

guide

to using your Samsung E700

welcome

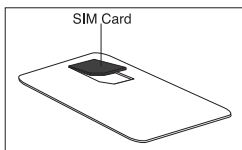
This guide provides you with all the information you need to use your phone, from making a call to texting a friend.

You can also find out more about the wide range of services offered by Orange to keep you in touch and informed whether you're at home, at work or abroad.

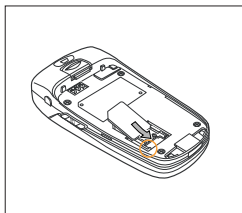
So that you can make your first call please take a few moments to register with Orange.

insert your SIM Card

- 1 Look for the plastic card that is in your Orange box. If you can't find it, the SIM Card may have already been inserted into your phone. If it is not in your phone or your box, please return to the shop that you bought it from and ask for a SIM Card.
- 2 Remove the SIM Card from its plastic surround by carefully pushing it out. Its contacts are easily damaged so take care when doing this and try to avoid touching them.



- 3 Push the SIM Card into the clasps by sliding it in from the top. Insert the SIM Card so that the golden contacts are facing downwards and the cut off corner is at the top left.

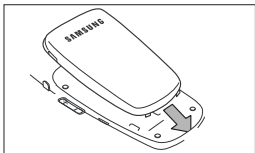


Note: If you've upgraded your phone you must insert your new SIM Card to use Multi Media Messaging. Your Orange phone number will not change.

insert and charge your battery

insert the battery

- 1 Insert the teeth at the bottom of the battery into the slots on the rear of the phone.
- 2 Push the top of the battery down until it clicks into place.



remove the battery and cover

- 1 To remove the battery cover pull the grey release button up to release the battery.
- 2 Gently lift the battery off the phone.

charge the battery

The first charge must be for a minimum of three and a half hours in order to achieve optimum performance. Subsequent charges should be three and a half hours if the battery is completely flat. You can make calls whilst charging as long as you have registered with Orange.

- 1 Plug your charger into a mains socket.
- 2 Insert the lead into the socket on the base of your phone. You may need to remove the socket cover first. The battery indicator on the top right of your display will show up to three bars whilst charging. Do not remove the battery whilst charging your phone.
- 3 To remove the charger socket press the grey tabs on both sides and gently pull the lead from the base of your phone.

Rechargeable batteries have a limited lifespan and Orange recommend that you purchase a new one every year. Call the Orange accessories hotline on **0500 178 178** for more details.

registration - pay monthly customers

if your phone wasn't registered with Orange when you bought it, follow the simple steps below

before you call

When you apply to register on the Orange Network, you and Orange agree to be bound by the Orange terms and conditions set out in the back of this guide. Please take time to read and consider them before you register.

switching your phone on

Switch your phone on by pressing and holding  on your keypad.

registration

Please call Orange Customer Services on 980 from your Orange phone or 07973 100 980 from any other phone before you make any other calls. This only applies if your phone was not registered at the time you bought it. While speaking with Orange Customer Services, you will be asked whether you wish to receive any marketing material from Orange. By answering Yes, Orange will keep you informed of any special offers or promotions which could save you money, and make you aware of new services and products that could be useful to you.

If you answer No, Orange will not communicate with you unless it is in connection with your own account.

If you change your mind at any time, simply call 150.

During your first call to Orange Customer Services you will be asked for the following information:

- 1 The 15-digit serial number or IMEI number

This is inside your phone underneath the battery.



2 The SIM Card number

This is on the SIM Card itself.

8	9	4	4	1	2														
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3 A password for security purposes

For example your mother's maiden name.

4 Your address

Including the postcode.

your Orange phone number

This is given to you either when you buy your phone or when you call to register.

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SIM update

When your phone is registered you will receive one or more SIM updates. They will arrive as text messages and the message SIM Update will appear on the display.

upgrade registration

If you are already an Orange customer and wish to register an upgraded phone, please call **0800 079 0027** from any other phone before you make any other calls. This only applies if your phone was not registered at the time you bought it.

acknowledging and deleting your SIM update:

- 1** If your phone is switched on when the message arrives you will hear a tone and see . If your phone is switched off when your SIM update arrives, you'll hear the tone and see  when you turn the phone on. Open your phone and press **View** twice to read the message.
- 2** Press the left soft key under **Options**. Delete will be highlighted. Press **OK** then **Yes** to delete the message.
- 3** You should turn your phone off and back on again to make your first call.

registration - pay as you go customers

if your phone wasn't registered with Orange when you bought it, follow the simple steps below

before you call

When you apply to register on the Orange Network, you and Orange agree to be bound by the Orange terms and conditions set out in the back of this guide. Please take time to read and consider them before you register.

switching your phone on

Switch your phone on by pressing and holding  on your keypad.

registration

To register please call **0800 079 0006** from any other phone or log on to <http://www.orange.co.uk/payasyougo/registration/>

Once you have registered, Orange will credit your phone with free talk time so that you can start enjoying your Orange phone straight away. This is valid for 30 days from registration.

While speaking with Orange Customer Services, you will be asked whether you wish to receive any marketing material from Orange. By answering Yes, Orange will keep you informed of any special offers or promotions which could save you money, and make you aware of new services and products that could be useful to you.

If you answer No, Orange will not communicate with you unless it is in connection with your own account.

If you change your mind at any time, simply call **451**.

During your first call to Orange Customer Services you will be asked for the following information:

- 1 The 15-digit serial number or IMEI number
This is inside your phone underneath the battery.

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- 2 The SIM Card number
This is on the SIM Card itself.

8	9	4	4	1	2									
---	---	---	---	---	---	--	--	--	--	--	--	--	--	--

- 3 A password for security purposes
For example your mother's maiden name.
- 4 Your address
Including the postcode.
- 5 A four-digit identity code of your choice
You will need to quote this each time you call Customer Services.

your Orange phone number



This is given to you either when you buy your phone or when you call to register.

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SIM update

When your phone is registered you will receive one or more SIM updates. They will arrive as text messages and SIM Update will show on the display.

acknowledging and deleting your SIM update

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- 3 You should turn your phone off and back on again to make your first call.

with the E700 you can...

- take, send and receive full colour **photo messages**
- use the camera to **take self portraits** and **zoom** in for a closer view
- choose one of thirty enhanced **polyphonic ring tones** for a richer sound experience
- access **WAP** to **download wallpapers, ringtones and screensavers**
- your phone comes with three standard **games** or you can play one of two fantastic **java games** and **download new games** online

the **E700** – open up and discover

1 get to know your phone

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For more information call Orange Customer Services on **150** or, if you are a pay as you go customer, on **450** from your Orange phone.

get to know your phone

1

- Navigate the menus
- Take photos with your phone
- Menu map
- Symbols on your display

1 - get to know your phone

soft keys

the functions of these changes according to what you are doing

headphone socket

volume key

to turn the volume up and down

scroll keys

to move through the menu options

camera button

press and hold to access camera features

i key

for one-press access to WAP

charger socket





switch your phone on

To **switch your phone on** press and hold the  key.


make your way around the menus

To enter the menus, press **the left soft key  under Menu**. Use the scroll keys  and  to find your way around the menus. Each menu has its own set of submenus. Have a look at the menu map on page 1.5 for a breakdown of the submenus.

make your selection

The soft keys  and  control how you choose a function. On your display you will see what feature the soft key controls, depending on what you are doing at the time. You can also access some phone features directly from the main display using the preset shortcuts:




Press  to open the camera menu.


Press  to open a new text message.

Press  to open your calendar.

Press  to set your sound settings for Line 1 and 2*.

Press  to open WAP.


From inside the menus, pressing the left soft key  under **Select** will select the highlighted item. Press the right soft key  under  to return to the previous screen, or alternatively press the C key.

Press the  key to return to the main display at any time.


* This option is only available to Line 2 subscribers and is not available to Pay As You Go customers.

take digital photos with your phone

You can take digital photos with your phone and save them to send as photo messages later on.



- 1 Press . Take photos is highlighted. Press select.
- 2 Position your phone so that the viewfinder, which is the main display of your phone, shows the subject you wish to photograph.



- 3 Press **Capture** to take a photo.
- 4 Press **C** to save the photo and return to the viewfinder, or **Delete** to delete the photo and reopen the viewfinder, or **Options** to see the options menu for this photo.
- 5 When you return to the viewfinder, repeat steps 2-4 to take more photos. Or press  to return to the main display.


zoom in on your subject

You can zoom in on the subject of your photo to capture every detail:

Press  and  to zoom in or out, or you can use the volume buttons on the side of your phone.

adjust the contrast


You are able to adjust the contrast of the image in your viewfinder, to make it lighter or darker according to your photo requirements.

Press  and  to adjust the brightness of the photo.

You can also use the photos you take to personalise your phone. See Chapter 8 for more information.


take a photo of yourself

Use the Self shot mode on your phone take pictures of yourself.

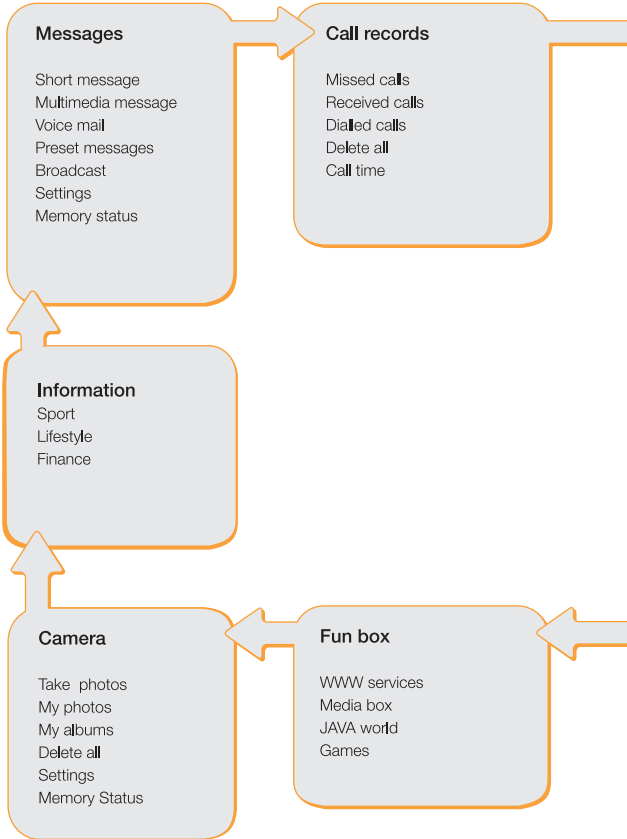
- 1 With the flip closed, press and hold the camera button on the side of your phone .
- 2 Use the front display to frame the photograph and use the camera button on the side of the phone to take the picture.
- 3 To review your photo open the flip, press No when asked whether to exit camera mode. Your picture will be displayed.

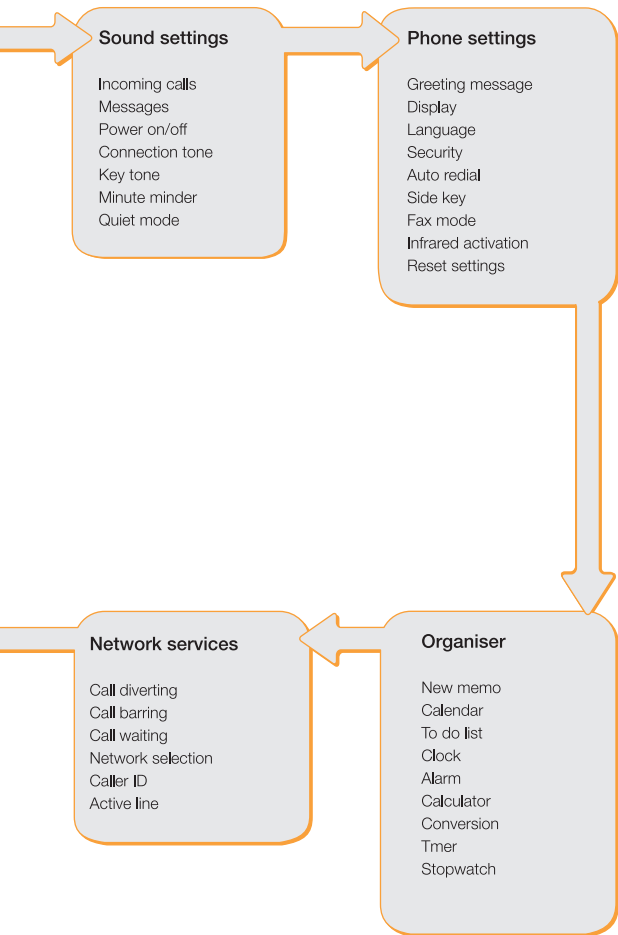
take multiple photos in a single press of a button

Take actions shots using Multi Shot mode.

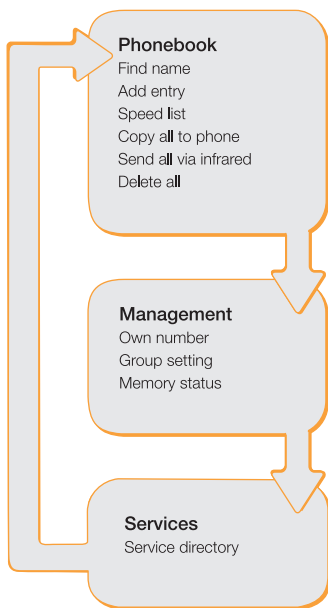
- 1 Press . Take photos is highlighted. Press select.
- 2 Press Options, Mode will be highlighted press Select.
- 3 Scroll to Multi shot and press Select.
- 4 Select high speed or normal speed and the number of shots that you want to take 9 or 15.
- 5 Press capture to begin taking the photos.

explore the menus - main menu





explore the menus - phonebook menu



symbols on your display



Signal strength

The more bars visible, the stronger the signal



Battery level

The more bars visible, the more battery power



Call in progress



Alarm

Shows when an alarm is set



Vibrating alert

Shows when your phone is set to vibrating alert only



Silent mode

Shows when silent mode is activated



Text message

You have received a text message



Unread Text message

Shows when a text message has been received but not read. When **flashing**, your SIM Card memory is full.



Multimedia message downloading

You have received a text message and it is being downloaded to your phone.



