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Copyright and Legal Information

The wireless phone described in this manual is approved for use in GSM 850 and 1900 networks.

This manual is available for download from www.sendo.com.

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Export Information

This phone may be subject to export regulation of the United Kingdom and other countries. Diversion contrary to law is prohibited. You must comply with all applicable export laws, restrictions and regulations of the United Kingdom or foreign agencies or authorities, and shall not export, or transfer for the purpose of re-export, the phone or any part of the phone in violation of any applicable restrictions, laws or regulations, or without all necessary approvals.

For Your Safety

You should observe and follow the guidelines given in this manual for the safe and efficient use of your phone. Failure to comply with these guidelines and requirements may void your warranty and may invalidate any approvals given to the phone. Please read the Safety Information chapter of this manual before you use your phone.

⚠ Warning: Throughout the main body of this manual, text in this format is used to act as a warning. Please read each warning carefully.

Approved Accessories Warning

Use only batteries, chargers and accessories approved by Sendo for use with this phone model. The use of any other types may invalidate any warranty applying to the phone, and may be dangerous. For availability of approved accessories, please check with your dealer or visit www.sendo.com.

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

Network Services

A number of features included in this guide are called network services. They are services provided by wireless service providers. Before you can take advantage of any of these network services, you must subscribe to these service(s) from your home wireless service provider and obtain instructions for their use. Some of these network services may not be available when roaming on a network other than your home network.

FCC/Industry Canada Notice

This phone may cause TV or radio interference (for example, when using the phone in close proximity to receiving equipment). The FCC or Industry Canada can require you to stop using the phone if such interference cannot be eliminated.

This device complies with part 15 of the FCC rules. Operation is subject to the condition that this device does not cause harmful interference.

1 Your phone

Colors and layout shown above may not exactly match the phone supplied.

Layout

1. **Earpiece/Speaker** – Used as the earpiece during calls and also used as the speaker to play ringtones, alerts and sounds.
2. **Display** – Display indicators, menu options and other information is shown here.
3. **Left soft key** – This key performs the function immediately above it on the display.
4. **Right soft key/Power key** – A short press of this key performs the function immediately above it on the display. A long press of this key will switch the phone on and off.
5. **Quick access key** – Gives you quick access to a feature such as creating a new text message.
6. **Clear key** – This key erases text or takes you back to your previous step, depending on what you're doing. A long press of this key takes you back to the main screen.
7. **Navigation keys** – Used to scroll in menus and features.
7. **Shortcut keys** F1 F2 – Press one of the shortcut keys from the main screen to open the feature assigned to the key.
8. **Charger/accessories connector** – Insert the charger connector here. This connector is also used to connect accessories such as a hands-free kit.
9. **Wrist/neck strap aperture** – Used to attach a wrist strap or neck strap. See the *Wrist/neck strap* section on Page 21 for details.

Menus (press ⊟, Menu from the main screen)

- **Messages**
  1. Send
  2. Read
  3. Chat
  4. Delete all
  5. Voice mail
  6. Broadcast
  7. Settings
- **Sounds**
  1. Ringer
  2. Melodies
  3. Volume
  4. Ramping
  5. Key tones
  6. On/Off melody
  7. Vibrator
  8. Events
- **Settings**
  1. Languages
  2. Time/Date
  3. Alarm
  4. Call handling
  5. Security
  6. Display
  7. Shortcut
- **Services**
  1. Commands
  2. Network sel.
  3. Send number
  4. Cost/timers
  5. Divert
  6. Call waiting
- **Extras**
  1. Games
  2. Pictures
  3. Animations
- **SIM Toolkit**

Available menu items and features may vary by model of phone and network service provider.
Please check your phone's menu to see what menu items and features are available on your phone.

Display indicators

Main screen

Indicator	Meaning
	Battery level - low
	...
	Battery level - high
	Battery charging (phone on)
	Battery charging (phone off)
	Signal strength - weak
	Signal strength - strong
	New text message
	New voice mail message (this icon is network dependent)
	Indicates you had a missed call
	Keypad locked
	Silent mode active
	Alarm clock set

Text entry

Indicator	Meaning
ab	Multitap text input - lower case
AB	Multitap text input - upper case
T9	T9 predictive text input (lower case)
T9↑	T9 predictive text input (upper case)
123	Numeric mode

In messages list

Indicator	Meaning
	Message has not been read
	Message has been read

In calls list

Indicator	Meaning
	Incoming call from a number
	Outgoing call to a number
	Missed call from a number

In lists

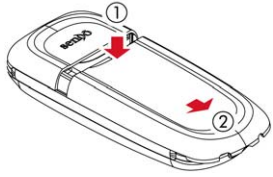
Indicator	Meaning
	Shows the currently selected option in a list. For example, the current ringtone.

2 Getting started

To use your phone, you must first insert the SIM card supplied by your network service provider, and then charge the battery.

Removing the battery cover

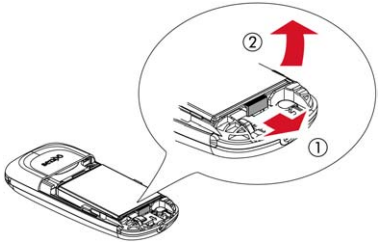
Press down on the area on the top of the battery cover as shown below, slide the cover down and lift off.



Removing the battery

If you need to remove the battery, press down on the tab at the centre of the bottom edge of the battery and lift out.

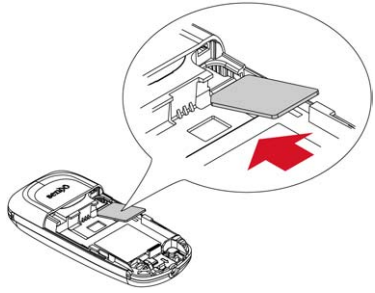
Note: Always turn your phone off before you remove the battery.



Inserting the SIM card

Note: You cannot insert or remove the SIM unless you remove the battery. Always turn your phone off before you remove the battery. See the *Removing the battery* section above for details.

Slide the SIM into place, starting with the shorter edge first, making sure that the gold-colored contacts of the card are facing down, touching the contacts of the phone.

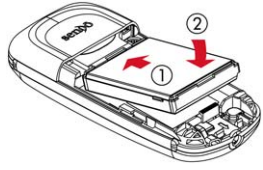


Warning: Keep all SIM cards out of reach of small children. This small part can be a choking hazard or could be swallowed.

Warning: The SIM card is easily damaged by scratches or bending, so be careful when inserting and removing the card.

Inserting the battery

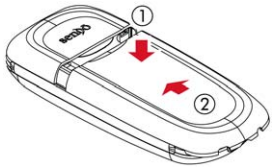
Insert the battery into the phone, starting with the top edge first. Align the tabs on the edge of the battery with the tabs on the back of the phone. Make sure the gold-colored contacts of the battery are touching the contacts on the phone. Push down into place.



Warning: Do not insert the battery with the phone's front cover removed.

Replacing the battery cover

Place the cover onto the back of the phone and slide the cover into place, making sure the tab at the top of the cover clicks into place.



Charging the battery

You must charge the battery for at least 12 hours before using the phone for the first time. After this, the battery will normally take around 3 to 5 hours to charge.

Insert the connector on the charger lead into the connector on the bottom of the phone. Plug the charger into a wall socket. When charging commences, an animated charging icon or charger cable icon appears. When the battery is fully charged, a full battery icon will appear and you can disconnect the charger.

Warning: Only use chargers designed for use with your Sendo S1 and approved by Sendo. Incorrect use of chargers, or use of any other charger, may damage your phone and may invalidate your warranty.

Once you connect the charger, you can switch your phone on. If the battery is completely empty, it may take a few minutes before you can make or receive a call once you plug the phone into a charger.

Note: When the battery is completely discharged it may take some time for the battery charging icon to appear after you have connected the charger.

Charging and Discharging

Please observe the following notes and precautions regarding the use of batteries and related equipment.

Note

Do not charge the battery with either of the phone covers removed.

If you remove your battery you will find the phone's label on the back portion of the phone. This label includes information about the phone, such as the model number.

Do not remove the phone's label. In the unlikely event that you ever need to make a warranty claim or seek assistance with respect to use of your phone, you may be asked for this information.

Note that a new battery's full performance is achieved only after two or three complete charge and discharge cycles. The operation times provided are reasonable estimates and may be affected by network conditions, charging and phone usage.

The battery can be charged and discharged hundreds of times, but it will eventually wear out. When the operating time (talk time and standby time) is noticeably shorter than normal, it may be time to buy a new battery.

Caution: Only use batteries approved by Sendo and recharge your battery only with the chargers approved by Sendo. When a charger is not in use, disconnect it from the power source. Do not leave the battery connected after the battery indicator shows that the battery is full, or for longer than a single day, since overcharging may shorten its life. If left unused a fully charged battery will discharge itself over time.

For longer operation times, discharge the battery from time to time by leaving your phone switched on until it turns itself off and the battery is fully discharged.

Do not attempt to discharge the battery by any other means.

Use the battery only for its intended purpose.

Never use any charger or battery that is damaged or worn out.

Note

Warning: Do not short circuit the battery. All batteries can cause property damage, injury or burns if a conductive material such as jewelry or keys comes into contact with the exposed terminals. The material may complete an electrical circuit and become quite hot. Exercise care in handling your phone battery. For example, avoid carrying your phone battery loose in a pocket or purse. This product is designed for use with Sendo-approved batteries only. Use of unapproved batteries may be dangerous and may cause damage to the battery or the phone and may void your warranty.

Leaving the battery in hot or cold places, such as in a closed car in summer or winter conditions, may reduce the capacity and lifetime of the battery. A phone with a battery that has been exposed to temperature extremes may temporarily not work, even when the battery is fully charged.

Dispose of the battery properly. Comply with all local laws or regulations in disposing of your battery. Do not dispose of batteries in a fire.

3 The basics

Switching on/off

To switch the phone on, press and hold .

If the phone asks for a PIN code, enter the code that is supplied with the SIM card. The code will be displayed as asterisks. When complete, press , *OK*.

When you switch the phone on for the first time (or after removing the battery) you may also be asked to enter the date (in the format mm/dd/yyyy). When complete, press , *OK*. You will then be asked to enter the time (in 24 hour format). When complete, press , *OK*.

Note: If you make a mistake, use the and navigation keys to move between the characters.

Wait a few seconds while the phone searches for the network. Once the network has been found, the main screen appears and your phone is ready to be used. The main screen shows the network name and two icons giving the signal strength (top right) and battery level (top left).

To switch the phone off, press and hold .

Navigation and scrolling

To enter the main menu on your phone, press , *Menu* from the main screen.

You can scroll through menus using the up and down keys, and . When you find the menu option that you are looking for, press , *Select* to activate. Press , *Back* or to return to the previous level.

Tip: See the *Shortcuts* section on Page 8 for details of useful menu shortcuts.

This manual uses "Find it" notes to take you directly to a feature. These notes always start at the main screen. For example, the note below indicates that you should press the left soft key , labeled *Menu* in the main screen and then select the *Messages* menu option to open the Messages feature.

Find it: *Menu* ▸ *Messages*

My number

Your phone number is stored on your SIM card and should be stated in the documentation that came with the card.

If you need to remind yourself of your number, try calling another mobile phone and make a note of the number that appears on that phone's display. Alternatively, contact your network service provider.

Your number may also be available through the My number feature (if set by your network service provider). Press , *Contacts* from the main screen and select the *My number* option. Select *Consult*, press , *Options* and select *Details* to display your phone number (press to return to previous screens).

Screensaver

A screensaver is a picture or animation that is displayed when the phone has been idle for a certain amount of time.

When the screensaver is displayed, press the key to return to normal display (or press , *Unlock* then if the keypad is locked).

To modify the screensaver settings, see the *Display* settings section on Page 29.

Power save

To get better battery performance, your phone will automatically switch to power save mode after it has been idle for a certain amount of time. In this mode, the screen's backlight is switched off and only the status indicators are displayed.

When the power save mode is active, press the key to return to normal display (or press , *Unlock* then if the keypad is locked).

SIM Toolkit

Your network service provider may offer some special services or features using the SIM Toolkit menu. However, the name of this

menu may change to indicate the type of service, for example "*Information*".

For more details, please contact your network service provider.

