

SAGEM RT1000

Fixed GSM Phone



User Manual

Reference : 251 596 031 ed1

July 2004 Issue



Safety Notes



General: Please read this manual carefully before using the device. The device is for indoor use only. Keep the device out of the reach of children, especially infants. Do not expose the device to moisture, splashes, drips or spray. To avoid the risk of demagnetisation please do not store diskettes, credit cards or similar objects in the vicinity of the device.

Purpose: The sole purpose of the device is to make telephone calls through the GSM radio networks. Use of this device for any other purpose is prohibited and can be dangerous.

Installation: For security reasons, the cables must remain exclusively inside the house and must not go outside the house. Never remove a plug from its socket by pulling on the lead and do not lay cables over sharp edges or corners. Do not switch on the device if the lead, another cable or the device itself is damaged. Never use the device in areas where radio transmission is prohibited.

Health: The device contains a radio transmitter which may affect the operation of medical electronic devices such as hearing aids or heart pacemakers. Your doctor and the manufacturer of such devices can provide you with further advice.

SIM card: The device must be opened at the SIM card flap before being put into operation to insert the SIM card. Please turn-off the device before you enter or remove the SIM card.

Power supply: Only use the manufacturer's original power supply units. Take care that the Power Supply is always easily accessible. The voltage specified on the rating plate of the power supply unit must match that of your mains supply. Disconnect the mains plugs of all devices during thunderstorms.

Rechargeable Battery: The battery only serves for short-term bridging of power failures. In case of changing the rechargeable battery installed in the device please take notice of the following:

The device must be opened for the installation of the new rechargeable battery. Opening the equipment during operation may be dangerous. Therefore, make sure to unplug all the connectors before opening. After the installation of the battery, close the cover again and secure both parts with the delivered screw.

Caution! Danger of explosion during inappropriate replacement of the battery!

The battery must not be short-circuited. If the device is removed from service or during works on it, all connections of the battery are to be disconnected.



IMPORTANT USER INFORMATION

**Only use
original antenna**

The FCC part 15 approval is valid only with the original antenna provided you for the RT1000. If you are using another antenna, the FCC part 15 approval is not valid.

Using another antenna could void the user's authority to operate the equipment.

FCC Part 15

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.

Consult the dealer / installer or an experienced radio/TV technician for help.

FCC part 15.19

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions:

- (1) this device may not cause harmful interference, and
- (2) this device must accept any interference received, including interference that may cause undesired operation.

FCC part 15.21

Modifications not expressly approved by this company could void the user's authority to operate the equipment.

Frequency Bands

This device contains 900/1800 MHz GSM functions that are not subject to this FCC filing. This filing is only applicable for PCS 1900 MHz operations.

**RF Exposure
mobile**

Typically, the antenna connected to the transmitter is an omni-directional antenna with 0dB gain. Using this antenna the total composite power in PCS mode is smaller than 1 watt ERP.

Keep distance !

The internal / external antennas used for this mobile transmitter must provide a separation **distance of at least 20 cm from all persons** and must not be co-located or operating in conjunction with any other antenna or transmitter."

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1 Preface

Welcome to use this fixed GSM phone, the SAGEM RT1000. In order to use it correctly, please read carefully this manual.

This telephone provides similar services as a desktop telephone for PSTN (Public Switched Telephone Network). But it doesn't need a telephone line: instead of being connected to the PSTN, it provides access to a GSM network through a radio link.

It can be used everywhere so far there is a GSM coverage.

This telephone is delivered with a small external antenna. In areas far from the GSM base station, this antenna can be replaced by a high gain antenna connected to the SAGEM RT1000 by a coaxial cable. In the case of an outdoor antenna, lightning protections shall be used and installed by professional staff according to rule book.

2 Technical characteristics

Frequency band

The SAGEM RT1000 can work in one or several of the following frequency bands, depending on the version:

EGSM band:	900 MHz
DCS band:	1800 MHz
PCS band:	1900 MHz.

Screen

128*64 pixels, valid visible area 58 * 35 mm²

Back-light

LED back-light for LCD screen: green color.

Call modes

Two modes: hand-free or handset mode

Possibility to pass from hand-free mode to handset mode during a call.

