

BZ22439

Cover

IMPORTANT SAFETY INSTRUCTIONS

BEFORE USING YOUR TELEPHONE EQUIPMENT, BASIC SAFETY PRECAUTIONS SHOULD ALWAYS BE FOLLOWED TO REDUCE THE RISK OF FIRE, ELECTRIC SHOCK AND INJURY TO PERSONS, INCLUDING THE FOLLOWING

1. Read and understand all instructions.
2. Follow all warnings and instructions marked on the product.
3. Unplug this product from the wall outlet before cleaning. Do not use liquid cleaners or aerosol cleaners. Use a damp cloth for cleaning.
4. Do not use this product near water, for example, near a bath tub, wash bowl, kitchen sink, laundry tub, in a wet basement, or near a swimming pool.
5. Do not place this product on an unstable cart, stand or table. The product may fall, causing serious damage to the product.
6. Slots and openings in the cabinet and the back or bottom are provided for ventilation. To protect it from overheating, these openings must not be blocked or covered. The openings should never be blocked by placing the product on the bed, sofa, rug, or other similar surface. This product should never be placed near or over a radiator or heat register. This product should not be placed in a built-in installation unless proper ventilation is provided.
7. This product should be operated only from the type of power source indicated on the marking label. If you are not sure of the type of power supply to your home, consult your dealer or local power company.
8. Do not allow anything to rest on the power cord. Do not locate this product where the cord will be damaged by person walking on it.
9. Do not overload wall outlet extension cords, as this can result in the risk of fire or electric shock.
10. Never push objects of any kind into this product through cabinet slots as they may touch dangerous voltage points or short out parts that could result in a risk of fire or electric shock. Never spill liquid of any kind on this product.
11. To reduce the risk of electric shock, do not disassemble this product. Instead, when some repair work is required, take the unit to a qualified technician. Opening or removing covers may expose you to dangerous voltages or other risks. Incorrect reassembly can cause electric shock when the appliance is subsequently used.
12. Unplug this product from the wall outlet and refer servicing to qualified service personnel under the following conditions:
 - When the power supply cord or plug is damaged or frayed.
 - If liquid has been spilled into the product.
 - If the product has been exposed to rain or water.
 - If the product does not operate normally by following the operating instructions. Adjust only those controls that are covered by the operating instructions because improper adjustment of other controls may result in damage and will often require extensive work by a qualified technician to restore the product to normal operation.
 - If the product has been dropped or cabinet has been damaged.
 - If the product exhibits a distinct change in performance.
13. Avoid using a telephone (other than a cordless type) during an electrical storm. There may be a remote risk of electrical shock from lightning.
 - Do not use the telephone to report a gas leak in the vicinity of the leak.

IMPORTANT: Because cordless phones operate on electricity, you should have one phone in your home that isn't cordless, in case the power in your home goes out.

WARNING:
TO PREVENT FIRE OR ELECTRICAL SHOCK HAZARD, DO NOT EXPOSE THIS PRODUCT TO RAIN OR MOISTURE.

 THE LIGHTING FLASH AND ARROW HEAD WITHIN THE TRIANGLE IS A WARNING SIGN ALERTING YOU OF “DANGEROUS VOLTAGE” INSIDE THE PRODUCT.	CAUTION: RISK OF ELECTRIC SHOCK DO NOT OPEN CAUTION: TO REDUCE THE RISK OF ELECTRICAL SHOCK, DO NOT REMOVE COVER (OR BACK). NO USER SERVICEABLE PARTS INSIDE. REFER SERVICING TO QUALIFIED SERVICE PERSONNEL.	 THE EXCLAMATION WITHIN THE TRIANGLE IS WARNING SIGN ALERTING YOU OF IMPORTANT INSTRUCTIONS ACCOMPANYING THE PRODUCT.
SEE MARKING ON BOTTOM / BACK OF PRODUCT		

Battery Safety Precautions

- Do not burn, disassemble, mutilate, or puncture. Like other batteries of this type, toxic materials could be released which can cause injury.
- To reduce the risk of fire or personal injury, use only the battery listed in User’s Guide.
- Keep batteries out of children.
- Remove batteries if storing over 30 days.


