

Thank you for choosing our mobile phone!  
Please read this manual before use.

Check out our website for video  
guides of how to use your phone

[www.ttfone.com](http://www.ttfone.com)

We reserve the right to upgrade the software and product and/or to make changes to this user manual without prior notice.

The icons in this user manual may slightly differ from your phone, depending on the phone you purchased. All rights reserved.

# Contents

1.	Safety Instructions.....	6
2.	Getting Started .....	9
3.	Using the Menu .....	14
4.	Your Phone .....	16
	Key Functions.....	17
	Icons on Screen.....	19
	Volume Adjustment .....	19
5.	Making and Receiving Phone Calls .....	20
	To Make Calls.....	20
	To Answer Calls .....	20
	Accessing the Menu during a Call.....	20
	To End a Call.....	20
	To Reject a Call.....	20
	To Redial a Number.....	21
	Making International Calls .....	21
	Changing the Volume during a Call.....	21
6.	Phone Book.....	22
	Storing, Searching and Deleting Numbers in the Phone Book.....	22
	To Add a New Contact to the Phone Book.....	22
	To Search for an Existing Contact .....	22
	To Delete an Existing Contact.....	23
	To Edit Phone Numbers for Your Speed Dial .....	23
	To call a Speed Dial Number .....	24
7.	SOS Emergency Button.....	24
	To Deactivate SOS Sound Alarm .....	25
	To Add the Emergency Contact Numbers to the Phone Book.....	26

	Edit the SOS Message.....	26
8.	Text Messaging (SMS).....	27
	Writing and Sending a Message.....	27
	Receiving/Reply to a Message.....	27
	Letters and Numbers Input.....	28
	Text Message Numbers.....	29
9.	Accessing Your Voicemail.....	29
10.	Multimedia.....	30
11.	Settings Other Functions.....	34
	Calendar.....	34
	Setting an Alarm.....	34
	Turning off the Alarm.....	35
	Phone Lock.....	35
	Restore to factory Settings.....	35
	Call Logs.....	36
	Calculator.....	36
12.	Customizing Your Settings.....	37
	Profiles.....	37
	Turning Off Talking Buttons (Keypad Tone).....	37
	Call Settings.....	38
	Bluetooth.....	39
	Pair Bluetooth Devices.....	39
13.	Troubleshooting.....	41
14.	Radio Frequency (RF) Exposure and SAR.....	44

# 1. Safety Instructions

This user manual includes important safety information. Please read below instructions carefully. It may be dangerous or illegal if you do not follow these instructions.



## Pay attention to Traffic Safety

Obey local traffic laws and do not use the phone while driving. Using a cell phone while driving is dangerous and it is illegal in some areas. Radio frequency (RF) signals may affect improperly installed or inadequately shielded electronic systems in motor vehicles such as electronic fuel injection systems, electronic antiskid (antilock) braking systems, electronic speed control systems, and air bag systems. For more information, check with the manufacturer of your vehicle for any equipment that has been added. Do not place objects, including installed or portable wireless equipment in the area over the air bag or in the air bag deployment area.



## Pacemaker Interference

Pacemaker manufacturers recommend that a minimum separation of 15.3 centimeters (6 inches) be maintained between a wireless phone and a pacemaker in order to avoid potential interference with the pacemaker.



## Turn Off Your Cell Phone in Medical and Health Care Facilities.

Switch off your device in health care facilities when any regulations posted in these areas instruct you to do so. Hospitals or health care facilities may be using equipment that could be sensitive to external RF energy.



## Switch Off on Airplanes

Using your device while flying in aircraft is prohibited. Switch off your device before boarding an aircraft. The use of wireless devices in an aircraft may be dangerous to the operation of the aircraft, disrupt the wireless telephone network, and may be illegal.



## Accessories and Batteries

Use only the approved accessories and batteries. Please do not try to use with any product that was not manufactured for use with this phone. Please be sure the phone has been switched off before taking out the battery. Please dispose of scrap batteries properly according to the local regulations.



