Part 15.21 statement

" Change or Modifications that are not expressly approved by the manufacturer could void

the user's authority to operate the equipment. "

Part 15.105 statement

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 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 or an experienced radio/TV technician for help.

Part 15 Class B Compliance

This device and its accessories comply with part15 of FCC rules.

Operation is subject to the following two conditions:

(1) This device & its accessories may not cause harmful interference.

(2) This device & its accessories must accept any interference received,

including interference that may cause undesired operation.

Body-worn Operation

This device has been tested for typical body-worn operations

with the distance of 0.79inches (2.0cm) from the user's body.

To comply with FCC RF exposure requirements, a minimum separation distance

of 0.79inches(2.0cm) must be maintained from the user's body.

Additionally, Belt clips, holsters & other body-worn accessories may not contain

metallic components.

Calendar

When you enter this menu a calendar will be displayed. The square cursor is used to locate a particular day. The orange colored date indicates schedule(s) on that day. This function helps to remind you of the schedule. The phone will sound an alarm tone if it has been set for a specific schedule item.

For changing the day, month, and year.

Key	Description
up/down navigation key	Weekly
left/right navigation key	Daily
1 key / 3 key	Yearly
7 key/ 9 key	Monthly
5 key	Today

▶ **View:** Allows you to view the selected schedule.

▶ **Delete:** Allows you to delete the selected schedule.

▶ **New Schedule:** You can edit a maximum of 30 characters and create up to 30 notes.

▶ **Edit:** Allows you to edit the selected schedule.

▶ **Calendar:** Allows you to consult the calendar.

▶ **Scheduler Tone:** The phone can sound an alarm tone when the scheduled date for an event has been reached with this option.

▶ **All Schedules:** Shows the notes that are set for all days. Use the up/down navigation keys to browse through the note lists. You can use the menu by press the right soft key [**Options**].

▶ **Go to Date:** Allows you to jump to a specific date.

▶ **Delete Old:** Delete the past schedule event that has already been notified.

▶ **Delete All:** Delete all schedules. You are asked to confirm your action.

Address Book

Contact List   Menu 2.1

This menu allows you to save and manage contact address information. The Contact List functions allow you to add a new address or search saved contact addresses by name.

New Contact   Menu 2.2

This menu allows you to add a new contact address. You can input contact address information including name, phone numbers, email addresses, group information items, and memos.

Caller Groups   Menu 2.3

1. Every Group list will be displayed: **Family, VIP, Friends, Colleague, Group 1, Group 2, No Group**.

2. Select the Group name that you want to manage by pressing the right soft key [Options].

3. You will see the following submenus under the predefined groups except for the **No Group** group.

• **Members List:** Allows you to see the member list in the group.

• **Group Ringtone:** Allows you to select the ringtone to be used when you receive a voice phone call from a person in the group.

• **Group Icon:** Allows you to select the graphic icon to be displayed on the group of Group List.

• **Add Member:** Allows you to add the member to the group.

• **Remove Member:** Allows you to delete the member in the group.

• **Rename:** Allows you to assign a name to the group.

Speed Dial List   Menu 2.4

This menu allows you to configure the speed dial numbers. You can select a number as a speed dial from 2 to 9. You can configure speed dial numbers for any of the 8 numbers for a specific contact address.

Copy All Contacts   Menu 2.5

This menu allows you to copy all of the information from your SmartChip, e.g. name, handset number, etc., to your handset vice versa. If a name is duplicated during the copying operation, the information is also duplicated.

▶ **SmartChip to Handset:** You can copy the entry from the SmartChip card to the handset memory.

▶ **Handset to SmartChip:** You can copy the entry from the handset memory to the SmartChip card (not all the data will be copied).

Delete All Contacts   Menu 2.6

You can delete all entries in the **SmartChip** and the **Handset.**

Press the 📞 [END] key to return to standby mode.

My Business Card   Menu 2.7

This feature allows you to create your own name card. You can key in the Name, Mobile number, Office number, Fax number and E-mail address.

▶ **Edit:** Allows you to write a new message or edit the selected name card.

▶ **Send Via Text Message:** Sends the selected name card by SMS.

▶ **Delete:** Allows you to delete the selected name card.

