

# TELSTRA EASY DISCOVERY™ 4

## 3G MOBILE PHONE

### USER MANUAL

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# LET'S GET THIS SHOW ON THE ROAD

You must be excited about your brand new Telstra Easy Discovery 4. You'll soon be chatting, texting and sharing photos on the go.

This guide will help you get to know your mobile phone and all the fancy things it can do. So you get the most out of your new Telstra Easy Discovery 4, set aside some time to explore and play around with all its features.

By the way, your brand new phone is Blue Tick approved which means it's recommended for rural and regional handheld coverage.

Before you get started ensure you have an active Telstra Next G® SIM card.

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# GETTING TO KNOW YOUR MOBILE PHONE



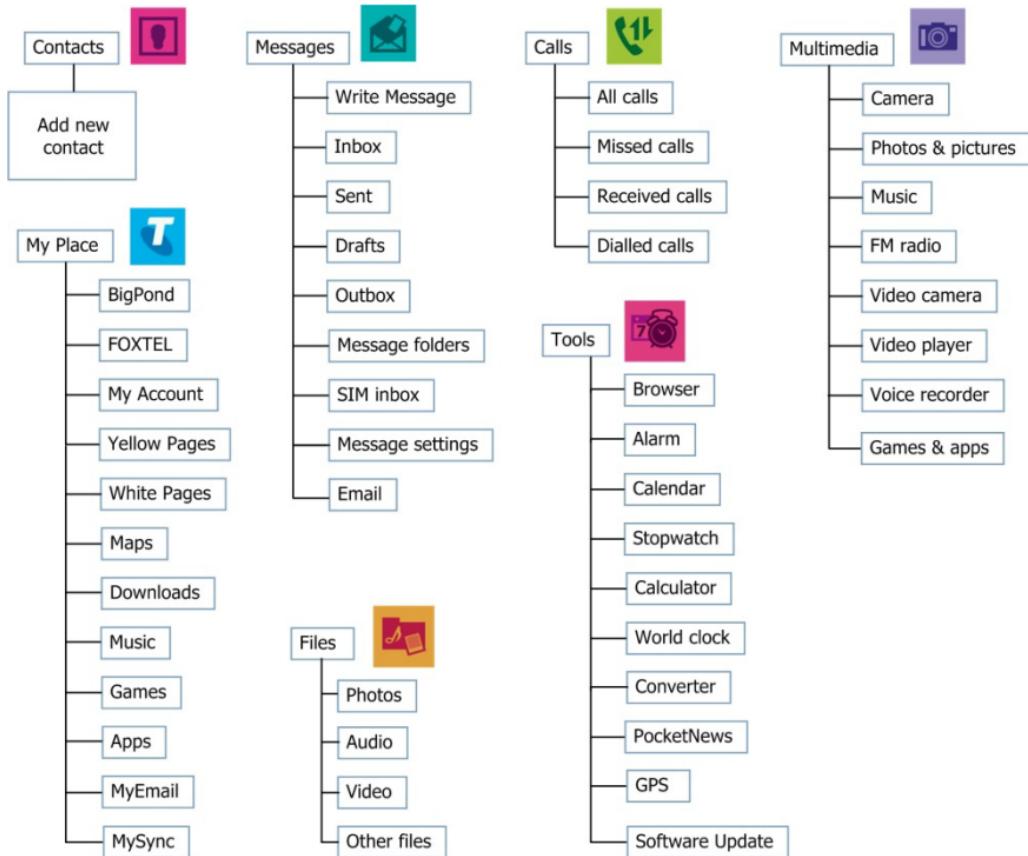
# GETTING TO KNOW YOUR MOBILE PHONE



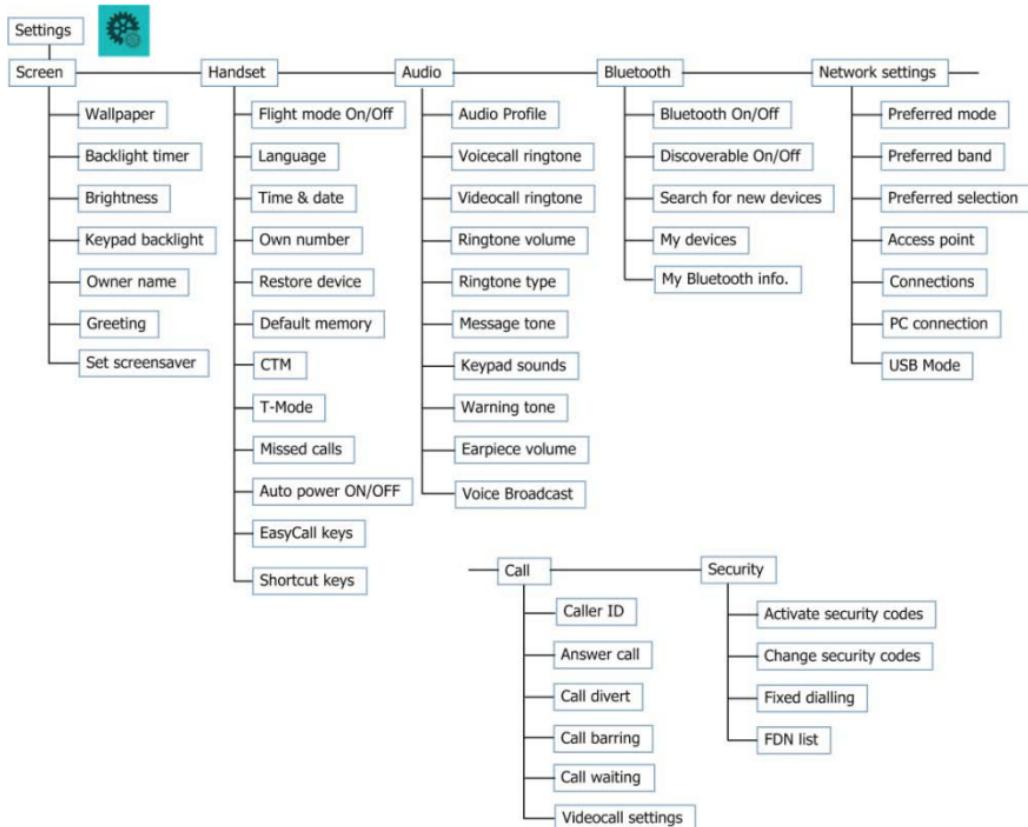
## INFORMATION BAR ICONS

	3G Signal Strength		Battery Level Indicator
	EDGE Signal Strength		Alarm is set
	GSM Signal Strength		Data available
	Missed Call		Data active
	New SMS Message		Vibrate enabled
	Message Memory is Full		Silent mode
	New MMS Message		Silent with vibrate
	New Wap Push Message		Flight Mode
	New E-mail		Call Forward is active
	Headset inserted		Memory card is inserted
	GPS is on		T Coil mode is on
	Bluetooth is ON		Roaming
	Bluetooth h/s connected		

# MENU QUICK REFERENCE GUIDE



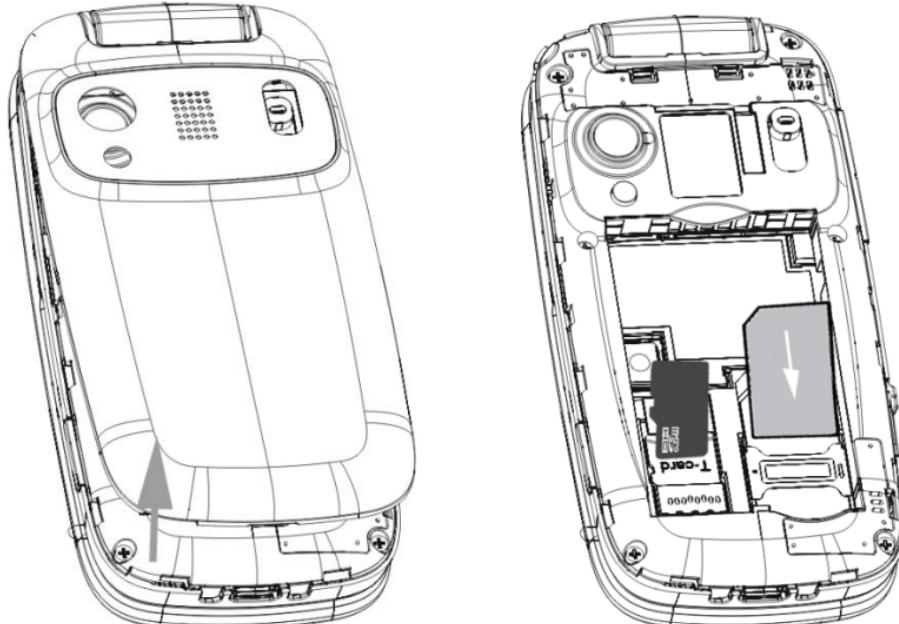