Unread Multimedia message




Shows when a text message has been received but not read.

How do I change my phone's ring tone?

- 1 From the main display press **Menu**. Scroll to **Sound Settings**.
- 2 Incoming calls is highlighted. Press select and choose which line you want to use. Scroll through the options, which include polyphonic ring tones for a richer sound experience. You will hear the ring tones as you scroll through them.
- 3 Press **Select** to choose your ring tone.

Note: You can set your phone to Silent mode by pressing and holding the # key at the main display.

1 - get to know your phone

-  You have an Answer Phone message
-  Answer Phone message received on Line 1 *
-  Answer Phone message received on Line 2 *

[1] Line 1 indicator *

[2] Line 2 indicator *

* will only appear to Line 2 subscribers, not available to Pay As You Go customers

make calls

2

- Make a call
- Answer a call
- Redial a number
- Hold a call
- Call Waiting
- Mute a call
- Caller id

make a call

4 press the top key to increase the volume and the bottom key to decrease the volume whilst you are on a call



1 press and hold this button to turn your phone on


3 press to make the call

2 dial the number you want to call, (don't forget to use the full area code)

when you receive a call

1 your external colour display will light up and the caller's name will be displayed if it is saved in your phonebook




2 open your phone's flip and press  to answer the call

choose whether you answer a call or not

To **answer a call when your phone is closed** simply flip the phone open.

To **busy the call to your Answer Phone when your phone is closed** press and hold the volume keys whilst the call is ringing.

To **answer a call when your phone is open** press .

To **busy the call to your Answer Phone when your phone is open** press  or press and hold the volume keys whilst the call is ringing.

To **end a call** press  or close the phone.








adjust the volume of a caller's voice

While you are on a call you can increase and decrease the **volume** of the voice of your caller using the volume keys on the left-side of your phone.

redialling a number

Your Samsung E700 comes equipped with Call Records, which records information from your recent dialled, received or missed calls. The most recent call will be saved in the first position.

To **access your Call log**:

- 1 Press  once at the main display.
- 2 A list of the last six calls made to and from your phone will appear.
 -  will appear next to a dialled number
 -  will appear next to a received call
 -  will appear next to a missed or rejected call
- 3 To call one of the numbers scroll to the one you want using the  and  keys and press . Press **Options** to delete or edit the number.



To **access a longer list** press Menu then scroll to and select Call Records.

put a call on hold

Put a **call on hold** if you need to look something up and get back to the person straight away.

- 1 Whilst the call is active, press **Hold**.
- 2 Press **Retrieve** to be reconnected to the call.





To **put a call on hold, make a second call and then return to the original call**:

- 1 Whilst you are on a call enter the number you wish to call.
- 2 Press . Your phone will call that number and your original call will be placed on hold.
- 3 To swap between the two calls press swap. The other call will be put on hold.
- 4 Press  to end whichever call you are on. Any other calls which are still connected to you will be available by pressing retrieve.



take two different calls at the same time

not available to pay as you go customers

When you are on a call, answer a second call without ending the first using **Call Waiting**.

- 1 Press  under **Menu** to enter the main menu. Scroll to Network services, then scroll to Call Waiting and press .
- 2 Scroll to either voice, fax or data calls and press . Press  to select **Activate**. You will be informed when you have an incoming call of that type.

The sound of **two beeps** when you are on a call indicates you have a second incoming call. To **accept the new call**:

- 1 Press . The first call is put on hold.
- 2 Press Swap to switch between the calls.
- 3 Press  to end whichever call you are on. Any other calls which are still connected to you will be activated.

Speak to someone privately during a call


Sometimes you may need to say something to another person that you don't want your caller to hear. In these cases, you can **mute your call** and preserve your privacy.

To **mute your call**:

- 1 Press **Options**. Mute is highlighted. Press OK while the call is active.
- 2 To unmute the call press **Options** and select Unmute.

Call back a missed number straight away

To call back a missed call:

- 1 Your outer display will show 1 Missed Call. Open the phone and press **Missed** to see the caller's information.
- 2 Press  to call the number back.

Note: You can also access your phonebook and text messages during a call by pressing **Options**.

know who is calling you, or hide your number when you make a call

Your **Caller id** identifies you to a person you are calling and identifies a caller to you.

To **hide your number when calling another person**, simply dial **141** before the number.

To **hide your number permanently**, call Customer Services on **150** from your Orange phone or **07973 100 150** from any other phone. If you are a pay as you go customer, please call **451** from your Orange phone. Whilst your number is hidden you will not be able to see the Caller id of any incoming calls.

Note: If you are abroad the availability of the services described in this section depends on the network that you are using.

manage your
contacts



3

using your
phonebook

- Call a number in your phonebook
- Store a name and number
- Orange Directory Enquiries
- Organise your phonebook
- Edit your phonebook
- Copy your contacts
- Memory Mate

3 - manage your contacts using your phonebook

When I save a contact in my phonebook where are the details stored?

You can store **up to 90 names and numbers on your SIM Card's memory**  and **up to 1000 names on your phone's internal memory** .

The advantage of storing contacts on your SIM Card is that if you change phones, all of the contacts on your SIM Card will move to the new phone.

The advantage of storing contacts on your phone memory is that you can add an email address to the contact card and create caller groups.

store the names and numbers of your friends, family and colleagues in your phonebook

To open your Phonebook press **Phonebook** and select **Find name**. This opens your phonebook at the first entry alphabetically.

To call an entry in your phonebook scroll to the person you would like to talk to and press .

To **add a new entry** to your phonebook:

- 1 At the main display, key in the phone number. Press **Save**. Select where you would like the number to be stored. Choose a type for the number from Mobile, Office, Home, Fax or other and press **Select**.
- 2 Enter the name. Press each key the relevant number of times to get the letter you need. For example, to get the letter J press the 5 key once and to get the letter S press the 7 key four times.
- 3 Press **#** for a space. Press **C** to delete a character. Press and hold **C** to delete the entire name. When you have finished press **OK**.

Orange Directory Enquiries

Directory Enquiries has changed but it's the same convenient service from Orange. Simply call 118 000 and tell the operator the name or place you are looking for and they will tell you the number (you can request three numbers per call). Then, they will send a text message to your phone at no extra cost, allowing you to call the number directly from the message or add it straight to your phonebook.

Calls to Directory Enquiries are charged at 75 pence per minute for pay as you go customers, and 59 pence per call for pay monthly customers. Pay monthly customers who choose to be connected via 118 000 are charged 35 pence per minute once connected.

create caller groups

Organise your contacts into caller groups so that you can set your phone to alert you to calls or messages from this group in a personalised way.

Only contacts saved to your phone memory can be put into groups.

To **create caller groups**:

- 1 Find the contact you wish to move to a caller group, press **OK**.
- 3 Scroll right to Group and press **Options**.
- 4 Scroll to the group name you wish to add your contact to, and press **Select**. Your contact is now saved to that caller group.


See page 8.2 for more information on how to assign ring tones and message alerts to contacts in your caller groups.

To **remove a contact from a caller group**:

- 1 Find the contact you wish to remove from their caller group in the usual way.
- 2 Press **OK**.
- 3 Scroll right to Group and press **Options**.
- 4 Scroll to highlight No Group, and press **Select**.
Your contact is no longer assigned to a caller group.

to search for a name in your phonebook

To **find a name in your phonebook**:


- 1 From the main display press **Phonebook**, then select **Find name**. Your phonebook will open in alphabetical order.
- 2 Press the keys which correspond with the first few letters of the contact you are looking for. If you press a key twice, quickly, you will go to the names starting with the second letter on the key.
- 3 Alternatively, scroll to the contact you want using the  key and then press **OK** to view the contact's details.

To **open your phonebook whilst you are on a call** press **Options** then scroll to **Phonebook** and press **OK**.



edit your contacts

Keep your phonebook up to date and edit your contacts details as they change.

To **edit a contact**:

- 1 Press **Phonebook** and select **Find name**.
- 2 Scroll to the contact that you wish to edit and press **OK**.
- 3 Press **Options** and choose from **Edit number** or **Change name**.
- 4 Edit the name using the keypad. Press the **C** key to remove a character. When you are finished press **OK**. Edit the number using the keypad and press **Save** when you are finished.
- 5 Press  to return to the main display.

to delete unwanted contacts from your phonebook

- 1 Press **Phonebook** then select Find name.
- 2 Scroll to the contact that you wish to delete using the  and  keys, or press the key that corresponds to the first letter of their name to jump to that section of your phonebook.
- 3 Press **OK** and then **Options**.
- 4 Scroll to Delete entry and press **Select**. Press **Yes** to confirm the deletion.

copy contacts between your phone and SIM Card

It's a good idea to copy numbers from your SIM Card to your phone.

This enables you to add extra information to, and personalise, your contacts. Then, when you upgrade your phone you can easily copy key information to your SIM Card and move your contact details to your new phone.

To **copy all the numbers from your SIM to your phone**:

- 1 Press **Phonebook**.
- 2 Scroll to and select **Copy all to phone**.
- 3 When asked to confirm press **Yes**.

To **copy numbers between your phone and your SIM:**

- 1 Find the contact in your phonebook press OK, then **Options.**
- 2 Scroll to and select **Copy.**
- 3 Choose whether to copy to SIM or phone memory and press Select.
- 4 Choose what type of number you are copying and press OK.

backup your SIM Card address book

Make sure that losing your phone doesn't mean losing all of the important contact information stored on your SIM Card.

Memory Mate is a new service which ensures that the details you have stored on your SIM Card for all of your friends, colleagues and family are safely backed up. So, if the worst happens, they will still be available to you.

For a low one-off charge you can purchase a Memory Mate card from any Orange shop which will backup your SIM Card address book. Then, simply return to your Orange shop regularly to have any new information backed up at no additional cost.

And, if you're joining Orange from another network, Memory Mate can be used to transfer the contacts and text messages saved on your old SIM Card to your new Orange SIM Card, keeping your move totally hassle-free.

For more information, visit your nearest Orange shop and one of our representatives will be happy to assist you


3 - manage your contacts using your phonebook

decide how
to manage
your calls

4

- Orange Answer Phone
- Orange Answer Phone Call Return
- Call Divert

what happens when you get an Answer Phone message?

When someone leaves a message on your Answer Phone, the  symbol will appear on your phone's internal and external displays along with the message Voicemail. This message will remain on the screen until the message has been saved or deleted. Answer Phone messages that have not been listened to will be saved for up to 21 days.

listening to your Answer Phone messages

To **listen to your Answer Phone messages** select Connect when the message first arrives, or press and hold the **1** key. Listen to the simple steps to save, listen to or delete messages. You can save messages that you have listened to for up to seven days.

Answer Phone Call Return

You can use Answer Phone Call Return to return a call after someone has left a message on your Answer Phone, without having to remember or make a note of their number.

To **use Answer Phone Call Return**:

- 1 Listen to your Answer Phone message as normal.
- 2 When you have finished, if you want to return the call, simply press # while you are still connected.
- 3 Orange Answer Phone will automatically dial the caller's number and connect you.

Note: Answer Phone Call Return is only available if the network you are calling supports this service. You are charged your standard call rate.

use Answer Phone shortcuts to manage your messages efficiently

Your Answer Phone is quick to use as there are several **single key presses** to help you move through your messages.

When **listening to your messages** press:

- 1 to listen to your message again
- 2 to save your message
- 3 to delete your message
- 7 to rewind 10 seconds
- 8 to skip to the next message
- 9 to fast forward 10 seconds
- # to return the call
- 0 for help

personalising your Answer Phone greeting

Your Answer Phone comes with a standard greeting but you can **record your own personal greeting** so your callers know they've got through to you.

- 1 Call your Answer Phone by pressing and holding the 1 key. Listen to the simple steps and select option 3, then option 1, then option 1 again.
- 2 Record your greeting followed by the # key.
- 3 Press 2 to save it.

set up an Answer Phone PIN

For added Answer Phone security, you can set up your Answer Phone to request a PIN (Personal Identification Number) each time you want to listen to your messages.

To **set up an Answer Phone PIN**:

- 1 Call your Answer Phone by pressing and holding the 1 key.
- 2 Select option 3, then option 2.
- 3 Enter your chosen Answer Phone PIN which should be between 4 and 10 digits long, followed by the # key.
- 4 Press 1 to save your Answer Phone PIN.

listen to your Answer Phone messages from any other phone and while abroad

If you do not have access to your Orange phone, you can listen to your Answer Phone messages from any other phone even while abroad. To use this service you must set up an Answer Phone PIN.

To **access your Answer Phone messages from any another phone or while abroad**:

- 1 Call **07973 100 123** from any phone.
- 2 Enter your Orange number followed by the # key.
- 3 Enter your Answer Phone PIN followed by the # key.
- 4 Follow the simple steps to listen to your messages.

Note: The cost to call your Answer Phone depends on your Service Plan.

when you can't take your calls, why not divert them to another number

not available to pay as you go customers

Call Divert allows you to divert different types of calls to different numbers. So, you might choose to divert fax calls to your office fax machine, but voice calls to your Answer Phone. The availability of this facility depends upon the network that you are using.

To **activate a divert**:

- 1 Press **Menu** and select Network Services. Call diverting is highlighted, press **Select**.
- 2 Select how you want to divert a call. Press **Select** to choose from:
 - Divert always
 - Unavailable
 - Cancel all
- 3 Select the type of call you want to divert. Choose from:
 - Voice calls
 - Fax calls
 - Data calls
- 4 Select **Activate**. Enter the number that you want to divert the calls to or press Options to choose a number in your phonebook. Press **OK**.

To **cancel your diverts**:

- 1 Press **Menu** then scroll to and select Network Services. Select Call Diverting.
- 2 Scroll to the divert option that you want to cancel and press **Select**.

4 - decide how to manage your calls

3 Select the type of call you want to cancel and press

Remove.

4 To cancel all divers, scroll to Cancel all and press Select.

Note: There is no charge to set up or cancel a divert. You are charged your normal Service Plan rate and, if you are calling or diverting your calls abroad, the rate will vary depending on the service provider you are using.

more information

For more information call Orange Customer Services on 150 or, if you are a pay as you go customer, on 450 from your Orange phone.

messaging

5

- Photo Messaging
- Send a text message
- Predictive text input
- Picture text messaging
- Receive a text message
- Orange chat

explore a new world of messages with Photo Messaging

Photo Messaging changes the way you message, allowing you to send and receive text and photos in one message to other mobile users and even to an email address.