My Numbers   Menu 2.8

Allows you to display your phone number in the SmartChip card.

Games

Alarm Clock

Set the alarm to ring at a specific time. In the **Set Alarm Clock** menu, the following options are available:

On: Set the time(hour and minute) for activating the alarm.

1. Enter the menu.

2. Select [**On**] by pressing the right/left navigation keys.

3. If you want to set the time for activating the alarm, press the down navigation key.

4. Enter the required time, press the down navigation key.

5. The following options are available.

- **Once:** The alarm rings only once and is then deactivated.

- **Daily:** The alarm rings every day at the same time.

- **Mon ~ Fri:** The alarm rings every week on the same day and at the same time.

- **Sat ~ Sun:** The alarm rings every month on the same day and at the same time.

6. Allows you to select the alarm melody by using the right/left navigation keys.

7. Press the right soft key [**Save**].

Off: Cancel the alarm setting.

ⓘNotice

If this option is set to On, the alarm will ring at the specified time, even when the phone is switched off.

To stop the alarm when it rings, press the right soft key[Quit].

Messaging

New Message   Menu 5.1

You can write and edit text messages of up to 913 characters.

1. Type in a message using key presses. For details on how to enter text, refer to page 22 (**Entering Text**).

2. After completing the message select the required option by pressing the right soft key [**Options**].

The following options are available.

▶ **Send:** Enter the phone number or select the number from the address book.

▶ **Insert**

  • **Symbol:** You can insert symbols ranging from sentence notes to emoticons. Select the one you want by navigating the left/soft keys.

  • **Picture:** You can select a graphic image by using the left/right navigation keys. You can preview the selected picture by pressing the center key [View]. If you press [Cancel] on the right key, it allows you to go back to the previous screen. (There is no picture on the phone that is pre-installed)

  • **Animation:** You can attach an animation in a message can be done through EMS(Enhanced Messaging Service).

  • **Audio:** You can insert various ringtones.

  • **Text Template:** You can easily insert the frequently used sentences in the text message.

  • **Contact:** You can browse one of your contacts and insert it.

  • **Business Card:** Input your own business card created in (Menu 2.7.2). For further details, see page 35.

▶ **Save to Drafts:** Saves the selected slide to draft.

▶ **Set T9:** You can set on and off for the T9 input mode.

▶ **Clear Text:** Deletes the written message.

▶ **Cancel:** Exit the text editor.

Inbox   Menu 5.2

You will be alerted when you receive a message. They will be stored in the Inbox.

In the Inbox, you can identify each message by icons.

The following [Options] are available in the Inbox list.

▶ **View:** You can view the received messages.

▶ **Delete:** Deletes the selected message from the Inbox.

▶ **Reply:** Allows you to reply to the sender of the selected message.

▶ **Forward:** Forwards a received message to other recipients. After recipients are entered, the message can be forwarded.

▶ **Return Call:** Call back the sender.

▶ **Delete All Read:** Deletes all messages that you have read in the list.

▶ **Delete All**

  - Text Messages: Deletes only text messages in the list.

  - Download Messages: Deletes only downloaded messages in the list.

  - All Messages: Deletes all messages in the list.

Drafts   Menu 5.3

You can view the messages saved as a draft. The draft messages are listed with the date and time of when the messages were saved.

The following [Options] are available.

▶ **Edit:** Modifies the message you choose.

▶ **Delete:** Deletes the message you choose.

▶ **Delete All:** Deletes all messages in the folder.

Outbox Menu 5.4

If the message transmission fails, you can save the message in the Outbox.

The following [Options] are available in the Outbox list.

▶ **View:** View the message you choose.

▶ **Delete:** Deletes the message you choose.

▶ **Edit:** Allows you to edit the selected message.

▶ **Delete All:** Deletes all messages in the folder.

Sent Menu 5.5

This menu allows you to save the sent successfully messages. For sent messages you can see the delivery status.

The following [Options] are available in the Sent list.

▶ **View:** View the selected message from the Sent list.

▶ **Delete:** Deletes the selected message from the Sent list.

▶ **Forward:** Forwards the current message to other recipients.

▶ **Delete All:** Deletes all messages in the folder.