Shortcuts

Shortcuts to some useful features:

Shortcut	Description
Contacts list	Press ⌄ from the main screen to access your contacts list. From here you can call, save and send messages to any of the entries.
Calls list	Press ⌃ from the main screen to access the calls list. From here you can call and save a number, and send a message to an entry.
Shortcut keys F1 F2	You can set what features are accessed when you press the F1 or F2 shortcut keys from the main screen. Try each key from the main screen to see what features they are currently set to. The *Shortcuts* section on Page 30 describes how to change the settings.
Lock keypad	To lock the keypad, press ▭, then *. from the main screen. The locked symbol, 🔒 is displayed on the main screen when the phone is locked.
Unlock keypad	To unlock the keypad, press ▭, *Unlock* then *..
Silent mode	To enter/exit silent mode press ▭ then #⌐ from the main screen. The silent symbol, 🔕 is displayed on the main screen when the phone is in silent mode.
Silence ringtone	If you can't answer a call, but you don't want to reject it, press ⌄ to silence the ringtone.
Language	If the phone language is changed by mistake, press and hold *. from the main screen to display the language list. Scroll to the language you want (using ⌃ and ⌄) and press ▭.

Entering text, numbers and symbols

You can enter text, numbers and symbols on your phone in a number of ways. The current input mode is indicated at the bottom of the screen (in features such as messaging) by one of these icons:

- (ab) Multitap text input - lower case
- (AB) Multitap text input - upper case
- (123) Numeric mode
- (T9) T9 predictive text input (lower case)
- (T9↑) T9 predictive text input (upper case)

You can switch between Multitap, numeric and predictive text modes manually by repeatedly pressing *..

Note: When you are in a screen that requires text or numeric entry, the phone automatically changes to the appropriate input mode.

The table below lists the characters for each key on the numeric keypad:

Key	List of characters available
1	1 . , @ ' ? ! " : ; ¿ ¡
2	a b c 2 à ä å æ ç
3	d e f 3 é è
4	g h i 4 ì
5	j k l 5
6	m n o 6 ñ ò ö ø
7	p q r s 7 ß
8	t u v 8 ü ù
9	w x y z 9
0	0 (numeric mode only)
#	Space (short press)

Tip: For all input modes, a long press on #⌐ displays a table showing all the symbols available. See the *Entering symbols* section below for details.

Multitap standard text input

When you are in Multitap mode (sometimes called multipress mode), you enter a letter by pressing the number key on which the letter is printed. Press the key repeatedly until the required character is displayed. If you pass the character you want, keep pressing the key to scroll through all the characters again.

For example, to enter the letter “r” press [pqrs 7] three times.

If a word you are entering contains two consecutive letters which are located on the same key, enter the first one and then wait for the cursor to reappear before entering the second.

Also, you will notice that some intelligent features are built in. For example, when entering the first word in a sentence, the text input mode changes automatically from upper case to lower case after the first letter.

Some punctuation marks (including periods, hyphens and apostrophes) are available on [1]. Alternatively, press and hold [#] to pick a symbol to insert from the character table (see the *Entering symbols* section below).

When you have finished entering a word, press [#] to enter a space and move on to the next word.

For example, to enter the name "Ross" when you are in lower case mode:

1. Press [*] to enter upper case mode,
2. Press [pqrs 7] three times, to display "R", you will then return to lower case mode.
3. Press [6 mno] three times, to display "o".
4. Press [pqrs 7] four times, to display "s". Now pause slightly until the cursor reappears.
5. Then press [pqrs 7] four times, to display "s".

Predictive text input

To save time when you are writing a text message, your phone has a built-in dictionary feature which uses the letters that you are typing to complete the word.

This input method allows you to simply press each key once. For example, to write the name "Ross", press [pqrs 7], then [6 mno], then [pqrs 7], then [pqrs 7] just once each.

The word may change as you type, but don’t worry about what is on the screen until you have finished the word. Sometimes different words share the same sequence of key presses. If the finished word is wrong, press [0+] to scroll through other possibilities. If the word that you are looking for is still not there, press [*] repeatedly to change the text mode to (AB) or (ab) and enter the word again.

After you have completed a word, press the space key [#] to enter a space and move on to the next word. Press and hold [#] to pick a symbol to insert from the character table (see the *Entering symbols* section below).

Some intelligent punctuation (including periods, hyphens and apostrophes) are also available on [1]. The punctuation mark is completed when you enter the next keystroke.

Entering numbers

To enter a number in upper case or lower case text input mode, simply press the number key repeatedly until the number is displayed.

To enter a number in predictive text input mode, press the number key and then scroll through the characters (by pressing [0+]) until the number is displayed.

If you have multiple numbers to enter, it is often more convenient to use the numeric input mode. Press [*] repeatedly to change the mode to (123). Now whenever you press any of the number keys, only the number is entered.

Entering symbols

For all input modes, a long press on [#] displays a table, similar to the one below, showing all the symbols available to you:

.	,	-	!	?	@	(	)	:
&	‘	"	/	_	;	$	%	+
*	=	<	>	#	£	¥	Δ	¤
§	Γ	ì	θ	Λ	Ξ	Π	Σ	Φ
Ψ	Ω	¿	¡	à	ä	â	æ	ç
é	è	Ä	Å	É	ò	ñ	Æ	€
[	]	{	}	\	|	~	^	
1	**2**	**3**	**4**	**5**	**6**	**7**	**8**	**9**

To enter a symbol:

1. Press and hold [#] to display the symbol table.
2. Use the ⌃ and ⌄ keys to scroll to the row containing the symbol you want.
3. Press the numeric key ([1] to [9]) to select the symbol.

4 Calls

Making a call

Dialing a number

1 Key in the area code and number that you want to call, then press [–], *Call* to dial.

If you make a mistake, press [C] to delete a single number.

To delete the entire number and return to the main screen, press and hold [C].

2 To end the call, press [–], *End*.

Making an international call

1 Press and hold [0+] until the plus sign "+" is displayed. This replaces the international access code.

2 Enter the country code, area code, and phone number.

Tip: Press and hold [#] until the letter *p* appears to insert a pause of 3 seconds. This can be used, for example, in countries where a pause is required when dialing international numbers.

3 Press [–], *Call* to dial.

Making an emergency call

1 Key in the emergency number for your present location (e.g. 911, 112 or other official emergency number). Emergency numbers vary by location.

2 Press [–], *Call* to dial.

Warning: To make an emergency call, the phone must be switched on, properly charged and used in a service area with adequate signal strength. Also, emergency calls may not be possible when certain network services or phone features are in use. Do not rely on your mobile phone as your only method of emergency communications.

Making calls from the contacts list

Find it: [–] *Contacts* ▸ *Search*

1 Type in the first letter(s) of the name or scroll (using ⌃ and ⌄) to the contact that you want.

2 Press [–], *Call* to dial.

For more information about creating and using your contacts list, see the *Contacts list and calls list* chapter on Page 22.

Making a call from the calls list

The phone stores a list of your recent incoming, outgoing and missed calls. An icon on the left of the screen indicates the type of call:

- Incoming call from a number
- Outgoing call to a number
- Missed call from a number

To dial a number from the calls list

1 Press the up ⌃ key from the main screen to open the calls list.

2 Scroll to the entry that you want and press [–], *Call* to dial.

For more information about the calls list, see the *Using the calls list* section on Page 24.

Speed dialing

This feature allows you to dial a number simply by pressing and holding a single key.

For more information about creating and deleting speed dials, see the *Contacts list and calls list* chapter on Page 22.

To add a speed dial

Find it: [–] *Contacts* ▸ *Search*

1 Type in the first letter(s) of the name or scroll to the contact that you want.

2 Press and hold one of the keys [2 abc] to [9 wxyz] until the key number appears on the left of the screen, beside the name. This indicates that the speed dial is successfully assigned.

Note: [1] is normally reserved for voicemail.

To make a call using speed dial

1 From the main screen, press and hold the number key assigned to the contact you want to call.

Answering a call

To accept a call press ⊟, *Accept*.

To reject a call, press ⊟, *Reject*.

Warning: Avoid putting the earpiece close to your ear when the phone is ringing. The phone will vibrate briefly to warn you before playing sounds.

Note: If you can't answer a call, but you don't want to reject it, press ⊖ to silence the ringtone.

Call waiting

This feature will play a melody (through the earpiece) to inform you of a second incoming call.

Note: Please refer to the *Call waiting* section on Page 32 for more information on how to activate call waiting.

Press ⊟, *Accept* to put the current call on hold and activate the second call.

Press ⊟, *Reject* to reject the second call.

To end the active call and return to the held call, press ⊟, *End*.

To switch between calls, press ⊟, *Options* and then select the *Swap* option.

In the main screen, the active call is shown using the icon and the call on hold is shown using the icon.

Note: Your network may not support call waiting or may require you to subscribe to this feature. If you do not have call waiting or are roaming on another network, accepting a second call will end the first call (or you simply may not be able to accept another call). You will not be able to switch between calls.

Conference calls

This feature allows you to connect all parties when you have accepted two incoming calls.

During the call, press ⊟, *Options* and select *Conference* to connect the callers.

To end the call, press ⊟, *End*.

Note: Conference calls is a network service. You may have to subscribe to this service and it may not be available when roaming. Check with your network service provider for details.

In-call options

When you are in a call, you can press ⊟, *Options*. The possible menu options are listed below.

Select this	To
Contacts	Access your contacts list.
Hold/Unhold	Put the active call on hold/ reactivate the held call.
Mute/Unmute	Switch the microphone off/on.
Send message	Send a text message.
Swap	Swap between the current call and the call on hold.
Conference	Connect all current callers.
SIMToolkit	Access the SIM Toolkit.
End all	End all calls.

Adjusting the volume

The earpiece volume can be adjusted during a call. Press ⊕ to make the speech louder and ⊖ to make it quieter.

5 Messages

This chapter shows you how to create, send, receive, and manage different types of messages:

Text messages
Simple and special text messages. See the *Text messages* section below.

Chat messages
Text messages sent during a chat session. See the *Chat* section on Page 15.

Voicemail messages
Voice messages from your voice mailbox. See the *Calling your voice mail* section on Page 16.

Broadcast messages
Information messages provided by your network service provider. See the *Broadcast messages* section on Page 16.

For information on using predictive text and multitap text input methods, see the *Entering text, numbers and symbols* section on Page 8.

Note: The contents of the *Messages* menu may vary by network service provider. Please check your phone's menu to see what menu items and features are available on your phone.

Text messages

You can send and receive text messages to/from any compatible phone. See the *Compatible formats* section on Page 15 for details of the types of text message you can send and receive.

Reading a text message

When you receive a text message, the envelope icon is displayed at the top of the main screen.

1 Press , *Read* to display the new message directly from the main screen.

If you have received more than one message, the *Inbox* is displayed. Scroll to the message using the and keys and then press , *Select*.

To read old messages, go to your read messages:

Find it: *Menu* ▸ *Messages* ▸ *Read*

2 The message is displayed including any ringtones, pictures, logos, icons, animations or sounds. Use the and keys to scroll through the message.

Note: Sounds cannot be saved from a text message and are played once, when the sound is highlighted in the message.

3 Press , *Options* to access the message options listed below:

Select this	To
Delete	Remove the message.
Chat	Start a chat session.
Reply	Send a text message to the sender.
Call	Call the sender. Alternatively if there is a number in the message, highlight it and select this option to call the number.
Save no.	Add the sender's phone number to your contacts list. Alternatively if there is a number in the message, highlight it and select this option to call the number.
Save picture	Save the highlighted picture in the incoming message. The picture is stored in your *Pictures* list. See the *Pictures and Animations* section on Page 35 for more details. Note: This option is only displayed if a picture is included in the message and you are allowed to save it.
Save ringtone	Save the highlighted ringtone in the incoming message. The ringtone is stored in your *Melodies* list. See the *Sounds* chapter on Page 26 for more details. Note: This option is only displayed if a ringtone is included in the message and you are allowed to save it.

Select this	To
Time/date	Display the date and time of the message. Note: If this option is not displayed, the date and time information will be contained in the message.
Forward	Send the message to someone else. Note: You may be prevented from sending items that are copy protected.

Sending a text message

To send a text message from *Messages*

Find it: *Menu* ▸ *Messages* ▸ *Send*

1 Select the *New* option to enter a new message or select the *Saved* option to choose from a list of messages that you can add to.

2 Write your message using the numeric keypad. See the *Entering text, numbers and symbols* section on Page 8 for details of entering text. When you have finished, press , *Send*.