## MENU QUICK REFERENCE GUIDE CONTINUED



# GETTING STARTED

## 1. OPEN THE BACK COVER AND INSERT SIM CARD

Open the back cover using the thumb catch at the base of the handset



Insert the SIM card with the gold chip facing down and the slanted edge on the top left as shown. Carefully slide it under the silver bar.

You can also insert a microSD memory card (optional) for increased storage.

The device supports microSD and microSDHC cards up to 32GB.

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#### **IF YOUR HANDSET DISPLAYS:**

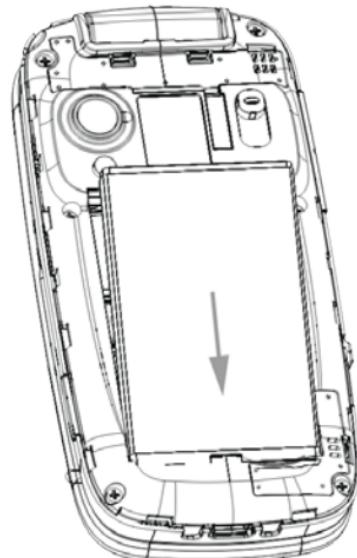
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Enter Handset unlock code	The default code is 0000
Enter (U)SIM PIN Code	Enter the PIN supplied with your SIM card
No (U)SIM detected	Check the SIM is inserted correctly.
Enter PUK code	Contact your Service Provider

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## **2. INSERT THE BATTERY**

Insert the battery as shown lining up the gold contacts together.  
Replace the back cover and snap into place.



### 3. SWITCH THE PHONE ON OR OFF

To switch the phone ON press and hold the red key  until the screen lights up.

To switch the phone OFF press and hold the red key  until the shutdown screen appears or until the screen switches off.

Enter SIM PIN code – supplied with your SIM card.

### IMPORT YOUR CONTACTS AUTOMATICALLY

When you first switch your handset on or insert a new SIM card you are asked if you want to import your contacts.

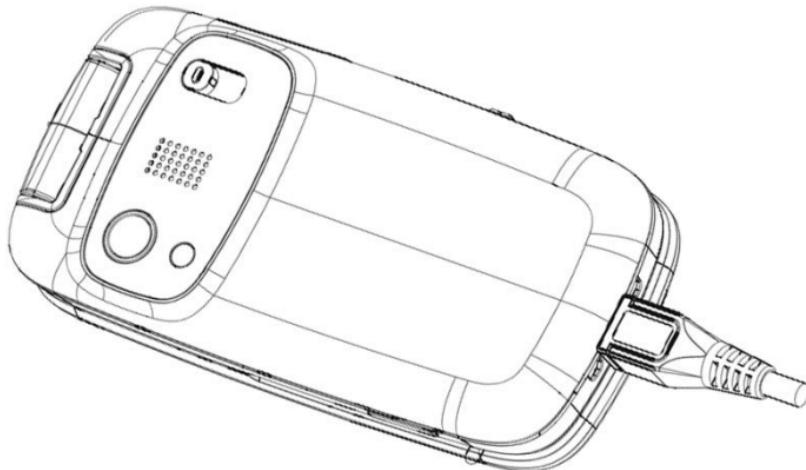
Select Yes when prompted to import SIM card contacts to the handset memory.