## Cell Phone Should Be Turned Off Near Sites of Explosion.

Potentially explosive atmospheres include areas where you would normally be advised to turn off your vehicle engine. Sparks in such areas could cause an explosion or fire resulting in bodily injury or even death. Switch off the device at refueling points such as near gas pumps at service stations and in any area with a potentially explosive atmosphere and obey all signs and instructions. Observe restrictions on the use of radio equipment in fuel depots, storage, chemical plants or where blasting operations are in progress.



## Using the Phone Correctly

Please use this phone in its normal intended position. Do not let children use the phone without supervision. Your phone contains small parts such as SIM card, which can be accidentally swallowed by a child.



## Your Phone is Not Waterproof

This phone is not waterproof. Please do not expose your phone to wet weather or environment (such as rain, snow, seawater, etc.).

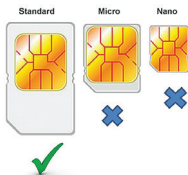
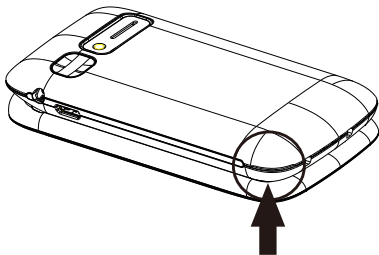
## 2. Getting Started

### Remove the Back Cover

Open the battery cover carefully by prising open from the bottom left corner where you will find a small notch.

### Install the SIM card and battery

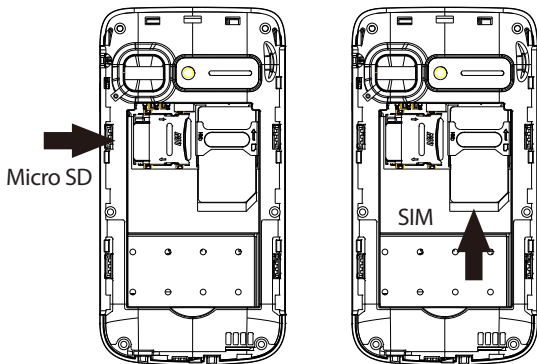
For availability and information about using SIM card services, contact your SIM card vendor. This may be the service provider, network operator, or other vendor.



Note: The SIM card and its contacts are easily damaged by scratches or bending, so please be careful when handling, inserting, or removing the card.

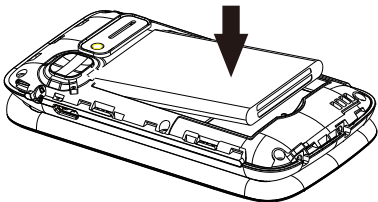
Note: Keep all SIM cards out of the reach of small children.

1. Ensure the phone is switched off and the charger is disconnected before removing the battery.
2. With the back cover removed, install the SIM card by sliding it into its nest (SIM) and under the metal holding plate. Ensure the angled corner is on the lower right hand side. (To remove the SIM card, gently press on it and slide it out of its nest.) Please note you can only use a standard SIM card not a Micro or Nano SIM. You can also install a microSD memory card into the slot above the SIM slot.

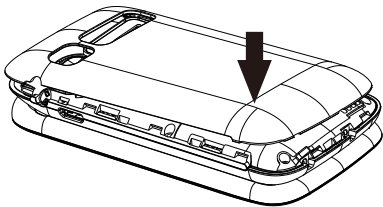




3. Install the battery into the battery slot, ensuring that the three metallic stripes on the battery align with the three metallic prongs in the battery slot.




4. Put on the battery cover. Ensure the cover is completely closed and the matching sound (click) could be heard.





5. Plug the phone in to charge it fully. You can also use the included dock charger to charge the phone easily.


## Turning the Phone On

To turn the phone on, press and hold the  red key until the screen lights up. If you switch on the mobile phone before inserting the SIM card, it prompts you to insert the SIM card. The mobile phone checks whether the SIM card is valid automatically after it is inserted.

The following prompts appear on the screen in sequence when the mobile phone is just switching on:

- **Input phone password** - If the password of the phone has been set.
- **Input PIN** - If the password of the SIM card has been set.
- **Searching** - The mobile phone is searching for available network.
- **Language settings** - Defaults to English so just press the  right soft key to confirm.
- **Set Date** - Type in the date here MM.DD.YYYY and press the  left soft key.
- **Set Time** - Type in the time here in 24 hour style and press the left soft key then press the up or down key to set date.