Tip: You can save messages to your inbox to send later. Press , *Options* and select the *Save* option.

3 Enter the destination phone number, or press , *Contacts* and select a name and number from your contacts list.

Note: If you reply to a message, you do not have to re-enter the number. This is done automatically.

4 Press , *Send* to send the message.

To send a text message from the calls list

1 Press the up key from the main screen to open the calls list.

2 Scroll to an entry in the calls list, press , *Options* and select *Send message*.

3 Enter your message and send it in the normal way.

To send a text message from contacts

Find it: *Contacts* ▸ *Search*

1 Scroll to a contact, press , *Options* and select *Send message*.

2 Enter your message and send it in the normal way.

To send a text message from the main screen

1 Enter the phone number you want to send a text message to.

2 Press , *Options* and select *Send message*.

3 Enter your message and send it in the normal way.

Sending ringtones, pictures and more

You can send ringtones, simple pictures, animations, sounds, and contacts in your text messages to compatible phones. See the *Compatible formats* section on Page 15 for details of the types of text message you can send and receive.

From the message screen, select *Options* and select the relevant option:

Select this	To
Add picture	Add a picture. Scroll to the picture you want to insert into the message. Press *Select* to display the picture, and then press *Add* to add it to your message.
Add animation	Add an animation. Scroll to the animation you want to insert into the message. Press *Select* to display the animation, and then press *Add* to add it to your message.

Select this	To
Add contact	Add a contact. Scroll to the contact you want to insert into the message. Press *Select* to add it to your message. The contact information is added as text (name and number) to your message.
Add ringtone	Add a ringtone. Scroll to the ringtone to insert into the message and press *Add*.
Add sound	Add a sound. Scroll to the sound to insert into the message and press *Add*.

Note: You may be prevented from sending items that are copy protected.

Compatible formats

You can send and receive text messages of up to 160 characters to any compatible phone. This is known as an SMS (Short Message Service) message and is supported by almost all mobile phones.

If a text message you send or receive is any longer than 160 characters, it is automatically broken down into several small messages, which are joined together as one message when all of the small messages have been received.

Note: When you send a long text message, if the phone receiving the messages does not support this feature, then the messages are received separately and may not be in the correct order.

You can also send and receive special text messages that can contain ringtones, contacts or simple messaging pictures, logos, icons, animations or sounds. These text messages are often referred to as EMS (Enhanced Messaging Service) messages or Smart messages. Your Sendo S1 phone can send SMS and EMS messages and receive SMS, EMS and Smart Messaging messages.

Any phone you send an EMS item to, must support EMS messages. EMS pictures can display differently on other mobile phone makes and models. If SMS only is supported, only the text content will be received by the other user.

The table below lists the compatible formats for EMS and Smart Messaging items supported by the Sendo S1.

Note: You may be prevented from sending items that are copy protected.

Item	Format
Ringtone	EMS (send and receive): sp-midi polyphonic ringtones, plus i-melody monophonic ringtones. Smart Messaging (receive only): Standard Smart Messaging monophonic format only.
Picture Logo Icon	EMS (send and receive): All bitmap formats (black and white, grayscale, color) supported. Smart Messaging (receive only): Logos and icons only.
Animation	EMS only (send and receive): Standard EMS animations.
Sound	EMS only (send and receive): Standard EMS sounds.

Chat

Sendo chat allows you to send text messages to another user, and view both sent and received text messages on a convenient Chat screen.

To start a chat session

Find it: *Menu* ▸ *Messages* ▸ *Chat*

1. Enter your chat name on the *My chat name* screen (this screen will not appear if you have already created a chat name).
2. Now enter the phone number of the person you want to chat to, or you can press *Contacts* to go to your contact list.

3 Enter his/her chat name on the *Enter chat name* screen (this screen will not appear if you have already created a chat name for this person).

To send/receive a chat message

1 To send a chat message enter the text in the chat editor field and then press [–], *Send*.

2 The sent text will appear in the chat history field and is sent to the other chat participant as a standard text message.

3 Received chat messages are displayed in the chat history field.

To edit a chat name

Find it: [–] *Contacts* ▸ *Search*

1 You can edit a chat name for a contact by selecting the desired name in the contact list and pressing [–], *Options*. Select the *Change* option and edit the chat name.

2 You can edit your chat name by selecting *My number* from the *Contacts* menu. Select the *Consult* option and then press [–], *Options*. Select the change option and edit the chat name.

Chat options

Find it: [–] *Menu* ▸ *Messages* ▸ *Chat*

Press [–], *Options* from the Chat screen to view the following chat options:

Select this	To
Swap	Change the active area between the text entry field and the chat history field.
Font size	Select between normal and small font on the Chat screen.
Exit	Exit the chat session.

Calling your voice mail

You can access your voice mailbox by doing one of the following:

Note: Voice mail is a network service. You may have to subscribe to this service and it may not be available when roaming. Check with your network service provider for details.

- When you have a new message in your voice mailbox, your phone displays either the voice mail icon in the main screen or a text message sent from the network. This depends on your network service provider. From the main screen press [–], *Call* (if available) to call your voice mailbox or [C] to cancel the message.
- From the main screen press and hold [1].
- Select the *Voice mail* option from the *Messages* menu.

If the phone asks for the voice mailbox number, enter it and press [–], *Call*. The number can be obtained from your network service provider.

To enter/change a voice mailbox number, see the *Message settings* section on Page 17.

Broadcast messages

Find it: [–] *Menu* ▸ *Messages* ▸ *Broadcast*

You can receive cell broadcast messages such as traffic information, weather reports or local information which is broadcast by the network to all mobiles in a specific area. When you enable this feature, you may receive messages about the selected topic.

Note: This is a network service which may not always be available. Check with service provider for details.

The options are as follows:

Read

Select this option to display the list of cell broadcast messages.

Activate
Select *On* or *Off* to activate/deactivate cell broadcast messages.

Channel
This option is used to select cell broadcast subjects:

- Select the *Consult* option to display the list of subjects. Scroll through the list of subjects and press ⊖, *Select* to change or remove the subject.
- If the desired subject is not in the list, select *Add new* and enter the subject and number. For details of subjects, contact your network service provider.

Delete all
Select this option to delete all cell broadcast messages.

Message settings

Find it: ⊖ *Menu* ▸ *Messages* ▸ *Settings*

Select this	To
Status report	Set whether or not you want to be informed when your correspondent has received your text message.
Centre number	Enter or change the service centre number for text messaging.
Voice mail	Enter or change the voice mailbox number.
Characters	Choose whether you want to enter text in *GSM* (Latin characters) or *Unicode* (Non Latin characters) mode. Unicode characters take up more room on your phone so the length of a standard text message is restricted to half the usual number of characters.

6 Personalize your phone

This chapter summarizes some of features that can be used to personalize your Sendo S1 phone. These include ringtones, wallpapers and screensavers as well as the covers, Sendo ScreenZ and wrist/neck strap.

Ringtones

To set a main ringtone

Find it: *Menu* ▸ *Sounds* ▸ *Ringer*

1 Scroll through the list of ringtones. As you pause on each ringtone, it will be played.

Warning: Avoid putting the earpiece close to your ear when the phone is playing ringtones or alert sounds. The phone will vibrate briefly to warn you before playing sounds.

2 Press , *Select* to select the ringtone.

Tip: To set more sound options, see the *Sounds* chapter on Page 26.

Display

You can change the wallpaper, screensaver and backlight settings for the display.

Note: To change the background

To change your phone's display settings

Find it: *Menu* ▸ *Settings* ▸ *Display*

1 Select from the following options to choose your display settings:

Backlight
You can specify default times for the backlight on the phone.

Wallpaper
Select this option to turn this feature *On* or *Off* and select a picture from the phone's memory (using *Select picture*). The wallpaper is displayed in the main screen.

Screensaver
Turn this feature *On* or *Off*, set the delay before it becomes active and assign a screensaver picture or animation from the phone's memory (using *Assign*). The screensaver settings do not affect power save mode.

Note: When the screensaver is displayed, press the key to return to normal display (or press , *Unlock* then if the keypad is locked).

Covers

You can change the front and rear covers of your phone as described below. Check out the Sendo shop for compatible covers:

www.sendo.com/shop

Please observe the following warnings when removing and replacing covers:

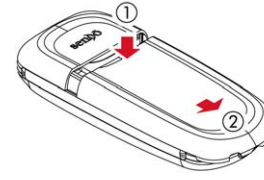
Warning: The covers are made of plastic and can be broken. Take care when removing or replacing any part of your phone.

Warning: When changing covers, you are removing some of the phone's outer protection. Therefore, take extra care with your phone and avoid exposure to dirt, dust, liquids (including condensation) and static electricity. Replace all covers as quickly as possible.

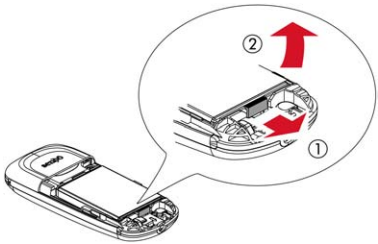
Warning: Do not charge the battery with either of the phone covers removed.

To change your covers

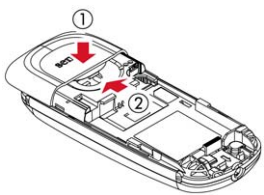
1 Remove the battery cover - press down on the area at the top of the battery cover, slide the cover down and lift off.



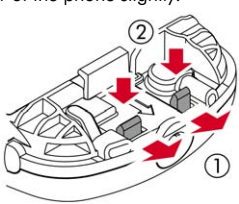
2 Remove the battery - press down on the tab at the centre of the bottom edge of the battery and lift out.



3 Remove the top part of the rear cover - press down on the area in the middle of the cover, slide the cover up and lift off.

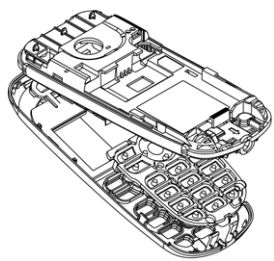


4 Pull on the two tabs near the bottom of the phone at the same time, and press down. The bottom of the cover should now stand clear of the phone slightly.



5 Gently but firmly pull the bottom of the cover away from the phone, as illustrated below.

6 Separate the front cover, keypad and phone and place the keypad into the new cover.

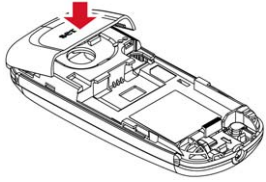


Note: If you want to clean the inside of your cover, use a clean, soft, dry cloth. You should carefully blow off any remaining dust before replacing the cover.

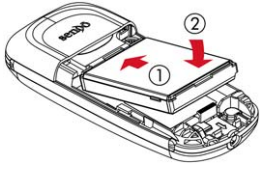
7 To replace the front cover, place the top of the cover onto the phone and then press the bottom of the cover and the phone together (making sure the two tabs at the bottom of the cover are aligned correctly

with the holes on the phone - the cover should click into place).

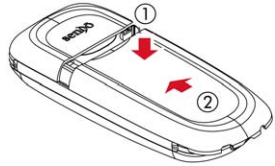
8 To replace the top part of the rear cover, place the cover onto the back of the phone and press into place, making sure the tabs on the sides of the cover click into place.



9 Insert the battery into the phone, starting with the top edge first. Align the tabs on the edge of the battery with the tabs on the back of the phone. Make sure the gold-colored contacts of the battery are touching the contacts on the phone. Push down into place.



10 To replace the battery cover, place the cover onto the back of the phone and slide the cover into place, making sure the tab at the top of the cover clicks into place.



Sendo ScreenZ

You can change the color background graphic behind the phone's display (called Sendo ScreenZ) as described below. Check out the Sendo shop for compatible ScreenZ:

www.sendo.com/shop

Warning: Only use ScreenZ designed for use with your S1 phone and approved by Sendo. Use of any other ScreenZ may damage your phone and may invalidate your warranty.

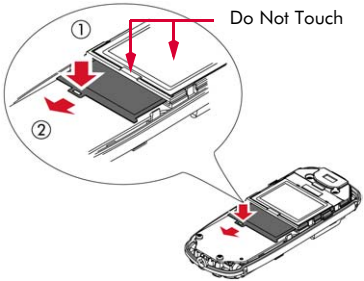
To change the ScreenZ

1 Remove the battery cover, battery and front cover as described above.

Note: You do not have to remove the top part of the rear cover to change the ScreenZ.

