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1 Copyright and Legal Information

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

Copyright Information

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Disclaimer

The information contained in this user guide is written for the Sendo phone model 551. Sendo reserves the right to make changes and improvements to the products and any of the features of the products described in this document without prior notice

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The product is subject to the United States Export Administration Regulations. Diversion contrary to U.S. law is prohibited. You must comply with all applicable export laws, restrictions and regulations of the United States or foreign agencies or authorities, and shall not export, or transfer for the purpose of re-export, this product in violation of any such restrictions, laws or regulations, or without all necessary approvals. As of June 2001 under US legal requirements, this means that the Exported Product may not be downloaded or otherwise exported or re-exported (i) into Cuba, Iran, Iraq, Libya, North Korea, Sudan, Syria, the Taliban-controlled areas of Afghanistan or any other country subject to U.S. trade sanctions covering the downloaded software product, to individuals or entities controlled by such countries, or to nationals or residents of such countries other than nationals who are lawfully admitted permanent residents of countries not subject to such sanctions; or (ii) to anyone on the U.S. Treasury Department's list of Specially Designated Nationals and Blocked Persons, the U.S. Commerce Department's Denied Persons List, or the U.S. Commerce Department's Entity List.

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 see the Safety information section of this manual before you use the phone.

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

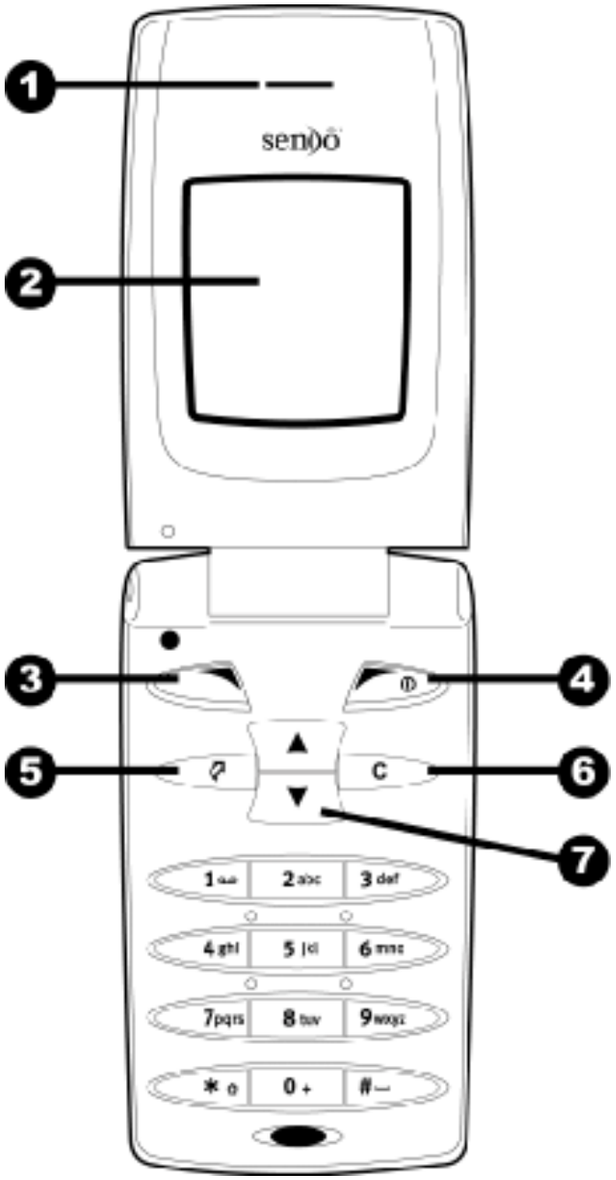
This phone may cause TV or radio interference (for example, when using the phone in close proximity to receiving equipment). The FCC or Industry Canada can require you to stop using the phone if such interference cannot be eliminated.

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

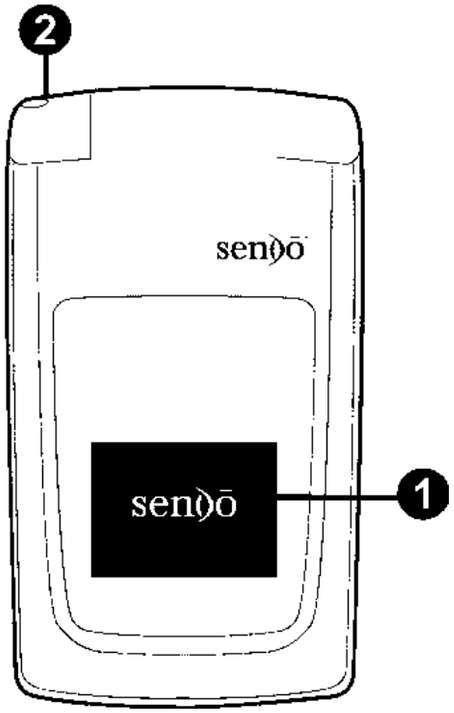
Harmful Interference (Brazil Regulatory Statement)

This equipment is a secondary type device, that is, it is not protected against harmful interference, even if the interference is caused by a device of the same type, and it also cannot cause any interference to primary type devices.

2 Your Phone



1. Earpiece
2. Display – Graphical 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 – A long press of this key will switch the telephone on and off. It also performs the function immediately above it on the display.
5. Quick access key – The function of this key will vary depending on the model of your phone. It provides quick access to a certain function such as SIM Toolkit or messaging.
6. Clear key – This erases text or takes you back to your previous step, depending on the context. A long press of this key takes you back to the main screen.
7. Up and down keys – Used to scroll through menus and options.



❶ External Display - graphical indicators, time and date are shown here.

❷ Charger/accessories connector - Insert the charger connector here. This connector is also used to connect appropriate accessories such as a hands-free kit.

Menus

- **Messages**
  1. send
  2. read
  3. chat
  4. delete all
  5. voice mail
  6. broadcast
  7. settings
- **Internet**
  1. home
  2. bookmarks
  3. settings
  4. options
- **Sounds**
  1. ringer
  2. melodies
  3. volume
  4. key tones
  5. on/off melody
  6. flip melody
  7. vibrator
  8. events
- **Settings**
  1. languages
  2. time/date
  3. alarm
  4. screensaver
  5. call handling
  6. security
  7. display
- **Services**
  1. commands
  2. network sel.
  3. send number
  4. cost/timers
  5. divert
  6. call waiting
- **Extras**
  1. games
  2. game settings
  3. pictures
  4. animations
- **SIM Toolkit**

Available menu items and features will vary by model of phone and network operator.
Please review your phone's menu to determine the menu items and features available on your phone.