#### Handy Hint

Before you can import your contacts to your new phone, you'll need to make sure they're saved to the SIM card.

## CONNECT THE CHARGER

The plug and socket are shaped so they will only fit together one way.



- Do NOT use excessive force which may damage the USB port.
- The phone can also be charged by connecting it to a computer using the USB lead supplied.
- A sound is played when the charger or USB cable is inserted into the handset.

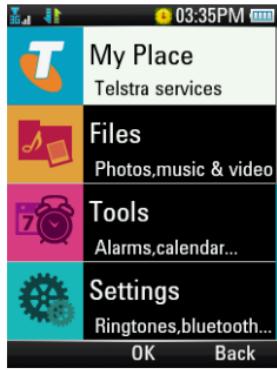
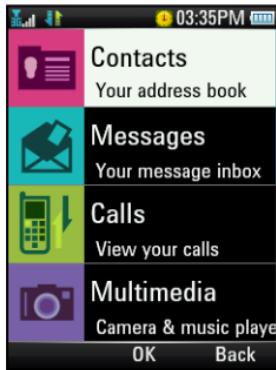
## NOTES ABOUT CHARGING

- Only use the AC charger and USB lead supplied.
- Insert the charger lead carefully
- Be careful to avoid tripping over or pulling on the lead whilst it is plugged into the device. Sudden force can damage the socket.
- Physical damage to the USB port is NOT covered by warranty.
- Normal charge time is 3-4 hours. Do not leave on charge for more than 24hrs.
- When not using the phone for long periods remove the battery.
- Charge the battery between 0°C~45°C.
- Avoid high temperatures and direct sunlight.
- The battery will not charge above 45°C.
- Charge the battery promptly when flat.
- With poor network conditions (less than 2 bars) battery life is reduced.
- To maximise battery life turn off Bluetooth and limit multimedia functions.
- After 2-3 charge / discharge cycles battery life will improve. From then on use top up charging to recharge frequently and always charge promptly when flat.
- Leaving the battery fully discharged will shorten your overall battery life.
- The phone can be charged in the ON or OFF state: When OFF “Charging battery” is displayed. When ON the battery icon animates until charged.
- When not using the phone for long periods, charge the battery to half full then remove it and store in a cool place.

## HOW TO NAVIGATE THE MENU

The main menu is a list of items to access features on the phone.

From the home screen press OK to access the main menu. Use the arrow keys to move up and down the menu list and press OK to select.



### Handy Hint

Use the right soft key to select the bottom right hand of the screen and use the left soft key to select the bottom left hand of the screen. Refer to page 4 for location of soft keys.

## SHORTCUT KEYS

From the home screen press the **arrow keys** to launch the default **shortcuts**:

My Place



### Handy Hint

Change default shortcuts: **Menu > Settings > Handset > Shortcut keys**

## EASY CALL KEYS

18

82

Press and hold the Easy Call keys to program the Easy Call keys

## HOW TO SET THE TIME AND DATE

The time and date is set automatically from the network. It takes a few seconds to update when the phone is first switched on. Select **Menu > Settings > Handset > Time & date** to change to 12 or 24 hr format or to switch off automatic update to manually set the time & date.

## VOICE BROADCAST - IMPORTANT

Voice Broadcast reads out the Name, Contact number and SMS Message contents by default. It overrides all Ringtone and SMS notification settings.

Press the volume keys to mute the broadcast, or switch the function off.

To customise the incoming Ringtone and SMS tone you MUST switch off Voice Broadcast for the respective settings. Go to the following menu:

### MENU > SETTINGS > AUDIO > VOICE BROADCAST

New Call                    Incoming calls are announced

New SMS                    Incoming messages are announced

Auto SMS Broadcast      Messages are read out loud

## HOW TO CHANGE THE RINGTONE

- Disable Voice Broadcast to switch on the Ringtone function
- Select Menu > Settings > Audio > Voicecall Ringtone > Audios > Ringtone
- Use up and down arrow keys to scroll through list of ringtones
- Press centre key to set ringtone

## HOW TO ADJUST RINGTONE VOLUME

- Select Menu > Settings > Audio > Ringtone volume
- Scroll up and down to select volume level, press OK

## ENABLE VIBRATE MODE

- Select Menu > Settings > Audio > Ringtone type
- Scroll up and down to select the required mode for Ring and Vibrate
- Press centre key for OK

## HOW TO MAKE A VOICE CALL

- Enter the number on the keypad or select the downward facing arrow key to access shortcut to contacts. Then press the green  key to make the call.
- Press the \* key to enter the + symbol for international dialling
- Press the Speaker key  to activate Speaker (Handsfree) mode during a call
- Press the red key  to end the call.

### Handy Hint

The volume keys on the left hand side of the phone can be used to increase or decrease the volume of the person on the other end only during a call.

## HOW TO ANSWER AN INCOMING CALL

- Press the green key  or OK to answer the call,
- Press the Speaker key  to activate Speaker (Handsfree) mode.
- Press the red key  or Reject to end the call.
- Set open flip to answer from Menu > Settings > Call > Answer Call
- Note that if voicemail is active pressing reject forwards the call to voicemail.

## AUDIO PROFILES

Audio profiles can be used to quickly set the handset into General mode, Silent mode, Meeting mode or Outdoor mode.

- Select Menu > Settings > Audio > Audio profile
- General is normal ringtone, no vibrate
- Silent has no ringtone and no vibrate
- Meeting has no ringtone and vibrate is enabled
- Outdoor is maximum ringtone volume and vibrate is enabled

All the profile settings can be customised to suit your own requirements by pressing the Edit key from the Audio Profiles menu.