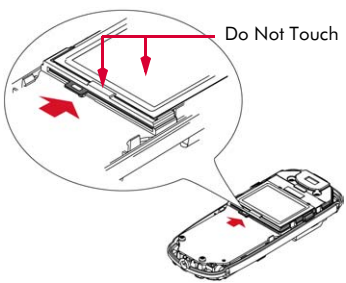
2 Insert a small, blunt, wooden or plastic instrument (such as a pencil tip) into the slot in the removal tab of the plastic ScreenZ. Gently pull the ScreenZ down and remove.

⚠ Warning: Avoid touching the LCD display or surrounding frame.



3 Insert the new ScreenZ into place with the tab on the left as illustrated below. Ensure the ScreenZ graphic is fully inserted.

⚠ Warning: Avoid touching the LCD display or surrounding frame.

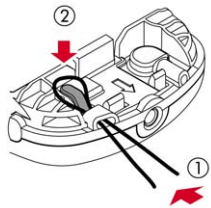


4 Replace the front cover (with keypad), battery and battery cover as described in the section above.

Wrist/neck strap

You can attach a wrist strap or neck strap to your Sendo S1 phone.

First remove the battery cover as described in the *Covers* section above. Now insert the strap loop into the aperture at the bottom of the phone, as illustrated below (1). Push the strap loop over the small plastic hook (2) to secure the strap in place.



7 Contacts list and calls list

Using the contacts list

You can store up to 500 contacts in the contacts list on your phone.

Note: For all contact phone numbers, you should include the city or area code and phone number. You may want to store all contact phone numbers in international format. That is, the international access code (+), the country code (without leading zeros), city or area code (some countries require the leading zeros to be omitted from the city/area code) and phone number. Press and hold to enter a + symbol.

Phone contacts and SIM contacts

You can choose to store contacts to your phone or SIM card by default.

Note: When you display your contacts list, only the default list is displayed (SIM or Phone).

To set your default, press , *Contacts* from the main screen and select the *Default* option:

Phone

This option will save new contacts to your phone. This allows you to save up to 500 contacts.

SIM

This option will save new contacts to your SIM card. You can only save a limited number of contacts to your SIM card. However, if you change phones but keep the same SIM card, you should be able to copy your SIM contacts to the other phone.

Note: The number of contacts you can store on your SIM will vary. Check with your network service provider.

Tip: You can copy SIM contacts to your phone. When a name is highlighted in the contacts list, press , *Options* and select *Copy to phone*.

Adding a contact

To add a contact

Find it: *Contacts* ▸ *Add new*

1. Enter the contact's phone number and press , *OK*.
2. Enter the name you want to store for the contact, and press , *OK*. Use the keypad as described in the *Entering text, numbers and symbols* section on Page 8, to enter the details.
3. Enter the chat name (if any) you want to assign to the contact, and press , *OK*.
4. The contact information is now saved.

To add a contact from the main screen

1. From the main screen, enter the phone number you wish to store.
2. Press , *Options* and select *Save*.
3. Enter the name you want to store in the contacts list, and press , *OK*. Use the keypad as described in the *Entering text, numbers and symbols* section on Page 8, to enter the characters.
4. Enter the chat name that you wish to assign to the contact, and press , *OK*.
5. The contact information is now saved.

Finding contacts

To find a contact

Find it: *Contacts* ▸ *Search*

Tip: You can also press the down key from the main screen to display your contacts list.

1. Type in the first letters of the name or scroll to the contact that you want. You can call the contact directly from here or view the contacts list *Options* menu.

Contacts list options

Find it: *Contacts* ▸ *Search*

When a name is highlighted in the contacts list, press , *Options* to display the menu options listed below:

Select this	To
Send message	Send a text message directly to this contact.
Chat	Start a Chat session with the contact.
Change	Edit the details for this contact.
Details	View the details for this contact.
Copy to phone	Copy the contact from your SIM to your phone.
Chat details	Display the chat name and number for the contact.
Delete	Delete this contact.

Speed dials

Note: You can assign speed dials to SIM contacts but this information will not be stored in the SIM.

To add a speed dial

Find it: *Contacts* ▸ *Search*

1 Type in the first letters of the name or scroll to the contact that you want.

2 Press and hold one of the keys 2 ABC to 9 WXYZ until the key number appears on the left of the screen, beside the name. This indicates that the speed dial has been set.

Note: 1 is normally reserved for voicemail.

To remove a speed dial

Find it: *Contacts* ▸ *Search*

1 Type in the first letters of the name or scroll to the contact that you want.

2 Press and hold the number key already assigned to the name, until the key number is removed from the left of the screen, beside the name.

To make a call using speed dial

1 From the main screen, press and hold the number key assigned to the contact you want to call.

Fixed names

Note: This feature is only available if supported by your network service provider/SIM card. Contact your service provider for details.

This option in the main *Contacts* menu provides access to a separate set of contacts, protected by your PIN2 code. Calls and messages are restricted to the numbers in your fixed names contacts list.

This feature can be useful, for example, for parents who want to restrict calls and messages for their children, or for corporate use.

Note: Emergency numbers are NOT restricted by the fixed names feature.

To use the fixed names feature

Find it: *Contacts* ▸ *Fixed names*

1 Select *On* and enter your PIN2 code (see the *Your PIN2 code* section below) to activate the feature.

2 You will only have access to your fixed name contacts and you will only have access to a limited *Contacts* menu.

3 You can use the *Contacts* menu options in the same way as the normal contacts feature. However, adding, changing and deleting contacts will require the PIN2 code.

Note: All fixed name contacts are stored in your SIM only.

To disable the fixed names feature

Find it: *Contacts* ▸ *Fixed names*

1 Select *Off* to deactivate the feature - you will be asked for your PIN2 code.

2 When you return to your normal contacts list, the fixed names contacts are available for use. However, deleting or changing these contacts will require the PIN2 code.

Your PIN2 code

Your PIN2 (Personal Identity Number) code is a code that you can use to protect your phone. If you enter the wrong PIN2 code three times, the PIN2 code is locked and you may be asked to enter a PUK2 (Personal Unlock Key) code.

Note: The number of incorrect entries depends on your network service provider.

The PIN and PUK codes may be listed in the information that you received with your SIM card or they may only be available from your network service provider (these may be different for PIN and PIN2).

Note: Sendo cannot provide your PIN or PUK codes.

Additional Contacts menu options

Find it: *Contacts*

The *Contacts* menu also provides the following options:

Memory
Displays the amount of used contacts memory.

Service numbers
Your network service provider may have pre-programmed some useful numbers into your SIM card. These numbers normally give access to special services. For more information contact your service provider.

Note: This option is only displayed if your network service provider supports service numbers.

My number
Your own mobile phone number may be available through the *My number* option:

- If a number or name is listed here, select *Consult*, press , *Options* and select *Details* to display your phone number.
- If no number or name is listed here, contact your network service provider with your SIM number and they will advise you accordingly. You can then select the *Add new* option from the *My number* menu to enter your mobile number.

Using the calls list

The phone stores a list of your recent incoming, outgoing and missed calls. To display your calls list, press the up key from the main screen.

The list stores up to 30 entries. If a number is stored in your contacts list, the contact name is also displayed.

An icon on the left of the screen indicates the type of call:

Incoming call from a number

Outgoing call to a number

Missed call from a number

Making a call from the calls list

1 Press the up key from the main screen to display your calls list.

2 Scroll to the entry that you want and press , *Call* to dial.

Calls list options

When you have highlighted an entry in the calls list, press , *Options* to display the menu options listed below.

Select this	To
Save no.	Save the number to your contacts list.
Chat	Start a text chat with this entry.
Send message	Send a text message directly to this entry.
Details	View the details for this entry.
Delete	Delete this entry.
Delete all	Delete all entries in the calls list.

8 Sounds

Find it: *Menu* ▸ *Sounds*

This menu allows you to set a ringtone for incoming calls and set the various sounds that the phone plays when you receive a new text message, or some other event occurs.

Your phone already contains a number of sounds and ringtones, but there is also space for extra ringtones that you receive.

Note: See the *Messages* chapter on Page 13 for information on ringtones and sounds in messages.

Ringer

Find it: *Menu* ▸ *Sounds* ▸ *Ringer*

Select this option to set a ringtone for incoming calls. Scroll through the list of ringtones. As you pause on each ringtone, it will be played. Press , *Select* to select the ringtone.

Warning: Avoid putting the earpiece close to your ear when the phone is playing ringtones or alert sounds. The phone will vibrate briefly to warn you before playing sounds.

Note: Your Sendo S1 phone supports sp-midi polyphonic ringtones and i-melody monophonic ringtones.

Melodies

Find it: *Menu* ▸ *Sounds* ▸ *Melodies*

Select this option to display a list of ringtones which you have received via messages. The number of ringtones you can store depends on their size.

Note: You can only select a ringtone for incoming calls from the *Ringer* menu.

Note: It is only possible to save a certain number of extra ringtones which you have received as a message, depending on their size. To save new ringtones you may need to overwrite an existing ringtone in the *Melodies* list.

Use the ⌃ and ⌄ keys to highlight a ringtone and press , *Options* to display the following:

Select this	To
Send	Send the ringtone in a text message.
Play	Play the ringtone. Press to stop playback. Warning: Avoid putting the earpiece close to your ear when the phone is playing ringtones or alert sounds. The phone will vibrate briefly to warn you before playing sounds.
Delete	Delete the ringtone.
Delete all	Delete all the ringtones in the *Melodies* list.
Memory	Display the number of ringtones in the *Melodies* list.

Volume

Find it: *Menu* ▸ *Sounds* ▸ *Volume*

Select this option to change the volume setting for ringtones and alert sounds. Use the ⌃ and ⌄ keys to increase and decrease the volume level.

Warning: Avoid putting the earpiece close to your ear when the phone is playing ringtones or alert sounds. The phone will vibrate briefly to warn you before playing sounds.

To enter/exit silent mode, you can press then from the main screen. The silent symbol, is displayed on the main screen when the phone is in silent mode.

Note: If the vibrate function is set to on, the phone will still vibrate in silent mode.

Note: If the phone is switched off, silent mode is cancelled. This helps to ensure no calls are missed.

Ramping

Ringtones are played with a steadily increasing volume. Select this option to set the time it takes to reach the volume set using the *Volume* option described above.

Warning: Avoid putting the earpiece close to your ear when the phone is playing ringtones or alert sounds. The phone will vibrate briefly to warn you before playing sounds.

Key tones

Find it: *Menu* ▸ *Sounds* ▸ *Key tones*

This menu allows you to set the type of keypad tones that you would like to hear when pressing the keys:

Off
No sound emitted on a key press.

On
Short, low volume tone.

DTMF
These are standard tones, as used in touch tone phones. Each number has its own specific tone.

On/Off melody

Find it: *Menu* ▸ *Sounds* ▸ *On/Off melody*

The phone can play a melody whenever you switch it on or off. Select this option to switch this feature *On* or *Off*.

Vibrator

Find it: *Menu* ▸ *Sounds* ▸ *Vibrator*

Select this menu to set the vibrate function for incoming calls and alert sounds:

Off
Deactivates the vibrate function.

On
Sets the phone to vibrate for an incoming calls or messages.

Vibrate then ring
Sets the phone to vibrate for a few seconds before the phone starts to ring.

Note: None of the vibrate settings affects any of the sounds settings.

Events

Find it: *Menu* ▸ *Sounds* ▸ *Events*

This option allows you to set the alert sounds to *On* or *Off* for the following events:

- *New message*
- *New broadcast*
- *Low battery*
- *Low credit*

Note: Alert sounds can only be applied to those services supported by your network service provider. When roaming, certain services may not be supported. Contact your service provider for details.

9 Settings

Find it: *Menu* ▸ *Settings*

This menu allows you to define the settings for your phone.

Note: The contents of the *Settings* menu may vary by network service provider. Please check your phone's menu to see what menu items and features are available on your phone.

Languages

Find it: *Menu* ▸ *Settings* ▸ *Languages*

This menu allows you to change the language on the phone.

Tip: If the phone language is changed by mistake, press and hold * in the main screen to display the language list. Scroll to the language you want (using ⌃ and ⌄) and press ⊖.

Time/Date

Find it: *Menu* ▸ *Settings* ▸ *Time/Date*

Select this menu to set the time and date on your phone. The options are:

Set time
Enter the time and press ⊖, *OK*. The time will be stored.