You can send photo messages to other phones that support Photo Messaging and also to phones which do not (all the features will only be available if it is a Photo Messaging enabled phone). A non-Photo Messaging phone will receive a text message containing a website address and the recipient can view the message on the website. You can also send photo messages to email addresses.

Note: Photo Messaging and its availability depend upon which network/service provider you are using.

To **send a photo message:**

- 1 Take your photograph as explained in section 1.
- 2 Press **Options** and select Send.
- 3 Scroll through the options to select Subject and press Add. Enter a subject title for your message, press OK when done.
- 4 Scroll to sound and press Add, choose the type of sound you would like to send with your photo.
- 5 Scroll to message and press Add, enter the message you would like to send with your photo.
- 6 Press Options and select Send.
- 7 Empty will be highlighted press Select and chose whether to send your message to a number, and email address or whether to select a contact from your Phonebook.
- 8 Select the correct option and press OK, enter the recipient details and press OK again.
- 9 Repeat to enter more recipients if required, press Send to send your message.


Note: You will be charged your standard Service Plan rate for every person you send a photo message to. To **send a photo that's already in your phone:**

- 1 Press  . Scroll to My Photos and press **Select**.
- 2 Scroll to highlight the photo you wish to send, press **Options** and select **Send**.
- 3 Scroll through the options to select Subject and press Add. Enter a subject title for your message, press OK when done.
- 4 Scroll to sound and press Add, choose the type of sound you would like to send with your photo.
- 5 Scroll to message and press Add, enter the message you would like to send with your photo.
- 6 Press Options and select Send.
- 7 Empty will be highlighted press Select and chose where to send your message.
- 8 Select the correct option and press OK, enter the recipient details and press OK again.
- 9 Repeat to enter more recipients if required, press Send to send your message.

Note: You will be charged your standard Service Plan rate for every person you send a photo message to.

text messages are fun, quick and convenient

When a phone call is inappropriate, or you only want to convey a short and simple message you can **send a text message**.

- 1 Press **Menu** to enter the main menu. Select Short message, or press  .
- 2 Scroll to New message and press **Select**.
- 3 A blank screen with a flashing cursor will be displayed. Press the right soft key and select one of the following text

input modes:

- **ABC**

When entering text using this mode you have to press each key the right number of time to get the character you want.

- **T9**

To use predictive text. When entering text using T9 mode words are automatically formed. See page 5.4 for more details.

- **Symbolic**

Press the key which corresponds to the symbol you need. Scroll down to view more symbol options.

- **Number**

To enter numbers.

How do I know which symbols are available on which keys?

key	symbol
1	. % @ _ £ \$ ¥ ¢ §
2	a b c 2 à á â æ r
3	d e f 3 é è ø
4	g h i 4 ì ÿ
5	j k l 5 Å
6	m n o 6 ñ ø ó ö
7	p q r s 7 β Σ =
8	t u v 8 ù ü
9	w x y z 9 Ω
0	/ : - + () < >

4 To delete a single character, press **C**.

To delete the entire message, press and hold **C**.

5 To enter a space press #, to enter upper case letters press *.

6 When you have finished writing your message press **Options**. You can alter the text size, underline text or strike through text by selecting Text before you select Send.

7 Scroll to **Send** and press **Select**. If you select **Save message** choose where a copy of your message will be stored from your SIM Card or phone.

8 Enter the number you want to send the message to or press **Phonebook** to search for the number in your phonebook. Press **OK** to send the message.

save time using predictive text input

Predictive text uses a dictionary to recognise certain combinations of letters to create words, allowing you to write text messages faster.

To **activate T9 mode** press  under Eng until you see T9 along the top of your display.

To enter text using predictive input you only need to press the key for a letter once. So, for example, to write the word **orange** you would press 6, 7, 2, 6, 4 and 3. You will see that the word does not appear on screen immediately - don't worry, that's how it works.

When you have finished pressing all of the keys, the word should appear on screen. Press # to accept the word or press + repeatedly to view the alternative word options. When the right word appears press #. A space will automatically be added and you can start to enter the next word.

send longer text messages

Your phone will automatically link up to 12 messages enabling you to write messages containing up to 1920 characters.

The numbers in the top left of your message compose screen count down from 160 to show how many characters you have left in each message. On the right of the screen the number of messages out of twelve will be displayed.

If you add objects to your message, the number of characters available will decrease.

Note: You will be charged for each text message sent at your standard Service Plan rate.

brighten up your text message with a picture

You can **send and receive text picture messages** from your phone to other compatible phones which use text picture messaging, even when you are abroad.

- 1 Write your text message as usual.
- 2 When you have finished writing your message press **Options**. Scroll to and select Add media. Choose from Add picture, Add animation and Add melody.
- 3 Choose either a preset picture, animation or melody or from one that you have received or downloaded and stored on your phone.
- 4 Send the message in the usual way.

Note: The cost of sending a text picture message is the same as three standard text messages.

How do I know whether a text message has been delivered?

When you send a message, put the letters **RCT** at the front of the first word without leaving a space. When the message is delivered, a confirmation message will be returned to you.

using message templates


To save time you can preset up to 9 messages that you use most.

To **create a message template**:




- 1 Press **Menu** and select Messages. Scroll to Preset messages and press **Select**.

- 2 Select a location for your preset message and press **Select**.
- 3 Write your text message and press **OK** when you have finished. Your new template will now be saved in that location.

To **send a message template**:

- 1 Press  to open a new text message. press Options.
- 2 Scroll to Preset Messages and press **Select**. Highlight the template you wish to use and press **Select**.
- 3 If you want to edit the message before you send it you can do this when returned to the message screen.
- 4 When you are finished press Options, scroll to Send Message and press **Select**.
- 5 Send the message in the usual way.


to read a text message

- 1 When you receive a text message  is shown on your display. Press **View** to read the message or press  to save the message to your Inbox to read later. The  symbol will remain displayed until you read the message.
- 2 All messages you receive will be stored in your Inbox. Text messages will be saved to your SIM Card's memory. Any messages containing attachments will be stored in your phone's memory.

When reading a message, press Options to choose from the following:

- Delete
Delete the message.
- Message Reply
Send a text message reply to whoever sent the message.

- Call Back
Call the number of the phone that the message was sent from.
- Cut Number
Copy the number and save it to your phonebook.
- Send
Send the message and any attachments in it on to another friend.
- Edit
Edit the message content before reusing.
- Extract Media
Save attachments from the message in your Media box. See the previous page for details of how to reuse these attachments in your messages.
- Transfer
Move the message from phone memory to SIM memory or vice versa.

Note: You can store up to ten messages in your Message Inbox. Once ten messages are stored in your Inbox  will flash on your phone's display. You will not be able to receive new messages until you have deleted an old one.

laugh, share, gossip or flirt whenever you like with Orange Chat

Orange Chat is a new service which allows you to chat with other mobile phone users at any time using Text Messaging. Choose to chat with a group of people or more privately with one other person in a choice of several chat rooms.

Choose from:

- Sports chat room
Share your thoughts about your favourite team or discuss the latest transfers and sporting issues of the day.

-
- Music chat room
Talk about new releases with people who are into the same groups and artists as you.
 - Flirt chat room
Stretch your imagination and practice your flirting skills or try out the latest chat-up lines.
 - The Lounge
You decide on the topic of conversation, whether it's fashion, the latest films, or the most happening place to go on holiday.

To register for Orange Chat call 444 from your Orange phone or sign in at www.orange.co.uk. You will need to choose a nickname, which will identify you when you're chatting. You can also add a short CV to your name, for instance 'Coldplay fan from London'. Once you have registered you will receive some tutorial texts to your phone and will soon be ready to chat.

While **using Orange Chat**:

- To find out who the other chatters in your chat room are, send the word LIST to 444.
- To change your chat room send the word ENTER and the name of the new chat room to 444.
- To send a message to another private user send the word TO then a space and their nickname, plus your message, to 444.
- To post a message onto a virtual message board in a themed chat room, send MSG followed by what you want to say to 444.
- To read the last messages posted to a themed chat room, send READ as a message to 444.
- To write or change your profile send MYCV and your details to 444.
To read someone else's CV send the word CV and that chatter's nickname to 444.

5 - send and receive text messages

- To search messages for a keyword that interests you send FINDWORD followed by the keyword to 444.
- To block a person from sending a message to your Orange phone, send BLOCK followed by a space and their nickname to 444. Send UNBLOCK and their nickname to 444 to allow them to send messages to you if you change your mind later on.
- To see a list of all of the possible commands send the word COMMANDS to 444.

Note: All calls to 444 are free. Text messages sent from your PC are free. Text messages sent from your phone will be charged according to your service plan.

When you are using Orange Chat always bear safety in mind.

- Orange will never reveal your Orange phone number to other Orange Chat users, so your privacy is secure, no matter how often you use the service.
- You should never give out any personal information about yourself to other users of this service.
- If you find any messages in the chat room offensive, please call Orange straight away and the offensive message will be deleted.

more information

For more information call Orange Customer Services on 150 or, if you are a pay as you go customer, on 450 from your Orange phone.

Orange Multi Media services

6

- Orange WAP Services
- Orange GPRS
- Bookmarks
- Orange Text Media
- Orange Voice Media
- Orange Information menu
- Orange Internet

Orange WAP services brings you entertainment and information

Use **WAP** (Wireless Application Protocol) on your phone to keep you entertained and informed. You can play games or download them to your phone, find out the latest news and gossip from your favourite team, read your horoscope and much more.

For more information call Orange Customer Services on **150** or, if you are a pay as you go customer, on **450** from your Orange phone.

Note: If abroad the availability of this service depends on the network that you are using. Availability of this service in the UK may depend upon network coverage.



How do I subscribe to GPRS?

Call **07973 100 156** or **156** from your Orange phone. When GPRS is activated on your phone, you will receive a SIM Update in the form of a text message. Read the message, then delete it. Switch your phone off then back on to activate GPRS.

When GPRS is active, you will see GPRS in your display.


Orange GPRS

Orange recommend that you use the **GPRS** (General Packet Radio Service) setting on your phone. Orange GPRS allows you to remain connected all day long, while only paying for the information you transfer, and also enables you to send messages and emails containing photos, text and sound.

Using GPRS means you can send photo messages, access Orange email, browse on wap and even access your office intranet. You only pay for the information you transfer, you are not charged for the time spent reading and composing emails or documents, or reading a wap or Internet site.

Voice calls will still get through when you are using GPRS and you can resume your work after the call has finished.

GPRS tariffs are available for pay monthly and pay as you go customers, including a pay as you use rate and a range of inclusive bundles to suite all types of user. Once you have subscribed to GPRS you will need to **change your phone's settings** before you can enjoy the benefits of Orange GPRS. Here's what to do.

- 1 Press **Menu** then scroll to and select Funbox.
- 2 Scroll to and select WWW Services.
- 3 Scroll to and select Proxy settings.
- 4 Scroll to Orange GPRS and press Select.
- 5 Press  to return to the main display.

To **start using WAP**:

- 1 Press **i**.
- 2 The Orange homepage will open up automatically.



- 3 Scroll down the page, and press **Options** then **Select** when you come to a link you want to visit.



- 4 If you clicked on the Ringtones & Pics link a screen similar to the following will appear.



- 5 To end your WAP session either press **Ⓜ**, or press and hold **i**.

read your emails

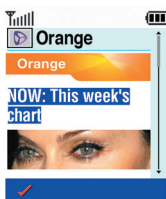
Your Samsung E700 gives you direct access to your **Orange Mail** as well as alerting you on receipt of new messages. Register at www.orange-today.co.uk from any PC with Internet access to set up your free email account. You will be provided with a Username and Password, which you can use to sign in. Sign in requires your registered Username and Password, not your email address.

To **check your email**:

- 1 Go to the Orange homepage, scroll to Mail & Messages and press **Options** then **Select**.
- 2 Scroll to Orange email and press **Options** then **Select**.
- 3 Follow the on-screen prompts.

choose from a list of options while you are browsing

You can access the Options menu at any time by pressing and holding \times . The Options menu is dynamic in that its content may vary according to which WAP site you are visiting.



The full list of Options is as follows.

- Reload
Reload the current page, refreshing any information that may have changed.

- Home
This takes you to the Orange homepage.
- Go to address
Allows you to enter the address of a site that you wish to visit.
- Show URL
Shows you the address of the site you're currently viewing.
- Edit Home
Allows you to change your homepage from the Orange homepage.
- Inbox
Allows you to receive messages.

If you need to **check or edit your WAP settings**:

- 1 Press **Menu** then scroll to and select Funbox.
- 2 Scroll to and select WWW services.
- 3 Select Proxy settings, scroll to Default Profile and press **Select**.
- 4 Select Proxy name and enter the name for the service you are using, as shown opposite then press OK.
- 5 Scroll to GSM setting or GPRS setting depending on the service you are using, and press Select. Work through the settings as shown in the table opposite.
- 6 You should also set your Home URL at the profile menu and select the right Bearer setting.

What are my WAP settings?

If you lose your settings simply copy them from this table:

option	setting
Proxy Name	Orange
Gateway IP address	192.168.071.035
Data call type	ISDN
Dial number	+447973100500
Login ID	Orange
Password	Multimedia
Homepage URL	http://orange.multimedia/
Bearer	GSM only

Note: The Login Name and Password are case sensitive.

What are my GPRS WAP settings?

If you lose your GPRS WAP settings simply copy them from this table.

option	setting
Proxy Name	Orange GPRS
Gateway IP Address	192.168.071.035
APN	orangewap
Username	-
Password	-
Homepage URL	http://orange.multimedia/
Bearer	GPRS only

Note: Leave the Username and Password details empty. Your APN is case sensitive.

empty your cache

To store WAP files temporarily, your phone has a cache. To ensure your phone remains confidential should it be used by anyone else, or to free up memory space, you may wish to empty it.