## CALL FEATURE SUMMARY

Check the table below to quickly find the Call Feature you require:

FUNCTION	DESCRIPTION	MENU SELECTION
Automatic call answer (flip)	Enable automatic call answer when opening the flip.	Menu > Settings > Call > Answer Call
Automatic broadcast	Voice Broadcast announces incoming calls by default.	Menu > Settings > Audio > Voice Broadcast
Call a Contact	Access your Contacts list and dial directly from your chosen Contact.	Down Arrow Key > Scroll up or down to chose a Contact > Call Key 
Call Barring	Restrict various categories of incoming or outgoing calls.	Menu > Settings > Call > Call barring
Call Divert	Divert incoming calls to another number.	Menu > Settings > Call > Call divert
Caller ID	Show or hide your number when making calls.	Menu > Settings > Call > Caller ID
Call Waiting	During a call pips indicate an incoming call. Press Options to switch calls.	Menu > Settings > Call > Call waiting

FUNCTION	DESCRIPTION	MENU SELECTION
Last number redial	Press the Green Call Key for Call History. Press to redial.	Call Key  , Call Key 
Missed Calls reminder	Hear an alert tone at your specified interval to remind you of a missed call.	Menu > Settings > Handset > Missed calls
Search your Contacts	Narrow down your Contacts list by searching for the Contact name	Down Arrow Key > press the letter keys eg. 5 for 'J' to find John
Set Speed Dial	Set your Contacts to be called directly from the idle screen.	Menu > Contacts > Select the Contact > Options > Scroll down > Speed Dial
Speakerphone	Use hands-free or in loud speaker mode.	During a call (or call set-up) press <b>Speaker</b> key
Speed Dial Call	Press and hold the corresponding key on the number pad to quickly call a Speed Dial Contact.	From the idle screen press and hold a number key.
Voice Call	Enter the number on the keypad then press Call	Enter the number,  Press  to End the call
Volume	Use the side Volume keys to adjust the earpiece volume	During a call press the side volume keys.

# CONTACTS

There are some numbers that you may want to call again and again so it makes sense to add these to your Contacts. You can then access these numbers quickly and easily and add special features such as Speed Dialling, a dedicated Ringtone and a Photo.

When you insert a new SIM card the phone will ask if you want to import your Contacts. Select Yes when prompted to import your SIM card contacts into the handset memory.

Check the table below to quickly find the Contact Feature you require:

FUNCTION	DESCRIPTION	MENU SELECTION
Add a Contact from a received call	Access your All Calls list and create a new Contact from an incoming call record	Press the Call Key  > Select the call record > Options > Save
Add a Contact from an SMS	Go to your Inbox and select the required SMS. Highlight the number or object then select 'Use item' from the Options menu	Menu > Messages > Inbox > OK to view the SMS > Options > Use item > New contact or Existing contact

FUNCTION	DESCRIPTION	MENU SELECTION
Back up or Copy Contacts to your SIM card	Saving Contacts to your SIM card creates a back up and you can copy these to another device	Menu > Contacts > Options > Advanced > SIM card management > Copy Contacts to SIM
Copy Contacts from a SIM card (Import)	Insert the SIM card. Say 'Yes' when prompted to Copy Contacts from the SIM to the handset.	Menu > Contacts > Options > Advanced > SIM card management > Copy Contacts from SIM
Enter a new Contact	Enter the number on the keypad, press the left soft key to Save	Number Entry > Options > Save number
Easy Call keys	Set your two favourite contacts to the Easy Call keys 1 and 2 	Press the left or right Easy Call key to add a new contact. Select 'Yes' then go through your contacts list and choose Select or choose Add new contact.
Search your Contacts	Search for a Contact. Scroll or use the letters on the number pad	Menu > Contacts > Scroll down or press a letter key to search. eg press 5 for 'J'

FUNCTION	DESCRIPTION	MENU SELECTION
Set a unique Ringtone or image to a Contact	Add an existing image & ringtone to a Contact. The Contact must be stored in the handset memory (see Copy Contacts from SIM ).	Menu > Contacts > Select the Contact (stored on the handset) > View > Edit > Select the feature to add, Edit > Navigate to the folder > Select & Save.
Speed Dial	Quickly call your favourite contacts by holding down a number key on the keypad. From the idle screen press and hold the number key to Speed Dial your contact.	Menu > Contacts > Select the Contact > Options > Set speed dial > Allocate the Contact to a free number key.

## CONTACT ICONS

 The arrow indicates this contact has additional numbers	 Contact is stored in the Work field
 Contact is stored on the Phone	 Contact is stored in the Home field
 Contact is stored on the SIM	 Default Telstra Contacts, eg Sensis
 Contact is stored in the Mobile field	 Contact has an Email address

# MESSAGES AND EMAILS

## HOW TO SEND A TEXT MESSAGE (SMS)

- Press the left arrow key to access shortcut for Messages (or select Menu > Messages)
- Press OK for Write message
- Enter the phone number directly or press OK to select Contacts
- Select the Contact then press OK to Mark. Multiple contacts can be selected if required.
- Press the left soft key for Done when you have selected the required contacts.
- Press the down arrow once to move the cursor into the text field.
- Type the message using the letter keys on the keypad.
- Press the OK to send the message.

## HOW TO VIEW A RECEIVED TEXT MESSAGE

- The envelope icon  on the information bar indicates a new SMS message. The message alert tone and vibrate activate depending on the current profile setting. Press OK to view.
- The envelope icon will clear once all unread messages have been viewed.
- Navigate to the Inbox (Menu > Messages > Inbox > View) to view received messages.

### Handy Hint

Stop the handset reading your messages go to Menu > Settings > Audio > Voice Broadcast > Auto SMS Broadcast

## HOW TO TYPE USING THE KEYPAD

- The letters of the alphabet are arranged on the keys from 2-9. Whenever you are in a text entry mode, to enter a name, send a message or write a note, the handset changes to letter mode.
- The letters written on the number keys are entered depending on how many times you press the key. Example, to write the name John, you press the 5 key once for J, then press the 6 key three times for O, press the 4 key twice for H and then the 6 key twice for N. Eg. 55,666,44,66.
- To insert a space press the 0 key. To delete letters press the C key.
- Press the 1 key for common punctuation marks. Press the \* key for special characters.
- If using predictive text you only need to press the key once for each letter. For more information on using predictive text turn to page 27.
- If you have set predictive text as your preferred option, the handset will remember this setting for next time.