CAUTION:

Danger of explosion if battery is incorrectly replaced. Replace only with SANIK, type no.: SN-AAA 60HJ rechargeable battery or equivalent. Do not dispose of the battery in a fire. The cell may explode. Check with local code for possible special disposal instructions.

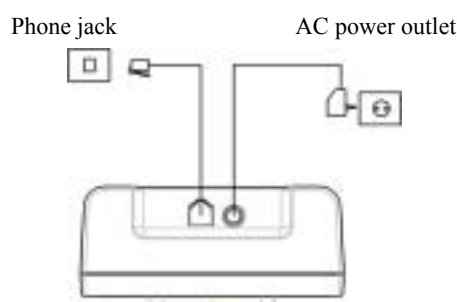
SAVE THIS INSTRUCTION

Installation

IMPORTANT:
Please make sure you completed the Handset battery installation first, before you plug in the Base Adaptor.

Connecting the Base Station and Power Plug

Connecting the plugs to the corresponding sockets in the base station (they can not be connected incorrectly because the sockets and plugs are designed prevent reverse poling). Lay the cable under the telephone to the rear. Plug the telephone line in the telephone connection socket. Insert the power plug at the other end in the power outlet. The base station in now ready to operate.

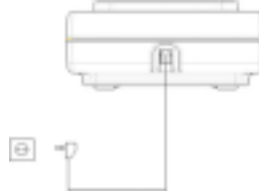




The base station and charging station have no power switch. Ensure that a Mains power outlet is close by and that the power plug is easy to access. Check that the voltage specified on the power plug corresponds with that supplied by local power network.

Connecting the Charging Station

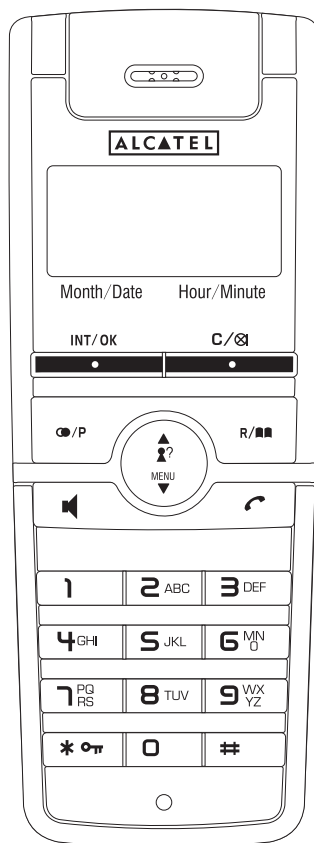
Insert the power plug in the socket on the rear side of the charging station. Insert the power plug at the other end in the power outlet. The charging station is now ready to operate.



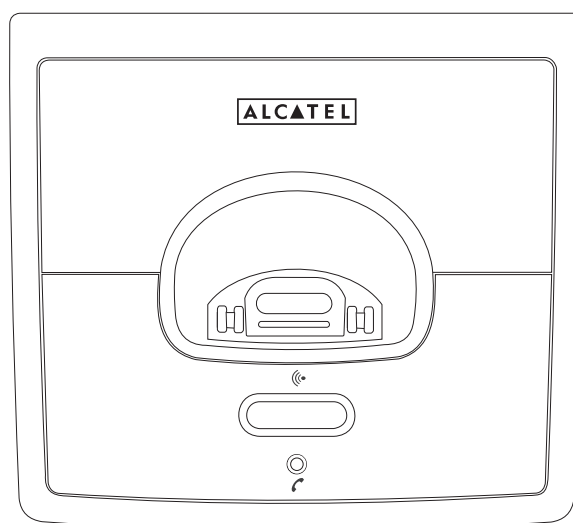
CAUTION:

Use only the ALCATEL (Output rated 6V 350mA) power supply that came with this unit. Using other power supplies may damage the unit.