## Turning the Phone Off

To turn the phone off, press and hold the  red key until the screen turns blank.

## Charging the Battery

The battery can be charged when the phone is either

on or off. Please ensure the battery is inserted into the phone before charging. The charging time is three hours. To connect the charger:

1. Insert the cord into its port on the right hand side of the phone
2. Plug the charger into a 240V electrical outlet.

To disconnect the charger:

1. Unplug the wall charger.
2. Remove the cord from the phone.

### Charging Using the Docking Charger

You can also use the included docking charger for easy charging.

1. Simply plug the charger into the back of the dock
2. Place the phone into the dock to start charging.
3. Remove the phone when charging is complete.



### Battery Level Indication




EMPTY

FULL

### Low Battery Alert

The phone will sound an alert when the battery is low and display a message of low battery on the screen.

### 3. Using the Menu












In the standby state press the  left soft key to access the main menu.


Exit a menu: press the  right soft key to return to the previous menu.

Enter the standby state: press the  red key.

#### How to set Date and Time

As soon as your phone is charged, we recommend you set the date and time so you can retrieve voice messages and texts more easily.

1. Press the  left soft key to enter the menu.
2. Press the  up or down key until "Settings" appears.
3. Press the  left soft key.
4. Press the  down key until "Phone Settings" appears.
5. Press the  left soft key.
6. Press the  down key until "Date & Time" appears. Press the  left soft key.
7. Press the  down key to select "Set time or Date". Press the  left soft key.
8. Enter the time using the 24 hour clock.
9. Use the  down key.
10. Enter the date In the format DD.MM.YYYY.
11. Press the  left soft key to save.

12. To exit the settings, press the  right soft key 4 times.

**To watch instructional videos please visit and  
subscribe to our youtube channel  
[www.youtube.com/ttfone](http://www.youtube.com/ttfone)**

**Visit our support page for more information  
[www.ttfone.com](http://www.ttfone.com)**

**Buy accessories for your phone at  
[www.ttfone.com](http://www.ttfone.com)**

## 4. Your Phone
















Headphone port

Charging port



## Key Functions

















Key	Function
Left soft Key 	Standby Mode: Press for main menu. Operating: Press to enter a menu.
Right soft Key 	Standby Mode: Press for phonebook. Operating: Press to exit a menu.
Answer Key (Green Key) 	Making Phone Calls: Press to make a call or press to pick up an incoming call. Standby Mode: Press to enter call logs. Operating: Display recent calls.
End Key (Red Key) 	Turn the Phone Off: Press and hold. Turn the Phone On: Press and hold. Operating: End a Call. Return to Standby Mode.
Navigation Arrow Key 	Up Arrow: Standby Mode: Press for User Messages. Operating: Press to scroll up. Down Arrow: Standby Mode: Press for Alarm. Operating: Press to scroll down.

M1 Key 	Press and hold for speedial of a set favourite number.
M2 Key 	Press and hold for speedial of a set favourite number.
M3 Key 	Press and hold for speedial of a set favourite number.
# Key 	Standby Mode: Press and hold to set silent mode or press once to type the hash  symbol. Edit Mode: Press to switch typing mode.
* Key 	Standby Mode: Press once to type in the star  symbol, twice for + symbol and three times for P symbol. Edit Mode: Press to access punctuation symbols list.
SOS Button 	Press and hold the SOS key to call and text upto five emergency numbers.




## Icons on Screen

The following icons may be displayed on the screen:


	Silent Mode Activated
	Missed Call
	Dialling
	Alarm Set
	Bluetooth
	Hands Free Headset connected
	New SMS Text Message(s)
	Battery life
	Good Signal
	Weak Signal
	Invalid Sim or No Signal
	Roaming
	SOS/Emergency Button Enabled
	You have a Voicemail(s)
	NO Sim Card
	Vibration Mode



## Volume Adjustment

1. During a normal or hands-free call connection,  up or down key to adjust the volume.
2. During a phone call to reach maximum volume you can press the  right soft key to select "H-free" handsfree mode. This is an aid for users with a hearing issues.