Key

23 keys (including one reserved for future usage)

Battery

Lithium: 3.6 V, 1200 mAh

Battery Work Time

In conversation mode: 2 to 4 hours

In idle mode: at least 18 hours

Charge time of the battery

At normal conditions recharging of the battery takes 4 hours.

Host weight

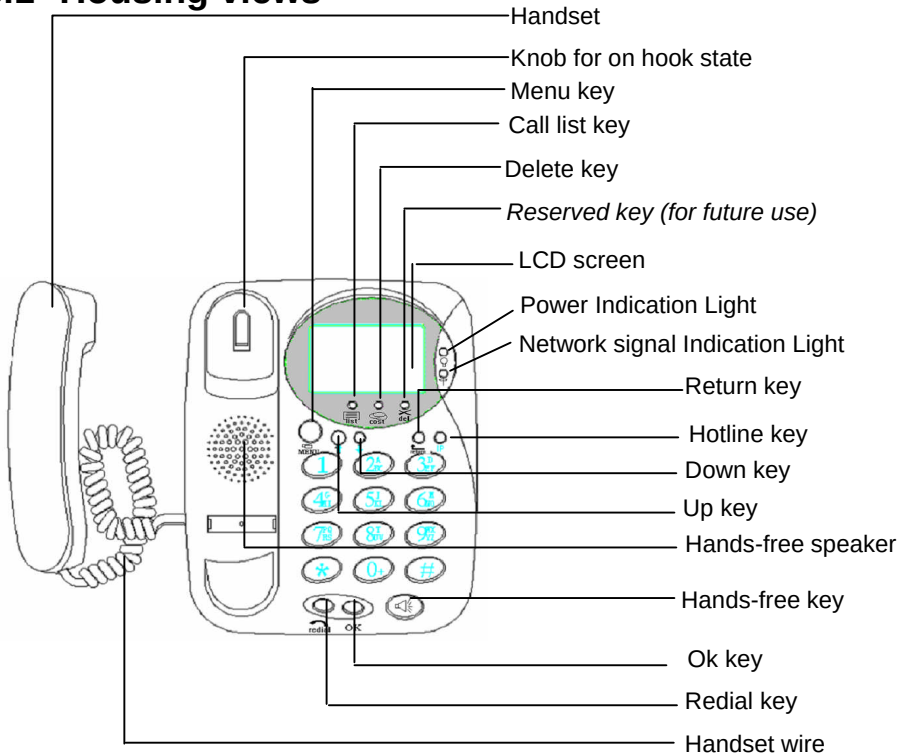
Roughly 250 grams

Physical Volume

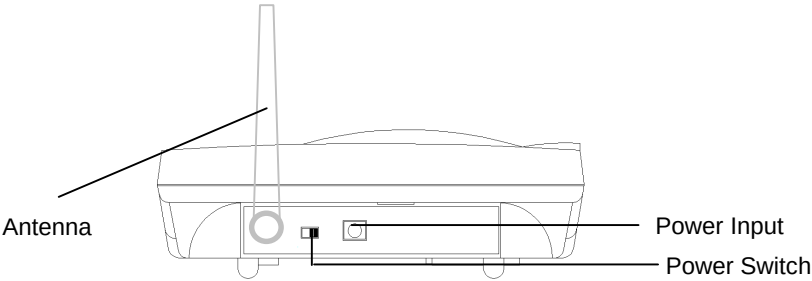
210 mm (length) * 150 mm (width) * 58 mm (height)

3 Housing

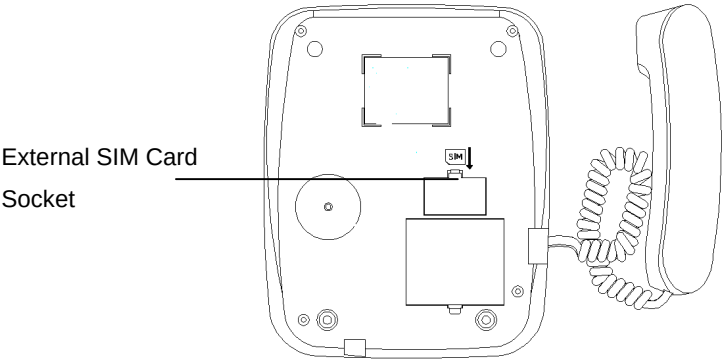
3.1 Housing views



Top view



Backside view



Underside view

3.2 Keys description

Call List Key

Provides access to the following call lists:

- last dialed calls
- last received calls
- last missed calls.