To **delete your cache**:

- 1 Press **Menu** and select Funbox.
- 2 Scroll to WWW Services and press **Select**.
- 3 Scroll to Clear Cache and press **Select**. Press **Yes** to confirm your choice.

bookmark your favourite sites

When you find a site that you like you can bookmark it. This means that when you want to visit the site in the future you can shortcut to it from the Orange homepage.

To **bookmark a site**:

- 1 Once connected to WAP, press **i** to access the Options menu. Scroll to and select Bookmark.
- 2 Scroll to an empty slot and press **Select**.
- 3 Enter the URL for the site you want to bookmark and press OK.
- 4 Enter a name for your bookmark and press OK.

To **go to a bookmark**:

- 1 Once connected to WAP, press **i** to access the Options menu. Scroll to and select Bookmark.
- 2 Scroll to the bookmark you want and press Select.
- 3 Select G0 and the page will open.

set up text alerts for sports results, horoscopes, news and lottery numbers

To **set up an Orange text alert** simply call **277** free from your Orange phone:

- 1 Call **277**.
- 2 Follow the voice prompts. After setting up an alert, you'll receive a text message every time there's an update about the subject you've chosen.
- 3 To **cancel an alert** dial **277** and follow the prompts.

Note: You can receive text alerts when roaming but you cannot set them up. You will be charged your normal service plan rate for each text message received.

access information direct from your phone's Information menu

- 1 Scroll to Information and choose from the following topics:
 - Sport
 - Lifestyle
 - Finance
- 2 You will be offered a further list of options. Scroll to the one you want and press **Select**.
- 3 Enter the code for your specific information and press **OK**.
- 4 Choose from the following three options:
 - Latest
Sends you a single text message with the latest information.
 - All future
Requests that you are sent regular updates on your chosen subject.
 - No more
Cancels the All future option.

if you prefer to listen to the news rather than read it simply call 177

When you call 177 you can listen to up-to-date information on a variety of subjects.

- 1 Call 177.
- 2 Simply follow the voice prompts to hear the information you want.

Note: You will be charged a set price of 40p to call 177.

access Orange Internet from your PC

With Orange Internet you can access all these features:

- Personal email address and free email alerts. When you're out and about, you can receive a text message on your Orange phone to alert you to emails you've received.
- Personal diary and free alerts. Receive a text message on your Orange phone as a reminder of dates and events that are important to you.
- Send 30 free text messages when online every month to phones on any network.
- Receive information as a text message on your Orange phone on the latest news, weather, sport, directory, entertainment and lifestyle updates.

This is not available to some pay as you go customers

register with Orange Internet

To register with Orange Internet just visit

www.orange.co.uk/register

manage your Orange phone account online

not available to pay as you go customers

- Check how many inclusive minutes you have remaining
- View your latest bill
- Set up a Direct Debit or pay by credit card securely
- Change your Service Plan

more information

For more information call Orange Customer Services on 150 or, if you are a pay as you go customer, on 450 from your Orange phone.

keep in touch using additional features

7

- Conference Calling
- Orange Assistant
- Line 2
- Orange Answer Fax
- Infrared

Speak with up to five other people at the same time


not available to pay as you go customers

Conference Calling is a great way to chat with up to five other people while you're out and about.

To **activate Conference Calling** call Customer Services on **150** from your Orange phone or **07973 100 150** from any other phone.

There is no charge but you may be asked for a refundable deposit. You will receive a SIM update when the service has been activated. Turn your phone off and back on again.

To **start a conference call**:

- 1 Call someone in the usual way.
The display will show a name (if stored in the memory) or Call 1.
- 2 Make a second call in the usual way.
The first call is put on hold. Press **Options** and select Join.
- 3 To add up to four more people repeat step two then press **Options** and select Conference.
- 4 Press  or close your phone to end your conference call.

Note: If you are abroad the availability of this service depends on the network you are using. You are charged your standard service plan rate for each call you make.



To **talk to one conference member privately**:

- 1 Press **Options** and select Select One.
- 2 Scroll to the person that you want to have the private

conversation with using the  and  keys. Press **Select**.

- 3 Select **Private** and you can now talk privately.
- 4 To return to the conference call press **Options** and select Conference.

To **end one of your calls**:

- 1 Press Options and select Select One. Scroll to the person that you want to remove using the  and  keys and press **Select**.
- 2 Press **Options**, scroll to Remove and press **Select**.

Orange Assistant

not available to pay as you go customers

When you can't take calls, you can divert them to Orange Assistant. An Orange operator will answer all your calls in person and send the messages to your phone as text messages. This way your callers are diverted to a real person instead of an answer message and can relay their messages to you quickly and easily.

There is no charge for the Call Divert to Orange Assistant or for direct calls to Orange Assistant. You only pay for the messages that you receive.

You can either pay per message or pay a monthly subscription for an unlimited number of messages. The number of messages Orange Assistant can receive and relay to you is unlimited.

Call 07973 100 124 to set up Orange Assistant. You will be charged your standard rate.

Note: Orange Assistant cannot be used while you are abroad.

keep your business and personal lives separate by using two different lines

not available to pay as you go customers

With Line 2 you can keep business and personal calls separate.

To **activate Line 2** call Customer Services on **150** from your Orange phone or **07973 100 150** from any other phone.

There is a one-off connection charge and you receive a reduced monthly charge on your Line 2 Service Plan. You will receive a SIM update when the service has been activated.

The following tariffs are not available on Line 2:

- Orange Everytime 20 if it includes an option to call other networks
- Orange Everytime 400
- Orange Everytime 1000
- Orange Talk 150
- Orange Talk 200
- Orange Talk 500

When you **receive a call on Line 2**, your phone will ring without you having to have Line 2 selected. You receive a separate **Answer Phone** for your Line 2 which you can also personalise. Call your Answer Phone in the usual way but remember to switch to Line 2 first.

If you call Answer Phone from Line 2 but have no messages, you will automatically be connected to your Line 1 Answer Phone if you have messages.

Note: Line 2 does not support Fax and Data. You can receive but not send text messages from Line 2.

Orange Answer Fax

not available to pay as you go customers

If you spend a lot of time away from the office, you can still keep on top of your faxes with Orange Answer Fax, which enables your Orange phone to store faxes until it is convenient for you to print them. Whenever a colleague or friend sends you a fax on your personal Answer Fax number, you will receive a text message that tells you how many pages there are and the number it was sent from.

You can then use your Orange phone to retrieve and print your faxes using any fax machine that is convenient to you.

Simply call your Answer Phone by pressing and holding the 1 key, and follow the simple prompts to retrieve your faxes.

To connect to Orange Answer Fax, call 150 from your Orange phone.

Note: The availability of Orange Answer Fax is dependent upon the network you are using. You are charged a standard data call charge.

To **switch between Line 1 and Line 2 on your phone**

- 1 Press **Menu** and scroll to Network services.
- 2 Scroll to Active line and press **Select**.
- 3 Choose between Line 1 and Line 2 and press **Select** to confirm your choice.


connect to another device wirefree™ using infrared

You can use the **infrared** port of your phone to communicate wirefree™ with other infrared devices.

You can browse the Internet or check your emails if you connect to a laptop computer, or you can send contacts, business cards, calendar entries, ring tones and game commands from one handset to another.

To communicate via infrared you need to activate the infrared port.

To **activate the infrared port**:

- 1 Ensure that the infrared ports of the sending and receiving devices are pointing at each other and are within one metre.
- 2 Activate the infrared port on your phone by pressing **Menu** and selecting Phone Settings.
- 3 Scroll down to Infrared connection. Press **Select** and choose on to begin your infrared connection.
- 4 When  is shown continuously, the infrared connection is activated. When it blinks, your phone is trying to connect to the other device, or the infrared connection has been lost. If data transfer is not started within one minute after the activation, the connection is cancelled and needs to be started again.
- 5 When the user of another phone sends you names and numbers via infrared, you will receive them as text messages.

Note: Do not point the Infrared beam at anyone's eye or allow it to interfere with other Infrared devices. This device is a Class 1 Laser product. Two devices linked by infrared should not be more than 1 metre apart.

personalise your phone





- Change your ring tone
- Change your sound settings
- Change your display
- Choose your shortcut keys
- Downloads

always be alerted to a call or a text message in the most appropriate way

We have already stored sounds, pictures and animations for you to use on your phone so that you can personalise your phone straight away.

You can also download new sounds and pictures using wap on your phone, and using Photo Messaging you can send and receive photos and sounds with your friends to use on your phone.

To **change your incoming call alert**:

- 1 Press **Menu**. Scroll to and select Sound Settings. Press **Select** then select your line and choose from the following options:
 - Default melodies
Choose a ring tone to alert you to incoming calls from a list of pre-installed options.
 - My sounds
Any ring tones that you've downloaded will automatically appear in this list. Select one to replace the pre-installed ring tone.
 - Ring volume
Set the volume of the ring tone. Use the  and  keys to adjust the volume.
 - Alert type
Choose how you would like to be alerted to incoming calls. Choose from Melody, Vibration and Vibration then melody.

To **set your incoming message alert**:

- 1 Press **Menu**. Scroll to and select Sound Settings and select Messages.
- 2 Choose whether to alter the alert for Short messages or Multimedia messages, then choose from these options:

- **Tone**
Choose one of the alert tones preset on your phone.
- **Alert type**
Set how your phone alerts to you new messages.
- **Alert type**
Select the frequency with which you are reminded about new messages.

To **set your keypad tone**:

- 1 Press **Menu**. Scroll to and select Sound Settings and select Key Tone.
- 2 Choose from Off, Tone, Beep, Piano or Drum and press **Select**.

quickly set silent alert

When a phone call or text message alert noise is inconvenient, you can quickly set your phone to Silent Mode. Simply press and hold # at the main display.

adjust your other sound settings

Enjoy total control over the sound settings on your phone.

- 1 Press **Menu**. Scroll to and select Sound Settings.
- 2 Scroll and choose from:
 - Connection tone
 - Key tone
 - Minute minder
- 3 Press **On** or **Off**. When the check box is marked, the tone is switched on.


To **change the tone when your phone powers on or off**:

- 1 Press **Menu**. Scroll to and select Sound Settings.

- 2 Scroll to Power On/Off and press **Select**.
- 3 Choose from Off, Basic or Cheerful and press Select.
- 4 You will now hear this tone when you power on or off, not the default Orange tune.

personalise your caller groups

You can assign ring tones, message alerts and pictures to contact groups you've created.

- 1 Press **Phonebook** then  to select Management.
- 2 Scroll to Group setting.
- 3 Scroll to highlight the caller group you wish to personalise and press **Options**.
- 4 Choose from:
 - Melody
Set a ring tone to alert you to calls from contacts in this group.
 - Change name
Change the group's name.
 - View Image
Review the picture that is associated with the group.

personalise your phone's display



Change your wallpaper and menu to personalise your phone and reflect your lifestyle.

- 1 Press **Menu**. Scroll to and select Phone Settings.
- 2 Select Display and choose from:
 - Wallpaper
Choose your wallpaper from the preset list of options. Any images you've downloaded will automatically appear in the list. Press **Select** twice to set your wallpaper. Choose whether your phone displays text by pressing **Yes** or **No** at the prompt.

- Skin
Set how the menu is displayed. choose from one of four patterns.

You can also change the way your main and external displays appear.

To **change the main display**:

- 1 Choose from:
 - Backlight
Select whether the backlight is used. Choose Off or set a time for the backlight to stay on. A marginal increase in battery time may occur if you select Off.
 - LCD Brightness
Select the display you wish to change the contrast for. Adjust the contrast using the  and  keys.
 - Front LCD
Set the display options for the external display. Set whether the clock is animated, how long the display stays lit and the type of service light.

set a greeting message

Set a greeting message to display when you switch your phone on.

- 1 Press **Menu** and select Phone Settings.
- 2 Scroll to and select Greeting Message.
- 3 Press and hold C until the previous message is deleted.
- 4 Key in your new greeting message as you would a text message and press **OK**.

reset your original settings

Reset your phone to its original, default Orange settings.

- 1 Press **Menu** and select Phone Settings.
- 2 Scroll to and select Reset Settings.
- 3 You will need to enter an 8-digit password. This is preset to 00000000.
- 4 Press OK and your phone will reset.

downloads

When you download images or sounds from the WAP browser, they are stored in your Media box.

To **view your downloads**:

- 1 Press **Menu** and open Funbox. Scroll to Media box and press **Select**.
- 2 Select the Images or Sounds options and you will see a list of downloaded files

manage your time and calls

9

- Set the time and date
- Calendar
- To do list
- Calculator
- Review your calls
- Call length

setting the time and date

To **set your phone's time and date**:

- 1 Press **Menu**. Scroll to Organiser, then scroll down to Clock and press **Select**.
- 2 Select Set time. Enter the time in 24-hour format using your keypad and press **OK**.
- 3 Scroll to Set date and press **Select**. Enter the information in the same way.

setting an alarm

To **set your phone's alarm clock**:

- 1 Press **Menu**. Scroll to Organiser, then scroll down to Alarm and press **Select**.
- 2 Choose from:
 - Morning Call
 - Alarm 1
 - Alarm 2
 - Auto power

Auto power will automatically turn your phone on when an Alarm is due.

organise your important events using your Calendar

Your phone has a built-in Calendar to help keep you organised.

- 1 Press **Menu** and open Organiser. Scroll to Calendar. Press **Select**.
- 2 You will see the current month displayed.
- 3 Press **Select** to view memos or press **Options** to:
 - Add memo
 - Go to date
 - View all
 - Delete day
 - Delete all

keep organised with a To do list

Your To do list enables you to enter a list of memos to be done, set each task a deadline and a priority level and sort the tasks by priority and status mark.

- 1 Press **Menu** and open Organiser. Scroll to and select To do list.
- 2 If your list is empty, selecting To do list will automatically open the new memo screen. Enter text and press OK when you are finished.
- 3 Once you have saved your memo, press Options to write a new memo, mark the memo as Done or Undone, Edit the memo, Sort your memos in order, Copy your memos, Copy memos to your Calendar, Delete a memo or Delete all your memos.


keep track of figures using your calculator

To **use the Calculator**:

- 1 Press **Menu**. Scroll to **Organiser** and select **Calculator**.
- 2 Solve equations using the table on the right.

How do I use my Calculator?

press key(s) to...