Symbol description

Main screen

Battery indicator
Empty icon indicates a very weak battery level. Solid icon indicates a fully charged battery level

Battery charging

Signal strength indicator
No bars indicates a very weak signal
Four bars indicates a very strong signal

New text message

All incoming calls are diverted

Keypad locked

New voice mail message (this icon is network dependent)

Silent mode active

Vibrate only

Alarm clock set

In calls list

Shows that a call was incoming

Shows that a call was outgoing

Shows that a call was missed

In messages list

Indicates the messages which have not yet been read

Indicates the messages which have been read

Indicates the smiley messages which have not yet been read

Indicates the smiley messages which have been read

Lists

In lists shows the option that is currently activated

Internet

GPRS active

GPRS inactive

GPRS active in-call

3 Getting started

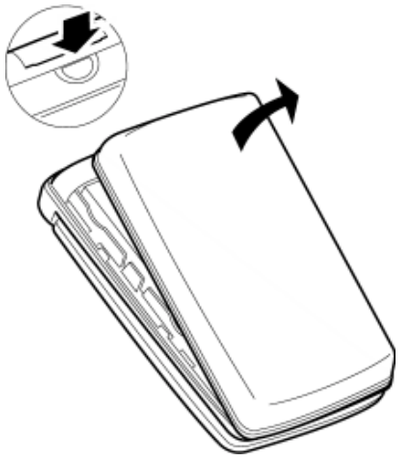
To use your phone, you must first insert the SIM card supplied by your service provider, and then charge the battery.

☞ Note: You cannot insert or remove the SIM unless you remove the battery. If you need to remove the battery, press up on the tabs on the left side of the battery and lift out.

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

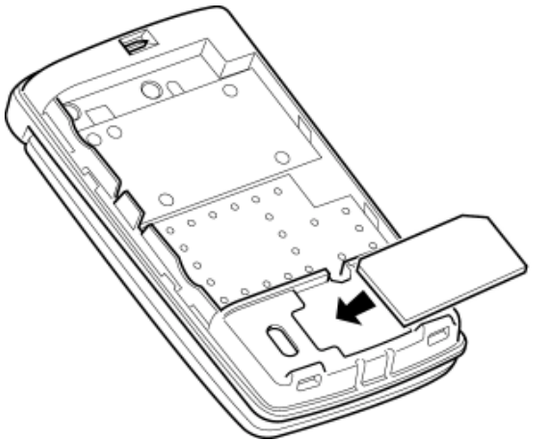
Removing the back cover

Press down on the central area at the top of the back cover of the phone, and lift the cover off.



Inserting the SIM card

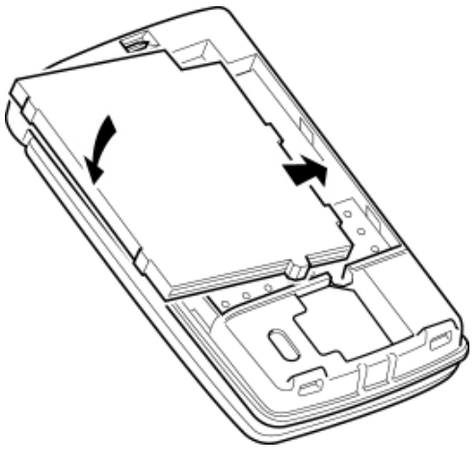
Slide the SIM into place, starting with the left edge first, making sure that the golden-colored contacts of the card are touching the contacts of the phone.



☞ Note: Keep all SIM cards out of small children's reach. The SIM card is easily damaged by scratches or bending, so be cautious when inserting and removing the card.

Inserting the battery

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



If you need to remove the battery, press up on the tabs on the left side of the battery and lift out.

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

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 2 to 3 hours to charge.

Insert the connector on the charger lead into the connector on the top left of the phone. Plug the charger into a wall socket. When charging commences, the battery icon will change into a charger cable icon. When the battery is fully charged, the battery icon will reappear and you can disconnect the charger.

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

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 is time to buy a new battery.

Use only 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.

Note

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.

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. Always try to keep the battery between 15°C and 25°C (59°F and 77°F). 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.

Powering up/down

To switch the phone on, press .

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*.

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 .

4 Menu navigation

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

Scrolling

You can scroll through the menu using the Up and Down keys ▲ and ▼. When you find the menu that you are looking for, press , *Select* to go in. Press *Back*, or C to return to the previous level.

SIM Toolkit

Your service provider may offer some special services or applications. The name of the menu may change to indicate the type of service, for example “Information”.

For more details, please contact your service provider.

Shortcuts

- Press ▲ from the main screen to access the calls list. From here you can call, save, chat and send messages to any of the entries.
- Press ▼ from the main screen to access your contacts list. From here you can call, save, chat and send messages to any of the entries.
- To lock/unlock the keypad, press , then * from the main screen. The locked symbol, is displayed on the main screen when the phone is locked.
- 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.

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

- To enter a pause while dialing, press and hold # until the letter *p* appears. This will insert a pause of 3 seconds.

5 Making a call

Dialing a number

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

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

2 To end the call, press , *End*.

Making an international call

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

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

3 Press , *Call* to dial.

Making an emergency call

1 Enter *999* (or the local emergency number).

2 Press , *Call* to dial.

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

Making calls from the contact list

1 Press from the main screen, you can also press , *Contacts* then select the *Search* option.

2 Type in the first letters of the name or scroll and find the one that you want.

3 Press , *Call* to dial.

Speed dialing

Allows you to dial a number simply by pressing and holding the assigned key from the main screen.

To assign a contact list entry to a key:

Press to enter the contacts list and scroll to the appropriate entry. 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 voice mail.

Making calls using speed dial

1 Press and hold the number key assigned to the contact you want to call.

Making a call from the calls list

The phone stores a list of your recent incoming, outgoing and missed calls.

The list stores up to 30 entries.

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

Incoming call
Missed call
Outgoing call

To dial a number from the redial/calls list:

Press ▲ from the main screen to access the list. Scroll to the entry you want to call and press –, *Call* to dial.