Each list has a capacity to record 10 calls (total 30 calls).

Reserved Key

Key reserved for a future use.

Delete Key

Used:

- to delete the last digits during dialing
- to delete the last characters during editing a message or a name or number of the phonebook
- to delete call records
- to delete a message
- to correct a mistake during access to the menu and submenus.

Menu key

To enter in the menu.

Up Key

Used:

- for looking forwards and for selecting the function item of the menu or a submenu
- for increasing the voice volume during a call
- for increasing the LCD contrast.

Down Key

Used:

- for looking backwards and for selecting the function item of the menu or a submenu
- for decreasing the voice volume during a call
- for decreasing the LCD contrast.

Return Key

To return to superior menu item.

Hotline Key

Hotline service: to call a predefined number (configured in the SAGEM RT1000) by pressing only on this key.

0~9 , * , # Keys

Used:

- to dial a number
- to edit contents of the phone book
- to edit messages (SMS).

Redial Key

To repeat the latest dialed number.

Ok Key

Used:

- to set up a call after dialing the called number
- to validate an operation
- as a flash key for some supplementary services.

Hands-free Key

Used:

- to answer an incoming call in hand-free mode (i.e. without the handset)
- to start an outgoing call in hand-free mode
- to end a call in hands-free mode.

3.3 LEDs description

Power Indication Light

When the power switch is on, if the battery isn't discharged, the red power indication light will be bright.

Signal Indication Light

If the radio signal received from the GSM network is correct, the signal indication light flickers with a green color.

3.4 SIM card socket

The SIM card socket is located externally, on the underside of the SAGEM RT1000 phone.

There is a second SIM card socket, inside the SAGEM RT1000. Only the operator shall use it, because access needs to open the phone.

3.5 Power connector and switch

Located at the back side of the phone:

Power connector

To plug the charger cord.

Power Switch:

To turn on / turn off the power of the SAGEM RT1000.

4 Icons of the screen

Icon	Description
 Battery Capacity	Capacity of battery: the more the icon is dark, the more the battery is charged.
 Signal Strength	The more bars are displayed, better is the received signal.
 Phone Book	This function supports reading, creating, editing and deleting the phone numbers and names in the phonebook of the SAGEM RT1000.
 Call History	This function provides access to last recorded dialed, missed and received calls.
 Phone Setting	This function offers the following settings of the phone: contrast of the screen, ring tone type, time of the phone, maximum inter-digit time, end of dialing by # key, hotline phone number.
 Alarm Clock	After setting the time of the alarm clock, the phone will alarm you at that time.
 Alarm Clock	After setting the time of the alarm clock, the  icon will be displayed on the screen.
 Call Setting	This function is used to activate and deactivate the following supplementary services: Call Forwarding, Call Barring and Call Waiting.

 Messages	This function supports creating, editing, sending, reading, and deleting of messages (SMS).
 Message (unread)	Indication there is at least one unread message in the messages memory.
 Message (read)	Indication there is at least one read message in the messages memory.
 Missed Calls	Indication there is at least one missed call.
 Save Messages	Indication of the messages that have been saved.

5 First use of the phone

5.1 Checking of the package

Please check that the package contents the following items:

- the SAGEM RT1000 device
- the handset with its cord
- the charger
- the User Manual.

5.2 Installation of the SIM Card

Note: some operators deliver the SAGEM RT1000 to their subscribers with a SIM card already installed inside the phone. **In this case this section is not applicable.**

When the SIM card is not installed in the phone, please put it at a place it where the children can't reach it.

Be very careful when you insert, take out or conserve the SIM card: any scraping or folding will damage the SIM card !

Remove the cover of SIM card holder on the underside of the SAGEM RT1000, and insert the SIM card into the SIM card socket carefully. Make sure the metal contact is faced down when you insert the SIM card, then push it completely into the socket and slide the SIM card stopper leftward until hearing some sound. Make sure the SIM card is held properly, then close the cover.

SIM Lock option

If the phone has the SIM Lock option, it can be used only with SIM cards of the operator who has delivered it.