Voicemail Menu 5.6

This menu provides you with a quick way of accessing your voice mailbox (if provided by your network).

Before using this feature, you must enter the voice server number obtained from your service provider.

This may already be available; to check the voicemail, press and hold the 1 key.

When new voicemail is received, the symbol will be displayed on the screen.

❶Note

Please check with your network service provider for details of their service in order to configure the handset accordingly.

Templates

There are 6 predefined messages in the list. You can view and edit the template messages or create new messages.

Text Templates (Menu 5.7.1)

• **Please call me back**

• **I'm late. I will be there at**

• **Where are you now?**

• **I'm on the way.**

• **Urgent! Please contact.**

• **I love you**

The following [Options] are available.

▶ **View:** Allows you to view the selected template message.

▶ **Edit:** Allows you to write a new message or edit the selected template message.

▶ **Send Via Text Message:** Allows you to send the selected template message via SMS.

▶ **Delete:** Allows you to delete the selected template message.

▶ **New Template:** Use this to create new template.

▶ **Delete All:** Deletes all messages in the folder.

My Business Card (Menu 5.7.2)

This feature allows you to create your own name card. You can key in the Name, Mobile number, Office number, Fax number and E-mail address.

▶ **Edit:** Allows you to write a new message or edit the selected name card.

▶ **Send Via Text Message:** Sends the selected name card by SMS.

▶ **Delete:** Allows you to delete the selected name card.

Message Settings

Text Message (Menu 5.8.1)

▶ **Message Center Number:** If you want to send a text message, you can receive the address of the SMS center through this menu.

▶ **Email Gateway:** You can send the text message to an Email Address via this gateway.

▶ **Subject:** You can enter the SMS Subject when this menu is on.

▶ **Bearer Setting:** You can select GSM or GPRS. Contact your network operator or service provider for information related to setting a selected bearer, pricing and connection speed.

Voicemail Number (Menu 5.8.2)

Allows you to change the voicemail server number, if necessary.

*Note

Voice Mail is a network feature. Please contact your service provider for further details.

Recent Calls

You can check the record of missed, received, and dialed calls only if the network supports the Calling Line Identification (CLI) within the service area.

The number and name (if available) are displayed together with the date and time of the call. You can also view call times.

Missed Calls　　　Menu 6.1

• View the number, if available, and call it or save it in the Address Book

• Enter a new name for the number and save both in the Address Book

• Send a message by this number

• Delete the call from the list

Dialed Calls　　　Menu 6.2

• View the number, if available, and call it or save it in the Address Book

• Enter new name for the number and save both in the Address Book

• Send a message by this number

• Delete the call from the list

Received Calls　　　Menu 6.3

• View the number, if available, and call it or save it in the Address Book

• Enter a new name for the number and save both in the Address Book

• Send a message by this number

• Delete the call from the list

All Calls　　　Menu 6.4

Allows you to view all of missed, received, and dialed call records.

Call Duration　　　Menu 6.5

This allows you to view the duration of the incoming and outgoing calls. You can also reset the call times. The following timers are available:

Last Call (Menu 6.5.1)

Duration of the last call.

Dialed Calls (Menu 6.5.2)

Duration of the outgoing calls.

Received Calls (Menu 6.5.3)

Duration of the incoming calls.

All Calls (Menu 6.5.4)

Total Duration of all calls made and incoming calls since the timer was last reset.

My Stuff

Game   Menu 7.1

You can play the game that is pre-installed on the phone.

Audio & Ringtones   Menu 7.2

The right soft key [**Options**] will bring up the following options.

▶ **Set as Ringtone:** You can set as the Ringtone with the selected audio file.

❶ Note

Sounds supplied as default can only be used under the Set as Ringtone mode.

Graphics   Menu 7.3

The right soft key [**Options**] will bring up the following options.

▶ **View:** You can see the currently selected picture.

▶ **Set as Wallpaper:** Currently selected picture can be set as a Wallpaper.

▶ **List/Icon View:** You can configure the graphic files to List style or Icon style.

❶ Note

Pictures supplied as default can only be used under the Set as Wallpaper mode.

Tools

Alarm Clock Menu 8.1

For further details, see page 31.