Adjusting the volume

The earpiece volume can be adjusted during a conversation. Press ▲ to make the speech louder and ▼ to make it quieter.

6 Answering a call

To answer a call the phone must be open.

To accept a call press , *Accept*.

To reject a call, press , *Reject*.

You can set up your phone so that any call is automatically answered when you open the phone. For more information please see the Active flip answer section in the Settings chapter.

☞ 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 means you are informed of a second incoming call by an audible melody in the earpiece.

☞ Note: Please refer to the Services chapter of this guide for more information on how to activate call waiting.

Press , *Reject* to reject the second call.

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

☞ 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. You will not be able to switch.

In-call options

When you are in a call, you can press , *Options.* These could be:

Contacts
Gives you access to the contact list.

Hold/Unhold
Puts the active call on hold/reactivates the held call.

Mute/Unmute
Switches the microphone off/on.

Send message
Allows you to send a text message.

SIMToolkit
Gives you access to the SIM Toolkit.

Swap
Swaps between the current call and the call on hold.

End all
Ends all calls.

7 Using the contact list

You can store up to 500 names and numbers in the contact list on your phone.

☞ Note: You can choose to store contacts on your SIM, but the number of contacts you can store will vary. Check with your service provider.

You can quickly access your contact list entries by pressing, ▼ from the main screen.

Storing a name and number

To add a contact:

1. Press , *Contacts* from the main screen.
2. Use the up and down keys ▲ and ▼ to scroll to the *Add new* option, then press , *Select*.
3. Enter the area code and phone number, then press , *OK*.
4. Enter the name you wish to store in the contact list, then press , *OK*. Use the keypad as explained in the Messages section to enter the characters and to switch between lower case, upper case, and numeric modes.
5. Enter the chat name that you wish to assign to the contact.

To add a contact from the main screen:

1. From the main screen, enter the area code and phone number you wish to store.
2. Press , *Options* and select *Save*.
3. Enter the name you wish to store in the contact list, then press , *OK*. Use the keypad as explained in the Messages section to enter the characters and to switch between lower case, upper case, and numeric modes.
4. Enter the chat name that you wish to assign to the contact.

Finding a contact

1. Press , *Contacts* from the main screen.
2. Select *Search* and then press *Select*.
3. Use the ▲ and ▼ keys to find the contact you want.

You can Call the contact directly from here or view the contact list options.

☞ Note: You can check your phone number by selecting *My number* from the main menu.

Copy contacts

This option in the *Contacts* menu is used to copy all the contacts that are stored on your SIM onto your phone.

☞ Note: This option is only available when the default is set to phone.

Default

This option in the *Contacts* menu is used to specify whether to use the names and numbers on your phone as your default contact list, or the names and numbers on your SIM. Remember that you can store up to 500 contacts on your phone!

Service numbers

Your 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.

1 Press , *Contacts* to display the contact list menu, scroll using .

2 Scroll to the *Service no.* option, then press , *Select*.

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

Contact list options

When you have selected a name in the contact list, you can open a list of options by pressing , *Options*:

Send message
Send a text message directly to this contact.

Chat
Initiate a chat with this contact.

Change
Change the details for this contact.

Details
View the details for this contact.

Copy to SIM/Copy to phone
Copy your contact details from your SIM to your phone or from your phone to your SIM. This menu option depends on the default contact list you have selected on the main menu.

Chat Details
View chat details for this contact.

Delete
Delete this contact.

☞ Note: The contents of this menu may vary by network operator. Please review your phones menu to determine the menu items and features available on your phone.

Calling your voice mail

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 service provider.

☞ Note: Voice mail is a network service provided by your service provider. You may have to subscribe to this service. This service may not be available when roaming.

Press and hold 1. If the phone asks for the voice mailbox number, enter it and press , *Call*. The number can be obtained from your service provider.

Alternatively, choose *Voice mail* from the Messages menu and press *Select* .

Broadcast

Your service provider may offer Cell Broadcast messages. This could be information on the traffic, weather, events, or local information which is broadcast by the network to all mobiles in a specific area. When you activate this feature, you may receive messages about the selected topic. Contact your service provider for more details.

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

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.

   To read old messages select *Read* from the *Messages* menu.

2. Select the message using the ▲ and ▼ keys and then press *Select*.

3. The message is displayed including any ringtones, pictures, animations or sounds. Use the up and down keys ▲ and ▼ to scroll through the message.

☞ Note: Messages containing ringtones, pictures, animations and sounds are often referred to as EMS (Enhanced Messaging Service) messages or Smart messages. Your Sendo M550 phone can receive SMS, EMS and Smart Messaging messages. See the Compatible formats section at the end of this chapter for details of compatible formats.

4 Press *Options* to access the following message options:

Delete
Removes the message.

☞ Note: You can delete all the messages you have read by selecting Delete all read from the main Messages menu.

Chat
Initiates a chat session.

Reply
Sends a text message to the sender.

Call
Calls the sender (or, if there is a number in quotes in the message, this number is called instead).

Save no.
Adds the sender's phone number to your contact list.

Save picture
Saves a picture which appears in the incoming message to your phone. The picture is stored under pictures in the Extras menu.

☞ Note: This option is only displayed if a picture is included in the message and you are allowed to save it.

Save ringtone
Saves a ringtone which has been sent with the incoming message to your phone.

☞ Note: This option is only displayed if a ringtone is included in the message.

Time/date
Displays the date and time of the message.

Forward
Sends the message to someone else.

Sending a text message

You can send text messages to any other compatible phone.

☞ Note: There is no restriction on the length of the text messages you send, but longer text messages could cost more than the standard cost quoted by your service provider.

1 Enter the *Messages* menu and select the *Send* option.

2 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.

3 When you have entered the text, press , *Send*. See the Entering text section in this chapter for details of entering text, numbers and symbols.

☞ Note: You can save messages you send to others in your Inbox, but you must select *Save* before you send the message.

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

5 Press , *Send* to send the message.

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

Sending ringtones, pictures, animations, and more

You can send ringtones, pictures, animations, sounds, and contacts in your messages to compatible phones.

☞ Note: Messages containing ringtones, pictures, animations and sounds are often referred to as EMS (Enhanced Messaging Service) messages or Smart messages. Your Sendo M550 phone can send SMS (text only) and EMS messages. See the Compatible formats section at the end of this chapter for details of compatible formats.