## 5. Making and Receiving Phone Calls

### To Make Calls




1. Enter a number and Press the  green key. The screen will say "Calling" when you are dialing the number.

- To delete a digit, press the  right soft key.
- To clear the screen, press the  red key.

### To Answer Calls

When your phone rings or vibrates the notification lights will flash. Simply open the flip to answer the call. If the flip is already open when receiving a call press either the  left soft key or the  green key to answer


### Accessing the Menu during a Call

To access the menu, press the  left soft key. Scroll up or down to the desired command by using the  up or down key and press the  left soft key again.

### To End a Call



To end a call, press the  red key or close the flip.

### To Reject a Call



To reject a call without answering, press the  red key when your phone rings.

**NOTE:** Must have cover answer off in order to reject calls.

## To Redial a Number



1. Press the  green call key, this will take you to all your recently dialed call list.
2. Press the  green call button again to call the number highlighted.

## Making International Calls

1. Press the  star key twice quickly until a "+" character appears on the screen.
2. Enter the country code, area code and phone number as instructed by your long distance network service carrier.
3. Press the  green call key to complete the call.

## Changing the Volume during a Call

To change the volume during a call:

- Press  up or down key.
- Press the  right soft key to select "H-free" this will give you the loudest volume which is handy for those that are hard of hearing.








## 6. Phone Book

### Storing, Searching and Deleting Numbers in the Phone Book

Phone numbers can be stored on the phone or the SIM card. The phone symbol indicates that the contact is saved in the phone. The SIM card symbol indicates that the contact is saved on the SIM card.





You can store up to 200 entries in the phone memory.

### To Add a New Contact to the Phone Book








1. Press the  left soft key to access the menu.
2. Press  up or down key until "Contacts" appears.
3. Select the option "Contacts" by pressing the  left soft key.
4. Press the  left soft key to select "Options".
5. Press the  left soft key to select "New contact".
6. Here you can select where you would like to save the number. You can choose either on the Sim card or to the phone. To select press the  left soft key.
7. Enter the name of the new contact by using the number keypad. Press a key 1 to 4 times to enter the correct letter. Press "0" for space.
8. Scroll down then enter the number then press the  left soft key then select save.

### To Search for an Existing Contact




1. Press the  left soft key to access the menu.







2. Press the  up or down key until "Contacts" appears.
3. Select the option "Contacts" by pressing the  left soft key.
4. Scroll  up or down to search for the contact.
5. Press the  green key to make a call .





## To Delete an Existing Contact

1. Press the  left soft key to access the menu.
2. Press the  up or down key until "Contacts" appears.
3. Select the option "Contacts" by pressing the  left soft key.
4. Press the  up or down key to find the contact that you want to delete.
5. Select the contact by pressing the  left soft key.
6. Press  up or down key until "Delete" displays.
7. Press the  left soft key twice until the contact list displays.

## To Edit Phone Numbers for Your Speed Dial




You can set up to 9 numbers for the speed dial using the number key from 2 to 9, and the  M1 key,  M2 key and  M3 key.

1. Press the  left soft key to access the menu.
2. Press the  up or down key "SOS" appears.
3. Select option "SOS" by pressing the  left soft key.
4. Press  up or down key until "Speed Dial" appears.
5. Press the  left soft key. "set numbers" appears.
6. Press the  left soft key.


7. Scroll  up and down to choose the correct key and press the  left soft key to edit.
8. Choose a contact from the phone book.
9. Press the  left soft key to save.
10. Press the  right soft key four times to exit.

**Please Note:** Ensure the status is set to ON in order for this speed dial function to work. Repeat the same using M1 / M2 / M3 menu to set these keys.

### To call a Speed Dial Number

Select the speed dial number you want to call by pressing and holding the desired speed dial number - 2 through 9,  M1 key,  M2 key or  M3 key.

## 7. SOS Emergency Button

**Important Notice:** Wireless phones, including this device, operate using radio signals, wireless networks, landline networks, and user-programmed functions. Because of this, connections in all conditions and/or locations cannot be guaranteed. You should never rely solely on any wireless device for medical emergency communication. You can set the emergency numbers in the phone book according to your requirements; you can set a total of up to five emergency numbers. In case of an emergency, when the  SOS button is pushed down the phone will automatically send a text message to the

emergency numbers set up on the phone. The mobile phone will then make the emergency call. If the first call fails, the phone will proceed to dialling the second emergency number. In this manner the phone will circulate the emergency contact numbers three times in order to receive an answer. The phone will also sound an alarm when an emergency call or message is sent.