5.3 Power on the phone

Please use the **Power Switch** on the backside of the phone to power on the SAGEM RT1000.

5.4 Charger

When the charger is inserted to the phone and if there is mains power, the light of the charger will be bright. When the charging of the battery is completed, the charger indication light will be dark.

When the battery capacity is low, “**Low Power Charge Please**” will be displayed on the screen. Then you should turn off the phone and insert the charger, turn on again to make it work normally.

If battery is fully discharged, the screen will display “**Charging...**” before it work normally. In this case, the charging time is less than half an hour. Fully charging will takes about 3-4 hours. Please do not let your phone be in low capacity for a long time. It will damage the quality of the battery and reduce the life of it.

Please ensure to use only the charger delivered with the SAGEM RT1000.

6 Main functions of the SAGEM RT1000

6.1 Initialization of the Phone

When the phone is switched on, the backlight of the screen will be bright, then the LCD will display, depending on the version:

- either:



- or Network operator's logo.

Enter the PIN of the SIM card if requested.

If you switch on the phone without the SIM card or the SIM card is not correctly installed, the screen will display “***Please Check SIM card***”.

AUTOPIN option

If the phone is delivered with AUTOPIN option, the first time the SIM card is used, after you have entered the PIN, the phone will change the PIN of the SIM card and replace it by an other value.

Then if the phone is switched on again, it will never more asked to enter the PIN.

SET TIME Enter the correct
-: -: - date by year-month-day (e.g.: 04-06-30)
-:- and time by hour-minute (e.g.: 10:30)



Network Name

04-06-30

10:30

6.2 Outgoing calls

There are two modes for dialing on this phone: handset mode and hands-free mode.

Handset mode

Pick up the handset: you will hear the dialing tone and it will be displayed on the screen: ***"dial please"***.

Then enter the phone number of the person you want to call, and press **OK** key (or # key if enabled: see section 7.4.5).

If you don't press any of these two keys, the call will be set up after expiration of the maximum inter-digit time which can be adjusted by yourselves (see section 7.4.4).

At that time you will hear the sound of conjunction and you should wait until the called party will receive the call. If you hear the busy tone, please put down the handset.

You can call again the last dialed number by pressing on **Redial** key.

When the calling party has answered successfully, the screen will show the duration of the call. At the end of the call, just put down the handset, that's all.

Hands-free mode

Press the **Hands- free** key; after you hearing dialing tone, the next steps are the same as in handset mode.

If you want to switch from hands-free mode to handset mode, you need only to pick up the handset and continue the call as in handset mode.

Note: after you have switched to handset mode, you cannot switch again to hand-free mode.

The SAGEM RT1000 doesn't support switch from handset mode to hand-free mode.

6.3 Incoming calls

When someone call you, your phone will ring, and the screen will display the phone number of the calling party (if supported by the network). If you wish to answer, please pick up the handset or press the **Hands-free** key, then you can talk with the calling party.

As for outgoing calls, the screen displays the duration of the call.

Reject of an incoming call

If you want to reject an incoming call, you have only to press **OK** key.

6.4 End of a call

After the call is over, you just put down the handset (in handset mode) or just press the **Hand-free** key (in hand-free mode).

6.5 Adjust Volume

You can adjust the voice volume during a call by pressing **Up** or **Down** key. Pressing **Up** key increases the voice volume and pressing **Down** key decreases it.

6.6 Emergency Service

You can dial the emergency service number without any SIM card (if supported by the network). Each telephone company may use a different emergency number: please inquire about the detail from your telephone company.

6.7 International Call

If you want to set up an international call (if supported by the network), please double press **0** key then “**+**” appear on the screen (“**+**” represent the international code). Then enter the country code, the national number of your correspondent, and press **Ok** key (or **#** key if enabled: see section 7.4.5) to set up the call.

6.8 Use the Phone Book to Dial

After entering the phone book, you can use the **Up** or **Down** key to find the number you want to call, and then just press **Ok** key to set up the call.

6.9 Call Hold, Call Waiting, Multi-Party Call

If Call Waiting function enabled (see section 7.6.3), please operate as explained below.

During a call with correspondent B, if an other correspondent C is calling you, the phone number of C will appear on the screen under B number .