### Handy Hint

In Multi-tap modes (Abc, abc, ABC) if the next letter is on the same key, wait until the cursor appears or press the Right arrow to move the cursor on.

## Handy Hint

To change between normal typing mode and predictive text press the # key and select Abc for normal mode or eZiEng for predictive text. Use the Arrow Keys to scroll up or down and OK to select. The selected text mode will be displayed in the top right hand corner. For more Information on mode types refer to the table below:

TEXT MODE	FUNCTION
eZiEng	Predictive Text
abc	Small case
Abc	Starts sentence with capital
ABC	Capitals
123	Numbers
English	Select Language, English, Chinese or Greek

## HOW TO USE PREDICTIVE TEXT

Predictive text allows words to be entered more efficiently using a single key press for each letter, as opposed to multiple key presses in Abc text mode.

- Predictive text uses a built-in dictionary to match possible words.
- When a word is underlined press the # key to raise the case. Eg. dave > Dave
- Use the arrow keys to choose from available words and press OK to confirm or choose Spell Word to insert a new word and save to My Words. Unknown words default to Spell Word.

## HOW TO ADD WORDS TO THE BUILT IN DICTIONARY (MY WORDS)

- From predictive text mode enter words directly by choosing Spell Word?
- From the text entry screen press the Options key and select My Words
- The first time you use My Words press OK to Add a new word
- Type the new word using the ABC, abc or 123 modes then press OK to Save
- In My Words press the Options key to Edit, Delete or Delete all words.

### Handy Hint

If your text message exceeds 160 characters you will be charged for multiple text messages. Letters, symbols and spaces count as characters.

## SPECIAL CHARACTERS

€ \ |    Each time one of these symbols is used 2 standard SMS characters are transmitted.

...    This symbol is not part of the standard SMS character set. Each time one of these symbols is used the **entire** message is converted to Unicode. The maximum number of Unicode characters per SMS is 70.

## HOW TO SEND A MULTIMEDIA MESSAGE (MMS)

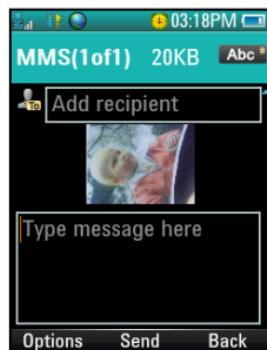
Use a multimedia message to send pictures, music or video files.

You can also send an MMS directly to an Email address.

### Handy Hint

Sending a MMS is similar to a text message. The main difference is adding media. This can be done by selecting: Options > Insert > Choose Media > OK

- Select Menu > Messages > Write Message
- Enter the phone number, email address
- Press OK for Contacts
- Press the down arrow to enter the main message body
- From the text area press Options to Insert an Image, Audio or Video
- Browse the folders to select the required file or make a new file. Press OK
- When finished press OK to Send.



## HOW TO RECEIVE A MULTIMEDIA MESSAGE (MMS)

Menu > Messages > Inbox

- When receiving an MMS you get a standard message alert. Press OK to View.
- Press Retrieve to download the message attachment.
- When the attachment has downloaded press the Left Soft Key for Options.
- Choose Use Item to Save the file into File Manager

## WAP PUSH MESSAGES

Menu > Messages > Message Settings > Multimedia msg. settings > Push Message – Accept or Reject

- A WAP push message is a formatted SMS that usually directs to a website.
- WAP Push Messages are indicated by the  icon on the main display
- Use the Browser to view Push Messages. Set to Reject to disable Push Messages.

## HOW TO SEND AN EMAIL

First you need to set up your account and configure the details:

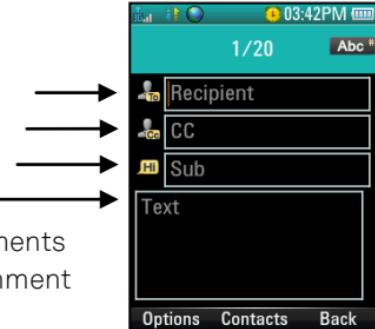
Menu > Messages > Email > Email settings > Mailbox > Options > Edit - Consult your Email provider for the correct details if required.

- Add your username, password and Email address as a minimum
- The username and email address should be the full address:  
username@domain.com
- Add alternate providers (eg internet based mail) from the available selections.

## SENDING AN EMAIL

Menu > Messages > Email > Write email

- Enter the sender address e.g. user@domain.com
- Press the down arrow to access the copy field
- Press the down arrow to access the subject field
- Press the down arrow to enter the text field
- From the text field press Options to Insert attachments
- Browse to the appropriate folder to add the attachment
- When you are finished press OK to Send.



## HOW TO RECEIVE AN EMAIL

Configure the Email client with your personal settings as above.

Menu > Messages > Email > Mail Inbox to retrieve new emails.

## HOW TO SETUP AUTOMATIC EMAIL RETRIEVAL

Menu > Messages > Email > Email settings > Automatic retrieval

Set your required polling time interval to check the server for new Email messages.

## WHAT ARE USER FOLDERS?

User folders can be used to file your incoming SMS, MMS and Email messages

- Menu > Messages > Message folders or
- Menu > Messages > Email > Email folders
- Rename your folders if required eg Work, Personal etc.