Set date
Enter the date and press ⊖, *OK*. The date will be stored.

Time format
Use this to choose whether to display the time in AM/PM or 24hr format.

Display clock
Turn the time display in the main screen *On* or *Off*.

Alarm

Find it: *Menu* ▸ *Settings* ▸ *Alarm*

You can use your phone as an alarm clock.

Set the alarm to *On* and enter the time when you require the phone to ring (in 24 hour format). When it rings press:

⊖, *Off* to switch it off, or

⊖, *Snooze* to stop the alarm for ten minutes. The alarm will then sound again.

Please observe the following notes:

Note

When activated, the alarm will sound for approximately 45 seconds before switching off (if you do not press ⊖, *Off* or ⊖, *Snooze*).

If the alarm activates during a call, the phone will beep and the display will flash to indicate that the alarm is active. As described above, press ⊖, *Off* to switch it off, or ⊖, *Snooze* to stop the alarm for ten minutes.

If the volume is set to silent mode, the alarm will activate but there will be no sound. The phone will still vibrate if the vibrate feature is on.

The alarm will sound even if the phone is switched off. The phone will power on (if battery power is available) but you will not be able to receive or make calls. If the volume was set to silent mode before the phone was switched off, the alarm will still sound as silent mode is cancelled when the phone is switched off. Once the alarm finishes, the phone will switch off automatically.

Call handling

Find it: *Menu* ▸ *Settings* ▸ *Call handling*

Select this menu to define how you deal with calls. The options are as follows:

Auto redial
When auto redial is activated, the phone will automatically redial a number when the call attempt fails. If the other user's phone is busy, the phone will wait a few seconds before each attempt, and then beep when it succeeds.

Auto answer
This function is only applicable when certain hands-free accessories (for

example, a personal hands-free headset) are connected to the phone. When you receive an incoming call with this feature activated, the phone rings three times before automatically accepting the call.

Any key answer
When this function is activated, you can answer an incoming call by pressing any key (except *Reject*, ⊙, F1, or F2).

Security

Find it: *Menu* ▸ *Settings* ▸ *Security*

Select this menu to define your PIN settings. Your PIN (Personal Identity Number) is a code that you can use to protect your phone against unwanted use. This is the number that the phone may ask for at switch on. The options are as follows (depending on what PIN activation settings you have selected):

Activate PIN
Enter your PIN at switch on (if your SIM card supports this).

Deactivate PIN
You do not have to enter your PIN at switch on.

Change PIN
Select this to change your PIN code.

Change PIN2
Some network services require a separate security code - the PIN2 code. Select this option to change your PIN2 code.

To activate, deactivate or change the PIN code, you need to enter the current PIN code. To change the PIN2 code, you need to enter the current PIN2 code. If you don't know your PIN code or PIN2 code, contact your network service provider.

If you enter the wrong PIN or PIN2 code three times, the SIM card is locked and you may be asked to enter a PUK (Personal Unlock Key) code - these may be different for PIN and PIN2. The PUK codes may be listed in the information that you received with your SIM card or they may only be available from your network service provider.

Note: The number of incorrect entries depends on your network service provider.

Note: Sendo cannot provide your PIN or PUK codes. Contact your network service provider for information.

Display

Find it: *Menu* ▸ *Settings* ▸ *Display*

This menu allows you to change the settings for your phone's displays. The options are as follows:

Backlight
You can specify default times for the backlight on the phone.

Note: The backlight timer settings do not affect the backlight settings for games.

Wallpaper
Select this option to turn this feature *On* or *Off* and assign a picture from the phone's memory (using *Select picture*).

Screensaver
Select this option to turn this feature *On* or *Off*, set the *Delay* before it becomes active and assign a screensaver picture or animation from the phone's memory (using *Select picture*). The screensaver is displayed when the phone has been idle for the set delay. The screensaver settings do not affect power save mode.

Note: When the screensaver is displayed, press the C key to return to normal display (or press ⊟, *Unlock* then *# if the keypad is locked).

Startup/Shutdown
Select the animation to use when you switch your phone on or off.

Shortcuts

Find it: *Menu* ▸ *Settings* ▸ *Shortcuts*

Select this option to set the features accessed when you press the **F1** or **F2** shortcut keys from the main screen.

Select the *F1* or *F2* option as required, scroll to the feature you want to assign to the key, and press , *Select*.

Select *Services* from the main menu. This menu allows you to set up network services such as call waiting.

Note: The contents of this menu may vary by network service provider. Please review your phone's menu to determine the menu items and features available on your phone.

Commands

Find it: *Menu* ▸ *Services* ▸ *Commands*

This menu allows you to send special commands to the network to get specific information. This could be information such as the time and date, your own phone number, or the amount of credit remaining on your SIM card.

The commands, and whether this feature is available, can be obtained from your network service provider.

You can store the number of the command and a name. Once stored, scroll to the command and press , *Send* to get the required information from the network.

Network sel. (selection)

Find it: *Menu* ▸ *Services* ▸ *Network sel.*

This menu allows you to choose how the phone searches for the network. The options are as follows:

Note: The ability to select alternative networks will depend on the service, or roaming, agreement of your network service provider.

Mode

- *Automatic* - Sets the search mode to automatic. The phone searches all available networks and automatically selects one.
- *Manual* - Sets the search mode to manual. This allows you to search available networks and select one - see below for details.

Search

- Searches for and then displays all available networks.
- If you are in manual mode (see above), you can select a network which will become your default network. To do this, scroll through the network list and press , *Select* on the network that you wish to use. Once you select a network, your phone will always try to select this network. Network selection stays manual until you switch to automatic mode.

Send number

Find it: *Menu* ▸ *Services* ▸ *Send Number*

This menu allows you to select whether you hide your identity or not when you call someone. The options are as follows:

Network

This sets the phone to the Network default setting.

On

Your telephone number is sent to your correspondent when you call.

Off

Your telephone number is not sent to your correspondent when you call.

Cost/timers

Find it: *Menu* ▸ *Services* ▸ *Cost/timers*

This menu contains information on the amount of time you have spent on calls.

The options are listed below. Once selected, press , *Reset* to reset a counter to zero.

Note: The options listed in this menu are dependent on your network service

provider. Contact your service provider for details.

Outgoing
Displays the total time that you have spent on your phone on outgoing calls.

Incoming
Displays the total time that you have spent on your phone on incoming calls.

Note: The actual time and charges invoiced for calls and services by your network service provider may vary, depending on network features to which you subscribe, rounding off, taxes and other fees and charges.

Divert

Find it: *Menu* ▸ *Services* ▸ *Divert*

This network feature allows you to divert your incoming calls to your voice mailbox or to another number. The options are as follows:

Note: Your network may not support all of these features. Any unsupported features will not be shown in the menu.

If busy
When activated, calls will be diverted if you are already in a call.

If no answer
When activated, calls will be diverted if you do not answer your phone.

Unreachable
When activated, calls will be diverted if your phone is off or if you are out of coverage.

All conditional
When activated, the calls which you have specified here are diverted. Select voice, fax, data or all calls.

All calls
When activated, all of your incoming calls will be diverted.

For each of the above, you can check, activate or cancel the service.

Note: Certain divert features may not be available if roaming on another network. Contact your network service provider for details.

Call waiting

Find it: *Menu* ▸ *Services* ▸ *Call waiting*

This menu allows you to check, activate or deactivate the call waiting feature. For more information on call waiting, please see the *Answering a call* section on Page 12.

Note: Call waiting is a network service. You may have to subscribe to this service and it may not be available when roaming. Check with your service provider for details.

Games

Find it: *Menu* ▸ *Extras* ▸ *Games*

The Sendo S1 comes with some great games for you to play:

- *Tenpin* - Score the perfect 300 in this classic tenpin bowling game. See the *Tenpin* section below.
- *Splat* - Stop the moles from digging up your garden. Fast paced, hard hitting action. See the *Splat* section below.
- *FlippIT* - Flip the discs to change color. Puzzle action that needs some thought. See the *FlippIT* section on Page 34.
- *Splash* - Ever wanted to be a plumber? Quick thinking, puzzle action. See the *Splash* section on Page 34.
- *Quaddro* - The classic four in a row game. See the *Quaddro* section on Page 34.
- *Scizzors* - Rock, paper, scissors. See the *Scizzors* section on Page 35.

Note: The actual games supplied with your phone is dependent on your network service provider. Check the *Games* menu to see what games are listed.

Tenpin

Find it: *Menu* ▸ *Extras* ▸ *Games* ▸ *Tenpin*

To start a new game, select *New*.

The object of the game is to knock as many of the pins down as possible. The game is played over 10 frames and in each frame you have two attempts to knock down all of the pins.

You can position the ball on the lane by pressing 4 or 6 to move across the lane.

To bowl the ball straight press 5 when the Swing bar is positioned in the centre of the bowling ball.

To bowl at an angle press 5 when the Swing bar is to the left or right of the bowling ball.

Press the C key to exit the game.

Try to get the top score of 300 and enter your name on the Hi-score table! Type your name using the keypad and press –, *OK* to see the Hi-score table. Press *OK* again to return to the game menu.

Splat

Find it: *Menu* ▸ *Extras* ▸ *Games* ▸ *Splat*

To start a new game, select *New*.

You will start on level 1. When you are ready to play, press any key.

The object of the game is to stop the moles from digging up your garden. You will see a 3x3 grid of mole holes; when you see a mole peep through the hole, hit it by pressing the appropriate 1 to 9 key. For example, if a mole appears in the middle hole, press 5 because it is positioned in the middle of the 1 to 9 keys.

Points are awarded for each mole hit. Watch out for surrender flags, if you hit a mole that has surrendered, points will be deducted from your score. Your score and the game status are shown at the bottom of the display. The game can be paused by pressing the C key.

At the end of a level you will receive a bonus according to your accuracy. Get an accuracy score of 70% or more to progress to the next level.

The game ends when you fail to progress to the next level or you complete the final level. You may be able to enter your name on the hi-score table. Type your name using the keypad and select –, *OK* when finished.

FlippIT

Find it: Menu ▸ Extras ▸ Games ▸ FlippIT

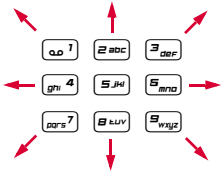
To start a new game, select New.

There are 6 levels; 3x3 is the easiest.

The object of the game is to change the white discs to black discs. You do this by selecting one of the discs by pressing the 5 key. This turns a white disc to black or black to white, but also turns all of the discs directly above, below, to the left and to the right, to the opposite color.

You can move the cursor from one disc to another using the keys in the grid shown below. On the right of the screen you will see the number of moves that you have made so far, and also the smallest number of moves that it is possible to complete the level in.

With each higher level the grid gets bigger and bigger, and harder!



FlippIT and Splash keys

Splash

Find it: Menu ▸ Extras ▸ Games ▸ Splash

To start a new game, select New.

An incomplete pipeline is displayed starting at the top left of the screen and water is slowly flowing towards the open end. The object of the game is to connect the open end of this pipe to the outlet at the bottom right of the screen, before the water overflows!

To do this you are supplied with pieces of straight and bent pipe, which are shown on the right of the screen.

The piece at the top of these is the next piece that you must place on the board. You move the cursor using the keys on the grid shown below. The 5 key places the section in the position of the flashing cursor. However, be careful, once you have put down a piece you cannot move it.

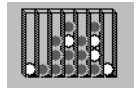
The # key drops your bombs. You are provided with 3 bombs. These bombs will delete the piece where the cursor is positioned. Use them wisely.

Once you have managed to complete the pipes, you can press * to speed up the water, to finish the level.

With each level, it gets faster and faster!

Quaddro

Find it: Menu ▸ Extras ▸ Games ▸ Quaddro



To start a new game, select New.

The object of the game is to drop your counters into the slots along the top of the board, and try to make a line of four, horizontally, vertically or diagonally.

When you drop a counter, it will fall all the way to the bottom or sit on top of any other counters that are in that column. So, think carefully before you play!

You move the flashing cursor left and right along the top of the screen using the 4 and 6 keys. Pressing 5 will drop the counter into the column.

Scizzors

Find it: *Menu* ▸ *Extras* ▸ *Games* ▸ *Scizzors*

To start a new game, select *New*.