1 to 0	enter a number
#	enter + - x /
C	delete a figure
*	enter a decimal point or ()
	calculate a result

You can also make
Currency conversions.


- 1 Press **Menu** and open **Organiser**.
- 2 Scroll to **Conversion** and press **Select**.
- 3 Key in the currency exchange rate of your source currency and press **OK**.
- 4 Enter the amount you wish to convert and press **OK**.

find out who has called you and when

Each time you make, receive or miss a call, your phone takes a note. At any time you can access a list of the last 20 missed, dialled or received calls, to keep track of who you're talking to and when.

To **check your Call Records**:

- 1 Press Menu and open Call Records.
- 2 Choose from:
 - Missed calls
 - Received calls
 - Dialled calls
- 3 Your phone will display a list of the 20 most recent Missed, Received or Dialled Calls with the most recent at the top.

You can also press  to see the last 20 missed, received and dialled numbers.

keep an eye on how long you spend on your calls

Your Orange phone allows you to **keep track of the length of your calls** and, consequently, estimate how much you spend:

- 1 Press **Menu** to enter the main menu. Scroll to Call Records, then scroll down to Call Time and press **Select**.
- 2 Select one of the following options:
 - Last call time
To see the length of the last call.
 - Total sent
To see the total length of all calls made since the timer was last reset.
 - Total received
To see the total length of all calls received since the timer was last reset.
 - Reset timers
To reset all the timers. You will need the phone security code. See page 10.4 for more information.

Note: For billing purposes the length of calls and service may be rounded off and subsequently differ slightly from the information supplied by this feature.

ensure your
phone is
secure

10

- Orange Care
- SIM Card PIN
- Fixed Dialling
- Call Barring

Orange Care

Life's difficult enough, without having to worry about the expense and hassle of replacing your phone.

With Orange Care you get:

- Worldwide cover against loss, theft, accidental or malicious damage and handset breakdown.
- A replacement phone of the same model despatched within 24 hours of our acceptance of your claim, to any UK address.
- The same number and the same service on your replacement Orange phone that you enjoyed on your old one, so you're never out of touch for long.
- Great value cover at up to £5 per month.

To get Orange Care call **434** free from your Orange phone.

Your Plan customers must purchase care separately, from as little as £5 per month.

Note: Orange Care includes insurance and warranty which is subject to terms and conditions and exclusions as stated in Chapter 13. To find out if you are covered by Orange Care or for more information call **150** free from your Orange phone.

Protecting your phone

Accidents happen – which is why we offer Orange Care. However, we do ask that you take good care of your phone and follow just a few basic steps to help protect your phone:

- Don't leave your phone unattended in a public place.
- Don't leave your phone in a vehicle.
If this can't be avoided, please make sure it's locked in the boot or locked in the glove compartment.
- Never loan your phone to someone else.

How to claim:

- Report the loss, theft or damage to Orange as soon as possible.
- Loss, theft or malicious damage claims must be reported to the police immediately (or as soon as possible within 24 hours of discovery).
- To make a claim or to have your phone barred to prevent unauthorised use simply call Orange Customer Services on **07973 100 150**, or if you are abroad call **+44 7973 100 250**.
- To speed up your claim make a note of the key facts before calling, eg, time of theft, where you lost it, how it got damaged and what the damage is, steps taken to recover your phone and any other relevant details. You must provide any assistance and/or information that Orange reasonably requests in connection with the replacement of your phone.
- Remember, if your phone is stolen or maliciously damaged we need a crime reference number or a lost property number if it is lost.
- Once your claim is agreed, Orange will despatch your replacement phone. Please see section 13.1 in the Orange Care terms and conditions for more information.

manufacturer's warranty

If you do not have Orange Care you still receive a 12-month manufacturer's warranty which covers you against phone faults. Please call 0208 391 0168 for more details.

ensure that only authorised people can use your phone

If your phone's **SIM Card PIN** is activated a four-digit PIN (Personal Identification Number) will be requested each time you switch your phone on. This PIN is preset to 1111.

To increase your phone's security you can change the PIN to a number only you know.

To **activate your SIM Card PIN**:

- 1 Press **Menu** and open Phone Settings. Scroll to Security and press **Select**.
- 2 PIN Check is highlighted, press **Select**.
- 3 Scroll to Enable and press **Select**.
- 4 Enter the preset code of 1111 and press **OK**.

To **turn your phone on once SIM Card PIN is activated**:

- 1 When you switch your phone on you will see Enter PIN code in the display.
- 2 Enter the code and press **OK**. Your phone will then be ready to use.

To **change your SIM Card PIN**:

- 1 Press **Menu** and open Phone Settings. Scroll to Security and press **Select**.
- 2 Scroll to Change PIN and press **Select**.
- 3 Enter your current PIN and press **OK**.
- 4 Enter your new PIN code and press **OK**. Enter the new code again and press **OK**.

What if I enter the wrong PIN?

If you enter an incorrect SIM Card PIN or PIN2 three times in a row, your SIM Card will block. You will need a **PUK** (personal unblocking key) to unblock your SIM Card.

Call Customer Services on **07973 100 150** if you are a pay monthly customer or **07973 100 451** if you are a pay as you go customer for details on how to unblock your phone.

Do not attempt to guess the PUK code. If you enter your PUK code incorrectly 10 times in a row, you will permanently block your SIM Card and you may have to return your phone to Orange.

To lock your phone when it's switched on:

- 1 Press **Menu** and open Phone Settings. Scroll to Security and press **Select**.
- 2 Scroll to Phone Lock and press **Select**.
- 3 Enable is highlighted. Press **Select**.
- 4 Enter the preset password of 00000000 and press **OK**. You will now need to enter this password each time you switch your phone on.

control the numbers that can be called from your phone

Fixed dialling allows you to limit the use of your phone (typically by a friend or family member) to only the numbers stored in your phonebook, while **Call barring** blocks certain types of call. Before you can use Fixed dialling, you must **set up a Fixed dialling list**.

To **activate fixed dialling**:

- 1 Press **Menu** and open Phone Settings.
- 2 Scroll to Security and press **Select**. Scroll to FDN Mode and press **Select**.
- 3 Select Enable. You will be asked to enter your PIN2 code. This is preset to 1111. Enter the code and press **OK**.

Once Fixed dialling has been turned on, you can **store Fixed dialling numbers**:


- 1 From the main display press **Phonebook**. Scroll to Add Entry and press **Select**.
- 2 Enter your PIN2 code and press **OK**.
- 3 Enter the name of the person you wish to store to fixed dial and press **OK**.
- 4 Enter the number and press **Save**.
- 5 Enter a location number and press **OK**.

What are the security codes for?

Your Orange phone comes with a number of preset security codes. Each code controls one of your phone's security features. Use the table below to identify which code you will need to activate each feature.

security feature	preset code
SIM Card PIN (PIN1)	1111
Fixed dialling (PIN2)	1111
Call barring	1111
Phone Lock	00000000

To **make a call using fixed dialling**:

- 1 Press **Phonebook**.
- 2 Select Search.
- 3 Scroll through the names and press  when the person you wish to call is highlighted.

To **turn fixed dialling off**:

- 1 Press Menu and open Phone Settings.
- 2 Scroll to Security and press Select. Scroll to FDN Mode and press Select.
- 3 Select Disable. You will be asked to enter your PIN2 code. This is preset to 1111. Enter the code and press OK.

Call barring can be used selectively to bar outgoing and incoming calls

- 1 Press **Menu** and open Network Services.
- 2 Scroll to Call Barring and press **Select**. Select the type of call you want to bar:
 - All outgoing
 - International
 - International except to home
 - All incoming
 - Incoming while abroad
 - Cancel all
 - Change barring password
- 3 Select the type of call you want to bar. Choose from:
 - Voice calls
 - Fax calls
 - Data calls
- 4 Press **Activate**. Enter your Call Barring Password and press **OK**.

have fun on
your phone

11

- Honey ball
- Go! Hamster
- Bowling
- Java games
- WAP games

when you have time to spare, why not test your gaming skills against your phone

There are three exciting, full colour games to choose from you can have hours of fun on your phone.

- 1 Press **Menu**. Scroll to and select Funbox.
- 2 Scroll to Games and press **Select**.
- 3 Choose from:
 - Honey ball
Break down all the honey blocks using the bat and ball. Catch the falling letters to improve your bat, and on the higher levels, watch out for the bees!
 - Go! Hamster
Reveal the hidden picture by dividing off sections. Don't let any ghosts hit you or your dividing line, or you'll lose a life.
 - Bowling
Ten pin bowling on your phone! Choose your character and your ball and play against a friend, the phone or on your own.

explore the world of java gaming

There are loads of java games available on the Internet, all you need to do is find one you like the look of and download it to your phone. A good place to start is the games section of the orange homepage.

There are also two java games that have been downloaded to your phone.

- 1 Press **Menu**. Scroll to and select Funbox.
- 2 Scroll to Java world and press **Select**.
- 3 Select Downloads:
- 4 Choose between:
 - SnowBallFight
Snowball fight to glory! Each tournament earns you gold which can be spent on items to improve your chances in the next round. Work your way through the levels to become snowball champion.
 - Bubblesmile
Rotate the coloured balls to create horizontal or diagonals lines of a single colour of three balls or more. You can play against the clock with Timed mode or choose Skilled mode to see how many points you can score.

WAP games

You can access a great selection of online games on your phone using your WAP connection. These games are different to the downloadable games as they require you to be connected while you are playing.

To **play games using your WAP connection**:

- 1 Open the Orange homepage by pressing **i**, or link through the Funbox menu.
- 2 Open the Games link.
- 3 Open the Games option and you will see a list of games that you can play. Once you have chosen which game to play you can open the Instructions option to learn about the game.

Note: You will be charged the standard WAP service charge while you are connected and playing games.

International services

12

- International services for pay monthly customers
- International services for pay as you go customers
- Select a network
- Change band width

Orange International services for pay monthly customers

Whether it's two weeks in the sun or a quick business trip, take Orange with you when you go abroad and have the reassurance that it's the affordable way to keep talking.

You can **call or send text messages or photo messages from abroad** by simply adding the international dial code before the number you call or text.

If you **call or send a text or photo message abroad from the UK** it makes sense to use your Orange phone. Orange's low fixed price rates make it simple to work out exactly what you will be charged, so now you can stay in touch around the world.

Note: The availability of this service will be dependent on the partner network supporting Text Messaging and Multi Media Messaging.

When travelling abroad, always try to keep **safety** at the front of your mind.

- 1 For safety and security, always pack your Orange phone in your hand luggage and switch it off before boarding a plane.
- 2 Let others know you are abroad so they can expect a different ring tone when they call you or they might hear a recorded message in a foreign language if you are out of coverage.

What are the international dialling codes I need to add to numbers when I am calling to or from the UK?

country	code		
Austria	+43	Luxembourg	+352
Belgium	+32	Netherlands	+31
Cyprus	+357	Northern Cyprus	+905
Denmark	+45	Portugal	+351
France	+33	Rep. of Ireland	+353
Germany	+49	Spain and islands*	+34
Greece	+30	Sweden	+46
Italy	+39	UK	+44

*includes the Canary and Balaeric islands.

pay monthly check list before you travel

- 1 Call Customer Services on **159** from your Orange phone or **07973 100 159** from any other phone to activate your phone so you can make and receive calls abroad. Roaming needs to be activated at least 24 hours before travelling abroad and it only has to be activated once.
- 2 If you want to use Answer Fax abroad you must have it activated on your account at least 24 hours before you leave the UK. Call **150** from your Orange phone or **07973 100 150** from any other phone for details. The availability of this service is dependent upon the partner network which you are logged into.
- 3 If you have Line 2 we recommend that you divert all Line 2 calls to your Orange Answer Phone before you leave as this service is not available whilst you are abroad.
- 4 Remove any temporary bars on international calls using the menu options on your phone.

- 5 Set up any diverts on your Orange phone before you leave the UK as you will not be able to do it when you are abroad. Refer to chapter 4 for more information on call diverts.
- 6 Make sure you pack your charger and a three-pin adaptor so you can charge your phone whilst abroad.
- 7 Make sure that the frequently used numbers in your phonebook are saved with the international dialling codes you need, ie, +44 minus the leading zero from the area code for calls back to the UK.

Note: The availability of Orange products and services when roaming is dependent upon the partner network. You cannot use Orange Assistant while abroad.

Orange International services for pay as you go customers

Whether it's two weeks in the sun or a quick business trip, take Orange with you when you go abroad and have the reassurance that it's the affordable way to keep talking.

You can **call or send text messages or photo messages from abroad** by simply adding the international dial code before the number you call or text.

If you **call or send a text or photo message abroad from the UK** it makes sense to use your Orange phone. Orange's low fixed price rates make it simple to work out exactly what you will be charged, so now you can stay in touch around the world.

How do I know which countries I can call from and to using my Orange phone?

Call the Information line on **452** from your Orange phone or **07973 100 452** from any other phone. You can also go to www.orange.co.uk to obtain an up-to-date list of roaming destinations.

When travelling abroad, always try to keep **safety** at the front of your mind.

- 1 For safety and security, always pack your Orange phone in your hand luggage and switch it off before boarding a plane.
- 2 Let others know you are abroad so they can expect a different ring tone when they call you or they might hear a recorded message in a foreign language if you are out of coverage.

pay as you go check list before you travel

- 1 Remove any temporary bars on international calls using the menu options on your phone.
- 2 Top up your Talk Time by:
 - Credit or debit card
Register your card 72 hours before you go and you can then call **450** from your Orange phone to top up your talk time.
 - Orange Top-up Swipe Card
Before you go, use your Orange Top-up Swipe Card to top up; in the UK they're available in any Orange Shop™ and wherever you see the Top-up symbol.

- Orange vouchers

Buy £20 and £50 vouchers from any Orange shop or high street stockist.

Note: Orange Top-up vouchers are not currently available abroad. Only UK vouchers will be redeemed.

- 3 Make sure you pack your charger and a three-pin adaptor so you can charge your phone whilst abroad.
- 4 Make sure that the frequently used numbers in your phonebook are saved with the international dialling codes you need, ie +44, minus the leading zero from the area code for calls back to the UK.