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

Add picture
Use the ▲ and ▼ keys to select the picture to insert into the message from the list. The picture is displayed, now press *Add*. The picture is added to your message.

Add animation
Select the animation to insert into the message from the list. Press *Add*.

Add contact
Select the contact details to insert into the message from the list. Press *Select*. Note that the contact information is added as text (name and number) to your message.

Add ringtone
Select the ringtone to insert into the message from the list. Press *Add*.

Add sounds
Select the sound to insert into the message from the list. Press *Add*.

Message settings

This menu has the following options:

Status report
Allows you to set whether or not you want to be informed when your correspondent has received your text message.

Center number
Allows you to enter or change the service center number for text messaging.

Voice mail
Allows you to enter or change your voice mail number.

Characters
Allows you to 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 your text messages is restricted to half the usual number of characters.

Chat

Sendo chat allows you to send messages to another user, with a compatible GSM phone, and view both sent and received SMS messages for chat participants on a convenient Chat screen.

Starting a chat session

Enter the *Messages* menu and select *Chat*.

Enter your chat name on the My chat name screen (this screen will not appear if you have already created a chat name).

Now enter the number of the person you want to chat to, or alternatively you can press , *Contacts* to go into the contact list.

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).

Editing a chat name

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.

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.

Sending a chat message

To send a chat message enter the text in the chat editor field and then press , *Send*. The sent text will then appear in the chat history field and is sent to the other chat participant as a standard SMS message.

Chat options

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

Swap
Changes 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.

Entering text, numbers and symbols

You can enter text, numbers and symbols in a number of ways. The current input mode is indicated at the bottom of the screen by one of these icons:

- ab Lower case text mode
- AB Upper case text mode
- 12 Numeric mode
- T9 predictive text input (lower case)
- T9 predictive text input (upper case)

You can switch between upper case, lower case, numeric and predictive text modes by repeatedly pressing *.

☞ Note: When you select a field that requires text or numeric entry, the phone automatically changes to the appropriate input mode.

These are the characters associated with 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 + - * / < > ( ) = _
#	Space # $ £ ¥ % &

Standard text input

When you are in lower case or upper case text input 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.

For example, to enter the letter “r” press 7pqrs 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.

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

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

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

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 7pqrs, then 6 mno, then 7pqrs, then 7pqrs 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 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 full stops, 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 12. 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 showing all the symbols available to you:

.	,	-	!	?	@	(	)	:
&	‘	"	\	/	_	[	]	;
$	%	+	*	=	~	<	>	#
£	¥	€	¤	`	Λ	«	»	§
Ψ	Ω	¿	ì	à	ä	æ	ç	θ
é	è	Ä	Å	É	ò	ñ	Æ	
1	2	3	4	5	6	7	8	9

To enter a symbol:

1. Using the ▲ and ▼ keys, scroll to the row containing the symbol you want.
2. Press the numeric key (1 to 9wxyz) to reach the symbol you want.

Compatible formats

As described earlier in this chapter, you can send and receive messages with ringtones, pictures, logos, animations and sounds.

These items are sent using EMS messages (Enhanced Messaging Service). Any phone you send an item to, must support EMS messages. If SMS only is supported, only the text content will be received by the other user.

Also, your phone is able to receive SMS, EMS and Smart Messaging messages.

The table below lists the compatible formats for messages.

Item	Format
Ringtone	EMS (send and receive): i-melody (monophonic) and sp-midi (polyphonic) formats only. Smart Messaging (receive only): i-melody (monophonic) format only.
Picture/Logo	EMS (send and receive): Logos and picture messaging pictures only. Smart Messaging (receive only): Logos and picture messaging pictures only.
Animation	EMS only (send and receive): Standard EMS animation.
Sound	EMS only (send and receive): Standard EMS sound.

9 Internet menu

To access the Internet menu, select *Internet* from the main menu. The following menu options are available:

Home
Select this to go to your homepage.

☞ Note: If there is no default homepage defined on your phone, use the Homepage option on the Settings menu to enter your preferred default.

Bookmarks
Select this to store the addresses of your favorite websites, so that you can access them quickly.

Settings
Select this to enter all the information you need to connect to the internet.

☞ Note: Your phone may already have all the settings required to use the internet. If not, you must enter the settings required before you can start browsing. See the Creating a new profile section later in this chapter.

Options
Select this to set general defaults for using the internet.

Connecting to an internet page

To begin browsing the internet:

- Select the *Homepage* option and press *Select*, or
- Select *Bookmarks*, choose the relevant bookmark using the ▲ and ▼ keys and press *Select*.

☞ Note: The browser provided on your phone is a WAP browser. This means you can only access sites with WAP content. Contact your service provider for information about what WAP services are available, tariffs, and how to use the services provided.

Downloading ringtones and more

You can download ringtones, pictures and logos to your phone for use later.

Simply go to the WAP page containing the item and it will be downloaded to your phone. You will receive a “1 new ...” message. Select *Read* and *Options* to save the item.

Compatible formats

The table below lists the compatible formats for downloading ringtones, pictures and logos from a WAP site.

Item	Format
Ringtone	SMAF (MMF) format only.
Picture/ Logo	Logos and picture messaging pictures only.

In browser options

While you are using the internet, press *Options* to access the following menu:

Page options
This option on the menu will change depending on the website you are viewing. For example, if there is a search option on the page, this item in the menu could be search.

Back
Moves back to the last screen visited.

Forward
Moves forward to a screen you have previously visited in the session.

Reload
This reloads the page you are currently using. Any updates to the page are displayed.

Homepage
Returns you to the homepage.

Bookmarks
To view your list of bookmarks.

Enter URL
Enter a new URL to display.

Add to Bookmarks
Select this to add a new bookmark to your list.

Security menu
To set up secure connections when you are using certain internet services, you need to have certificates saved in your phone. You can download certificates from websites or receive them from your service provider. Use this menu to manage certificates.

Empty cache
Select this to delete all of the internet history on the browser.

Exit WAP
Closes the WAP session and returns to the main Internet menu.

Configuring your homepage

To specify your homepage select *Settings* from the *Internet* menu. Use the ▲ and ▼ keys to select the profile this home page is for. Select *Change* and press *Select*. Now select *Homepage* and press *Select*.

Now enter the URL (web address) and press –, *OK*. The homepage is saved. This page is displayed every time you connect to the internet, when using this profile.