The object of the game is to try and beat the computer by selecting one of the three objects - stone (7), paper (2) or scissors (3). When you do this, the phone also selects one of the three objects.

The rules are simple:

- Scissors (2 fingers out) cuts paper, so scissors wins.
- Paper (flat palm) wraps stone, so paper wins.
- Stone (fist) blunts scissors, so stone wins.
- Two of the same, results in a draw.

Pictures and Animations

You can send pictures and animations in text messages, or assign pictures to any main menu item, the wallpaper, the screensaver or a contact in your contacts list.

See the *Messages* chapter on Page 13 for details of sending and receiving pictures and animations.

Managing your pictures and animations

Find it: *Menu* ▸ *Extras*

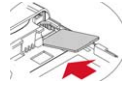
Select the *Pictures* option to display all your pictures or select the *Animations* option to display all your animations. You can view the items in full screen mode by pressing, *View*. Use the ⌃ and ⌄ keys to view each item in turn.

Use the ⌃ and ⌄ keys to choose an item and press or , *Options* to display the menu options listed below:

Note: Not all options are available for each item.

Select this	To
Send	Send the item in a text message. Note: You may be prevented from sending pictures that are copy protected.
Assign	Assign the selected picture to any main menu item, the wallpaper, the screensaver or a contact in your contacts list. If you select the *Main menu* option a new sub-menu will be displayed. Select the menu name you would like to attach the picture to. If you select the *Contacts* option your contacts list will be displayed. Select the contact you would like to attach the picture to. When you make or receive a call to/from the contact, the picture will be displayed.
Unassign	Remove the association of the selected picture with an item.
Unassign all	Removes the association of all pictures to any items. Press , *OK* to confirm.
Delete	Delete the selected item.
Delete all	Delete all pictures or animations.
Memory	Display the number of pictures or animations on your phone.

12 Troubleshooting

Problem	Possible cause	Possible corrective action
Phone does not power on/does not charge	Delay in phone powering on	No action required. Your Sendo S1 phone may take a few seconds to power up, this is normal.
	Battery empty	Fully charge the battery and then press ⊖. Don't worry if the battery icon does not change immediately, but do check if the charging icon has appeared after half an hour.
	Battery contacts dirty	Clean contacts on battery and phone with a dry cloth, attach battery, wait a few seconds and press ⊖.
	Charger incorrectly connected	Check the wall socket, and the connection to the phone.
Battery	How long should I charge the battery the first time?	12 hours continuous, while switched off.
I don't get as much battery life as I expected	The phone uses battery power when it is switched on even if it is not in a call. Making calls and playing with the different functions of the phone will run down the battery faster. The stated battery life is under optimum conditions.	♦ Charge the phone regularly. ♦ For longer operation times, discharge the battery from time to time by leaving your phone switched on until it turns itself off and the battery is fully discharged. ♦ The battery can be charged and discharged hundreds of times, but it will eventually wear out. When the operating time (talk time and standby time) is noticeably shorter than normal, it may be time to buy a new battery.
"Insert SIM" is displayed when I switch on the phone	SIM card is incorrectly inserted or missing.	 Check that the SIM card is positioned correctly. Try again.
	SIM card is damaged or dirty	Visually check the SIM and clean the contacts with a soft, dry cloth if necessary. Try again.
The PIN code is blocked, or My phone asks for a PUK code	You have entered the PIN code incorrectly 3 times	Enter the PUK (Personal Unlock Key) code supplied with the SIM card. If you do not have this code, contact your network service provider. ➡ Note: The number of incorrect entries depends on your network service provider.
The PIN2 code is blocked, or My phone asks for a PUK2 code	You have entered the PIN2 code incorrectly 3 times	Enter the PIN2 PUK (Personal Unlock Key) code supplied with the SIM card. If you do not have this code, contact your network service provider. ➡ Note: The number of incorrect entries depends on your network service provider.

Problem	Possible cause	Possible corrective action
"NCK Code" is displayed on my handset	The handset is locked to a network and a SIM from another network has been placed in the phone	Remove the SIM and insert the correct network SIM. Sendo cannot supply your NCK code. If you wish to obtain your NCK code, contact the original network service provider the phone was purchased for use on. Warning: If you enter the wrong NCK code you could block the phone.
"Blocked" is displayed on my handset	The NCK code has been entered incorrectly and the handset has been security disabled	Contact your network service provider for advice. Note: The number of incorrect NCK code entries depends on your network service provider.
There's a problem with my received ringtone or picture	Corrupt file Incompatible format Copy protected content	Contact your content provider for advice.
A key on the keypad is not working	Key lock on	The keypad may be locked. Check the screen for the symbol. Press and in quick succession to unlock the keypad.
	Screensaver is active	Press to return to normal display.
Poor display	Low temperature	Move to a warmer place and let the phone warm up.
	Wallpaper settings	If you've added your own wallpaper, check that the picture does not clash with the text used on screen as this could make it difficult to read.
Can't connect to network	Weak signal	You may be in an area of poor coverage. Move to an area with a better signal.
	Invalid SIM card	♦ Try switching your phone off and then back on. ♦ Try changing your network settings. See the *Network sel. (selection)* section on Page 31 for details. ♦ You may need to contact your network service provider for advice.
	Network not allowed	Try reselecting the network. Switch off and then back on. If you are using your phone abroad, you may be restricted from certain networks - contact your network service provider for information.
Can't make/receive calls	Weak signal	Check that the service provider name is displayed on the screen. If not, try to reconnect to the network or move to an area with a better signal.
	Phone is switched off	Press for a few seconds.
	Battery is low	Phone can power down if the battery is very low. Charge the battery.
	Check the number	Use the full area code and country code in the number.
	Call key not pressed	After dialing the number you must press , *Call*.
	Network is busy	If you hear rapid beeps, then the network is busy. Hang up and try again or try in another area.

Problem	Possible cause	Possible corrective action
	Fixed names or call barring is activated	Check the fixed names settings (in *Contacts*). Otherwise check the call barring settings with your network service provider. Find it: *Contacts* ▸ *Fixed names*
	Not registered with network service provider	After purchasing your phone, you may need to call your network service provider to activate the line.
	No credit left on your prepaid card	Recharge your credit.
Low earpiece volume	Low setting	Press when you are in a call to increase the volume.
Low ringtone volume or silent	Low setting	Go into the *Sounds* menu, select *Volume* and increase the setting. Find it: *Menu* ▸ *Sounds* ▸ *Volume*
	Volume set to silent	To enter/exit silent mode, you can press then from the main screen. The silent symbol, is displayed on the main screen when the phone is in silent mode.
Cannot enter some words	Wrong word displayed	Your phone has T9 text input (i.e. it predicts what words you are trying to enter). When you finish a word, press repeatedly to scroll through the possible words.
	Wrong entry mode	To enter a special word press repeatedly to change to normal Multitap mode (ab or AB).
"Message list full" is displayed in the main screen	Your messages memory is full of text messages, therefore you cannot receive any more messages.	Go into the Inbox of the *Messages* menu and delete some of your messages. Find it: *Menu* ▸ *Messages* ▸ *Read*
Some features do not work	Feature not supported by the operator or your subscription.	Contact your network service provider.
Some menus are missing	There are restrictions on your SIM card or subscription.	Contact your network service provider.
My phone language is wrong	Language changed by mistake or incorrect setting	If the phone language is incorrect or changed by mistake, press and hold from the main screen to display the language list. Scroll to the language you want (using and) and press .
I can only enter names of up to 7 characters in my contacts list	Your phone is in Unicode mode.	Change the *Characters* setting to *GSM* mode. Find it: *Menu* ▸ *Messages* ▸ *Settings*
"List full" is displayed on my Contacts screen	Contacts list full	This will not cause problems using your phone, but if you want to add more contacts you must delete some existing contacts.

Note: For all other questions, support and service issues, please go to www.sendo.com/support.

13 Safety Information

IMPORTANT SAFETY INFORMATION

You should observe and follow these guidelines for the safe and efficient use of your phone. Failure to comply with these guidelines and requirements may void your warranty and may invalidate any approvals given to your phone.

Warning: Read the phone's User Guide before using your phone.

Drive Safely

Do not use a hand-held phone while driving. Give your full attention to driving. If using a hand-held phone, pull over safely and park the vehicle in a safe location first. Always place the phone in its holder; do not place the phone on the passenger seat, near an airbag or where it can break loose in a collision or sudden stop.

Always obey local laws and regulations regarding the use of a cellular phone in the areas where you drive. In some areas, it is illegal to use a cellular telephone while driving, and hands-free operation is required in many other areas. Do not hold your phone in your hand while driving.

Do not use a headset (such as a headset that covers both ears) that interferes with your ability to hear emergency vehicle sirens or the warning horns of other vehicles. Driving safely always comes first!

Operation

Remember to follow any special regulations in force in any area and always switch off your phone whenever you are instructed not to use it, or when its use may be illegal or cause interference or danger. Most modern electronic equipment is shielded from RF signals. However, certain electronic equipment may not be shielded against the RF signals from your wireless phone.

Read the phone's User Guide before using your phone. Also, read the user manual of any accessory or device and its operation and safety instructions before using it with your phone. Do not connect incompatible products.

Do not use your phone if the antenna is damaged. Replace the antenna only with one approved by the manufacturer. Unapproved antennas or modifications may damage your phone, degrade its performance causing SAR levels above the recommended limits (see the phone's User Guide) and violate local regulations.

This phone is equipped with an internal antenna in the top part of the phone. Do not touch or cover the antenna area unnecessarily while a call is in progress as it may interfere with reception. Contact with the antenna affects call quality and may cause your phone to transmit at a higher power level than otherwise needed and may shorten talk and standby times. Hold your phone as you would any other phone.

The charger is compatible only with power sources indicated on its label. Do not connect the charger to a power source of a different voltage, frequency or pin type. Do not use the charger outdoors or in areas where it may become wet. Unplug the charger from the wall socket using the body of the charger, not the cord. Locate the cord so that it will not be tripped over, stepped on or damaged. Do not use the charger if it is damaged. Unplug the charger from the wall socket before cleaning it. Use a slightly damp cloth for cleaning, and allow the charger to dry fully before plugging it in.

Only use accessories approved by Sendo. Using unapproved accessories with your phone may result in degraded performance, fire, electric shock or injury, and may void the warranty. Please check with your dealer for the availability of approved accessories. Your phone is intended for use only with chargers approved by the manufacturer. Any other use will invalidate any approval given to your phone and may be dangerous.

Children

Your phone is not a toy. Do not allow small children to play with it. They could hurt themselves or others. Children could also damage the phone or make calls that increase your telephone bill.

Pacemakers

Sendo recommends that a minimum separation of 6 inches (or 20 cm) be maintained between a wireless phone and a pacemaker to avoid potential interference with the pacemaker. These recommendations are consistent with the independent research by, and recommendations of, Wireless Technology Research. Persons with pacemakers:

- Should always keep the phone more than 6 inches (or 20 cm) from their pacemaker when the phone is switched on;
- Should not carry the phone in a breast pocket;
- Should use the ear furthest away from the pacemaker to minimize the potential for interference.

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

Hearing Aids

Some wireless phones may interfere with some hearing aids. In the event of such interference, you should consult your service provider.

Medical Equipment

Operation of wireless phones may interfere with inadequately protected medical devices. Consult a physician or the manufacturer of the medical device to determine if it is adequately shielded from external RF energy. Switch off your phone in hospitals and other health care facilities when any regulations posted in these areas instruct you to do so, as equipment that could be sensitive to external RF energy may be in operation.

Vehicles

RF signals may affect improperly installed or inadequately shielded electronic systems in motor vehicles (e.g. electronic fuel injection systems, electronic anti-skid (anti-lock) braking systems, electronic speed control systems, air bag systems). Check with the supplier or its representative regarding your vehicle. You should also consult the supplier of any equipment that has been added to your vehicle.

Do not place your phone or any accessories in the area over an airbag or in the airbag's deployment area. An airbag inflates with great force, and serious injury could occur.

Using your phone in a vehicle demands special considerations. The fitting of any accessories to a vehicle should only be undertaken by a suitably qualified person to ensure that vehicle systems are not adversely affected, and that the accessory gives optimum performance.

Only qualified personnel should service the phone, or install the phone in a vehicle. Faulty installation or service may be dangerous and may invalidate any warranty that may apply to the unit.

Check regularly that all wireless phone equipment in your vehicle is mounted and operating properly.