You have four options:

1. Press **OK** key, and press **0** key: to continue dialog with B and to reject call from C.
2. Press **OK** key, and press **1** key: to end the call with B and to start the talk with C.
3. Press **OK** key, and press **2** key: to put call with B on hold, and to start the talk with C. You can repeat this step (**OK** key + **2** key) to switch again the talk with B and to put call with C on hold.
4. Press **OK** key, and press **3** key: to talk to B and C at the same time (if conference call is supported by the network and included in your subscription).

7 Configuration Menu

The configuration menu provides access to the following functions:

1. Phone Book

2. Messages

3. Call History

4. Phone Setting

5. Alarm Clock

6. Call Setting

7.1 Phone Book

This function supports reading, reserving, editing and deleting of the numbers and names registered in the phone. The phone book capacity depends on the SIM card.

In idle mode press the **Menu** key, use the **Up** or **Down** keys to move the cursor into the Phone Book menu, and press **Ok** key. The screen will then display three submenus:

- read phone book
- add phone book
- return.

7.1.1 Read Phonebook

Use the **Up** or **Down** key to move the cursor to the function item "read the phone book". There you can scan all the numbers in the phone book with the **Up** or **Down** keys. Press **Ok** key to enter a new submenu, where you can make some operations such as:

- dial
- modify
- set single Key
- return.

The operations are detailed in the following sections.

7.1.1.1 Dial

You can select the function to dial the number directly.

7.1.1.2 Modify

You can select the function to change the number or the name in the phone book.

7.1.1.3 Single Key

You can use this function to register up to 10 important phone numbers by pressing any one of the **0-9** keys. Later you can press this figure key to call the corresponding number. After you enter the menu and have set single key, you can press **Return** key to return to the superior menu , also you press **Ok** key to dial the number directly.

7.1.1.4 Return

The function is just to return to the superior menu.

7.1.2 Add Phone Book

You can add numbers with this function. Use the **Up** or **Down** key to move the cursor to the function item . Then press **Ok** key to enter it; the system will ask you to enter the name, then the number. Press **Ok** key to confirm it.

7.1.3 Return

The function is just to return to the superior menu.

7.2 Messages (SMS)

This function supports editing, sending out, reading, receiving, or deleting the messages (SMS). The phone memory has a capacity for 100 messages, and the SIM card messages capacity depends on the SIM card type. A message can contain 140 letters, figures or symbols.

In idle mode press the **Menu** key, use the **Up** or **Down** key to move the cursor into the Messages menu, and press **Ok** key. The screen will then display four submenus:

- Read Messages
- Edit Message
- Set Center Number
- Return.

7.2.1 Receiving a Message

When the phone receives a new message, the screen will display “a new message”; at the same time there is a special sound. Then you press **Ok** key, the icon  will appear on the bottom left corner of the screen. (When the messages memory is full, the screen will indicate “messages full”, you should at least delete one message to let the new message come in). If you want to read it, you should enter in the **Messages** menu to read it.

Another Logo will appear when there is no more space for new message.

7.2.2 Read Message

In message menu, the first submenu is just reading message, so you press **Ok** key, “waiting” appears on the screen for a while (the system is reading message). Then the screen provides the following information, for example:

 1-12
Mary
04/06/30 08:51

1-12 means there are 12 messages in the memory, now you are reading the first one.

Mary: The sender of this message. Or if the phone book hasn't Mary's number, the screen will display the Mary's number instead of the name Mary.

04-06-30 08:51 means the date and time of the message sending.

Press **Ok** key to read the new message. And if you press **Ok** key again, you will enter a new submenu:

- send message
- edit message
- return.

Send Message

You can send the message to another correspondent by entering his number, then press **Ok** key.

Reedit Message

You can also reedit the message before to send it to another correspondent.

Return

The function is just to return to the message menu.

7.2.3 Edit Message

In messages menu, you can enter **Edit Message** submenu.

To edit a message, please refer to section 8.

And after you have edited the message, press **Ok** key to enter the following submenu :

- send message
- save message

- return.

Send Message

This function is the same as that the one of read message menu.

Save Message

This function is to save the message in the phone memory.

Return

This function is just to return to the message menu.

7.2.4 Service Center

This function is for registration in the phone of the messages service center number.