Note: The availability of Orange products and services when roaming is dependent upon the partner network.

when you go abroad, you need to select the partner network to use

Orange has partnerships with a range of networks in a variety of countries. When you go abroad, you need to tell your phone to **select a network**.

- 1 From the main display press **Menu** and open Network Services.
- 2 Scroll to Network Selection and press **Select**.
- 3 Select Manual to choose from a selection of local networks.

For more information call Orange Customer Services on 150 or, if you are a pay as you go customer, on 450 from your Orange phone.

using your Answer Phone abroad

While abroad, you can use your Answer Phone as easily as you do when in the UK.

- 1 Simply press and hold the 1 key.
- 2 You will be connected to your Answer Phone. Now just press:
 - 1 to listen to your message again
 - 2 to save your message
 - 3 to delete your message
 - 7 to rewind 10 seconds
 - 8 to skip to the next message
 - 9 to fast forward 10 seconds
 - # to return the call

using GPRS abroad

If you use GPRS abroad you may need to manually select the network you use to ensure that you are roaming on a network that supports GPRS Roaming.

Call Customer Services on **150** from your Orange phone, or **07973 100 150** from any other phone, to get an up-to-date list of foreign operators that support GPRS Roaming and the tariffs applicable to the service plan.

You can connect to GPRS services as if you are in the UK when you use it abroad.

reference

13

- Safety
- Paperwork
- Orange Care terms and conditions
- Pay monthly terms and conditions
- Pay as you go terms and conditions
- Declaration of Conformity

safety

1 network services

The mobile phone described in this guide is approved for use on the Orange network. A number of features included in this guide are called Network Services. These are special services that you can arrange through Orange. Before you can take advantage of the Network Services, you must subscribe to them through Orange. Instructions for these services are included in this guide.

2 everyday use of your phone

Hold your phone as you would any other telephone, with the antenna pointing up and over your shoulder. If your phone has an extendible antenna, extend it fully. Do not touch the antenna unnecessarily when the phone is switched on, as this will affect call quality and may cause the phone to operate at a higher power level than is needed. As with any other radio transmitting equipment, you are advised that for the satisfactory operation of your phone and for your own safety, you should use your phone only in the normal operating position.

3 using your Orange phone in a vehicle

Safety comes first, and is the ultimate responsibility of the driver. Therefore:

- Orange recommend that you do not use your phone when driving, unless you are using a personal handsfree kit or personal handsfree car kit.
- If you need to make or receive a call and you have a personal handsfree kit or personal handsfree car kit, make sure it is done sensibly using speed dialling or voice activation where possible, and keeping calls brief and to a minimum.
- If you don't have a personal handsfree kit or personal handsfree car kit, stop and park your vehicle safely before using your phone, although never on a motorway slip road or

hard shoulder even if it is urgent.

- Do not store or carry inflammable liquids, gases or explosive materials in the same compartment as your phone, its parts or accessories and always store your phone safely and securely.
- You should always use a phone holder in your car to secure your phone safely. Never place the phone on the passenger seat or where it can break loose in a collision or sudden stop.

Remember: Always give your full attention to driving. There is a personal handsfree kit and personal handsfree car kit available for most Orange phones which you can purchase separately by calling the Orange Accessories Hotline on **0500 178 178** or by visiting your local stockist.

4 car kit installation

- Only qualified personnel should install or service the personal handsfree car kit or the phone in a vehicle. Faulty installation or service may be dangerous and may invalidate any warranty which may apply to the unit.
- For vehicles equipped with an air bag, remember that an air bag inflates with great force. Do not place objects, including both installed or portable wireless equipment, in the area over the air bag or in the air bag deployment area. If a personal handsfree car kit is improperly installed and the air bag inflates, serious injury could result.
- Check regularly that all mobile phone equipment in your vehicle is mounted and operating properly.

Your mobile phone is a low power radio transmitter and receiver. When it is switched on, it receives and sends out radio frequency (RF) signals. Most modern electronic equipment is shielded from RF signals. However, RF signals may affect improperly installed or inadequately shielded electronic systems in motor vehicles (eg electronic fuel injection, electronic anti-lock braking, electronic speed control or air bag systems, etc). Check

with the manufacturer or its representative regarding your vehicle. You should also consult the manufacturer of any equipment that has been added to your vehicle.

5 fuse replacement

- Always replace a blown fuse with a fuse of the same type and size. Never use a fuse of a higher rating.

6 emergency calls

If your phone offers the features listed below, and if you have restricted or barred outgoing calls from your phone, calls to emergency numbers (999 or 112 in the UK) may still be possible. The features are:

- Restricted dialling lists
- Call barring
- Fixed dialling lists
- Calls to closed user groups
- Keypad locking

Ensure the phone is switched on and in service. Give your location to the operator.

To **make an emergency call**:

- 1 If the phone is not on, switch it on.
Check for adequate signal strength.
- 2 From the main display key in the emergency number for your location (eg 999, 112 or other official emergency number).

When making an emergency call, remember to give all the necessary information as accurately as possible. Remember that your phone may be the only means of communication at the scene of an accident - do not cut off the call until given permission to do so by the operator.

7 one touch emergency dialling

If your phone supports preprogrammed one touch emergency dialling, using the 9 key to call the emergency number may not be possible when you have restricted or barred outgoing calls from your phone. This depends on the type of restriction you have chosen, and the type of barring option you have selected. One touch emergency dialling does not operate when certain other features are in use (such as keypad locking and others).

Note: Official emergency numbers (e.g 999, 112 or other official emergency number) may vary by location. However, only one official emergency number is programmed into your phone, which may be incorrect if you are using your phone overseas. Please check with our Partner Network abroad for the emergency number that is used in that location.

Your Orange phone, like any mobile phone, operates using radio signals, mobile and fixed line networks which cannot always guarantee connection in all conditions. Therefore never rely solely upon your mobile phone for essential communication such as medical emergencies. Do not hang up during an emergency call until you are told to do so by the operator.

Note: When using voice dialling you must say the name exactly as you said it when you recorded it, which may be difficult in, for example, a noisy environment or during an emergency. Do not rely solely upon voice dialling in all circumstances.

Note: A valid SIM Card must be inserted in your phone in order to make emergency calls. Pay as you go customers do not need to have talk time available, but need to have used the phone in the previous six months.

8 operating environment

Remember to follow any special regulations in force in any area, and always turn off your phone wherever it is forbidden to use it, or when it may cause interference or danger.

When connecting the phone or any accessory to another device, read its user guide for detailed safety instructions.

Do not connect incompatible products.

9 pacemakers

- Pacemaker manufacturers recommend that a minimum separation of 16 cm (6 inches) be maintained between a handheld phone and a pacemaker to avoid potential interference with the pacemaker. These recommendations are consistent with the independent research of and recommendations of Wireless Technology Research.

Users with pacemakers should therefore:

- Always keep your phone at least 20 cm (8 inches) away from your pacemaker when the phone is switched on.
- Never carry your phone in your breast pocket.
- Use the ear opposite to the pacemaker to minimise the potential for interference.
- Switch off your phone immediately if you suspect that interference is being caused.

10 hearing aids

Certain hearing aids can be interfered with by your mobile phone. If this occurs, please consult the hearing aid manufacturer.

11 other medical equipment

Operation of any radio transmitting equipment, including mobile phones, may interfere with the working of other inadequately

protected medical devices. Consult a physician or the manufacturer of the medical device if you have any questions. Always switch off your phone in health care facilities when any regulations posted in these areas instruct you to do so.

12 aircraft safety

Using your phone while in the air is prohibited. Switch off your phone before boarding any aircraft. The use of mobile telephones in an aircraft may be dangerous to the operation of the aircraft, disrupt the mobile telephone network, and is illegal.

Note: Failure to observe this instruction may lead to suspension or denial of Orange phone services to the offender, or legal action or both.

13 explosive materials

- You are advised to switch off your phone when at a petrol station or other refuelling point. You must observe restrictions on the use of radio equipment in fuel depots (fuel storage and distribution areas); chemical plants or where blasting operations are in progress.
- Areas with a potentially explosive atmosphere are often but not always clearly marked. They include: below deck on boats; chemical transfer or storage facilities; vehicles using liquefied petroleum gas (such as propane or butane); areas where the air contains chemicals or particles, such as grain, dust or metal powders; and any other area where you would normally be advised to turn off your vehicle engine.

Note: The functioning of your phone can be affected by localised conditions, and we cannot guarantee coverage inside buildings. If you have difficulty in making or receiving calls, you should contact Orange Customer Services.

14 general safety information

- When changing your phone's cover, always switch off the power and disconnect the phone from the charger or any other device. Always store the phone with the covers attached. Never use a phone without a cover.
- Remember to always make backup copies of all important data.
- Your phone must be switched on to access games, ring tone composer, calendar, calculator, WAP, infrared, timer and other similar features. Do not switch your phone on when mobile phone use is prohibited or when it may cause interference or danger.
- The information or services you have accessed using WAP are stored in the cache of your phone, which is a memory used to store data temporarily. You should empty the cache of your phone after each use to ensure that any confidential information cannot be accessed by anyone using your phone.
- Parts of the phone are magnetic. Metallic materials may be attracted to the phone. Always secure the phone in its holder because metallic materials may be attracted by the earpiece. Do not place credit cards or other magnetic storage media near the phone, because information stored on them may be erased.
- Always switch your phone off in any facility where posted notices so require.

15 phone and battery care

Warning: Use only batteries, charger and accessories approved for use with this particular phone model. The use of any other types may invalidate any approval or warranty applying to the phone, and may be dangerous.

- Do not charge the battery when either of your phone's covers are removed.

-
- Keep the phone and all its parts and accessories out of children's reach.
 - Your phone is not water resistant. Keep it dry. Precipitation, humidity and all types of liquids or moisture can contain minerals that will corrode electronic circuits.
 - Do not use your phone in dusty, dirty areas. Its moving parts can be damaged.
 - Your phone is powered by a rechargeable battery. Note that a new battery's full performance may only be achieved after two or three complete charge and discharge cycles.
 - The battery can be charged and discharged hundreds of times but it will eventually wear out. When the operating time (talk time and standby time) is noticeably shorter than normal, it is time to buy a new battery.
 - Temperature extremes may affect the ability of your battery to charge: allow it to cool down or warm up first.
 - Never use any charger or battery which is damaged or worn out.
 - Always unplug the charger when not in use. Do not leave the batteries connected to the charger for longer than a week, since overcharging may shorten its lifetime. If left unused, a fully charged battery will discharge itself over time.
 - Do not paint your phone as this can clog its moving parts and prevent operation.
 - Only use the antenna supplied or an approved replacement antenna. Unauthorised antennae, modifications or attachments could damage the phone and may violate regulations governing use of mobile phones.
 - Keep all SIM Cards out of children's reach.
 - Use your phone battery only for its intended purpose, and never use any charger or battery which is damaged or worn out.
 - Never allow the battery terminals to short circuit, as this can cause damage to the battery or to the connecting object (a short circuit can occur if a metallic object such as a coin, clip or pen causes direct connection between the + and - terminals of the battery). Therefore, always take adequate

precautions when carrying a spare battery in a purse or pocket.

- Batteries must be recycled or disposed of properly and according to your local regulations, and must never be disposed of in household waste. Never dispose of batteries in a fire.
- When you disconnect the power cord of any accessory, including the charger, grasp and pull the plug, not the cord.
- For good operation times, discharge an NiMH battery from time to time by leaving your phone switched on until it turns itself off.
- Do not attempt to open the casing on your phone or its battery. Non-expert handling may damage it.
- Do not drop, knock or shake the phone. Rough handling can break the internal circuit boards.
- Do not use harsh chemicals, cleaning solvents, or strong detergents to clean your phone. Wipe it with a soft cloth slightly dampened in a mild soap and water solution.
- Do not store it in hot areas. High temperatures can shorten the life of electronic devices, damage batteries and warp or melt certain plastics.
- Do not store your phone in cold areas. When it warms up (to its normal temperature) moisture can form inside the phone which may damage electronic circuit boards.

All of the above suggestions apply equally to your phone, battery, charger or any accessory. If any of them is not working properly, contact Orange Customer Services on **07973 100 150** or, if you are a pay as you go customer, on **07973 100 451**, from any other phone for assistance.

radio waves and your phone

Specific absorption rate, or SAR, is an internationally accepted way of measuring how much radio frequency (RF) energy is absorbed by the body when a mobile phone is used.

All phones on the Orange network are designed by the phone manufacturers to comply with the relevant recommendations and standards. Orange believes that new and existing customers should be fully informed about SAR.

The SAR value for your Samsung E700 is 1.36w/kg.

Note: The SAR value for your phone has been provided to Orange by the manufacturer. By acting as facilitator for conveying this information to our customers, Orange is fulfilling its duty as a responsible retailer.

paperwork

14-day phone return

The 14-day phone return only applies to new phones and excludes upgrades and reconditioned phones. If you are unsatisfied with our service in any way, you can return your phone within 14 days of purchase, and we will reimburse you the cost of purchase and your connection charge.

All we request is that you pay for the calls you've already made and a percentage of the monthly subscription. Simply fill in the form supplied with your phone and take it along with your phone to your stockist. You should retain the form for your records.

data protection

We will use the personal information you supply us to help manage your Orange account efficiently, for example, to assist in handling queries, sending bills (excluding pay as you go) or to send you information on products and services which may be of particular interest to you. From time to time, we may pass information about you to third parties or government agencies. Full details are given in the terms and conditions booklet.

Please call Orange Customer Services on **07973 100 150** or, if you are a pay as you go customer, on **07973 100 451** if you do not wish to receive any marketing materials related to Orange and its services, or if you do not wish us to pass on your details to any other reputable organisations for sales and marketing purposes.

direct debit

not available to pay as you go customers

Direct Debit is the easiest way to pay your Orange bills, combining control with peace of mind. You'll still be sent a detailed monthly statement but you won't have to remember to send a cheque every month. Plus, you'll have 10 days after the bill date if you've any queries regarding your bill before your account is debited.

To set up a Direct Debit simply call Orange Customer Services on **152** from your Orange phone or **07973 100 152** from any other phone. Please have your bank account details ready. Quote reference number **03** and we'll do the rest.

allowing access to your Orange account

It can sometimes be useful for someone else to have access to your account, for example if you have more than one Orange phone in your name. As an account holder you can choose to allow information only access and access which will allow changes to be made. Please call Customer Services who will send you a form.