**Please note:** If one of the emergency numbers has a voicemail system, the phone will assume that the call has been answered and will no longer call any more of the emergency numbers.

### **Attention!**







The Emergency SOS button will only make calls if:

1. A SIM card is in the mobile.
2. There is at least one SOS numbers programmed.
3. There is a SOS text message saved.

### To Deactivate SOS Sound Alarm







1. Press the  left soft key to access the menu.
2. Press the  up or down key until "SOS" appears.
3. Press the  left soft key.
4. Press the  up or down key to select "SOS Alert"
5. Press the  left soft key.
6. Select OFF by pressing the  left soft key

## To Add the Emergency Contact Numbers to the Phone Book

1. Press the  left soft key to access the menu.
2. Press the  up or down key until "SOS" appears.
3. Press the  left soft key.
4. Press the  up or down key to select "SOS Numbers".
5. Press the  left soft key.
6. Choose "Contact input" to choose from your list of saved contacts or "Manual input" if you would like to type in the number.
7. Press the  left soft key to save.
8. Repeat process to add 4 other emergency contacts.








**Please Note:** Ensure the  SOS BUTTON is set to ON in order for this SOS function to work

## Edit the SOS Message

1. Press the  left soft key to access the menu.
2. Press the  up or down key until "SOS" appears.
3. Press the  left soft key.
4. Press the  up or down key to select "Emergency SMS".
5. Press the  left soft key.
6. Edit the text of the message
7. Press the  left soft key to save.





### Writing and Sending a Message

1. Press the  UP key to shortcut to messages or press the  left soft key to access the menu.
2. Press the  up or down key until "Messages" appears.
3. Select the option "Messages" by pressing the  left soft key.
4. Press the  up or down key until "Write message" option displays.
5. Press the  left soft key and type the message you want to send the text to.
6. Press the  left soft key twice to send your message.

You can also access a stored message in your inbox and reply to it by selecting the option "Inbox" instead of "New Message" and following the same commands.

### Receiving/Reply to a Message


When you receive a new text message, your phone will display an envelope icon and "New Message" notification. The envelope notification light will flash.

1. Press the  left soft key to read the message.
2. Press the  left soft key again to see a list of available commands such as "View", "Delete", etc.

Texting Actions	Description
View	To view the message
Reply	To reply the message
Call sender	To call the sender
Forward	To forward the message
Delete	To delete the message
Delete All	To delete all messages
Save to phonebook	To save messages to phone book

## Letters and Numbers Input




### Text Message Letters

English letters are set on number keys from "2" to "9". You can input numbers, upper or lower case letters and punctuation symbols. Pressing the  key while typing lets you switch between the different types of input modes. Each number key is set for three or four letters. Press the number key one time to display the first letter, two times to display the second letter, etc.

### Text Message Punctuation



The punctuation available includes: ., ? ! " ( ) @ \ / : - ; + - \* and more.

To enter punctuation:

1. Press the  key to display the list of punctuation symbols
2. Use the  up or down keys to scroll through the list.
3. Press the  left soft key to select.

#### 4. Text Message Numbers

To enter a number instead of a letter:

1. Press the  key to switch input mode from letter to numerical and then use number keys from 1 to 0 to enter numbers.
2. Keep pressing the  key until 123 is highlighted.
3. Change it back by repeating the process and this time choose Abc.

### 9. Accessing Your Voicemail

Your voice mail access number has to be provided by your network carrier using your SIM card. To dial your voice mailbox, press and hold "1" on the key pad.




If pressing the "1" button on your phone will not take you to your voicemail, we suggest you call your carrier and ask for your voicemail number which you can store as a fast dial on your keypad afterwards.

**Visit our support page for more information**  
**[www.ttfone.com](http://www.ttfone.com)**







**Buy accessories for your phone at**  
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### Camera





Press the  left soft key to access the menu.