☞ Note: Some service providers do not allow users to specify their own homepage. Contact your service provider for more details.

Bookmarks

Use the *Bookmarks* menu to save up to 5 WAP addresses, providing you with quick access to your favorite sites.

Creating a bookmark from the Internet menu

Select the *Bookmarks* option from the *Internet* menu. Select one of the *Bookmark 1-5* options using the ▲ and ▼ keys and then press ⊖, *Select*. Enter the *Name* and web *Address* and press ⊖, *OK*.

The name now appears in your list.

Creating a bookmark in the browser

While you are using the internet, press *Options* and select *Add to Bookmarks*.

This will add the current WAP page address to your list.

Editing a bookmark

Select the *Bookmarks* option from the *Internet* menu. Select the bookmark to edit using the ▲ and ▼ keys and press ⊖, *Select*. Select *Change* and press ⊖, *Select*. Change the name or URL and then press ⊖, *OK*.

The bookmark is updated.

Deleting a bookmark

Select the *Bookmarks* option from the *Internet* menu. Use the ▲ and ▼ keys to select the bookmark to delete and press ⊖, *Select*. Select *Delete* and press ⊖, *Select*. Press *OK* to confirm.

The bookmark is deleted.

Settings

Internet settings are grouped into profiles. A profile is a collection of settings which allows you to access the internet. You can create up to 3 connection profiles on your phone.

☞ Note: You can obtain all the information you need to connect to the internet from your service provider. Different service providers will require different types of information.

Creating a new profile

Select *Settings* from the Internet main menu and press *Select*. Use the ▲ and ▼ keys to select one of the *Profiles 1-3* and press *Select*. Press *Change*.

Name
Use this to enter a name for the profile.

Homepage
Use this to enter the URL of your homepage.

Connection Type

Select whether to use a GSM or GPRS connection. To use GPRS, you must have a GPRS subscription. Please check with your service provider.

You must enter different settings depending on which one you are using.

Connection setup

Select *Dial up number* to enter the dial up number to use. Select *Dial type* to specify whether you want to use an Analog or an ISDN connection. Press , *OK* to save your selection.

Username

Select this to enter your username.

Password

Select this to enter a password to log on to the external data network. Enter your password and press , *OK* to save.

Gateway

Select this to set *Security* on or off, enter an *IP address,* a *Session Type,* a *Site username* and a *Site password*.

☞ Note: An IP address is made up of 4 groups of numbers (maximum of 3 numbers per group). If any of the groups only has 1 or 2 numbers then you must enter a zero, or zeros, ahead of the existing numbers to make the group up to 3. You can get your IP address from your service provider.

Timeout

Enter the number of minutes of inactivity after which your connection to the internet should be ended.

☞ Note: Some of these settings may not be required for your network. Contact your service provider for required Internet connection information.

Setting a default profile

Select a profile from the list using the ▼ and ▲ keys. Press *Select* and choose *Activate*, press *Select.* This profile is used every time you connect to the internet until you activate another profile.

Options

Select this option from the main Internet menu to define general internet defaults:

Trusted certificates

To set up secure connections when you are using certain internet services, you need to have certificates saved in your phone. You can download certificates from websites or receive them from your service provider.

Empty Cache

Select this to delete all of the internet history on the browser.

10 Sounds

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

Your phone already contains a variety of tones (including polyphonic ringtones), but there is also space for extra ringtones that you download or receive.

☞ Note: See the Messages chapter for information on sounds for messages.

Ringer

Select this option to set the ringtone for incoming calls by choosing from a list of default and downloaded ringtones.

Melodies

Select this option to display a list of ringtones which you have received via messages or have downloaded. 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.

☞ Ringtones and sounds can be sent, received and downloaded to your phone. See the Messages and Internet chapters for details.

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

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.

☞ Tip: Press the ▲ key with the volume set to maximum, and an arrow will appear. With this setting, ringtones are played with a steadily increasing volume.

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

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

Flip melody

The phone can play a melody whenever you open or close the flip. Select this to switch this feature on or off.

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 call or text message.

Vibrate then ring

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

☞ Note: This option is not available on all models. None of the vibrate settings affects any of the sounds settings.

Events

This option allows you to set the alert sounds to on or off for the following events:

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

☞ Note: Alert sounds can be applied only to those services supported by your carrier. When roaming, certain services may not be supported.

11 Extras

Games

The Games menu contains three great games for you to play.

Tenpin

Select *Tenpin* from the *Games* menu.

The aim of the game is to knock as many of the pins down as possible.

To play the game press [–], *New* and the game will begin. 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 ghi] or [6 mno] to move across the lane.

To bowl the ball straight press [5 jkl] when the Swing bar is positioned in the center of the bowling ball.

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

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

Select *Splat* from the *Games* menu. To start the game press [–], *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 wxyz] key. For example, if a mole appears in the middle hole, press [5 jkl] because it is positioned in the middle of the [1] to [9 wxyz] 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.

KombatClub

Select *KombatClub* from the *Games* menu.

KombatClub is a two-player SMS fighting game set in a fictitious dark and dirty future. Challenge your friends to an all-out, 5 round 'mean streets' bout with whatever weapons come to hand.

Creating your profile

Before playing for the first time you must create your profile. Use the ▲ and ▼ keys and select *Options*. Press ⊖ to enter the menu. Select *Profile* and press ⊖ to enter the menu. Select *Edit Name* and press the ⊖ key again. Enter your name using the keypad followed by ⊖ *OK*.

To select your preference of character, select the *Character?* option and press ⊖ to enter the menu. Choose your character using the ▲ ▼ keys and press ⊖ to confirm.

Select ⊖, *Back* to return to the previous menu.

You will start the game with the following items:

- A stick and hubcap
- Bandana
- Anorak
- Slippers
- 250 in cash

A visit downtown

From the main menu select *Downtown* and press ⊖. Move around the downtown area by using the ▲ ▼ keys and Press ⊖ to enter. The C key can be used to go back to the previous menu.

The Pawnbroker's

Here you can choose from a selection of new weapons and protective wear. Spend your money wisely. Equipment can also be sold to recoup losses but you will not get a very good price.

The Pub

The Pub is the busiest bar in town. Here you can review your achievements and replay your saved bouts.

The Wall of Fame

Hi-scores and a league table of results will be written onto the Wall of Fame in graffiti.