# EXTRA FEATURES

FUNCTION	DESCRIPTION	MENU SELECTION
Alarms	Set and edit alarms	Right arrow key or Menu > Tools > Alarm > Edit
Auto power On / Off	Set the handset to switch on or off at certain times.	Menu > Settings > Handset > Auto power ON/OFF
Backlighting	Set the backlighting timer	Menu > Settings > Screen> Backlight timer
Brightness	Change the display brightness	Menu > Settings > Screen>Brightness
Bluetooth	Switch on, search and connect to compatible devices nearby. Used for file transfer, wireless headsets and car kits	Menu > Settings > Bluetooth
Browser	Access the internet on your handset	Menu > Tools > Browser
Calculator	Apply basic maths calculations	Menu > Tools > Calculator
Calendar	View and set calendar events.	Menu > Tools > Calendar

FUNCTION	DESCRIPTION	MENU SELECTION
Call Logs	View your calls history	Menu > Calls. <b>Shortcut:</b> Press the Call Key
Camera	Use the camera	Menu > Multimedia > Camera or press and hold the side camera key, use the arrow keys to toggle to video mode.
Conversion Tool	Convert currency, temperature, length, weight and area.	Menu > Tools > Converter
CTM	Connect to a teletype device	Menu > Settings > Handset > CTM
Delete text	Press the C key to clear text	C key for delete, in any text mode
Download location	Sets the default storage when using a memory card	Menu > Settings > Handset > Default memory
File Manager	Access and manage your files	Menu > Files
Flight Mode	Switch off all radio functions	Menu > Settings > Handset > Flight mode
FM Radio	You need to insert your headphones for the FM radio	Menu > Multimedia > FM radio

FUNCTION	DESCRIPTION	MENU SELECTION
Games & Apps	Access the games and applications area	Menu > Multimedia > Games & Apps
Greeting	Displayed during start up	Menu > Settings > Screen > Greeting
GPS	Global Positioning System, use for location finding	Menu > Tools > GPS. Check Help for more details
Insert a Pause or Wait character while dialling	'P' inserts a 3 seconds delay. 'W' waits indefinitely until you enter the next character. Used to dial extension numbers & for phone banking	When dialling manually press the * key three times for a Pause or four times for a Wait. 'P' and 'W' can also be saved in Contact numbers.
International dialling	Press the * key twice to enter the + symbol	Example **64 will enter +64 for New Zealand
Keypad light	Set the keypad backlighting	Menu > Settings > Screen > Keypad backlight
Keypad sounds	Control the keytones	Menu > Settings > Audio > Keypad sounds

FUNCTION	DESCRIPTION	MENU SELECTION
Lock Code. The default is 0000	Switch on the handset code to protect the handset.	Menu > Settings > Security > Activate security codes > Handset code
Meeting Mode	Quickly engage Silent mode	Long Press the # Key 
Message Tone	Change the incoming message tone	Menu > Settings > Audio > Message tone
Music	Play your audio files	Menu > Multimedia > Music
Network Settings	Change network settings as advised by your carrier, eg APN	Menu > Settings > Network Settings
Owner name	Display your name on the idle screen	Menu > Settings > Screen > Owner name
PC Connection	USB is used for Join Me and modem functions. Use Bluetooth for dial up networking over Bluetooth	Menu > Settings > Network settings > PC Connection
Photos	View your pictures	Menu > Multimedia > Photos & pictures > All images

FUNCTION	DESCRIPTION	MENU SELECTION
PIN Code	Set your start up PIN code (This protects the SIM card)	Menu > Settings > Security > Activate security codes > PIN code
Pocket News	News messaging service provided by Telstra	Select the required message from the available menu. The update is sent to your handset by SMS
Profiles	Group handset behaviours for ringing, vibrate etc.	Menu > Settings > Audio > Audio profile
Restore	Restore your phone to	Menu > Settings > Handset >
Defaults	factory default settings	Restore device > 0000
Ringtone	Change the incoming ring	Menu > Settings > Audio > Voicecall ringtone
Screensaver	Set screen savers: 1)Heart, 2)Turbines, 3)Stars	Menu > Settings > Screen > Set screensaver
Shortcut Keys	Customise the four arrow keys to your preferred features	Menu > Settings > Handset > Shortcut keys

FUNCTION	DESCRIPTION	MENU SELECTION
Speakerphone	Use hands-free or loud speaker mode	During a call (or call set-up) press the speaker key
Stopwatch	Activate the stopwatch timer	Menu > Tools > Stopwatch
T-Mode	Compatible with Tele-coils or T-mode for hearing aids	Menu > Settings > Handset > T-mode
Torch	Your phone includes a built in torch function	Switch the torch on using the dedicated side key. To prevent false triggering the torch is only enabled when the clamshell is open.
USB Mode	Select mass storage mode to access the microSD memory card (if fitted). Select PC suite mode to use the Join Me computer program	Menu > Settings > Network settings > USB Mode

FUNCTION	DESCRIPTION	MENU SELECTION
Voice Broadcast	Announces your incoming Call, SMS and Messages	Menu > Settings > Audio > Voice Broadcast
Vibrate Mode	Switch on vibrate mode	Menu > Settings > Audio > Ringing type
Video Camera	Use the video camera	Menu > Multimedia > Video Camera or press and hold the side camera key, use the arrow keys to toggle to video mode.
View Videos	View your videos	Menu > Multimedia > Video player > All videos
Voice Recorder	Record voice memos	Menu > Multimedia > Voice recorder
Wallpaper	Set your background image	Menu > Settings > Screen > Wallpaper
World clock	Access the world clock function	Menu > Tools > World clock

# ADVANCED FEATURES

## HOW TO USE GPS

Menu > Tools > GPS. Go to GPS Settings to enable this feature, then My Location.

- GPS requires signals from 3 satellites and can take several minutes to acquire.
- Reception is reduced in city areas. You need a clear view of the whole sky.
- The signal strength may be reduced in vehicles, indoors or in overcast weather.
- The antenna is in the top of the phone. Avoid blocking it with your hand.
- It is not recommended to utilise stand alone GPS for mission critical applications.
- Regular use of GPS positioning will increase battery consumption.
- Location information can be sent via SMS or MMS.