1. Press the  up or down key until "Multimedia" appears.
2. Press the  left soft key.
3. Press the  up or down key until "Camera" appears.
4. Take a photo by pressing the key 5.

### Image Viewer








1. Press the  left soft key to access the menu.
2. Press the  up or down key until "Multimedia" appears.
3. Press the  left soft key.
4. Press the  up or down key until "Image Viewer" appears.
5. Press the  left soft key.
6. Press the  left soft key to choose Options. These include: view, send, use as rename, delete and image info.

### Video Recorder









1. Press the  left soft key to access the menu.
2. Press the  up or down key until "Multimedia" appears.
3. Press the  left soft key.
4. Press the  up or down key until "Video Recorder" appears.
5. Select "5 key" to start recording.

6. Press "5 key" to pause and "5 key" again to resume.
7. Press the  right soft key to save the recording.



## Video Player

1. Press the  left soft key to access the menu.
2. Press the  up or down key until "Multimedia" appears.
3. Press the  left soft key.
4. Press the  up or down key until "Video Player" appears.
5. Press the  up or down key to select the video you wish to view.
6. Press the key 5 to play the selected video.
  - Use the key 4 to rewind, the key 6 to forward and the key 5 to play and pause the video.
  -  Hash and  star key can be used to adjust the volume of the video.

## Audio Player

1. Press the  left soft key to access the menu.
2. Press the  up or down key until "Multimedia" appears.
3. Press the  left soft key.
4. Press the  up or down key until "Audio Player" appears.
5. Press the  left soft key.
6. Press the  left soft key to select "List" to see your downloads.
7. Press the  up or down key to select a song.
8. Press the  left soft key.
9. Select: Play, Delete, Set as ringtone, Send or Details.






Controls:

- To play or pause: Key 5
- Skip to next song: Press the Key 6
- Skip to previous song: Press the Key 4
- Volume:  Star key to decrease and  Hash key to increase.

## FM Radio

Listen to the radio on the speaker phone or connect the headset into the headset jack.

### **Turning on the FM Radio**

1. Press the  left soft key to access the menu.
2. Press the  up and down key until "Multimedia" appears.
3. Press the  left soft key.
4. Press the  up and down key until "FM radio " appears.
5. Press the  left soft key.

Use the key 5 to play/pause the radio.

### **Scanning for a Station**

To scan for stations, press the Key 4 and 6.

### **Adjusting the Volume**

To adjust the volume use the  Star key to decrease and  Hash key to increase.

### **Turning the Radio Off**

To turn the radio off press the Key 5.






\*The quality of radio sound depends on signal quality at your location.

The headphones act as an aerial so you will get better reception when they are plugged in.

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### Calendar

To view the calendar:







1. Press the  left soft key to access the menu.
2. Press the  down key until "Organiser" appears.
3. Press the  left soft key.
4. Press  down key until "Calendar" appears.
5. Press the  left soft key.

### Setting an Alarm

You can set up to five alarms. Alarm options include:

- Alarm tone
- Snooze duration (1, 3, 5, 10 minutes)
- Alarm repeat settings (Once, everyday and custom).

You can access the Alarm menu


1. Press the  left soft key to access the menu.
2. Press the  up or down key until "Organiser" appears.
3. Press the  left soft key.
4. Press  down key until "Alarm" appears.
5. Press the  left soft key.  
Here you can set up to five alarms.
6. Select Alarm1 by pressing the  left soft key.
7. Choose "Status" to activate the alarm ON and OFF.
8. Press down key.
9. Set the time of the alarm in 24 hours format. Press



down key for further options including snooze, repeat, alarm tone and alert tone. Press left soft key to save.

## Turning off the Alarm


When the alarm sounds:

- Press the  left soft key to shut off the alarm
- Press the  right soft key to snooze.

## Phone Lock

The phone lock can prevent your mobile phone from illegal use. You can set the phone lock as On or Off and change the phone password.

Phone lock can be found in the menu Settings/Security/Phone Security/ Phone Lock.

Press the  left soft key to access the Phone lock and input the password again to disable phone lock.

