen, select [Menu] → [Browser] → [Select]

Note: When referring to [Select], you can also press the [OK] button

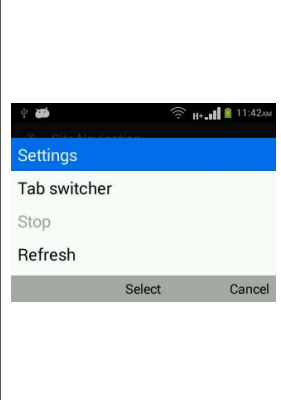
To browse to a page, use the arrow keys to navigate to the URL bar, you can then type out the webpage that you want to visit. Another option would be to select the Google option from the browser home page, and enter the page you are looking for in the search bar



On the home page, you will see the Site Navigation Screen where you can set frequently visit pages

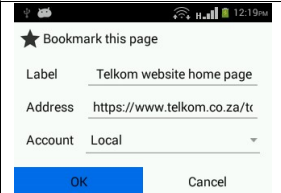
To set new options, highlight the + icon, and press [OK]

Change the Label name and URL Address accordingly, and select [OK] when you are done.



Press [Options] to see Available Options:

- **Settings:** Able to access settings like homepages, clearing history, default browser, etc.
- **Tab switcher:** Switch between active tabs
- **Stop:** Stops loading the webpage
- **Refresh:** To reload and update the data on the webpage and resubmits the current URL.
- **Forward:** Return to the previous page visited before using the Back function
- **Back:** Return to the previous page visited
- **Go:** Navigates to a specified website
- **Homepage:** Return to the Site Navigation Screen.
- **History:** View pages that were visited before
- **Bookmarks:** Frequently visited pages can be stored for quick access.
- **Share page:** Allows you to share the page you are visiting, by sending the URL via SMS or Bluetooth
- **Exit:** Completely closes the browser



To save a webpage to bookmarks:
[Options]→[Save to bookmarks]

-You can save the current webpage to your Bookmarks

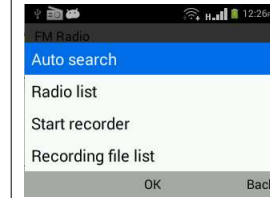
13. FM Radio

Important Note: In order to completely turn OFF the Radio, you must navigate to the Radio feature & use [Turn off] to close the Radio. By pressing [Back] or the [Red End Key] will only minimize the Radio to the background. The Radio will pause when you pick up the handset to dial or when receiving a call, and resume when the call ends.



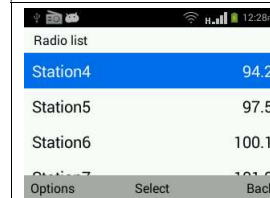
In the home screen, select [Menu] → [FM Radio] → [Select]

Note: When referring to [Select], you can also press the [OK] button



The radio will now be activated

- **Auto search:** Search for available radio stations in your area, the stations will be listed in the Radio list
- **Radio list:** List of searched radio stations available in your area
- **Start recorder:** Allows you to record audio from the radio, which is then stored on the SD card
- **Recording file list:** Shows a list of all recordings made of the radio

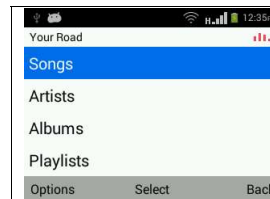


After the search option is selected, the full list of stations found will be available on this screen if you select Radio list. If you think there are other channels in the area, try using [Auto search] a few more times

- To change the volume level, use the Up and Down directional keys
- To change the radio channel, use the Left and Right directional keys

14. Music

Important Note: In order to completely turn OFF the Music Player, you must navigate to the Music feature and use [Quit] to close the Music Player. By pressing [Back] under the Library or the [Red End Key] will only minimize the Music Player to the background. The Music Player will pause when you pick up the handset to dial or when receiving a call. The Music Player will return when the call ends.

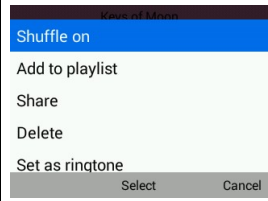


In the home screen, select [Menu] → [Music] → [Select]

Music Library:

If you have audio files loaded onto the SD Card, the phone will auto detect the files and automatically sort them into folders, such as Songs, Artists & Albums. You can also go into the playlist folder and create a custom playlist featuring songs that you choose.

Press [Play] to start playing the selected music



Once the music plays, you can press [Option] for selections such as:

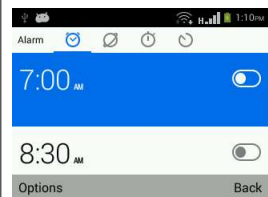
- **Shuffle on:** Enable to play songs in a randomized order.
- **Add to playlist:** Adds the currently playing song to a specific playlist
- **Share:** Allows you to send the song via Bluetooth/SMS to a different device
- **Delete:** Remove the song from the microSD card
- **Set as ringtone:** Set the current playing audio as the ringtone
- **Repeat songs:** Enable to repeat play songs, select it to give the option to repeat all songs, repeat current song or disable repeat.