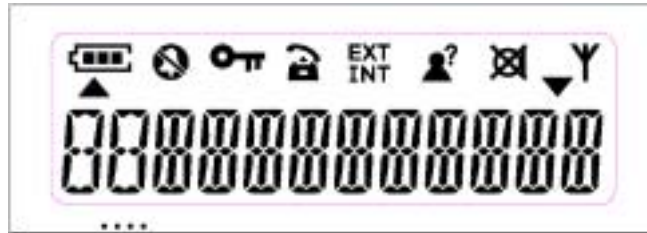
Handset and Base Layouts



MENU/▼	Menu / Down key
Ⓜ/▲	CID / Up key
INT / OK	INT / OK key
C/ⓧ	Cancel / Mute key
🔊	Speaker phone key
🔄/P	Redial / Pause key
📞	External call key.
R/📖	Flash key / Phone book key
*/🔒	Asterisk key / Lock key
#	Hash key



📶	Page key
📞	In-use LED: The In-use LED will be steadily on during off-hook. During the period of incoming call, the In-use LED will also follow the ring cadence to go on or off. When registering, it will flash as a special cadence.



	Battery icon
	Phone icon
	External call icon
	Internal call icon
	CLI icon
	No ring icon
	Mute icon
	Key lock icon
	Aerial icon
	Up / Down arrow

Getting Started

- Install and Charge the Batteries



Insert two pieces AAA batteries in the compartment, ensuring correct polarity and close the compartment.

- Place the handset in the base station to charge for 16 hours prior for first use. If you don't properly charge the phone, battery performance will be compromised.

Warning: The handset does not work and damaged if the wrong batteries are inserted.

Using the Handset Telephone

Using the telephone

- When the handset is inserted in the charging station unit, it starts to charge automatically. To optimize the battery performance, charge the handset battery for 16 hours prefer to first use.

Note: This phone defaults to Tone Dialing. To change Pulse Dialing, see chapter "Base Station Settings – Changing the Dialing Mode". If you don't know which type of service you have, please check with the local telephone company.

Selecting the Language

Ten different languages are available for selection for each handset.

- In standby mode, press ▼ key and "6" key.
- The LANGUAGE menu appears, press "INT/OK" key.
- Press ▼ or ▲ key as often as necessary to select the required language.
- Press "INT/OK" key to confirm the selection.

Note: The following languages are available:

English; Portuguese; Spanish

Making Internal Calls

IMPORTANT: Internal calls can be made only if more than one

handset is registered on the base station.

- Press “INT/OK” key.
- Press the number of the required handset (1-4). Carry out the conversation.
- Press  key to end the call.

Making External Calls

Direct dialing

- Press  key and wait for a dialing tone.
- Dial the telephone number and complete the call.
- Press  key to end the call.

On hook dialing

- Dial the telephone number (delete any incorrect entries by pressing “C” key).
- Press  key to carry out the conversation.
- Press  key to end the call.

This service need subscription to local operator and it supports the FSK CLI system only.

Taking Calls

When an external call is received, all registered handsets and the base station ring. “EXT” flashes in the handset display and, if configured, the telephone number of the caller appears (network depended). If the caller has been entered in your phone book, the name appears. The incoming call LED on the base station flashes. In the case of an internal call, “INT” flashes in the handset display.

Handset is in the base station

- Take the handset from the base station; a connection is automatically established (when the AUTO ANS function is active). Otherwise, press  key.
- Carry out the conversation.
- Press  key to end the call.

Handset is not in the base station

- Press  key. Carry out the conversation.
- Press  key to end the call.

Redialing Operations

The phone stores the last 10 numbers dialed in the redial memory

- Press  key; the last call number is displayed.
- Browse: Press  or  key to search the required number in the redial memory list.

Or

- Redial: Press  key to redial the number.

Or

- Delete: Press “INT/OK” key to select DELETE or DELETE ALL by using  or  key.
- Press “INT/OK” key to confirm.

Or

- Save: Press “INT/OK” key to select SAVE by using  or  key.
- Press “INT/OK” key.
- Enter the name (max. 10 characters) and press “INT/OK” key when finished.
- Edit the number (max. 25 digits) and press “INT/OK” key when finished.
- “PB FULL” appears stand for memory full.