Calendar Menu 8.2

When you enter this menu a calendar will be displayed. The square cursor is used to locate a particular day. The orange colored date indicates schedule(s) on for that day. This function helps to remind you of the schedule. The phone will sound an alarm tone if it has been set for a specific schedule item.

For changing the day, month, and year.

Key	Description
up/down navigation key	Weekly
left/right navigation key	Daily
1 ∞ key / 3 def key	Yearly
7 pqrs *+ key/ 9 wxyz #←→ key	Monthly
5 jkl key	Today

▶ **View:** Allows you to view the selected schedule.

▶ **Delete:** Allows you to delete the selected schedule.

▶ **New Schedule:** You can edit a maximum of 30 characters and create up to 30 notes.

▶ **Edit:** Allows you to edit the selected schedule.

▶ **Calendar:** Allows you to consult the calendar.

▶ **Scheduler Tone:** The phone can sound an alarm tone when the scheduled date for an event has been reached with this option.

▶ **All Schedules:** Shows the notes that are set for all days. Use the up/down navigation keys to browse through the note lists. You can use the menu by press the right soft key [**Options**].

▶ **Go to Date:** Allows you to jump to a specific date.

▶ **Delete Old:** Delete the past schedule event that has already been notified.

▶ **Delete All:** Delete all schedules. You are asked to confirm your action.

Notepad   Menu 8.3

You can create up to a maximum of 20 memos.

1. Select a memo pad to edit.

2. Press the right soft key [New] to create a new memo.

3. Input the memo and press the right soft key [Options] - [Save] to save.

Calculator   Menu 8.4

Using this feature, you can use the phone as a calculator. The calculator provides the basic arithmetic functions: addition, subtraction, multiplication and division.

Using the Calculator

1. Enter the first number using the numeric keys.

2. Use the navigation keys to select a sign for calculation.

🛈 Note

To input a decimal point, press the 🔳 key.

3. To calculate the result, press the ▭ key.

Tip Calculator   Menu 8.5

This feature allows you to quickly and easily calculate the tip amount based on the total bill as well as the split of the total bill based on the number of people.

World Clock   Menu 8.6

Allows you to check the current Greenwich Mean Time(GMT) and major cities around the world, using the left/right navigation keys.

The screen shows the city name, current date and time.

To select the time zone in which you are located, proceed as follows:

1. Select the city corresponding to your time zone by pressing the left/right navigation keys one or more times. The local date and time are displayed.

2. If you want to set, press the right soft key [Options].

3. If you want to set Daylight Savings, press the right soft key [Options].

🛈 Note

The time zone setting of each city in World time menu may be affected by network condition.

Stop Watch   Menu 8.7

1. Press[Start] to take time and record the lap time by pressing[Lap].

2. Press[Stop] to ascertain the record of lap time.

3. Press[Reset] to default condition.

Unit Converter   Menu 8.8

This function converts any measurement into the unit you want.

There are 4 types that can be converted into units: **Length, Surface, Weight,** and **Volume**.

1. You can select one of four unit types by pressing the right soft key [**Unit**].

2. Select the standard value by using the left/right navigation keys.

3. Select the unit you want to convert by pressing the up/down navigation keys.

4. You can check the converted value for the unit you want. Also, you can input a decimal number by pressing the ⌫ key.

Settings

Audio & Ringtones Menu 9.1

Pressing and holding the ✱━ key on idle screen mode can swap Normal and Vibrate mode. Ear Mic is available when respective instruments are attached.

Ringtones (Menu 9.1.1)

Shows and plays ringtones. These can be downloaded ringtones from Ringtone shops.

Volume (Menu 9.1.2)

This menu controls Ringtone, Key Tone, Earpiece and Headset volume. It is available on Ringtone volume level 1~5.

Message Alert Tones (Menu 9.1.3)

Allows you to select an alert tone which is played when a message is received.

Alert Type (Menu 9.1.4)

Supports 3 ring alert types. **Ring, Ring and Vibrate**, and **Vibrate then Ring**.

Increasing Ringtone (Menu 9.1.5)

Allows you to select an Increasing Ringtone type which is played when a incoming call. You can set the On or Off.