The number is indicated by the telephone company agency.

7.2.5 Return

The function is just to return to the superior menu.

7.3 Call History

This function allows to read memorized dialed, missed and received calls.

In idle mode press the **Menu** key, use the **Up** or **Down** key to move the cursor into the **Call History** menu, and press **Ok** key. Then the screen will display three submenus:

- dialed
- missed
- received.

7.3.1 Dialed

The memory keeps the 10 more recent dialed calls.

Press **Ok** key to replay the records, and press **Ok** key two times to redial the selected number.

7.3.2 Missed

The memory keeps the 10 more recent missed calls.

Press **Ok** key to replay the records, and press **Ok** key two times to dial the selected number.

7.3.3 Received

The memory keeps the 10 more recent received calls.

Press **Ok** key to replay the records, and press **Ok** key two times to dial the selected number.

7.3.4 Return

The function is just to return to the superior menu.

7.4 Phone Settings

Here you can make some settings according to preferences.

In idle mode press the **Menu** key, use the **Up** or **Down** key to move the cursor into phone setting menu, then press **Ok** key. The screen will display six submenus:

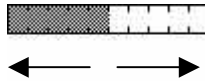
- contrast
- ring type

- set time
- max inter-digit time
- end dial by #
- return.

7.4.1 Contrast

You can select 10-level contrast.

Press **Up** key to increase the contrast and press **Down** key to decrease the contrast.



weaken normal strengthen

7.4.2 Ring Type

You can select various ring types (total 10).

Use the **Up** or **Down** key to scan the ring types, then press to **Ok** key to confirm it.

7.4.3 Set Time

Set current date by **year /month/day** and time by **hour: minute** mode. For the time adopt 24-hours format.

7.4.4 Max Inter-digit Time

This function is to set the maximal inter-digit time during dialing.

When you have dialed a number without pressing **Ok** key (or **#** key if enabled: see section 7.4.5) to confirm it, the phone will set up automatically the call after the maximal inter-digit time.

The maximal inter-digit time can be set from 2 to 9 seconds: press one of **2~9** keys to directly enter the time, then press **Ok** key to confirm it.

7.4.5 End Dial by

This function is to enable the use of **#** key to set up a call after dialing (as with the **Ok** key).

7.4.6 Hotline Number

This function is to store the Hotline Number in the phone.

7.4.7 Return

This function is just to return to the superior menu.

7.5 Alarm Clock

This function is to set the time of the alarm clock. The phone will alarm you at that time. In idle mode after you have set the alarm clock, the icon of  will appear on the screen.

In idle mode press the **Menu** key, use the **Up** or **Down** key to move the cursor to the **Alarm Clock** menu, then press **Ok** key, the screen will display:

Set Alarm

--:--

then you enter the time for example 10:30.

It will show:

Set Alarm

10:30

press **Ok** key. It will show:

Disable

Enable

Use the **Up** or **Down** key to move the cursor to **Enable**, then press **Ok** key again. So the alarm is set ok. And if you want to cancel the setup, just to select the **disable** and to return.

7.6 Call Setting

There are four functions:

- Call Forward
- Call Barring
- Call Waiting
- Return.

7.6.1 Call Forward

This function is to forward your received voice calls to another designated phone number. The function shall be supported by the telephone company.

You can select several call diverting modes:

- Forward all
- Forward if busy
- Forward if no Answer
- Forward if Not Accessible

or return to superior menu.

In idle mode press the **Menu** key, use the **Up** or **Down** key to move the cursor into the **Call Setting** menu, and press **Ok** key. The screen will then display five submenus:

- Forward All
- If Busy
- If No Answer
- If Not Accessible
- Return.

7.6.2 Call Barring

This function will limit the type of calls allowed with your phone.

It shall be supported by the network: please contact your telephone operator to get the details.

The following submenus allow you to select the call barring type, and to enable and disable this function.

All out

Outgoing calls not allowed

All in

Incoming calls not allowed

Inter

International outgoing calls not allowed

Return

After setting one of the above options, you can choose the following sub-options

Call barring on

To activate call barring with the selected option by pressing the **Ok** key.

Call barring off

To deactivate call barring by pressing the **Ok** key.

Query

To checks the status of “call barring”.