15. Clock / Alarm



In the home screen, select [Menu] → [Clock/Alarm] → [Select]

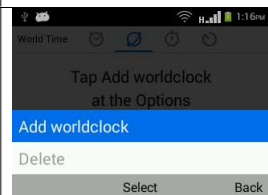
Note: When referring to [Select], you can also press the [OK] button



Here you can access your View and set alarms, access a world clock, timer, and stopwatch functions (Press right/left arrow keys to navigate) Pressing [Ok] on a selected Alarm will Enable/Disable the alarm.

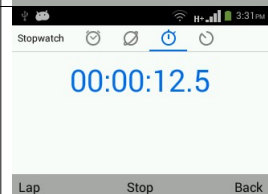
Press Options to view the following options:

- **Add alarm:** Here you can add a new alarm
- **Delete alarm:** Here you can choose to delete the alarm
- **Settings:** You can set the snooze length
- **Edit:** Here you can make changes to the current alarm

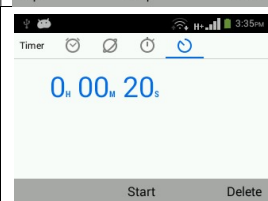


From the world clock page, you can press [Options] for following settings:

- **Add worldclock:** Choose this option to add a clock to track time in a different country/timezone
- **Delete:** Delete the currently selected clock



On the Stopwatch screen, press [Ok] to start and stop the stopwatch Once stopped, press the left option key to reset the stopwatch Press Recover to continue the stopwatch Press Lap to record the time



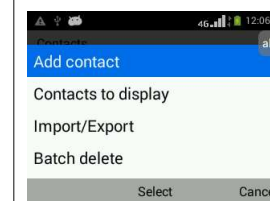
From the Timer screen you can do the following:
Enter an amount of time and press start, once the time runs out an alarm will sound indicating that the entered time has elapsed.

16. Contacts



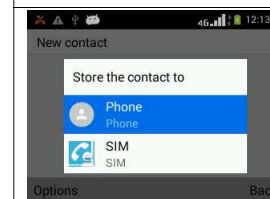
In the home screen, select [Menu] → [Contacts] → [Select]
Contacts can also be accessed by pressing the right option key from the homepage

Note: When referring to [Select], you can also press the [OK] button



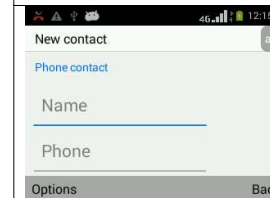
Press the left option key [Options] to access the Options
Press the right option key [Delete] to clear errors made during entry

- **Add contact:** Add New Contacts.
- **Contacts to display:** Choose to display contacts from the phone memory, or the SIM card, or both
- **Import/Export:** Import or export contacts to/from an inserted SD card or Copy to SIM/Phone
- **Batch delete:** Select a batch of contacts to delete
- **SIM capacity:** Shows the amount of storage available the SIM card

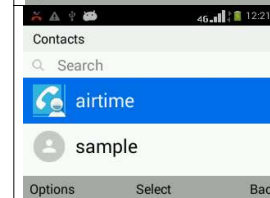


To add a new contact:

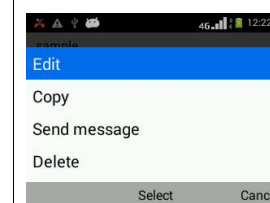
- Press the left option key [Options] and select [Add contact]
- You will be prompted to select where to store the contact, SIM card or Phone, [OK] to continue
- Fill in the Name and Phone number of the contact, once done press [Options] → [Save]



- **Note:** You can change the input method for Name by pressing the # key (number/letters)



Once you have a contact saved, the screen will return to the contacts page, where you can navigate from a list and select a contact



To Edit the details of an existing contact

- Select the desired contact and press [OK] → [Option] → [Edit]
 - Press [Options] → [Save] once complete
 - **Note:** You can change the input method for Name by pressing the # key
- From the same options screen, you can copy the contact to the SIM/Internal storage, send a message, delete the contact, add it to the blacklist, set a ringtone for the specified contact, or send all calls from this contact to voicemail

17. Frequently Asked Questions

If any problems are encountered while using the phone, please refer to below FAQs. If the problems still exit, please contact the Network Operator.