Dialing from the Phone Book

- Press  key; the first entry in the phone book appears. (Or “EMPTY” if no entry)
- Press  or  key to select the required subscriber from the phone book. Alternatively, enter the first letter of the name required.
- Press  key. The number is dialed. Carry out the conversation.

Note: How to store entries in the phone book is explained in the chapter “Phone Book”.

Call Log Operations

IMPORTANT: To use the “Call Log” function, you must subscribe to your network operator’s Caller Line Identification (CLI) service.

Browse, Call Back, Delete, Save

If calls have been received in your absence, these are stored in the CALL LOG memory when your telephone service has enabled this function. The number of calls appears in the display. Incoming calls are also indicated in the display during a call.

- Press  key as often as necessary until CALL LOG menu appears and press “INT/OK” key. Alternatively, press and hold  /  key.
- Browse: Press  or  key to scroll through the CALL LOG memory.

Or

- Call Back: Press  key to call back.

Or

- Delete: Press “INT/OK” key to select DELETE or DELETE ALL by using  or  key.
- Press “INT/OK” key to confirm.

Or

- Save: Press “INT/OK” key to select SAVE by using  or  key.
- Press “INT/OK” key.
- Note: If the record has no number, it cannot be stored and “INVALID” will appear.
- Enter the name (max. 10 characters) and press “INT/OK” key when finished.
- Edit the number (max. 25 digits) and press “INT/OK” key when finished.
- “PB FULL” appears stand for memory full.

Note: 1. The CLI icon and display indicator only disappear after browsing through all the new entries.

Muting the Microphone

- Press  key to switch the microphone on or off during a call.

Holding Calls / Forwarding Calls

If the telephone is connected to a PABX system, it is possible to put calls on hold and call other extension lines or to forward calls.

- Press “R” key to put the call on hold and dial the extension number (e.g. 23).
- Press “R” key once more to take the call back again or press  key to forward the call.

Note: The above information can vary according to the PABX system used. Therefore, refer to the relevant information of the PABX network.

Intercom Call Transfer

It is possible to put an external call on hold and call another handset registered to the base or to forward calls.

- Press “INT/OK” key to hold the external call and initiate an internal call.
- Input the desired handset number (e.g. 2).
- The target handset will ring. After the internal connection is made, press  key to transfer the external call.
- If “INT/OK” key is pressed before another handset is answered, the call transfer procedure will be cancelled and the external call connection is regained.
- If  key is pressed before another handset is answered, both the external and internal call will be disconnected.

Teleconference

After have received an external call, it is possible to include a second handset in the conversation (three way conference).

- Press “INT/OK” key and enter the number of the corresponding handset (e.g. 2) which will join the teleconference.

- The external caller is kept on hold. As soon as the other handset takes the call, press and hold “#” key 2 seconds to activate the teleconference.
- By pressing  key, any of the handsets quit from the teleconference and the other handset continues with the external call.

Alternatively, you can use another handset to join the conference by pressing  key after the external call is established.

Handset Speaker Phone

- Press  key to activate or deactivate the handset speaker.

Changing the Receiver Volume

- Press  or  key to change the receiver volume during a call.

Paging the Handset

If a handset has been misplaced, it is possible to call all the handsets.

- Short press  key on the base station. To stop the page call, press any key on the handset and  key on base station.

Entering a Dialing Pause (P)

If the telephone is connected to a PABX system, it may be necessary to insert a dialing pause. To do this, press “P” key after entering the relevant digit in the pre-dial buffer, e.g. 0, for an outside line (OP...). A “P” appears in the display indicating a pause. The pause can also be entered when programming numbers in the phone book.

Switching the Key Lock On/Off

Incoming calls can still be received when key locked.

- Press and hold “*” key for 2 seconds to activate or deactivate the key lock.

Phone Book

The telephone can store up to 40 entries in the phone book with name and call number. When the function is supported by the telephone provider service and the caller, the handset displays the name of the caller (when stored in the phone book).

Browse Entries

- Press  key until the PHONE BOOK menu appears and press “INT/OK” key.
- Press  or  key to select BROWSE and press “INT/OK” key.

Note: If the phone book is empty, “EMPTY” will display, otherwise, a list of stored entries will display.