Power On/Off Tones (Menu 9.1.6)

Allows you to select an Power On/Off tone. You can set the On or Off.

Display Menu 9.2

Wallpapers (Menu 9.2.1)

This option allows you to change the background image (wallpaper) to be displayed in idle mode.

1. Scroll through the list by pressing the left or right navigation key.

You have various preset images available. You can also select any images downloaded from the Internet.

2. Press the right soft key [**View**] when the required image is highlighted.

3. Press the right soft key [**Set**], then the selected image will be displayed in standby mode.

Backlight Timer (Menu 9.2.2)

You can select whether or not the phone uses the backlight.

Brightness (Menu 9.2.3)

Contrast (Menu 9.2.4)

This option allows you to adjust the contrast of the LCD screen by pressing the navigation key.

Languages (Menu 9.2.5)

You can change the language for the the display text in your phone. This feature also change the Language Input mode.

Date & Time   Menu 9.3

Set Date (Menu 9.3.1)

This allows you to enter the day, month and year. You can change the date format via the **Date Format** menu option.

Date Format (Menu 9.3.2)

YYYY/MM/DD(year/month/day)

DD/MM/YYYY(day/month/year)

MM/DD/YYYY(month/day/year)

Set Time (Menu 9.3.3)

This allows you to enter the current time. You can choose the time format via the Time Format menu option.

Time Format (Menu 9.3.4)

24 Hours/12 Hours

Auto Update (Menu 9.3.5)

Select On to set the phone to automatically update the time and date according to the current time zone.

Call

Call Forwarding (Menu 9.4.1)

When this network service is activated, you can direct your incoming calls to another number, for example, to your voice mailbox number. For details, contact your service provider. Select one of the divert options, for example, select **If Busy** to divert voice calls when your number is busy or when you reject incoming calls.

The following options are available:

▶ **All Voice Calls:** Diverts voice calls unconditionally.

▶ **If Busy:** Diverts voice calls when the phone is in use.

▶ **If No Reply:** Diverts voice calls which you do not answer.

▶ **If Out Of Reach:** Diverts voice calls when the phone is switched off or out of coverage.

▶ **All Data Calls:** Diverts to a number with a PC connection unconditionally.

▶ **All Fax Calls:** Diverts to a number with a fax connection unconditionally.

▶ **Cancel All:** Cancels all call divert service.

Call Barring (Menu 9.4.2)

Send My Number (Menu 9.4.3)

This network service allows you to set your phone number to be displayed **On** or hidden **Off** from the person to whom you are calling. You can select **Set by Network** if you prefer to have different settings for different service provider.

Auto Redial (Menu 9.4.4)

Select On, your phone redials the number you're trying to call up to 10 times after you hear a quick, busy signal. Press 　 [END] key to stop the call attempts.

This feature attempts to redial numbers that are busy due to the wireless network. It does not redial numbers to a busy party.

Answer Mode (Menu 9.4.5)

This allows you to determine when to answer the phone.

▶ **Send Key Only:** You can answer an incoming call by only pressing the [SEND] key.

▶ **Any Key:** You can answer an incoming call by pressing any key, except the [END] key.

Minute Minder (Menu 9.4.6)

This option allows you to specify whether the phone must beep every minute during an outgoing call to keep you informed of the length of the call.

Call Waiting (Menu 9.4.7)

The network will notify you of a new incoming call while you have a call in progress. Select **Activate** to request the network to activate call waiting, **Cancel** to request the network to deactivate call waiting, or **View Status**, to check if the function is active or not.

TTY (Menu 9.4.8)

Allows you to attach a TTY device enabling you to communicate with parties also using a TTY device. A phone with TTY support is able to translate typed characters to voice. Voice can also be translated into characters and then displayed on the TTY.

Send DTMF Tones (Menu 9.4.9)

You can send the DTMF (dual tone multi-frequency) tones of the number on the display during a call.

This option is helpful for entering a password or account number when you call an automated system, like a banking service.

Security Menu 9.5

Various codes and passwords are used to protect the features of your phone. They are described in the following sections (see pages 18)

Auto Key Lock (Menu 9.5.1)

This menu allows to set the time of Auto Keypad Lock.

Note

You cannot make emergency calls under the key lock.