## WHAT IS JOIN ME PC AND MAC CONNECTION SUITE?

Join Me is used to connect your phone to a computer. Once installed use Join Me to manage contacts, messages and calendar functions. It can also connect to the internet and transfer music / picture files. Please insert the DVD before connecting your phone, then Browse to the Join Me folder.

- The software is compatible with Windows 8 (not RT) Windows 7, Vista, XP SP2 and SP3 and MAC OS 10.4 to 10.8
- The software may not run in all environments, or in conjunction with other software.
- Multi-boot systems are not supported
- The software should be installed and run with the Administrator login
- Please read the DVD Join Me Help file or see our web site  
<http://www.zte.com.au>
- Calendar functions can only be synchronised in day view or list view mode.

# TROUBLESHOOTING, TECHNICAL AND WARRANTY INFORMATION

## TROUBLESHOOTING AND FAQS

Please check the manual thoroughly before contacting your service provider.

SYMPTOM	RESOLUTION
No incoming ring or alarm tone	Check the ring tone and ring volume settings under Profiles Check the handset is not muted (Long press the # key)
(No) key tones when pressing keys	Check the key tone settings in the current profile. Menu > Settings > Audio > Keypad sounds
How do I extend the incoming ring time?	This is not a handset setting. Please contact your Service Provider to extend the ringing time.
How do I change the Ringtone?	See Voice Broadcast to switch off this feature first. Then go to Menu > Settings > Audio > Voicecall ringtone > Audio > Ringtone, or browse to your own audio files. Use Join Me to transfer your own music onto the handset.
A phone number cannot be dialled	Check for network coverage. Check whether any call restrictions are set. Menu > Settings > Call > Call Barring

SYMPTOM	RESOLUTION
MMS messages cannot be sent or received	Your subscription does not include data services. Check with your service provider.
How do I change to Predictive Text?	Press the <b># key</b> to toggle between different text modes.
How do I enable the Flip to answer calls?	Go to Menu > Settings > Call > Answer call
I cannot connect to Join Me	<p>Check: Menu &gt; Settings &gt; Network settings &gt; PC connection &gt; USB. See the Join Me User Guide on your DVD.</p> <p>Uninstall and re-install the DVD software</p> <p>See FAQ's at <a href="http://www.zte.com.au/">http://www.zte.com.au/</a> for more assistance</p>
My phone is slow to respond, handset storage problems	<p>Restart your phone to refresh the memory.</p> <p>Delete or archive old SMS messages and other content.</p> <p>Restore default settings:</p> <p>Menu &gt; Settings &gt; Handset &gt; Restore device &gt; 0000</p>
The battery discharges quickly	<p>Possible network coverage issue. Check the signal strength. With only 1 or 2 bars the battery has to work harder to maintain network contact. Limit multi-media and Bluetooth usage to save power.</p> <p>The battery may be worn out.</p>

SYMPTOM	RESOLUTION
I cannot charge the phone	<p>Examine the charging port and make sure it is not damaged.</p> <p>Remove the battery, clean the contacts and check it is inserted correctly. The battery may be worn out.</p> <p><b>Tip:</b> Charge the phone using the supplied USB cable.</p>
How do I enter text in an SMS?	<p>Menu &gt; Messages &gt; Write message. Enter the phone number then press the down arrow and enter words using the keypad.</p>
How do I configure my Email?	<p>Menu &gt; Messages &gt; Email &gt; Email settings &gt; Mailbox. Choose your mail provider and make sure you add all the correct details for your account.</p> <p>Consult your Email provider for more information.</p>
The handset switches off after charging.	<p>The handset is charging in the off state. Press and hold the Red key to switch the handset ON or charge it while it is ON .</p>
The handset switches on automatically	<p>An alarm or calendar event switches the handset on automatically.</p>
My phone is not able to connect to other Bluetooth devices	<p>Turn Bluetooth on. Set visibility to Show. Possible compatibility issues. Manufacturers incorporate different Bluetooth profiles. Not all functionality is supported.</p>

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I cant get my Join Me calendar to sync	This can only be done from the list view. Change to list view and then try again.
Web pages are not displayed clearly	Change Smart fit mode in Menu > Tools > Browser > Browser settings > Advanced settings.

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## ERROR MESSAGES

MESSAGE	SOLUTION
No (U)SIM detected	Check a valid (U)SIM card is inserted See Getting Started
Enter PIN code	Enter the correct PIN code supplied by your service provider
Enter PUK code	Contact your service provider to get the PUK code
Enter handset lock code	The default handset lock code is 0000
File does not exist or is in the wrong format	Check the file type is supported by the handset. On your PC or MAC, make sure the file is closed. Re-send the file using Join Me or Bluetooth transfer.
Insufficient Memory	Handset memory is full. Delete unwanted files, messages, emails & videos to create more user space.

## TECHNICAL SPECIFICATIONS

<b>Network</b>	3G UMTS 850, 2100 MHz with HSDPA 3.6Mbps data.
<b>Compatibility</b>	2G GSM 850, 900, 1800, 1900 MHz
<b>Dimensions</b>	LxWxH : Approx 107.1 x 51.5 x 18.4mm. 112.8 g including battery
<b>Features</b>	MP4 video, MP3 audio, 3MPixel front and 0.3MPixel rear camera, USB, JAVA, 2.4" 262K colour TFT daylight viewable display with 240 x 320 pixels, MMS, Email, 500 Event Calendar, Speakerphone, Voice Recorder, Stereo Bluetooth 2.0, FM Radio , CTM, 127MB internal memory, microSD external memory expandable to 32GB, GPS, compatible with Tele-Coil enabled hearing devices (T-Coil).
<b>Battery</b>	900mA hours, Lithium ion (Li-ion)
<b>Continuous idle time*</b>	Up to 200 hours - based on ideal network conditions
<b>Continuous talk time*</b>	Up to 120 minutes talk time - based on ideal network conditions
<b>Charge time</b>	Approximately 3-4 hours
<b>Battery Life</b>	Approximately 400 charge cycles
<b>Files Types</b>	JPG, BMP, GIF, MP3, WAV, MID, WMA, MMF, AMR, MP4, 3GP, TXT
<b>Bluetooth 2.0</b>	HSP, HFP, GOEP, A2DP, FTP, PBAB, AVRCP

## **SUPPORT INFORMATION**

- For Warranty Service directions please consult your Service Provider or your Retailer.
- All calls for PIN number enquiries, Network problems, Web Access, Account and Billing Information, (U)SIM card registration and other general enquiries should be directed to your Service Provider.