- Press  or  key to scroll through the phone book. Alternatively, enter the first letter of the name required.

Store Entries

- Press  key until the PHONE BOOK menu appears and press “INT/OK” key.
- Press  or  key to select STORE and press “INT/OK” key.
- Enter the name (max. 10 characters) and press “INT/OK” key when finished.
- Enter the number (max. 25 digits) and press “INT/OK” key when finished.
- “PB FULL” appears stand for memory full.

Key assignment Overview

1	1 SPACE	6	M N O 6
2	A B C 2	7	P Q R S 7
3	D E F 3	8	T U V 8
4	G H I 4	9	W X Y Z 9
5	J K L 5	0	0

Edit Entries

- Press  key until the PHONE BOOK menu appears and press “INT/OK” key.
- Press  or  key to select EDIT and press “INT/OK” key.

- Enter the name (press “C” key to delete any incorrect character) and press “INT/OK” key when finished.
- Enter the number (press “C” key to delete any incorrect digit) and press “INT/OK” key when finished.

Delete Entries

- Press ▼ key until the PHONE BOOK menu appears and press “INT/OK” key.
- Press ▲ or ▼ key to select DELETE and press “INT/OK” key.
- Press ▲ or ▼ key to select the desired entry.
- Press “INT/OK” key to delete the entry.
- Press “C” key to return to the phone book menu.

Set Different Melodies for Phone Book Entries

- Press ▼ key until the PHONE BOOK menu appears and press “INT/OK” key.
- Press ▲ or ▼ key to select MELODY and press “INT/OK” key.
- Press ▲ or ▼ key to select the desired entry and press “INT/OK” key.
- Press ▲ or ▼ key to select the default ring melody or melody 1-10 and press “INT/OK” key to confirm the setting.

Delete All Entries

- Press ▼ key until the PHONE BOOK menu appears and press “INT/OK” key.
- Press ▲ or ▼ key to select DELETE ALL and press “INT/OK” key.
- “CONFIRM?” will display, press “INT/OK” key to confirm the delete operation.

Handset Settings

Changing the Ringing Volume

- Press ▼ key until the HANDSET menu appears and press “INT/OK” key.
- Press ▲ or ▼ key to select VOLUME and press “INT/OK” key.
- Press ▲ or ▼ key to adjust the volume level (0-5) and press “INT/OK” key to confirm.
- **Note:** The ringer volume can be heard at different volumes. If the ringer symbol appears as non bar, the ringing volume will be switched to OFF.

Changing the External Ringer Melody

- Press ▼ key until the HANDSET menu appears and press “INT/OK” key.
- Press ▲ or ▼ key to select EXT RING and press “INT/OK” key.
- Use ▲ or ▼ key to select the required melody (1-10) and press “INT/OK” key to confirm.

Changing the Internal Ringer Melody

- Press ▼ key until the HANDSET menu appears and press “INT/OK” key twice.
- Press ▲ or ▼ key to select INT RING and press “INT/OK” key.
- Use ▲ or ▼ key to select the required melody (1-10) and press “INT/OK” key to confirm.

Entering/Changing Handset Name

It is possible to assign a name to each handset. This name is then displayed when the phone is in standby mode.

- Press ▼ key until the HANDSET menu appears and press “INT/OK” key.
- Press ▲ or ▼ key to select HS NAME and press “INT/OK” key.
- Enter/change the name (up to 10 characters) of the handset (e.g. MOBIL 1) and press “INT/OK” key to confirm.

Tones Setting

- Press ▼ key as often as necessary until the HANDSET menu appears and press “INT/OK” key.
- Press ▲ or ▼ key to select TONES and press “INT/OK” key.
- Press ▲ or ▼ key to select the desired tone (key tone, confirmation tone, low battery tone and out of range tone) and press “INT/OK” key.
- Press ▲ or ▼ key to switch the desired tone on or off and press “INT/OK” key to confirm.

Call Timer

- Press ▼ key as often as necessary until the HANDSET menu appears and press “INT/OK” key.
- Press ▲ or ▼ key to select TIMER and press “INT/OK” key.
- Press ▲ or ▼ key to select on or off and press “INT/OK” key to confirm.