Do not store or carry flammable liquids, gases or explosive materials in the same compartment as the phone, its parts or accessories.

Switch off your phone before boarding a non-commercial aircraft or when instructed to do so on a commercial airline. The use of wireless telephones in an aircraft may interfere with the operation of the aircraft and may be illegal.

Posted Areas

Switch off your phone in any area where posted notices so require.

Potentially Explosive Atmospheres

Switch off your phone and do not remove its battery when in any area with a potentially explosive atmosphere, and obey all signs and instructions. It is rare, but your phone or its accessories could generate sparks. Sparks in such areas could cause an explosion or fire resulting in property damage, bodily injury or even death. Areas with potentially explosive atmospheres are often, but not always, clearly marked. They include: Fuelling areas, such as petrol stations, below deck on boats, and fuel or chemical transfer and storage facilities. Follow these guidelines also when you enter areas where fuel odors are present, such as when a gas leak occurs in a home; areas where the air contains chemicals or particles, such as grain, dust or metal powders; and any other area where you would normally be advised to switch off your vehicle engine.

Switch off your phone when at gas or petrol stations (service stations). Users are reminded of the need to observe restrictions on the use of radio equipment in fuel depots (fuel storage and distribution areas), chemical plants or where blasting operations are in progress.

Blasting Areas

To avoid interfering with blasting operations, switch your phone off when in a "blasting area"or in areas posted "switch off two-way radio". Obey all signs and instructions.

Emergency Calls

IMPORTANT!

This phone, like any wireless phone, operates using radio signals, wireless and landline networks as well as user-programmed functions that cannot guarantee connection in all conditions. Do not rely solely upon your wireless phone for emergency communications (e.g. medical emergencies).

Remember, to make or receive any calls, the phone must be switched on and in a service area with adequate signal strength. Emergency calls may not be possible on all wireless phone networks or when

certain network services and/or phone features are in use. Check with local service providers.

To make an emergency call:

1 If the phone is not on, switch it on.

Note: Some networks may require that a valid SIM card be properly inserted in the phone.

2 Key in the emergency number for your present location (e.g. 911, 112 or other official emergency number). Emergency numbers vary by location.

3 Press the phone's Call key.

If certain features are in use (Key guard, Locking, Call Restricting, etc.), you may first need to switch those features off before you can make an emergency call.

When making an emergency call, follow all instructions of the emergency operation and do not hang up until requested to do so.

Servicing

Do not attempt to disassemble or repair your phone, as you may damage the phone or injure yourself and will void your warranty. Only qualified personnel at an authorized service centre should perform repairs. Your phone does not contain any consumer serviceable parts. Make back up copies of all data and delete security sensitive data before sending your phone in for repair.

Back Up Data

To avoid loss of important information, remember to make back up copies of all data regularly.

Disposal

Your battery and other components may require precautions to be taken for safe disposal. The battery type is indicated on the battery label. Please follow all local and/or governmental laws and regulations when disposing of your phone or battery.

Care and Maintenance

Follow these care and maintenance instructions to improve the performance and life of your phone. Failure to follow the suggestions may invalidate your phone's warranty:

- Keep it and all its parts and accessories out of small children's reach.
- Keep it dry.
- Do not use or store it in dusty or dirty areas.
- Do not attempt to take the phone apart.
- Do not drop, throw or shake it.
- Do not use soaps, chemicals, cleaning solvents, or strong detergents to clean it. Use a moist cloth to wipe it.
- Avoid exposing your phone to any severe shocks, extreme (hot or cold) temperatures or moisture.
- Keep your phone away from open flames such as lit candles or cigarettes.
- Use only the supplied or an approved replacement antenna. Unauthorized antennas, modifications or attachments could damage the phone and may violate regulations governing radio devices.
- If the phone, battery, or any accessory is not working properly, take it to your nearest qualified service facility. Back up all data before taking your phone to a service centre as maintenance or recovery of data is not guaranteed. If you have any sensitive information, please back it up and then delete it from your phone before taking your phone to the service centre.

14 Warranty Statement

Americas Warranty

Sendo America, Inc. ("SENDO") warrants, subject to the exclusions and limitations set forth below, that this cellular phone ("Product") is free from defects in material and workmanship that result in Product failure during normal usage, according to the following terms and conditions:

1. The limited warranty for the Product extends for ONE (1) year beginning on the date of the purchase of the Product or FIFTEEN (15) months from the date of its manufacture as determined by the date code in the Product. Any repaired phone is only warranted for the remainder of the original warranty period or 90 days from the date of repair, whichever is longer.

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

3. The Limited warranty extends only to Consumers who purchase the Product in the market for its intended sale.

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

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

6. The Consumer shall bear the cost of taking or shipping the Product to the place of purchase or the Customer Service Department of SENDO. If the Product was taken to the place of purchase, the Consumer shall bear the cost of retrieving the Product. If shipped to SENDO, SENDO shall bear the cost of shipping the Product back to the Consumer after the completion of service under this limited warranty and provided that repairs were required to be performed under this limited warranty.

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

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

b) Physical damage to the surface of the Product, including scratches or cracks in or to the outside casing or LCD, or damages caused by dropping the Product.

c) The Product has been damaged from external causes such as liquid, water, humidity, collision with an object, or from fire, flooding, sand, dirt, windstorm, lightening, earthquake or damage from exposure to weather conditions, an Act of God, or battery leakage, theft, blown fuse, or improper use of any electrical source, damage caused by computer or internet viruses, bugs, worms, Trojan Horses, cancelbots or damage caused by the connection to other products not recommended for interconnection by SENDO or damage caused by use of non SENDO-approved accessories.

d) The Product has been altered or repaired by anyone other than an approved SENDO service center or if it has been used with unapproved accessories or other ancillary items.

e) For adaptations or adjustments made to the Product to comply with local standards in any country other than one for which the Product was designed and manufactured.

f) Loss or integrity of any user data stored in the Product or any storage device used in conjunction with the Product at any time.

g) The Customer Service Department at SENDO was not advised by the Consumer in writing of the alleged defect or malfunction of the Product within fourteen (14) days after the expiration of the applicable limited warranty period.

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

i) The defect or failure to operate was caused by defective function of the cellular system or by inadequate signal reception.

8. If a problem develops during the limited warranty period, the Consumer shall take the following step-by-step procedure:

a) The Consumer shall return the Product to the place of purchase for repair or replacement processing. Back up all data before returning the Product for repair. If the Consumer has sensitive information stored on the Product, the Consumer must copy it to another device and delete it from the Product before repair.

b) If "a" is not convenient because of distance (more than 50 miles) or for other good cause, the Consumer may contact the Customer Service Department at SENDO, at the phone number listed on the bottom of the next page, for further instructions.

c) The Consumer shall ship the Product prepaid and insured. Expenses related to removing the Product from an installation are not covered under this limited warranty.

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

e) SENDO will repair or authorize the repair of the Product under the limited warranty within 30 days after receipt of the Product by SENDO or an SENDO authorized service center. If SENDO cannot perform repair covered under this limited warranty within 30 days, or after a reasonable number of attempts to repair the same defect, SENDO at its sole option, will provide a replacement Product or refund the purchase price of the Product less a reasonable amount for usage.

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

9. The Product consists of newly assembled equipment that may contain used components that have been reprocessed to allow machine compliance with Product performance and reliability specifications.

10. ANY IMPLIED WARRANTY OF MERCHANTABILITY, OR FITNESS FOR A PARTICULAR PURPOSE OR USE, SHALL BE LIMITED TO THE DURATION OF THE FOREGOING LIMITED WRITTEN WARRANTY. OTHERWISE, THE FOREGOING LIMITED WARRANTY IS THE CONSUMER'S SOLE AND EXCLUSIVE REMEDY AND IS IN LIEU OF ALL OTHER WARRANTIES, EXPRESS OR IMPLIED. SENDO DOES NOT WARRANT UNINTERRUPTED OR ERROR FREE VOICE, INTERNET OR DATA CONNECTIONS. SENDO SHALL NOT BE LIABLE FOR SPECIAL, INCIDENTAL OR CONSEQUENTIAL DAMAGES, INCLUDING BUT NOT LIMITED TO, LOSS OF ANTICIPATED BENEFITS OR PROFITS, LOSS OF SAVINGS OR REVENUE, PUNITIVE DAMAGES, LOSS OF USE OF THE PRODUCT OR ANY ASSOCIATED EQUIPMENT, LOSS OF DATA, COST OF CAPITAL, COST OF ANY SUBSTITUTE EQUIPMENT OR FACILITIES, DOWNTIME, THE CLAIMS OF ANY THIRD PARTIES, INCLUDING CUSTOMERS, AND INJURY TO PROPERTY, RESULTING FROM THE PURCHASE OR USE OF THE PRODUCT OR ARISING FROM BREACH OF THE WARRANTY, BREACH OF CONTRACT, NEGLIGENCE, STRICT TORT, OR ANY OTHER LEGAL OR EQUITABLE THEORY, EVEN IF SENDO KNEW OF THE LIKELIHOOD OF SUCH DAMAGES. SENDO SHALL NOT BE LIABLE FOR DELAY IN RENDERING SERVICE UNDER THE LIMITED WARRANTY, OR LOSS OF USE DURING THE PERIOD THAT THE PRODUCT IS BEING REPAIRED OR LOSS OF DATA.

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

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

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

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

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

16. Questions concerning this limited warranty may be directed to: www.sendo.com/warranty.

17. The limited warranty period for SENDO accessories are specifically defined within their own warranty cards and packaging.

Note: If you require more information or further assistance then visit www.sendo.com/support.

15 End User License Agreement

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10. TECHNICAL SUPPORT.

Licensor has no obligation to furnish You with technical support except as agreed in writing between You and Licensor in the Limited Warranty provided with the phone.

11. EXPORT CONTROL.

The Software may be subject to export regulation of the United Kingdom and other countries. You agree that You shall comply with all applicable export laws, restrictions and regulations of the United Kingdom or foreign agencies or authorities, and shall not export, or transfer for the purpose of re-export, any Software, product or technical data received under this Agreement or any Software or product produced by use of such technical data, including processes and services, in violation of any applicable restrictions, laws or regulations, or without all necessary approvals.

12. APPLICABLE LAW & GENERAL PROVISIONS.

This Agreement shall be governed by and construed in accordance with the internal laws of the United Kingdom without regard to its conflicts of laws rules.

This is the entire agreement between Licensor and you relating to the Software and it supersedes any prior representations, discussions, undertakings, end user agreements, communications or advertising relating to the Software.

The U.S. Food and Drug Administration's Center for Devices and Radiological Health, Consumer Update on Mobile Phones

FDA has been receiving inquiries about the safety of mobile phones, including cellular phones and PCS phones. The following summarizes what is known—and what remains unknown—about whether these products can pose a hazard to health, and what can be done to minimize any potential risk. This information may be used to respond to questions.

Why the concern?

Mobile phones emit low levels of radiofrequency energy (i.e. radiofrequency radiation) in the microwave range while being used. They also emit very low levels of radiofrequency energy (RF), considered non-significant, when in the stand-by mode. It is well known that high levels of RF can produce biological damage through heating effects (this is how your microwave oven is able to cook food). However, it is not known whether, to what extent, or through what mechanism, lower levels of RF might cause adverse health effects as well. Although some research has been done to address these questions, no clear picture of the biological effects of this type of radiation has emerged to date. Thus, the available science does not allow us to conclude that mobile phones are absolutely safe, or that they are unsafe. However, the available scientific evidence does not demonstrate any adverse health effects associated with the use of mobile phones.

What kinds of phones are in question?

Questions have been raised about hand-held mobile phones, the kind that have a built-in antenna that is positioned close to the user's head during normal telephone conversation. These types of mobile phones are of concern because of the short distance between the phone's antenna—the primary source of the RF— and the person's head. The exposure to RF from mobile phones in which the antenna is located at greater distances from the user (on the outside of a car, for example) is drastically lower than that from hand-held phones, because a person's RF exposure decreases rapidly with distance from the source. The safety of so-called "cordless phones," which have a base unit connected to the telephone wiring in a house and which operate at far lower power levels and frequencies, has not been questioned.

How much evidence is there that hand-held mobile phones might be harmful?