**Note: The default phone lock password is 1122.**



**Please change into your own private password as soon as possible.**

## Restore to factory Settings

To restore the phone back to factory settings go to the menu and go to Settings/Phone settings/Restore factory settings and input the phone lock password. The default password is 1122.




## Call Logs



This option stores recently dialled calls, received calls and missed calls. Your phone can store up to 20 records for each function.


1. Press the  left soft key to access the menu.
2. Press the  up or down key to find "Call Logs".
3. Here you will be able to manage your calls:
  - Missed calls
  - Dialed calls
  - Received calls
  - Delete call logs

## Calculator

Your phone can provide basic calculator functions: addition, subtraction, multiplication and division.

1. Press the  left soft key to access the menu.
2. Press the  up or down arrows to find "Organiser".
3. Select the option "Calculator" by pressing the  left soft key.

Enter number keys to enter values. Press the  hash key for decimals. Use the  up or down keys or the lateral keys to select the math operation: +, -, X, and ÷.







Press the  right soft key to clear the last digit or to exit the calculation operation.

Press the  left soft key to complete the calculation.




## 12. Customizing Your Settings



### Profiles

You can use profiles to set and customise the ring tones, message alert tones, and other tones for different events.

1. Press the  left soft key to access the menu.
2. Press the  up or down key until "Settings" appears.
3. Press the  left soft key.
4. Press the  up or down key to find "Profiles".
5. Press the  left soft key.
6. Press the  up or down key to select from the following options:
  - **Ring type** this is where you can adjust Ringtone, Vibration, Silent, Ring & Vibrate.
  - **Ring Settings** is to change the ringtone and message notification tone.
  - **Adjust the volume** this is to change the volume for all functions.
  - **Other Alert rings** - is to change the keypad tone, flip tone, start up tone etc.

### Turning Off Talking Buttons (Keypad Tone)

1. Press the  left soft key to access the menu.
2. Press the  up or down key until "Settings" appears.
3. Press the  left soft key.
4. Choose option "Profiles".







5. Press  left soft key to view "OPTIONS".
6. Choose option "Customise" and select "Keypad"
7. Press "Options" and select "Change" to select the tone you desire ( Silent, Click, Tone or Human voice tone).
8. Press the  left soft key to save.

## Call Settings

These features require the support of your network provider based on the calling package you select when you purchase your phone.

- Call divert - to divert call to another number
- Call waiting - to switch on/off call waiting option
- Call barring - to stop calls from a particular number (you can also use Blacklist option in the phone for this)
- Auto redial - Not show your number when calling
- Call time reminder - Activate flight mode which will switch off all phone signal
- Answer mode - Choose to answer the phone by opening the flip cover or by pressing any key.

To access:




1. Press the  left soft key to access the menu.
2. Press the  up or down key until "Settings" appears.
3. Press the  left soft key.
4. Press the  up or down key to select "Call Settings".
5. Press the  left soft key.
6. Press  Left soft key to view "Advance Setting."
7. Then use this menu to update your desired settings.




## Bluetooth

The mobile phone supports Bluetooth function. You can use Bluetooth wireless technology to set wireless connection with other compatible devices, including mobile phones, computers, headsets, in-car accessories etc. With Bluetooth function, you can send photos, video segments, audio segments, personal business card and memos. You can also establish wireless connection with a compatible PC to transmit files. Try to keep the two devices you are connecting through Bluetooth close together while they are in use. Most Bluetooth headsets have a range of 10 meters. If possible, try to keep your phone on a chair beside you or nearby while talking on your headset to ensure the best connection. When using your computer, try putting your phone on the desk beside your monitor to ensure the best connection possible.

## Pair Bluetooth Devices

Have one of the devices "search for new devices" to find the other. Typically you want a phone to search for your headset or audio speaker rather than the other way around. The Search function is located within the Bluetooth menu in the connection settings option in your phone.

1. Press the  left soft key to enter the menu.
2. Press the  down key until "Settings" appears.
3. Press the  left soft key.

4. Press the  down key until "connections" appears.
5. Press the  left soft key.
6. Press the  down key until "Bluetooth" appears.
7. Go to "My device" and locate your other device.
8. Once your phone finds the other device enter the "pairing code" for the device to link the two together. The pairing code is typically located on a sticker on the back of a headset or in the instruction book for a device.