Activating/Deactivating Automatic Call Answering

The automatic call answering function enables the incoming call to be taken immediately when the handset is removed from the base station.

- Press ▼ key as often as necessary until the HANDSET menu appears and press “INT/OK” key.
- Press ▲ or ▼ key to select AUTO ANS and press “INT/OK” key.
- Use ▲ or ▼ key to switch automatic call answering on or off and press “INT/OK” key to confirm.

Default Settings

The handset can be reset to the default settings. In doing so, all the settings which you have changed are returned to their default values. The phone book entries are retained.

- Press ▼ key until the HANDSET menu appears and press “INT/OK” key.
- Press ▲ or ▼ key to select DEFAULT and press “INT/OK” key.
- “CONFIRM?” will display, press “INT/OK” key to confirm.

Base Station Settings

Base Ringer Melody

- Press ▼ key until the BASE menu appears and press “INT/OK” key.
- Press ▲ or ▼ key to select MELODY and press “INT/OK” key.
- Press ▲ or ▼ key to select the ringer melody (1-10) and press “INT/OK” key.

Base Ringer Volume

- Press ▼ key until the BASE menu appears and press “INT/OK” key.
- Press ▲ or ▼ key to select VOLUME and press “INT/OK” key.
- Press ▲ or ▼ key to select the ringer volume (0-5) and press “INT/OK” key.

Note: If you set the base ringer volume to 0, the base ringer will be off.

Changing the Dialing Mode

- Press ▼ key until the BASE menu appears and press “INT/OK” key.
- Press ▲ or ▼ key to select DIAL MODE and press “INT/OK” key.
- Press ▲ or ▼ key to select the required dialing mode DTMF or PULSE and press “INT/OK” key.

Barring Calls

The following options are available for selection for barring calls:

Option	Description
DISABLE	All telephone calls are possible.
EXTERNAL	All external calls are barred.
NUMBER	Define a number which should be barred, e.g. 0190

- Press ▼ key until the BASE menu appears and press “INT/OK” key.
- Press ▲ or ▼ key to select the submenu CALL BAR and press “INT/OK” key.
- Use ▲ or ▼ key to select the handset which should be barred and press “INT/OK” key.
- Use ▲ or ▼ key to select an option and press “INT/OK” key.
- If you select NUMBER, enter a number with maximum 5 digits and then press “INT/OK” key to confirm the setting.

Deregister HS

If several handsets are registered on one base station, they can deregister each other mutually. The handset cannot deregister itself.

- Press ▼ key until the BASE menu appears and press “INT/OK” key.
- Press ▲ or ▼ key to select DEREG HS and press “INT/OK” key.
- “DEREG: ?” will display, input the desired handset number and press “INT/OK” key.

Changing the Flash Time

- Press ▼ key until the BASE menu appears and press “INT/OK” key.
- Press ▲ or ▼ key to select FLASH and press “INT/OK” key.
- Press ▲ or ▼ key to select the required flash time (100ms, 300ms or 600ms) and press “INT/OK” key.

Clear Message Waiting

- Press ▼ key until the BASE menu appears and press “INT/OK” key.
- Press ▲ or ▼ key to select CLEAR MSG and press “INT/OK” key.
- “CONFIRM?” will display, press “INT/OK” key to confirm.

Default Settings

- Press ▼ key until the BASE menu appears and press “INT/OK” key.
- Press ▲ or ▼ key to select DEFAULT and press “INT/OK” key.
- “CONFIRM?” will display, press “INT/OK” key to confirm.

Registering Additional Handsets

Further handset of the same model can be registered on the base station. The max number of handsets that can register to the same base is 4.

- Press ▼ key until the REGISTER menu appears and press “INT/OK” key.
- Handset display shows “SEARCHING”.
- Press and hold ☎ key on the base station more than 3 seconds until acknowledgement signal is heard.

Note: After the connection has been established, the name and number of the handset (the next available handset number should be 2) appear in the display.

The base will be ready for registration for 2 minutes when the page key is pressed and hold for more than 3 seconds. After selecting “REGISTER”, the handset starts searching for a base station which is available for registration. The icon  starts flashing.