Return

This function is just to return to the superior menu.

7.6.3 Call Waiting

This function is to enable and disable Call Waiting function (see section 6.9).

Call waiting on

To activate by pressing the **Ok** key.

Call waiting off

To deactivate by pressing the **Ok** key.

Return

This function is just to return to the superior menu.

7.6.4 Return

The function is just to return to the superior menu.

8 Editing modes

At many times when using your phone, you will need to enter text, for example when storing a name in the Phone Book or writing a text message.

The following text input modes are available:

- **English:** allows you to enter English letters by pressing each key once for each character.
- **ABC:** allows you to enter letters by pressing the key labeled with the desired letter once, twice, or more times until the letter appears on the display.
- **123:** allows you to enter numbers.

Press the # key to switch between these input modes

8.1 English Mode

This mode allows you to enter English words with only one key press per letter. Each key on a keypad has more than one letter: a single press on the **5** key could be j, k, or l. The English mode automatically compares your key pressed to an internal linguistic database to determine the correct word. This mode requires far fewer keystrokes than the traditional multi-tap method: ABC mode.

Typing English Words:

To type a word, press keys corresponding to the letters you need. Remember the following as you are typing:

1. Press keys on the phone just once per desired letter. For example, to enter "Hello", press the following keystrokes: 4, 3, 5, 5, 6.
2. Put a space between each word by pressing the ok key.
3. If the word that appears on the display is not the word that you desire, press the down or up key one or more times to select the words you want.

(For example, "of" and "me" shares the sequence of 6 and 3) The phone displays the most commonly used choice first.

8.2 ABC Mode

This mode is indicated by ABC. When typing in ABC mode, you should press the key labeled with the required character:

- Once for the first character;
- Twice for the second character and so on.

When using ABC mode, you will see the numeric key with letter, press the key and hold: until see the letter which you want.

Validate after undo the key.

For example: you press the **2** key ,screen will display "a, b, c, A, B, C" one by one.

8.3 123 Mode

Enter the figure directly. If you enter the wrong letter, please press **Delete** key to cancel(Press Down key to enter the blank and press Up key to return the cursor).

8.4 Symbol Input mode

In any other input modes, you can press the ***** key to enter the symbol input mode: then use **Down** and **1~8** keys to select the desired symbol.

9 Maintenance

9.1 Battery Maintenance

The battery of the phone is a rechargeable lithium battery. When the phone is in low power, please insert the charger for recharging.

The temperature can affect the charge; the recommended operation temperature is: in charge 0° ~ +45°C, discharge -10° ~ +55°C.

To protect the battery avoid short-circuit. Please use only the delivered battery for the original use. When an electric matter touches the positive and negative contacts of the battery directly, the battery will be easy short-circuited.

Do not use a damaged battery.

If the battery is in a very cold or very hot place (lower than -10°C or higher than 55°C), the life of the battery will be shortened. And it will also lead the phone to work abnormally, even if the battery is been fully charged.

Do not throw the battery into fire. Please deal according to environmental preservation rules with old battery.

9.2 Telephone Maintenance

The following suggestions will help you to keep your telephone in good condition.

Please keep the phone at a dry place, or the liquid will rust the metal circuit.

Please the phone apart from high temperature: high temperature will shorten the life of the electric CMOS chip and melt the plastic and damage the battery.

Please do not open the phone shell or disjoint the phone.

Do not use the thick acid or alkali product to wash the phone body.

10 Troubleshooting

When you encounter any problem while using your desk phone, please refer to following table to solve the problem.

Problems	Possible case	How to solve the problem
The power indicator Light doesn't work.	Bad connection.	Check all plugs connecting
	The battery is used up	Check the battery capacity, then recharge it.
Show : "Input PUK Code:"	SIM card has been locked.	Please connect with your network service provider
Please Check SIM Card"	SIM card register fail	Sent it to your network service Provider to check it.
	SIM card is not installed properly.	Install SIM card properly.
	SIM card contact is Contaminated.	Clean the SIM card contact.
The phone doesn't Work.	Unknown mistake	
	The battery is used up.	Please charge the battery at least half an hour then turn on the phone again.
The LCD display weaken or strength.	The contrast is not adjusted correctly.	Adjust the contrast.