Briefly, there is not enough evidence to know for sure, either way; however, research efforts are ongoing. The existing scientific evidence is conflicting and many of the studies that have been done to date have suffered from flaws in their research methods. Animal experiments investigating the effects of RF exposures characteristic of mobile phones have yielded conflicting results. A few animal studies, however, have suggested that low levels of RF could accelerate the development of cancer in laboratory animals. In one study, mice genetically altered to be predisposed to developing one type of cancer developed more than twice as many such cancers when they were exposed to RF energy compared to controls. There is much uncertainty among scientists about whether results obtained from animal studies apply to the use of mobile phones. First, it is uncertain how to apply the results obtained in rats and mice to humans. Second, many of the studies that showed increased tumor development used animals that had already been treated with cancer-causing chemicals, and other studies exposed the animals to the RF virtually continuously—up to 22 hours per day.

For the past five years in the United States, the mobile phone industry has supported research into the safety of mobile phones. This research has resulted in two findings in particular that merit additional study:

1. In a hospital-based, case-control study, researchers looked for an association between mobile phone use and either glioma (a type of brain cancer) or acoustic neuroma (a benign tumor of the nerve sheath). No statistically significant association was found between mobile phone use and acoustic neuroma. There was also no association between mobile phone use and gliomas when all types of types of gliomas were considered together. It should be noted that the average length of mobile phone exposure in this study was less than three years.

   When 20 types of glioma were considered separately, however, an association was found between mobile phone use and one rare type of glioma, neuroepithelliomatous tumors. It is possible with multiple comparisons of the same sample that this association occurred by chance. Moreover, the risk did not increase with how often the mobile phone was used, or the length of the

calls. In fact, the risk actually decreased with cumulative hours of mobile phone use. Most cancer-causing agents increase risk with increased exposure. An ongoing study of brain cancers by the National Cancer Institute is expected to bear on the accuracy and repeatability of these results[1].

2 Researchers conducted a large battery of laboratory tests to assess the effects of exposure to mobile phone RF on genetic material. These included tests for several kinds of abnormalities, including mutations, chromosomal aberrations, DNA strand breaks, and structural changes in the genetic material of blood cells called lymphocytes. None of the tests showed any effect of the RF except for the micronucleus assay, which detects structural effects on the genetic material. The cells in this assay showed changes after exposure to simulated cell phone radiation, but only after 24 hours of exposure. It is possible that exposing the test cells to radiation for this long resulted in heating. Since this assay is known to be sensitive to heating, heat alone could have caused the abnormalities to occur. The data already in the literature on the response of the micronucleus assay to RF are conflicting. Thus, follow-up research is necessary[2].

FDA is currently working with government, industry, and academic groups to ensure the proper follow-up to these industry-funded research findings. Collaboration with the Cellular Telecommunications Industry Association (CTIA) in particular is expected to lead to FDA providing research recommendations and scientific oversight of new CTIA-funded research based on such recommendations.

Two other studies of interest have been reported recently in the literature:

1 Two groups of 18 people were exposed to simulated mobile phone signals under laboratory conditions while they performed cognitive function tests. There were no changes in the subjects' ability to recall words, numbers, or pictures, or in their spatial memory, but they were able to make choices more quickly in one visual test when they were exposed to simulated mobile phone signals. This was the only change noted among more than 20 variables compared[3].

2 In a study of 209 brain tumor cases and 425 matched controls, there was no increased risk of brain tumors associated with mobile phone use. When tumors did exist in certain locations, however, they were more likely to be on the side of the head where the mobile phone was used. Because this occurred in only a small number of cases, the increased likelihood was too small to be statistically significant[4].

In summary, we do not have enough information at this point to assure the public that there are, or are not, any low incident health problems associated with use of mobile phones. FDA continues to work with all parties, including other federal agencies and industry, to assure that research is undertaken to provide the necessary answers to the outstanding questions about the safety of mobile phones.

What is known about cases of human cancer that have been reported in users of hand-held mobile phones?

Some people who have used mobile phones have been diagnosed with brain cancer. But it is important to understand that this type of cancer also occurs among people who have not used mobile phones. In fact, brain cancer occurs in the U.S. population at a rate of about 6 new cases per 100,000 people each year. At that rate, assuming 80 million users of mobile phones (a number increasing at a rate of about 1 million per month), about 4800 cases of brain cancer would be expected each year among those 80 million people, whether or not they used their phones. Thus it is not possible to tell whether any individual's cancer arose because of the phone, or whether it would have happened anyway. A key question is whether the risk of getting a particular form of cancer is greater among people who use mobile phones than among the rest of the population. One way to answer that question is to compare the usage of mobile phones among people with brain cancer with the use of mobile phones among appropriately matched people without brain cancer. This is called a case-control study. The current case-control study of brain cancers by the National Cancer Institute, as well as the follow-up research to be sponsored by industry, will begin to generate this type of information.

What is FDA's role concerning the safety of mobile phones?

Under the law, FDA does not review the safety of radiation-emitting consumer products such as mobile phones before marketing, as it does with new drugs or medical devices. However, the agency has authority to take action if mobile phones are shown to emit radiation at a level that is hazardous to the user. In such a case, FDA could require the manufacturers of mobile phones to notify users of the health hazard and to repair, replace or recall the phones so that the hazard no longer exists. Although the existing scientific data do not justify FDA

regulatory actions at this time, FDA has urged the mobile phone industry to take a number of steps to assure public safety. The agency has recommended that the industry:

- support needed research into possible biological effects of RF of the type emitted by mobile phones;
- Design mobile phones in a way that minimizes any RF exposure to the user that is not necessary for device function; and
- cooperate in providing mobile phone users with the best possible information on what is known about possible effects of mobile phone use on human health.

At the same time, FDA belongs to an interagency working group of the federal agencies that have responsibility for different aspects of mobile phone safety to ensure a coordinated effort at the federal level. These agencies are:

- National Institute for Occupational Safety and Health
- Environmental Protection Agency
- Federal Communications Commission
- Occupational Health and Safety Administration
- National Telecommunications and Information Administration

The National Institute of Health also participates in this group.

In the absence of conclusive information about any possible risk, what can concerned individuals do?

If there is a risk from these products—and at this point we do not know that there is—it is probably very small. But if people are concerned about avoiding even potential risks, there are simple steps they can take to do so. For example, time is a key factor in how much exposure a person receives. Those persons who spend long periods of time on their hand-held mobile phones could consider holding lengthy conversations on conventional phones and reserving the hand-held models for shorter conversations or for situations when other types of phones are not available.

People who must conduct extended conversations in their cars every day could switch to a type of mobile phone that places more distance between their bodies and the source of the RF, since the exposure level drops off dramatically with distance. For example, they could switch to

- a mobile phone in which the antenna is located outside the vehicle,
- a hand-held phone with a built in antenna connected to a different antenna mounted on the outside of the car or built into a separate package

or

- a headset with a remote antenna to a mobile phone carried at the waist.

Again, the scientific data do not demonstrate that mobile phones are harmful. But if people are concerned about the radiofrequency energy from these products, taking the simple precautions outlined above can reduce any possible risk.

Where can I find additional information?

For additional information, see the following websites:

Federal Communications Commission (FCC) RF Safety Program (select "Information on Human Exposure to RF Fields from Cellular and PCS Radio Transmitters"): http://www.fcc.gov/oet/rfsafety

World Health Organization (WHO) International Commission on Non-Ionizing Radiation Protection (select Qs & As): http://www.who.int/emf

United Kingdom, National Radiological Protection Board: http://www.nrpb.org.uk

Cellular Telecommunications Industry Association (CTIA): http://www.wow-com.com

U.S. Food and Drug Administration (FDA) Center for Devices and Radiological Health: http://www.fda.gov/cdrh/consumer/

1 Muscat et al. Epidemiological Study of Cellular Telephone Use and Malignant Brain Tumors. In: State of the Science Symposium;1999 June 20; Long Beach, California.

2 Tice et al. Tests of mobile phone signals for activity in genotoxicity and other laboratory assays. In: Annual Meeting of the Environmental Mutagen Society; March 29, 1999, Washington, D.C.; and personal communication, unpublished results.

3 Preece, AW, Iwi, G, Davies-Smith, A, Wesnes, K, Butler, S, Lim, E, and Varey, A. Effect of a 915-MHz simulated mobile phone signal on cognitive function in man. Int. J. Radiat. Biol., April 8, 1999.

4 Hardell, L, Nasman, A, Pahlson, A, Hallquist, A and Mild, KH. Use of cellular telephones and the risk for brain tumors: a case-control study. Int. J. Oncol., 15: 113-116, 1999.

Sendo SAR Statement

THIS MODEL PHONE MEETS THE GOVERNMENT'S REQUIREMENTS FOR EXPOSURE TO RADIO WAVES.

Your wireless phone is a radio transmitter and receiver. It is designed and manufactured not to exceed the emission limits for exposure to radio frequency (RF) energy set by the Federal Communications Commission of the U.S. Government and by Health Canada for Canada. These limits are part of comprehensive guidelines and establish permitted levels of RF energy for the general population. The guidelines are based on standards that were developed by independent scientific organizations through periodic and thorough evaluation of scientific studies. The standards include a substantial safety margin designed to assure the safety of all persons, regardless of age and health. The exposure standard for wireless mobile phones employs a unit of measurement known as the Specific Absorption Rate, or SAR. The SAR limit set by the FCC and by Health Canada is 1.6W/kg.* Tests for SAR are conducted using standard operating positions accepted by the FCC and Industry Canada with the phone transmitting at its highest certified power level in all tested frequency bands. Although the SAR is determined at the highest certified power level, the actual SAR level of the phone while operating can be well below the maximum value. This is because the phone is designed to operate at multiple power levels so as to use only the power required to reach the network. In general, the closer you are to a wireless base station antenna, the lower the power output.

Before a phone model is available for sale to the public in the US and Canada, it must be tested and certified to the FCC and Industry Canada that it does not exceed the limit established by the government-adopted requirement for safe exposure. The tests are performed in positions and locations (for example, at the ear and worn on the body) as required by the FCC and Industry Canada for each model. The highest SAR value for this model phone as reported to the FCC and Industry Canada when tested for use at the ear is 0.931 W/kg, and when worn on the body, as described in this user guide, is 0.767 W/kg. ** (Body-worn measurements differ among phone models, depending upon available accessories and FCC requirements.) While there may be differences between the SAR levels of various phones and at various positions, they all meet the government requirement.

The FCC has granted an Equipment Authorization for this model phone with all reported SAR levels evaluated as in compliance with the FCC RF exposure guidelines. SAR information on this model phone is on file with the FCC and can be found under the Display Grant section of http://www.fcc.gov/oet/fccid after searching on P6PSND321. For body worn operation, this phone has been tested and meets the FCC RF exposure guidelines when used with the Sendo accessories supplied or designed for this product, or when used with an accessory that contains no metal and that positions the handset a minimum of 1.5 cm from the body.

Use of non-Sendo-approved accessories may violate FCC RF exposure guidelines and should be avoided.

* In the United States and Canada, the SAR limit for mobile phones used by the public is 1.6 watts/kg (W/kg) averaged over one gram of tissue and allows for testing and other tolerances. The standard incorporates a substantial margin of safety to give additional protection for the public and to account for any variations in measurements and during production.

** The value stated is for the samples tested, and applies to the GSM 850 MHz and 1900 MHz bands. Your phone may contain other bands that allow it to operate in other regions and complies with specific absorption rate (SAR) limits, applicable in those regions.

Regulatory compliance

Your phone has been designed to comply with applicable standards when used correctly in accordance with the user instructions. Sendo GSM 850/1900 phones and accessories have been tested and certified for compliance with the following FCC and international standards, as applicable:

FCC (USA) Standards

FCC Part 24 (47CFR): 2004 - Sections: 24.232; 24.235; 24.238

FCC Part 22 (47CFR): 2004 - Sections: 22.355; 22.913; 22.197

FCC Part 15 (47CFR): 2004 Class B - Sections: 15.107; 15.109

FCC Part 2 (47CFR): 2004 - Sections: 2.1046; 2.1049; 2.1051; 2.1055

International Standards

IEC/UL60950 (Electrical Safety)

CSA C22.2 No 60950-00:2000, 3rd Edition (Canada electrical safety)

3GPP TS 51.010-1 - V5.0.0 September 2002 Release 5

3GPP TS 51.010-1 - V5.0.0 September 2002 Release 5

International SAR (Human Exposure) Standards

IEEE Std. C95.1 / C95.3 (USA)

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