Technical Specifications

Open Field Range*:	Typical 300m
Indoor Range*:	Typical 50m
Handset Operating Time: (average values**)	Approx. 6 hours talk time Approx. 70 hours standby
Handset Weight:	Approx. 115g
AC/DC Adapter:	U060035D12 Input: 230 V AC, 50Hz Output: 6 V DC, 350mA
AC/DC Adapter: (for Handset charger)	U060015D12 Input: 230V AC, 50Hz Output: 6 V DC, 150mA
Rechargeable Battery:	SN-AAA60HJ or equivalent (Ni-MH, 1.2V, 600mAh)
Operating Temperature:	0 to 45 ° C

* Value may vary according to environment.

** For guidance only, depends on initial battery charge.

Troubleshooting Tips

- Caller ID Solutions

No Display

- Is battery fully charged? Charge the battery for 14 hours or replace the battery. Make sure the battery is properly installed and connected.
- If you are using AC (electrical) power, make sure that the unit is connected to a non-switched electrical outlet. Disconnect the unit from the plug and plug it in again.
- Are you subscribed to caller ID service from your local telephone company?

Caller ID incomplete

- The unit displays this message if it detects anything other data message than valid Caller ID information during the silent period after the first ring. This message indicates the presence of noise on the line.
- Telephone Solutions

No dial tone

- Check installation:
 - Is the base power cord connected to a working electrical outlet?
 - Is the telephone line cord connected to the base unit and wall phone jack?
- Disconnect the base from wall phone jack and connect another phone to the same jack. If there is no dial tone on the second phone, the problem might be your wiring or local service.
- The handset might be out of range of the base. Move closer to the base.
- Make sure the battery is properly charged (for 12 hours).
- Ensure the battery is installed correctly.
- Did the handset beep when you pressed the talk/callback button? Did the in use indicator come on? The battery may need to be charged.
- Dial tone is OK, but can't dial out
- Make sure the tone/pulse setting is programmed correctly.

Handset does not ring

- Make sure the RINGER switch on the handset is turned to ON.
- You may have too many extension phones on your line. Try unplugging some phones.
- See solutions for "No dial tone".

Charge/In Use Indicator on the base flashes

- Provided your phone company offers voice messaging service and you subscribe to it, the charge/in use indicator on the base flashes when the phone is not in use to indicate there is message waiting. It stops flashing after message has been reviewed.

Phone dials in pulse with tone service

- Make sure the PHONE is in TONE dialing mode.

Phone won't dial out with pulse service

- Make sure the PHONE is in PULSE dialing mode.
- You experience static, noise, or fading in and out

Change channels.

- The handset maybe out of range. Move closer to the base.

- Relocate the base.

Charge the battery.

- Make sure base is not plugged into an electrical outlet with another household appliance.

Unit beeps

- Place handset in base cradle for 20 seconds reset the security code. If that doesn't work, charge the battery for 12 hours.
- Clean the charging contacts on the handset and base with a soft cloth or an eraser.
- See solutions for "No dial tone".
- Replace the battery.

Memory Dialing

- Did you program the memory location keys correctly?
- Did you follow the proper dialing sequence?
- Make sure the tone/pulse setting is programmed correctly.
- Did you reprogram numbers into memory after a power outage or battery replacement?
- Cause of Poor Reception
- Aluminum siding.
- Foil backing on insulation.
- Heating ducts and other metal construction can shield radio signals.
- You're too close to appliances such as microwaves, stoves, computers, etc.
- Atmospheric conditions, such as strong storm.
- Base is installed in the basement or lower floor of the house.
- Baby monitor is using the same frequency.
- Handset battery is low.
- You're out of range of the base.

General Product Care

- To keep your telephone working and looking good, follow these guidelines:
- Avoid putting the phone near heating appliances and devices that generate electrical noise (for example, motors or fluorescent lamps).
- DO NOT expose to direct sunlight or moisture.
- Avoid dropping and other rough treatment to the phone.
- Clean with a soft cloth.
- Never use a strong cleaning agent or abrasive powder because this will damage the finish.
- Retain the original packaging in case you need to ship the phone at later date.

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