PIN Code Request (Menu 9.5.2)

When the PIN code request feature is set to 'Enable', you must enter your PIN each time you switch the phone on. Consequently, any person who does not have your PIN cannot use your phone without your approval.

Note

Before disabling the PIN code request feature, you must enter your PIN.

The following options are available:

▶ **Enable:** You must enter the PIN each time the phone is switched on.

▶ **Disable:** The phone connects directly to the network when you switch it on.

Fixed Dial Number (FDN) (Menu 9.5.3)

This allows you to restrict your outgoing calls to selected phone numbers, if this function is supported by your SmartChip. The PIN2 code is required.

The following options are available:

▶ **Enable:** You can make a call by only phone numbers stored in the Number List. You must enter your PIN2.

▶ **Disable:** You can call any number.

▶ **Number List:** You can view the number list saved as fixed dial number.

Note

Not all SmartChip cards have a PIN2. If your SmartChip card does not, this menu option is not displayed.

Change Codes (Menu 9.5.4)

The Change codes feature allows you to change your current password to a new one. You must enter the current password before you can specify a new one.

You can change the access codes for: **Security Code, PIN1 Code, PIN2 Code**

❶ Note

PIN: Personal Identification Number.

Power Save Menu 9.6

Network Selection Menu 9.7

▶ **Automatic:** This function automatically searches for the network and registers the handset to the network.

▶ **Manual:** This function enables you to search the network list and specify which network to attempt registration with.

Flight Mode Menu 9.8

This allows you to use only the phone's features that do not require the use of the wireless network when you are in an airplane or in places where the wireless network is prevented.

If you set the flight mode on, the icon will be displayed on the screen instead of the network signal icon.

▶ **On:** You cannot make (or receive) any calls, including emergency calls, or use other features that require network coverage

▶ **Off:** You can deactivate the flight mode and restart your handset to access the network.

Check Memory   Menu 9.9

You can check the current memory status of each memory for Text.

Handset Information Menu 9.0

This menu is used to view My Numbers, Manufacturer and Model Name information etc.

Reset Settings   Menu 9.*

You can easily reset your phone to its default configuration. To do so, proceed, as follows.

1. Select the Reset Settings menu option.

2. Enter the 8-digit phone password.

❶Note   The password is preset to **00000000**.

Q&A

Please check to see if any problems you have encountered with the phone are described in this section before taking the phone in for a service or calling a service engineer.

Q How do I view the list of outgoing calls, incoming calls and missed calls?

A Press the ▭ [SEND] key.

Q How do I view all numbers stored in memory?

A Press the down navigation key.

Q Why is the connection inconsistent or not audible in certain areas?

A When frequency environment is unstable in a certain area, connection may be inconsistent and not audible. Relocate to another area and try again.

Q Why is the connection not consistent abruptly disconnects even when established?

A When frequency is unstable or weak or if there are too many users, connection may be cut off even after it was established. Please try again later or attempt after relocating to other areas.

Q Why does the LCD not turn on?

A Remove the battery and turn on the power after placing it back on. If there is no change, fully charge the battery and try again.

Q Why is there an echo when a connection is made with certain telephones in a certain area?

A This is called the 'Echo Phenomenon', where it occurs if connection volume is too high or caused by special properties (semi electronic telephone exchange) of the equipment on the other end.

Q Why does the phone heat up?

A The phone may get hot when there is a very long call duration or when games are played or even when surfing the Internet for a long time. This has no effect upon the life of the product or performance.

Q Why does the battery life get shorter in standby mode?

A The battery is worn out. As time passes, the battery life gradually becomes shorter. If the battery lasts about half the amount of time as when first purchased, it's time to purchase a new battery.

Q Why does the battery run out so quickly during normal use?

A It is due to the user environment or a large number of calls or weak signal.

Q Why is no number dialed when you recall a Address Book entry?

A Check that the number has been stored correctly by using the Address book Search feature. Re-store them, if necessary.

Q I cannot find the lock, PIN, or PUK code. What is my password?

A The default lock code is '0000'. If you forget or lose the lock code, contact your phone dealer. If you forget or lose a PIN or PUK code, or if you have not received such a code, contact your network service provider.