**Note:** Ensure the power is set to ON in the Bluetooth menu

## 13. Troubleshooting

Problems	Solutions
Phone does not turn on	<ol style="list-style-type: none"><li>1. Ensure you have held the power button down for more than 5 seconds.</li><li>2. Re-insert the battery and retry turning on the phone.</li><li>3. Plug charger into the phone and ensure the battery is charged.</li></ol>
Cannot connect to a network	<ol style="list-style-type: none"><li>1. Signal strength may be weak, try moving your location and try again.</li><li>2. It may be possible that you are using the phone beyond the network service coverage area.</li><li>3. Check that your SIM card is correctly installed and is valid. (Contact your network provider)</li></ol>
No information displays when the phone is on	<ol style="list-style-type: none"><li>1. Check that your SIM card is correctly installed.</li><li>3. You may have permanently locked your phone by entering the PIN code incorrectly 3 times. Obtain your PIN code from your network provider.</li><li>4. Increase the screen brightness in "Settings".</li></ol>
Phone call quality is poor	<ol style="list-style-type: none"><li>1. Increase the call volume using the up and down keys while on a call.</li><li>2. It may be that the network reception is poor in your location. Try moving to another area to obtain a better connection.</li></ol>

Shorter standby time	<p>1. Standby time is related to system settings. In areas of poor reception, the phone will use more battery power to try to find a base station. Reduce the standby time to save battery power.</p> <p>2. It could also be the case that the battery of the phone has become worn out. You may need to replace the battery.</p>
SIM card Error	<p>1. Reinstall the SIM card in the phone. Ensure the metal contacts are clean - wipe gently with a clean cloth before inserting into the phone.</p> <p>2. The SIM card may not be correctly installed.</p> <p>3. If the SIM card is damaged contact your service provider.</p>
Some features do not operate or cannot be set	<p>1. This could be due to an operation error on the phone. Switch the mobile phone off and restart after 30 seconds.</p> <p>2. The network provider may not support the feature you are trying to use and this may prevent its use.</p>



Cannot receive incoming calls	<ol style="list-style-type: none"> <li>1. Ensure your mobile phone is switched on and connected to a network.</li> <li>2. Ensure your SIM card is correctly installed.</li> <li>3. Call restrictions may be prohibiting incoming phone calls, so these settings must be checked.</li> <li>4. Poor areas of network coverage can prevent incoming calls so check the network status of your phone.</li> </ol>
Phone not charging	<ol style="list-style-type: none"> <li>1. Bad connections can hinder the phone charging; ensure all contacts are correctly connected.</li> <li>2. Check to see whether the phone battery charging slot or the charger itself is damaged. If so, discontinue use. Replace battery or charger.</li> <li>3. The phone cannot be charged in temperatures below 10°C or above 55°C.</li> </ol>
Does not dial numbers	<ol style="list-style-type: none"> <li>1. Confirm that once the number is entered using the keypad that the green call button is pressed to dial the phone number.</li> <li>2. Check the phone number entered is correct.</li> <li>3. Check reception coverage status of your mobile phone.</li> <li>4. Ensure the call restriction settings are correct in order for you to dial outgoing calls.</li> </ol>

## 14. Radio Frequency (RF) Exposure and SAR

This device meets international guidelines for exposure to radio waves. Your mobile device is a radio transmitter and receiver. It is designed and manufactured not to exceed the limits for exposure to radio frequency (RF) radiation recommended by international guidelines (ICNIRP). These limits are part of the comprehensive guidelines and establish the 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 exposure standard for mobile devices employs a unit of measurement known as the Specific Absorption Rate, or SAR. Although the SAR is determined at the highest certified power level, the actual SAR of the device while operating can be well below the maximum value. This is because the device is designed to operate at multiple power levels so as to use only the power required to reach the network. In general, the closer you are to a base station, the lower the power output of the device.

SAR values may vary depending on national reporting and testing requirements and the network band. Use of device accessories and enhancements may result in different SAR values.

The SAR limit for mobile devices used by the public is 2.0 w/kg (watts per kilogram) averaged over 10 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. The highest SAR Value - 0.721 w/kg.

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