Q. Who can I contact for technical support regarding SIM, Airtime, SMS, Voicemail etc?

A. You can call Telkom Customer Care on 081 180 from the mobile number, or 10210 from the landline.

Q. My receiver has no sound and only my loud speaker works?

A. Make sure your handset coil is connected fully. You should hear an audible click when the coil is connect into receiver.

Q. "Enter PIN code" appears on the screen.

A. Enter the PIN code of your SIM card. Please contact your Network Provider immediately if you do not know the code.

Q. "Enter PUK code" appears on the screen.

A. Your SIM card will be locked if you enter wrong PIN code for three times. To unlock your SIM card, you have to enter PUK code. Enter the PUK code of your SIM card. Please contact your Network Provider immediately if you do not know the code.

Q. The Phone charger/antenna is broken, who can I contact to purchase another charger/antenna?

A. You can call Telkom Customer Care on 081 180 from the mobile number, or 10210 from the landline.

Q. "Insert SIM card" appears on the screen.

A. Make sure the SIM card is correctly inserted as per the instructions. Check if the SIM card works properly in another device where possible. SIM card may be defective or faulty. Please contact you Network Provider for a SIM swap if faulty.

Q. Poor sound quality, echo or noise makes communication difficult.

A. Hang-up your phone and dial again. The Network may connect the phone to a line with better communication quality. If the problem persists, please contact you Network Service Provider.

Q. "No Service" is displayed.

A. Check the signal indicator. If there is no signal, you may be in a network blind area of a building. Please move to other locations to receive signal. Or potentially you are not in a coverage area. If so, please contact your Network Provider for assistance.

Q. My phone screen keeps returning to the Home Page by itself

A. Check that the Return to [Home Page feature](#) is not enabled. If you don't want this feature, disable it.

Q. Battery Life Short/Decreases.

A. Signal at your location is weak so the phone has to search for signal for a long time. When you don't want to answer any calls, please power off. It is also possible that the battery has been used for a long time and is approaching the end of its life-span. In this case, please replace the battery.

Q. I can't play my music/video file from the File Manager

A. Check that the file is not corrupt and the file type is supported by the phone. To check for a list of support formats, refer to [page 14 SD Format](#).

Q. I can't access the internet

A. Check that you have a positive data balance on the SIM card. To check, dial *188# on Telkom. To purchase data through the Telkom USSD function, dial *180# and follow the on screen instructions. Also check that the correct APN settings has been selected. To check the APN settings, refer to [page 34 Mobile Network](#)

Q. Phone fails to boot.

A. Your battery may be completely flat. Please charge your phone until the battery power is restored, then try to power on again. Check the charger to see if it's working properly and proper contact is made with the Phone power jack.

Q. Cannot send short messages.

A. Please check the SMS address if the correct number has been set. Perhaps the recipient contact number is invalid. Please also check if there is sufficient fund to send a SMS.

Q. Cannot add entries into phonebook

A. Phonebook is full. Please delete some un-used entries.

Q. Cannot charge.

A. There are three possibilities:

- Charger of your phone does not work properly. You will need to contact your Operator or Supplier
- Poor contact. Please check plug of your charger.
- The battery is old and needs replacement. You will need to contact your Operator or Supplier.

Q. Cannot make calls

A. Check that you have a positive voice airtime balance to make calls. To check, dial *188# on Telkom. To purchase airtime through the Telkom USSD function, dial *180# and follow the on screen instructions.

Q. Cannot select some functions

A. The service is not available or the operator does not support this service. Please contact your Operator.

Technical Specifications	
UMTS/HSPA+(WCDMA) Band Support <ul style="list-style-type: none"> 850/1900MHz 	Structure <ul style="list-style-type: none"> Size: 227 x 157 x 70mm / 0.4 kg
GSM Quad-Bands <ul style="list-style-type: none"> 850/900/1800/1900MHz 	Power adapter <ul style="list-style-type: none"> Power adapter: DC 5V / 1000mA Battery: 3.7V / 1500mAh / 5.55Wh
LCD <ul style="list-style-type: none"> 240x320 dots, 2.4 inch colour screen with backlight function 	Package Content <ul style="list-style-type: none"> Phone Unit x 1pc Handset Receiver x 1 pc Handset Cord x 1 pc Li+ Battery x 1pc Power Adapter x 1pc Basic User Setup Guide x 1pc TNC Antenna x 1pc
Compatible file types <ul style="list-style-type: none"> Video File types: .3gp, .mp4 Audio File types: .aac, .flac, .m4a, .mid, .mp3, .ogg, .wav File name Extensions: .gif, .jpg, .png, .bmp 	
Feature <ul style="list-style-type: none"> Make & Answer calls, Send & Receive SMS, Contacts, Wi-Fi Hotspot Emergency call, Call waiting & delay & forwarding, Calendar, Calculator, File Manager, FM Radio, Music, Bluetooth 	