The Dojo

It is possible to meet some of the world's most renowned instructors and tutors in the dojo. In exchange for some cash you may improve your health (top left), strength (top right) or combat (bottom left) and defense (bottom right) skills.

How to challenge another player

From the game menu select *Challenge* and press . If you want to play a friend, select *Phone Number* and press *OK*. Enter the wireless phone number of the player you wish to challenge and press *OK*. If you want to play against the server, select the server name from the list and press *OK*.

Each bout of combat consists of a series of five moves. For each move there is a choice of high, medium or low attack and defense positions. Each player chooses five attack and defense moves.

Enter your desired attack position using the keys and press to confirm your selection. When you have entered your five attack moves select *Accept* and press .

Repeat this to enter your desired defense positions. If you have more than one type of equipment available you will be asked to choose which equipment to use for this bout. To send the challenge select *Yes* and press .

Accepting a challenge

If you receive a challenge from another player the *Messages* option will appear in the main game menu. Select *Messages* and press to continue.

A list of outstanding challenges will be shown. Use the keys to select the player and press . Select *Accept* if you wish to take up the challenge or *Decline* if you do not. Selecting *Replay later* will return you to the main game menu.

If you choose to accept the challenge enter your five attack and defense moves using the same method as challenging another player.

The bout of combat

Once both players have chosen their moves, the fight will commence. Each player's remaining health is shown at the bottom of the display. When the bout has finished the results are displayed. Cash is awarded for each successful hit and at the end of the game. The winner will

receive 200 in cash. If the game is tied, each player will receive 50 in cash.

☞ Tip: You can save bouts to watch again later and you can also save your best opponents as favorites so that you can easily challenge them again.

Playing against a server

For the two player games (KombatClub) you can play against a server, or use a server to match you with other Sendo users. To add a server use the ▲ and ▼ keys to select *Options* and then use the ▲ and ▼ keys to select *Server*. Select *Add*, enter the server name and press ⊖. Enter the server number and press ⊖ *OK*. The game works in exactly the same way as when you play against your friends.

☞ Note: This feature may not be available in all areas or on all networks. Your phone may have been pre-programmed with server details. If not, please check with your service provider or see www.sendo.com/gameserver for relevant server details.

Select *Options* to change game options such as sound, vibrate mode or start a new game.

Games settings

Use the following options to configure your game settings:

Volume

Set the volume level for game sounds and music (*Mute*, *Quiet*, *Normal*, *Loud*).

Vibrator

Set the vibrate function for use during gameplay (*On* or *Off*). This feature is not supported on all games.

Pictures and animations

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

☞ See the Messages and Internet chapters for details of compatible formats when sending, receiving or downloading pictures and animations.

Managing your pictures

Go to the *Extras* menu followed by *Pictures*, and press ▬, *Select*.

You can view the pictures by pressing ▬, *View*. Use the ▲ and ▼ keys to view each picture in turn.

Use the ▲ ▼ keys to choose a picture and press ▬, *Options*. The following options are displayed:

Send
To send the picture in a text message.

Assign
Used to assign the selected picture to, for example, a menu or contact.

Unassign
Removes the association of the selected picture with an item.

Unassign all
Removes the association of all pictures to any items. Press ▬, *OK* to confirm.

Memory
Displays the amount of remaining memory.

Sending a picture

From the menu described above select *Send* and press *Select*.

Now enter the phone number, or select a contact and press *Send*.

☞ Note: When sending a picture using this method, you cannot add any text to the message. If you want to send text and a picture, send a message using the method described in the Messages chapter.

Assigning a picture

From the menu described above select *Assign* and press *Select*.

From the menu that follows it is possible to assign a picture to any main menu item, the main screen, screensaver or a contact in your contacts list. Make your choice using the ▲ ▼ keys and press ▬, *Select*.

If you select the main menu option a new sub-menu will be displayed. Select the name of the menu you would like to assign the picture to using the method described above. To display pictures in the main menu, animations must be set to off.

☞ Tip: To view the clock when a picture is assigned to the main screen press the C key.

Managing your animations

There a number of predefined animations stored on your phone which you can add to messages.

Go to the *Extras* menu followed by *Animations*, and press , *Select*.

You can view the animations by pressing , *View.* Use the ▲ and ▼ keys to view each animation in turn.

Use the ▲ ▼ keys to choose an animation and press , *Options*. The following options are displayed:

Send
To send the animation in a text message.

Memory
Displays the amount of remaining memory.

Sending an animation

From the menu described above select *Send* and press *Select*.

Now enter the phone number, or select a contact and press *Send*.

☞ Note: When sending an animation using this method, you cannot add any text to the message. If you want to send text and an animation, send a message using the method described in the Messages chapter.

12 Settings

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

Languages

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

Time/Date

Select this to set the time and date on your phone.

Time format

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

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.

Auto update

You can update the time and date automatically from the network. Select *On* to use the time and date from the network, select *Off* to never use the time and date from the network, or select *Confirm* to check the time and date from the network before any update.

☞ Note: The availability of this service will vary, please check with your service provider.

Display clock

Turn the time display on the external and internal screen on or off.

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. When it rings press:

, *Off* to switch it off, or

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

☞ Note: The alarm will sound even if the phone is switched off. The phone will power on but you will not be able to receive or make calls. Once the alarm finishes the phone will switch off.

Screensaver

A screensaver is a picture that is displayed when the phone has been idle for a certain amount of time. It is possible to turn this on or off, select the delay before it becomes active and change the picture.

When the screensaver is displayed, press C to return to normal display and use the phone.

Call handling

Select this to set defaults for the way in which you deal with incoming calls. The options are as follows:

Active flip

When active flip is activated, all incoming calls are accepted automatically when you open the phone. Closing the phone ends a call.

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*.

Security

Your PIN (Personal Identity Number) code is a code that you can use to protect your phone from unwanted users. This is the number that the phone asks for at switch on.

PIN Code:

1. Activate PIN entry requirement at switch on (if your SIM card supports this).
2. Deactivate PIN entry requirement at switch on (if your SIM card supports this).
3. Change PIN.
4. Change PIN2.

Some network services require a separate security code. This code is the PIN2. This menu allows you to change the PIN2 code that the mobile asks for when using certain features. To activate the PIN code requirement or change the PIN code, you need to enter the current PIN code.