## **WARRANTY INFORMATION**

The warranty does not apply to defects or errors in the product caused by:

- (a) Normal wear and tear
- (b) Misuse including mishandling, physical damage, improper installation – including battery, and unauthorized disassembly of the product.
- (c) Water, exposure to solvents or any other liquid damage.
- (d) Any unauthorised repair or modification.
- (e) Power surges, lightning, fire, flood or other natural events.
- (f) Use of the product with unauthorized third party products such as generic chargers.
- (g) Any other cause beyond the range of normal usage for products.

The End User shall have no right to reject, return, or receive a refund for any product under the above-mentioned situations.

**Note: Consult the warranty card for full information**

## SAFETY AND GENERAL INFORMATION

The handset contains delicate electronic circuitry, magnets and battery systems. You should treat it with care and pay attention to the following points:

- Handle the handset with care. Do not drop or throw the handset.
- Do not immerse in any liquid. The handset contains a liquid detection sticker and the warranty will be voided by any liquid damage.
- Do not place the handset near computer disks, credit cards, and other magnetic media. The information may be erased or damaged.
- Do not leave the handset or battery in direct sunlight or where temperatures could exceed 45°C.
- Keep the handset, battery & charger away from children.
- In the unlikely event of a battery leak avoid contact with your eyes or skin. Flush with water and consult a doctor.
- Observe and obey warning signs at petrol stations, airports and hospitals.
- The operation of some medical electronic devices, such as hearing aids and pacemakers, may be affected by the handset.
- Take care not to allow metal objects such as coins or keys to contact the battery terminals.
- Do not dispose of batteries in a fire.
- Do not throw used batteries into household rubbish, return them to a recycling point
- Only use the supplied charger.
- Be careful not to pierce the battery with sharp objects.

- Do not use damaged batteries.
- Do not disassemble or modify the battery.
- Stop using the battery if abnormal heat, odour, discolouration, deformation, or abnormal condition is detected during use, charge, or storage.
- Do not put the battery in your mouth.
- Only use original replacement batteries.
- Do not attempt to dismantle the handset or any of its accessories.
- Do not place the handset close to the edge of a table in case it moves when set on vibrate mode.
- Do not put the handset into a microwave oven, dryer, or high-pressure container.
- Don't use the handset immediately after a sudden temperature change eg. from an air conditioned environment to high temperature and humidity outside. Condensing moisture can cause internal damage. Switch off and leave for 30 minutes before use.
- Do not use the handset while driving or operating other machinery.
- Do not use the handset where blasting is in progress.
- Switch the phone off when boarding aircraft.
- Do not leave the handset at the bottom of a bag where it may be damaged by sharp objects.
- At high volume, prolonged listening to audio devices can cause hearing loss.
- Do not leave the handset discharged or disconnected for a long time, otherwise your personal data may be lost.

- Remember to make backup copies of all important data on the handset.
- Take care when the phone is in your pocket. Sitting down may damage the handset.
- It is normal for the handset to become warm while the battery is being charged.
- Under poor network conditions battery life is considerably reduced.
- When the battery is thrown away cover the terminals with insulating tape.
- Please recycle the packaging
- Emergency service coverage is dependant on network availability and battery status.
- It is always good practice to switch off the handset regularly.
- Do not expose the handset to oils or solvents.
- An alarm will switch the handset on at the prescribed time.
- Only use approved accessories. In particular, the RF port is easily damaged by using the wrong connector. Purchase an approved (ZTE) patch lead to prevent damage to your RF port which can invalidate your warranty and render your handset unusable.
- The ZTE patch lead is designed to provide robust mechanical support to the antenna port connector.

# EXTRA BITS YOU SHOULD KNOW

## PC SOFTWARE REQUIREMENTS

Join Me PC Software included supports Microsoft Windows 8 (not RT) Windows 7, Vista, XP with Service Pack 2 & 3. A limited version of Join Me is supplied that supports MAC OS 10.4 to 10.8

ZTE cannot guarantee that third party hardware or software is compatible with this product.

## LIMITATION OF LIABILITY

ZTE shall not be liable for any loss of profits or indirect, special, incidental or consequential damages resulting from or arising out of or in connection with using this product, whether or not ZTE had been advised, knew or should have known the possibility of such damages. The user should refer to the enclosed warranty card for full warranty and service information.

## RF SAFETY INFORMATION

The handset has an internal antenna located at the top of the phone. For optimum performance with minimum power consumption do not cover the antenna area with your hand. Hold the handset between thumb and finger in the middle of the device. Covering the antenna affects call quality, may cause the handset to operate at higher power level than needed, and may shorten talk and idle times.

## RADIO FREQUENCY ENERGY

The handset is a low-power radio transmitter and receiver. When switched on it intermittently transmits radio frequency (RF) energy (radio waves). The transmit power level is optimized for best performance and automatically reduces when there is good quality reception. Maximum power is only used at the edge of network coverage so under most circumstances the power output is very low. Under poor network conditions the phone transmits at a higher power, may get hot and have a significantly shorter battery life.

## DECLARATION OF CONFORMITY - SAR (SPECIFIC ABSORPTION RATE)

We declare that the product(s) detailed in this manual, and in combination with our accessories, conform with the essential requirements of The Radio Communications Standard (Electro-magnetic Radiation Human Exposure) 2003 and the Australian Communications and Media Authority Section 376 of the Telecommunications Act 1997. The highest value SAR recorded for this device is 1.43W/Kg and is also published on the manufacturers website at [zte.com.au](http://zte.com.au)



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