Orange explain Services and Charges

For details of the range of Orange Services and Charges please call the Orange Literature Request Line on **07973 973 970** or, if you are a pay as you go customer, on **650** from your Orange

phone and request Orange Explain Services and Charges.
Alternatively, visit the Orange website at www.orange.co.uk

Orange Care terms and conditions

1 Interpretation

- 1.1 In these terms and conditions Insurance refers to the provisions of clause 3 and Warranty to the provisions of clause 7, together Insurance and Warranty are referred to as Orange Care.
- 1.2 Orange Care is subject at all times to the provisions of these terms and conditions and does not apply and cannot be purchased in relation to any second line activated on your Orange phone. (Orange Care only applies to approved and Orange branded phones).
- 1.3 To check whether your chosen service plan includes Orange Care or requires Orange Care to be purchased as an optional extra please call 150 from your Orange phone or 07973 100 150 from any other phone. Pay as you go customers can purchase Orange Care by calling 450 from their Orange phone.

2 Insurance terms

- 2.1 Orange Personal Communications Services Limited (Orange) is monitored by HSBC Insurance Brokers Limited which is a member of the General Insurance Standards Council.
- 2.2 Orange is authorised by the insurer to collect premiums, to accept or decline claims, to arrange repairs and issue replacement phones on behalf of the insurer. For the purposes of this insurance, 'phone' means handset, standard battery, SIM Card and charger, originally supplied as part of the standard package.
- 2.3 The insurance is arranged with an authorised insurer whose details are available upon request to HSBC Insurance Brokers Limited, Quay West, Trafford Wharf

Road, Manchester, M17 1PL.

- 2.4 The following paragraphs describe the conditions and cover provided under the terms of this insurance which forms part of a master policy arranged by HSBC Insurance Brokers Limited on behalf of Orange. This insurance is subject to the terms and conditions of the master policy, a copy of which can be obtained from HSBC Insurance Brokers Limited. Requests should be made in writing, stating your Orange phone number.

3 Cover for lost, stolen and damaged phones

Your phone is insured worldwide subject to the terms of the insurance policy (see clause 6.14). If your phone (or parts thereof) is lost, stolen or damaged you will be entitled to a replacement or repair free of charge provided you have complied in all respects with the terms and conditions of the policy and in particular:

- 3.1 Loss, theft or malicious damage claims must be reported to the Police immediately but in any event within 24 hours of discovery of the occurrence. In respect of claims arising outside the United Kingdom please refer to Clause 6.14.
- 3.2 Your claim must be reported to Orange as soon as possible but in any event not more than 24 hours after you discover the loss, theft or damage.
- In respect of claims arising outside the United Kingdom please refer to Clause 6.14. To make a claim you must provide the following:
- 3.2.1 the crime reference number in respect of theft or malicious damage claims or the lost property reference number if the phone has been lost;
- 3.2.2 full details of how the loss, theft or damage occurred; and
- 3.2.3 any other information and evidence as may reasonably be requested by Orange regarding the cause of loss or damage.

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- 3.3 Orange will arrange repair or replacement on behalf of the insurers.
 - 3.4 Lost, stolen or damaged antennas will be repaired/replaced, where appropriate, free of charge once only.
 - 3.5 You or any authorised user of the phone must at all times act with due care in looking after the phone and take all reasonable precautions to safeguard it against loss, theft or damage. An authorised user is the Orange registered customer, other users officially notified to Orange by the customer and authorised by Orange, the registered Customer's spouse/partner, members of his/her immediate family all of whom would normally reside at the registered customer's address and employees of the registered customer who use the phone with permission of the customer. For the purposes of this insurance 'registered' means you must provide an IMEI and SIM number for each phone you own.

4 Exclusions

- 4.1 A replacement or repair will not be provided under the terms of the insurance where the loss or damage is caused by or consists of:
 - 4.1.1 normal wear and tear or deterioration, depreciation, rusting or oxidisation, atmospheric or climatic conditions or other gradually operating cause;
 - 4.1.2 confiscation or detention;
 - 4.1.3 improper maintenance, repair or modification;
 - 4.1.4 defective materials or workmanship covered by the manufacturer's warranty;
 - 4.1.5 breakdown of or interruption to the network service;
 - 4.1.6 loss of use or consequential loss of any kind;
 - 4.1.7 cosmetic damage which does not impair the normal functions of the phone;
 - 4.1.8 loss of or theft of items left unattended in a public place;

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- 4.1.9 theft of items from an unattended vehicle unless the item was in a locked boot or locked glove compartment and the vehicle itself was securely locked;
 - 4.1.10 any wilful act, neglect or failure to take reasonable care by you or any authorised user or any wilful act or neglect carried out at the direction or instigation of you or any authorised user;
 - 4.1.11 disregard of manufacturer's and/or operating instructions;
 - 4.1.12 damage resulting from pressure waves caused by aircraft or other aerial devices travelling at sonic or supersonic speeds;
 - 4.1.13 war and hostilities;
 - 4.1.14 loss, destruction or damage in Northern Ireland due to civil commotion unlawful or wanton act committed maliciously in connection with any unlawful association;
 - 4.1.15 radioactive contamination;
 - 4.1.16 loss or theft of a phone from temporary premises is covered only where there is evidence of forcible and violent entry or exit.
- 4.2 A replacement or repair will not be provided if:
- 4.2.1 Orange has reason to believe you have made a fraudulent claim;
 - 4.2.2 you do not make reasonable efforts to recover any lost or stolen items;
 - 4.2.3 the phone is not registered and connected to the Orange network in your name;
 - 4.2.4 at the time of loss, theft or damage the phone was not being used or in the possession of you or an authorised user.

5 Premium Payment

Insurance cover will cease if any premium is not paid on the due date. Your phone will not be replaced or repaired if any sum is

due by you to Orange.

6 General

- 6.1 It is a condition of this policy that the replacement of any phone will only be made with an Orange product. Wherever possible, reasonable efforts will be made to ensure that the replacement phone is of the same or similar specification.
- 6.2 **Replacement phones may be supplied from refurbished stock that have been tested and are fully functional.**
- 6.3 In the event of a claim you are only entitled to repair or replacement (at the option of Orange) of your phone. There is no entitlement to any monetary settlement under the terms of the Orange Care insurance policy.
- 6.4 The insurance period will be unaffected by the replacement of your phone and will continue to apply from the date the insurance first came into force.
- 6.5 Should you find a phone that you have reported lost or stolen before you have received a replacement, you must report this to Orange immediately so that the delivery of the replacement can be cancelled. If you fail to do so we reserve the right to impose a charge for any attempt to deliver the replacement.
- 6.6 When a replacement phone has been supplied due to accidental or malicious damage the original phone must be returned to Orange.
- 6.7 When a replacement phone has been supplied because of loss or theft, if the original phone is subsequently recovered it must be returned to Orange as it is the property of the insurer.
- 6.8 If there is reason to believe that you have not taken reasonable care of your phone any claim may be referred to chartered loss adjusters in order to carry out a special investigation into the circumstances of the claim. No free replacement or repair will be provided unless and until the

adjusters confirm your claim.

- 6.9 If Orange believes that you have persistently failed to take reasonable care of your phone your cover may be cancelled.
- 6.10 Orange may at its option require you to return your phone for examination before a replacement is supplied.
- 6.11 If Orange has reasonable cause to believe you have made a fraudulent claim your cover will be cancelled.
- 6.12 You must provide any assistance and/or information that Orange reasonably requests in connection with the replacement of your phone.
- 6.13 A replacement item will be refused or you will be charged for any replacement if you have not complied with the terms of the insurance policy and of Orange Care.
- 6.14 If your phone is lost or stolen or maliciously damaged whilst you are abroad you must report the loss or theft to the relevant local authority and to Orange as soon as possible but in any event as soon as reasonably practicable after you discover loss, theft or malicious damage. A replacement phone will not be sent to you until you return to the United Kingdom.
- 6.15 Where a replacement phone is issued under the warranty the original phone must be returned to Orange.
- 6.16 You may be charged the recommended retail price of any battery charger or antenna returned to Orange which is shown not to be that originally supplied with the phone or of any phone returned to Orange which is shown to have been deliberately damaged.
- 6.17 If your phone is lost or stolen, or maliciously or accidentally damaged so that it is no longer operable and such lost theft or damage falls outside these terms and conditions then Orange may entirely at its discretion agree to sell you a replacement phone at prevailing replacement phone prices. The charge for any replacement phone so supplied will be applied to your Orange account.
- 6.18 Orange will use its reasonable endeavours to dispatch any replacement phone to you within 24 hours of agreeing to

issue such replacement, however, for reasons beyond our control this may not always be possible.

6.19 Orange will arrange with you a place and time period for any replacement phone to be delivered free of charge but we reserve the right to impose a charge if you are unavailable as agreed.

6.20 Any replacement phone received under either clause 3 or clause 7 will not attract a further period of insurance or warranty. For the avoidance of doubt (subject to the provisions of clause 6) the periods stated in clauses 8.1, 9.1 and 10.2 as appropriate will continue to apply from the date such cover originally came into effect.

7 Warranty - defective materials or workmanship

7.1 If your phone (or parts thereof) becomes defective due to faulty materials or workmanship Orange will (at its option) repair or replace it at no charge provided that:

7.1.1 it has been used in accordance with the operating instructions;

7.1.2 any repairs which may have been, or are to be undertaken have been arranged by Orange;

7.1.3 you have complied with the foregoing terms and conditions;

7.1.4 the Orange phone is registered and connected to the Orange Network;

7.2 **This Warranty is an extra benefit and is additional to your legal rights.**

7.3 Batteries only have a 12-month warranty.

8 Term & Payments - Service Plan inclusive of Orange Care

8.1 Where you are connected to a service plan which includes Orange Care, the Insurance and Warranty will come into

force when you register the phone on the Orange Network. The Insurance will remain in effect for a period of 12 months and the Warranty for a period of 3 years (subject to clause 7.3), unless you switch to a different service plan as indicated in clauses 11.2 and 11.6.

8.2 Insurance cover may be purchased separately once the initial period of 12 months has expired.

8.3 Where phones share an Orange Group Service Plan then each phone will be covered separately.

9 Term & Payments – Pay monthly service plan with optional Orange Care

9.1 Where you are connected to a service plan which requires Orange Care to be purchased as an optional extra, the Insurance and Warranty will come into force 24 hours after you call to request cover or 24 hours after we receive your written request for cover and will each have a minimum term of 12 months. Your confirmation of insurance cover will be sent to you within 30 working days after the end of the month in which cover becomes effective.

9.2 Premiums will be invoiced monthly by Orange on behalf of the Insurer on your Orange account and must be paid along with your Orange charges.

9.3 Premiums may be varied at any time but if your premium is increased you may terminate this policy on not less than 10 days' notice (before your bill date). If you do not give notice within one month of notification of any increase you will be taken to have accepted the increase.

9.4 In the event that any tax payable on premiums should be increased or any new tax imposed then such increase or new tax may be passed onto you.

9.5 Where phones share an Orange Group Service Plan then Orange Care must be purchased separately for each phone.

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- 9.6 You may terminate Orange Care on or after the minimum term by giving not less than 10 days' notice before a bill date. As a concession, if you are also terminating your Orange account then you may terminate Orange Care within the minimum term and it will not be necessary for the notice to expire on your bill date but in such event you will not be entitled to a refund of any premiums paid.
- 9.7 Orange may negotiate renewals of the Insurance policy on your behalf and may change Insurer and vary the terms of the policy from time to time but if your rights under the policy are restricted or removed you may terminate Orange Care on not less than 10 days' notice (ending on an invoice date). If you do not give notice within one month of notification of any changes you will be taken to have accepted the changes.

10 Term and Payments - pay as you go service plan

- 10.1 When you are connected to a pay as you go Service Plan which requires Orange Care to be purchased as an optional extra the premium must be paid in advance.
- 10.2 The policy only applies to approved and branded Orange pay as you go phones and may be purchased for any phone within the current pay as you go range. If you pay by credit card or debit card the policy will come into force 24 hours after your call to request cover. If you pay by cheque then the policy will come into force within 24 hours of clearance of your cheque. The insurance and warranty within the policy will each have a term of 12 months. Your confirmation of insurance cover will be sent to you within 30 working days after the end of the month in which cover becomes effective.
- 10.3 You may request that the policy is terminated at any time during the 12 month period in which event Orange will refund to you a pro rata proportion of the premium for the balance of each complete month remaining of that period

unless you have already made a claim on the policy, in which event no refund will be due.

11 switching between service plans

- 11.1 In the event that you wish to switch from one pay monthly service plan to another, both of which include Orange Care, or from one pay monthly service plan to another, both of which require Orange Care to be purchased as an optional extra then Orange Care will continue unaffected.
- 11.2 In the event that you wish to switch from a pay monthly service plan which includes Orange Care to a pay monthly plan which requires Orange Care to be purchased as an optional extra, the inclusive Orange Care will automatically cease.
- 11.3 In the event that you wish to switch from a pay monthly service plan which requires Orange Care to be purchased as an optional extra to a pay monthly service plan which includes Orange Care then from the date such switching takes effect you will be covered by Orange Care for the unexpired balance (if any) of any period under clause 8.1 calculated from the day your phone was first registered on the Orange network.
- 11.4 In the event that you wish to switch from a pay as you go service plan for which Orange Care has been purchased to a pay monthly service plan which requires Orange Care to be purchased as an optional extra, Orange Care will automatically cease. Orange will refund to you a pro rata proportion of the premium for the balance of each complete month remaining of that period, unless you have already made a claim on the policy in which event no refund will be due.
- 11.5 In the event you switch from a pay as you go service plan to a pay monthly service plan which includes Orange Care then from the date such switching takes effect you will be covered by Orange Care for the unexpired balance (if any)

of any period under clause 8.1 calculated from the day your phone was first registered on the Orange network.