If you don't know your PIN code, contact your service provider.

☞ Note: If you enter the wrong PIN code three times, the SIM card is locked. You must contact your service provider for further instructions.

Display

Select this to set defaults for the way information is displayed on your phone. The options are as follows:

External

Use this to select the type of display you want on your phone's external screen - choose from simple or advanced mode.

Backlight

You can specify default times and brightness levels for the backlight on the phone.

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

Themes

Select this to choose the color scheme to be used throughout all your phone's menus.

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 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)

This menu allows you to choose how the phone searches for the network.

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. The phone searches all available networks and, when finished, displays a list of all the networks found. You can scroll up and down with ▲ ▼ to select 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.

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

Search

Searches for and then displays all available networks. If you are in manual mode then the selected network will become your default network.

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 returns 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

This menu contains all information on the amount of time you have spent on calls. The options are as follows:

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 invoiced by your service provider may vary depending on network features to which you subscribe, rounding off, taxes and other fees and charges.

GPRS data
This menu option is only displayed if you are using a GPRS connection. Select this to display the amount of time which has been spent using GPRS services.

☞ Note: The actual time invoiced for calls and services by your service provider may vary, depending upon network features, rounding-off for billing and taxes and so forth.

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.

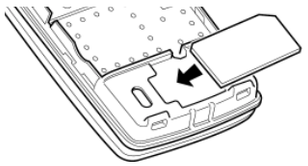
All calls
When activated, all of your incoming calls will be diverted.

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

Call waiting

This menu allows you to activate or deactivate the call waiting feature. For more information on Call waiting, please see the Answering a call section of this guide.

14 Troubleshooting

Problem	Possible cause	Possible corrective action
Phone does not power on/does not charge	Delay in phone powering on	No action required. Your 551 phone may take a few seconds to power up, this is normal.
	Battery empty	Fully charge the battery and then press .
		Charge for 2 hours. Don't worry if the battery icon does not change immediately.
		Disconnect and try again.
		Leave battery in phone and charge for half an hour, check whether the charging icon has appeared.
	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.
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.
"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 dry cloth. Try again.
The PIN code is blocked	3 incorrect entries	Enter the unblocking code supplied with the SIM card. If you do not have this code, contact your service provider.

Problem	Possible cause	Possible corrective action
The PIN2 code is blocked	You have entered the PIN code incorrectly 3 times	Enter the PIN2 unblocking code supplied with the SIM card. If you do not have this code, contact your service provider.
“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. 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 10 times and the handset has been security disabled	Contact your service provider for advice. Note: The number of incorrect entries depends on your service provider.
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.
Poor display	Low temperature	Move to a warmer place and let the phone warm up.
Can’t connect to network	Weak signal	You may be in an area of poor coverage.
	Invalid SIM card	Contact your service provider.
	Network not allowed	Try reselecting the network. Switch off and then back on.
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.
	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.
	Call barring or fixed dialing is activated	Check the fixed dialing settings. Otherwise check the call barring settings with your service provider.

Problem	Possible cause	Possible corrective action
	Not registered with service provider	After purchasing your phone, you may need to call your 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 ringer melody	Low setting	Go into the *Sounds* menu, select *Volume* and increase the setting.
Cannot enter some words	Wrong entry mode	Your phone has T9 text input (i.e. it guesses what words you are trying to enter). To enter a special word press * repeatedly to change to normal multi tap mode.
"Message list full" is displayed in the main screen	Your SIM card memory is full of text messages, therefore you cannot receive any more messages.	Go into the *Read* menu of the message menu and delete some of your messages.
Some features do not work	Feature not supported by the operator or your subscription.	Call your service provider.
Some menus are missing	There are restrictions on your SIM card or subscription.	Call your service provider.
I can only enter names of up to 7 characters in my contact list	Your phone is in Unicode mode.	Change the Characters Message Setting to GSM mode. See the Message Settings section for more information.
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.
I'm having problems using GPRS on my phone	Your SIM card is not GPRS enabled	You need a GPRS enabled SIM card in order to use GPRS services. Check whether the G symbol is displayed on the display screen.
	No GPRS coverage	You may be in an area of poor GPRS coverage

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

15 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.

Drive Safely

Do not use a hand-held telephone 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 user's 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 and violate local regulations. This phone is equipped with an internal antenna on the bottom area 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. 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 or frequency. 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 20 cm (or 6 inches) 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 20 cm (or 6 inches) 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. Turn 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

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

Potentially Explosive Atmospheres

Turn 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 turn off your vehicle engine.

Turn 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, turn your phone off when in a "blasting area" or in areas posted "turn 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. Press and hold the Clear key for several seconds to ready the phone for calls.
3. Key in the emergency number for your present location (e.g. 911, 112 or other official emergency number). Emergency numbers vary by location.
4. Press the Call key.

If certain features are in use (Key guard, Locking, Call Restricting, etc.), you may first need to turn 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 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 center 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 center 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 center.

16 Regulatory Compliance and SAR Statements

Mobile Manufacturers Forum statement: Understanding SAR

To communicate with the network, mobile phones emit low levels of radio waves (also known as radiofrequency or 'RF' energy) when being used. Governments around the world have adopted comprehensive guidelines, developed by independent scientific organizations, governing the exposure to RF energy. Mobile phones are designed to operate within these stringent limits.

What is SAR?

SAR stands for Specific Absorption Rate which is the unit of measurement for the amount of RF energy absorbed by the body when using a mobile phone. Although the SAR is determined at the highest certified power level in laboratory conditions, the actual SAR level of the phone while operating can be well below this value. This is because the phone is designed to use the minimum power required to reach the network. Therefore, the closer you are to a base station, the more likely it is that the actual SAR level will be lower.

Does a lower SAR mean that a phone is safer?

No. Variations in SAR do not mean that there are variations in safety. While there may be differences in SAR levels among phone models, all mobile phones must meet RF exposure guidelines.

Where can I get the SAR values for my phone?

SAR information for new model phones will be included with the materials that come with the mobile phone. In addition, this information will be available from the website of your mobile phone manufacturer.

Where can I go if I want more information?

There are several good sources of information by government and international agencies on the general issue of mobile phones and health:

World Health Organization (WHO)

www.who.int/emf

U.S. Food and Drug Administration

www.fda.gov/cdrh/ocd/mobilphone.html

U.K. National Radiological Protection Board

www.nrpb.org.uk

The Mobile Manufacturers Forum, the international association of mobile phone manufacturers, also has a comprehensive website – www.mmfai.org - to help answer consumer questions on health issues.

Sendo SAR Statement

THIS MOBILE PHONE MEETS REQUIREMENTS FOR EXPOSURE TO RADIO FREQUENCY ENERGY.

Your mobile phone is a radio transmitter and receiver. It is designed and manufactured not to exceed the limits for exposure to radio frequency (RF) recommended by international guidelines. These limits are part of comprehensive guidelines and establish permitted levels of RF energy for the general population. The guidelines were developed by independent scientific organizations through periodic and thorough evaluation of scientific studies. The guidelines include a substantial safety margin designed to assure the safety of all persons, regardless of age and health.

The exposure standard for mobile phones employs a unit of measurement known as the Specific Absorption Rate, or SAR. The SAR limit recommended by international guidelines is 2.0 Watts/kg*. Tests for SAR are conducted using standard operating positions with the phone

transmitting at its highest operating power level. Although the SAR is determined at the highest operating power level, the actual SAR of the phone while operating normally 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 communicate with the network. In general, the closer you are to a base station, the lower the power output of the phone.

The highest SAR value for the Sendo 551 model phone when tested for use at the ear is 0.85 W/Kg

Always read and follow the operating and safety instructions that come with your phone.

* The SAR limit for mobile phones used by the public is 2.0 Watts/Kg (W/kg) averaged over ten grams of body tissue. The guidelines incorporate a substantial margin of safety to give additional protection for the public and to account for any variations in measurements.

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): 2001 - Sections: 24.232; 24.235; 24.238

FCC Part 22 (47CFR): 2001 - Sections: 22.355; 22.913; 22.197

FCC Part 15 (47CFR): 2001 Class B - Sections: 15.107; 15.109; 15.247

FCC Part 2 (47CFR): 2001 - 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)

OET Bulletin 65 Supplement C: (2001-01)

17 End User License Agreement

END USER SOFTWARE LICENSE AGREEMENT

This Software License Agreement ("Agreement") is between You and Sendo International Ltd and/or one of its affiliates ("Licensor"). The Agreement authorizes you to use the Software specified in Clause 1 below, which may be included on your phone, stored on a CD-ROM, sent to you by electronic mail, downloaded from Licensor's Web pages or servers or from other sources under the terms and conditions set forth below. This is an agreement on end user rights and not an agreement for sale. Licensor continues to own the copy of the Software and any other copy that you are authorized to make pursuant to this Agreement.

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1. SOFTWARE.

As used in this Agreement, the term "Software" means, collectively: (i) all the software in your phone, all of the contents of the disk(s), CD-ROM(s), electronic mail and its file attachments, or other media with which this Agreement is provided; (ii) related Licensor or third party software; (iii) digital images, stock photographs, clip art or other artistic works ("Stock Files") (iv) related explanatory written materials ("Documentation"); (v) fonts (vi) upgrades, modified versions, updates, additions and copies of the Software, if any, licensed to you by Licensor (collectively "Updates") and (vii) any other possible documentation related thereto.

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(c) You may not resell, sublicense, rent, lease or lend the Software; except You may permanently transfer all of your rights as set forth in the Agreement only as part of a permanent sale or transfer of the phone, provided the recipient agrees to the terms of this Agreement.

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8. NOT FAULT TOLERANT

THE SOFTWARE MAY CONTAIN TECHNOLOGY THAT IS NOT FAULT TOLERANT AND IS NOT DESIGNED, MANUFACTURED, OR INTENDED FOR USE IN ENVIRONMENTS OR APPLICATIONS IN WHICH THE FAILURE OF THE LICENSED SOFTWARE COULD LEAD DIRECTLY TO DEATH, PERSONAL INJURY, OR SEVERE PHYSICAL OR ENVIRONMENTAL DAMAGE OR FINANCIAL LOSS.

9. LIMITATION OF LIABILITY.

TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW, IN NO EVENT SHALL LICENSOR OR LICENSOR'S SOFTWARE SUPPLIERS OR THEIR RESPECTIVE AFFILIATES AND EMPLOYEES BE LIABLE FOR ANY LOST PROFITS, REVENUE, SALES, DATA OR COSTS OF PROCUREMENT OF SUBSTITUTE GOODS OR SERVICES, PROPERTY DAMAGE, PERSONAL INJURY, INTERRUPTION OF BUSINESS, LOSS OF BUSINESS INFORMATION OR FOR ANY SPECIAL, DIRECT, INDIRECT, INCIDENTAL, ECONOMIC, COVER, PUNITIVE, SPECIAL OR CONSEQUENTIAL DAMAGES, HOWEVER CAUSED AND WHETHER ARISING UNDER CONTRACT, TORT, NEGLIGENCE, OR OTHER THEORY OF LIABILITY ARISING OUT OF THE USE OF OR INABILITY TO USE THE SOFTWARE, EVEN IF LICENSOR OR ITS SOFTWARE SUPPLIERS ARE ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. BECAUSE SOME COUNTRIES/ STATES/JURISDICTIONS DO NOT ALLOW THE

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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 England 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.

18 Warranty Statement

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.

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 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.

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 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, 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.

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 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: Register your warranty at www.sendo.com/warranty/index.aspx as soon as you purchase your phone. This information is stored for support purposes.

Declaration of conformity

We: Sendo International Ltd.
Of: Sendo Base Station, Hatchford Brook, Hatchford Way,
Sheldon, Birmingham, B26 3RZ, United Kingdom.

Declare under our sole responsibility that the product referenced within this user guide and uniquely identified by the IMEI and type number affixed to the product, to which this declaration relates, is in compliance with the essential requirements of the Radio and Telecommunications Terminal Equipment Directive (R&TTE) 1999/5/EC.

The conformity assessment procedure referred to in Article 10 and detailed in Annex IV of Directive 1999/5/EC has been followed with the involvement of BABT, Claremont House, 34 Molesey Road, Walton-On-Thames, KT12 4RQ, England.

A copy of the original Declaration of Conformity is available for download from the Sendo website.

Class of equipment: This product is designated Class 1 equipment (R&TTED 1999/5/EC), the use of which is harmonized throughout all EU member states. This product is designated for use on licensed GSM 850/1900 MHz networks.

www.sendo.com

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