- 11.6 In the event you switch from a pay monthly service plan inclusive of Orange Care to a pay as you go service plan Orange Care will automatically cease.
- 11.7 In the event that you wish to switch from a pay monthly service plan for which Orange Care has been purchased as an optional extra, Orange Care will automatically cease but in such event you will not be entitled to any refund of premiums paid.

12 Claims

- 12.1 To make a claim under this insurance you should call **150** from your Orange phone or **07973 100 150** from any other phone if you are a pay monthly customer. Pay as you go customers with optional Orange Care can call **451** from your Orange phone or **07973 100 451** from any other phone. Business customers can call **158** from their Orange phone or **07973 100 158** from any other phone. Alternatively, write to Orange Insurance, Senhouse Road, Darlington, DL1 4YG. Your claim will be handled fairly and promptly.
- 12.2 In certain circumstances, particularly where there is a dispute over your claim Orange may refer the matter to independent Chartered Loss Adjusters for investigation and review.

13 Complaints

- 13.1 If you have any queries or complaints regarding this insurance you should in the first instance address this to Orange. Call **150** from your Orange phone or **07973 100 150** from any other phone. Pay as you go customers can call **451** from their Orange phone or **07973 100 451** from any other phone. Business customers can call **158** from their Orange phone or **07973 100 158** from any other

phone. Alternatively, write to Orange Insurance, Senhouse Road, Darlington, DL1 4YG.

- 13.2 If you are not satisfied with the way a complaint has been dealt with you should write to HSBC Insurance Brokers Limited, Quay West, Trafford Wharf Road, Manchester, M17 1PL.
- 13.3 If you remain dissatisfied, HSBC Insurance Brokers, as a member of the General Insurance Standards Council, is also a member of a registered independent dispute resolution scheme. They will advise you how you can contact this scheme.
- 13.4 In so far as general insurance products are concerned, Orange is monitored by HSBC Insurance Brokers Limited who are members of the General Insurance Standards Council.

pay monthly terms and conditions

1 definitions

The following words and expressions shall have the following meanings:

Accessories

products approved by Orange which you use in conjunction with your phone. They include (without limitation) batteries, chargers, car kits, headsets and carry cases.

Account

our records of your payments and outstanding Charges, plus your personal details.

Bar

a block placed by us on some or all of the Services you normally use (except for calls to emergency services).

Charges

all charges for Services, as published in our periodically updated Price Guide. These include any reasonable administration charges.

Connection

the process of giving you access to a Service. 'Disconnection' and 'Re-connection' have a corresponding meanings.

Contract

the terms and conditions described in this leaflet which are binding on both you and Orange for each phone you connect to the Orange network.

Customer Literature

printed matter published by Orange which provides information on Orange Services. It may be distributed with new Phones or in mailings to some or all Orange Customers.

Deposit

refundable amount that Orange may ask you to pay before we Connect or Re-connect you to the Network or before providing any Service.

Line 1 and Line 2

Line 1 is the primary means by which you have access to the Services. Line 2 is a second line on the same phone with its own phone number.

Minimum Term

the period of 12 months commencing on the date of Registration.

Monthly Billing Date

the day in each month on which your billing statement will be issued after you have been connected.

Network

the public telecommunications system by which Orange makes Services available in the United Kingdom.

Orange Additional Services

optional Services (including Roaming and International Calling) which cost extra whether they are supplied in conjunction with Price Plans or outside Price Plans.

Orange

Orange Personal Communications Services Limited, or any organisation that may succeed it as the assignee of this Contract.

Phone

a mobile telephone (excluding Accessories, but including the charging unit and SIM which remains the property of Orange) which is approved by Orange for connection to its Network.

Price Guide

a publication which lists our current Charges and which is updated from time to time.

Price Plan

a bundle of airtime and supplementary Services offered by Orange for an agreed monthly payment.

Registration

our acceptance of your application for Services and our record of your Customer and User data prior to Connection. Register has a corresponding meaning.

Roaming

An optional Service which allows you to use your Phone on other operators' networks, usually in foreign countries.

Services

Network and other Services, including Orange Additional Services, provided or procured by us for you to use.

SIM

a card or other device which contains your personal telephone number and which is programmed to allow you to access the Network.

Suspension

the temporary disconnection of Services. Suspend has a corresponding meaning.

User

you, or another person named by you, who is authorised to incur Charges to your Account.

2 your Contract and the Minimum Term

your Contract runs for at least 12 months

- 2.1 For each Phone you own, your Contract starts on the date of Registration and has a Minimum Term of 12 months.

what happens when the minimum term ends

- 2.2 After the Minimum Term ends, we will continue to supply you with Services as normal until your Contract is terminated in any of the ways described in Section 4.

3 provision of Services

what we aim to provide in the UK

- 3.1 We will take all reasonable steps to make all Services available to you at all times. The Services are only available within the range of the base stations that make up our Network. However, please note that:
- 3.1.2 the quality and availability of Services may sometimes be affected by factors outside our control - such as local physical obstructions, atmospheric conditions, other causes of radio interference, and faults in other telecommunication networks to which the Network is connected.
 - 3.2.2 the quality of our Services may not be at its best inside buildings or below ground.

Services may sometimes be affected by maintenance and upgrading

- 3.2 The Network and the Services may from time to time require upgrading, modification, maintenance or other works. These may result in some or all of the Services becoming temporarily unavailable. In such cases, we'll do everything we can to provide alternative Services and to keep the period of non-availability to a minimum. However, some interruption may be inevitable.

suspension of Services if you break your Contract

- 3.3 We may suspend some or all of the Services you use, without giving you notice, if we have good reason to believe that you haven't complied with one or more of the terms of your Contract.
- 3.3.1 If you don't pay your bill within the time stipulated in Condition 6.2, we reserve the right to place a Bar on all outgoing calls from your Phone (with the exception of calls to the emergency services). This Bar will remain in force until you've paid everything you owe us. At our discretion, we may charge you for Re-connection and removal of the Bar.
- 3.3.2 We also reserve the right to Suspend Services if a complaint has been made against you. The complaint will be thoroughly investigated, and Services will remain suspended until we know the results of that investigation. Any complaint you make will similarly be thoroughly investigated.

suspension of Orange Additional Services

- 3.4 We reserve the right to suspend, either temporarily or permanently, part or all of any Orange Additional Service on giving reasonable notice.

monitoring the Services you use

- 3.5 For the purposes of good management and security, we may need to monitor the contents of any text message you send from time to time. We may also tape conversations between you and our customer services for training purposes.

roaming Services outside the UK

- 3.6 Roaming relies on the telecommunications systems of foreign networks, over which we have no control. We cannot therefore offer any guarantees about roaming services.

4 your rights to terminate this Contract

terminating your Contract after the Minimum Term

- 4.1 You may terminate your Contract to expire at anytime after the Minimum Term by giving us at least one month's written notice. You are free to restore your Contract throughout this notice period, should you change your mind.

terminating your Contract during the Minimum Term

- 4.2 You may terminate your Contract before the Minimum Term has expired if you pay us:
- 4.2.1 all Charges that are due, plus
 - 4.2.2 a lump sum equivalent to the total of all the monthly Charges still remaining on your initial Minimum Term agreement (except in the circumstances set out in Conditions 4.3 and 15.1). You'll be entitled to a rebate of 5% of that total if you terminate your Contract up to and including the first day of the eleventh month of the Minimum Term.

terminating your Contract because Orange has changed its terms

- 4.3 You may also terminate your Contract if we vary its terms, resulting in an excessive increase in the Charges or changes that alter your rights under this Contract to your detriment. In such cases you would need to give us at least 14 days' written notice prior to your Monthly Billing Date (and within one month of us telling you about the changes). However, this option does not apply if:
- 4.3.1 we have increased the Charges by an amount equal to or less than the percentage increase in the All Items Index of Retail Prices published by the Central Statistical Office in the Monthly Digest of Statistics in any 12-month period; or
 - 4.3.2 the variations we have made have been imposed on us as a direct result of new legislation, statutory

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- instrument, government regulation or licence; or
- 4.3.3 the variation relates solely to an Orange Additional Service, in which case you may cancel that Orange Additional Service in accordance with Condition 15.1.

termination of your Contract by Orange

- 4.4 We may terminate your Contract immediately at any time in respect of any or all the Phones owned by you, in whole or in part, by giving you written notice if:
- 4.4.1 you fail to pass any credit assessments which we may reasonably consider to be necessary from time to time;
- 4.4.2 you fail to pay any of your bills from Orange on time;
- 4.4.3 we have good reason for believing that any information you have given us is false or misleading;
- 4.4.4 you become insolvent within the meaning of Section 123 of the Insolvency Act 1986, or bankrupt, or if we have good reason for believing that you are unable to pay the Charges
- 4.4.5 in addition, we may terminate your Contract at any time after the Minimum Term has expired by giving you at least one month's written notice.

disconnection of your Service by us without written notice

- 4.5 If we have good reason for believing that you have breached Conditions 6.4.2, 6.4.3, 6.4.4 or 6.4.5, we reserve the right to disconnect you from Network Services without notice.
- In such circumstances, we may also give you written notice that if you fail to correct this breach of Conditions within 7 days, we may terminate your Contract with immediate effect.

termination of your Contract by Orange

- 4.6 Orange reserves the right to terminate your Contract immediately if:
- 4.6.1 you have failed to correct a breach of Conditions

- 6.4.2, 6.4.3, 6.4.4 or 6.4.5 within 7 days of being given written notice to do so
- 4.6.2 you have breached conditions 6.4.1, 6.4.6 or 6.4.7 and have failed to correct that breach within 7 days of being given written notice to do so.

termination because Orange is no longer able to provide access to our Network

- 4.7 If, for reasons beyond our control, we are no longer able to provide Network Services, we will either:
- 4.7.1 make arrangements for you to be supplied with equivalent Services by another network at no extra cost to you; or
- 4.7.2 accept written notice from you that you wish to terminate your Contract. In such cases we will refund any pre-paid Charges that have not been used up.

termination and Line 2

- 4.8 Termination of your Contract for any reason connected with Line 1 will result in automatic termination of Line 2.

5 after Termination

what to do after Termination of your Contract

- 5.1 Termination of your Contract is subject to you paying us any money you owe us and us paying you any money we owe you. After termination, it is your responsibility to cancel any direct debits, standing orders, credit card mandates or other authorisations you may have given for periodic payments to be made to us by third parties.

6 your responsibilities

when your payments are due

- 6.1 Ordinarily we will invoice you monthly in advance for

monthly charges which are non-refundable, and monthly in arrears for call and message charges but we reserve the right to amend the invoicing period and submit interim invoices to you. The Connection charge will be included on your first invoice. Charges in respect of Services not supplied directly by us eg Roaming may be invoiced several months in arrears. VAT will be added to all invoices at the relevant rate where applicable. Payment is due when you receive your billing statement.

6.1.1 You will be responsible for paying all Charges on your Account, whether or not they have been accrued by you personally. You will also be responsible for any extraordinary costs incurred in administering your Account, including collecting any payments. If your Service has been Disconnected, either at your request or ours, you will remain responsible for paying any outstanding Charges.

penalties for overdue payments

- 6.2 If payment is not made within 14 days of its due date, we may charge interest on all sums outstanding at the rate of 2% above the base rate of National Westminster Bank Limited. This interest will be charged on a per annum basis calculated daily.

payment methods

- 6.3 Ordinarily we will accept payment of Charges by credit card, debit card, cheque, direct debit and electronic transfer, but we reserve the right to refuse any payment method if we have reasonable cause to believe such payment will be dishonoured.

things that you agree to do

- 6.4 Recognising that good management and security of the Services is important to all Orange customers, you agree that you will:

-
- 6.4.1 provide whatever proofs of your identity and address that we consider reasonably necessary from time to time. Whilst photocopy or fax copies are usually acceptable we do reserve the right to request the original document;
 - 6.4.2 keep confidential, and not disclose to any third party, your account password or any personal identification code, number or name issued by us permitting access to the Services;
 - 6.4.3 not use the Services for any improper, immoral, fraudulent or unlawful purposes or for the sending of any communication which is of an offensive, abusive, indecent, obscene or menacing nature;
 - 6.4.4 not cause, nor knowingly allow others to cause, any nuisance, annoyance or inconvenience, whether to us or to any of our customers, by any means including the use of the Network for persistently sending unsolicited communications without reasonable cause;
 - 6.4.5 not act in a way, whether knowingly or otherwise, which will impair the operation of the Network or any part of it, or put it in jeopardy;
 - 6.4.6 use only Phones and Accessories approved for use with the Network, and comply with all relevant legislation or regulation relating to their use;
 - 6.4.7 comply with any reasonable instructions issued by us which concern your use of the Services, and co-operate with us in our reasonable security and other checks (which may include us making phone calls to you).

7 multiple users

Where there are one or more Users other than you under your Contract, you remain liable for all Charges incurred to your Account by those Users.

8 Line 2 - limitations on usage

Suspension of Services

- 8.1 If we Suspend Services on Line 1, Services on Line 2 will automatically be Suspended also.

text messages

- 8.2 It is not possible to send or receive text messages on Line 2.

Talk Plan

- 8.3 You may not have a higher Price Plan on Line 2 than you have on Line 1.

9 information supplied by you

the details you give us must be correct

- 9.1 By applying for Registration or for Orange Additional Services, you undertake to provide your correct name, address and other factual information. You also confirm that:
- 9.1.1 the person stated to be authorised to sign for a company or firm is duly authorised.
 - 9.1.2 any individual applying as a member of a company is of full contractual capacity and is able both to pay for the Services he or she has requested and to meet his or her other obligations under your Contract.

what happens if we suspect the details you give us aren't correct

- 9.2 If we suspect, on reasonable grounds, that information has been supplied to us without the knowledge of the person named, or that an application is unauthorised or contains false particulars, we may delay Connection or Suspend Services to your Phone while we investigate further. Following our investigation, we will Connect or reinstate the Services unless we have grounds to terminate. You acknowledge that you will have no claim against us in

respect of any delay or Disconnection caused as a result of the operation of this Condition.

10 credit assessments

your application is subject to credit status

- 10.1 All applications for Registration and Orange Additional Services are subject to credit assessment before we can connect you to the Network. If our assessment of you does not meet our normal requirements we reserve the right to decline to Connect you or to supply Orange Additional Services. Alternatively, we may ask you to lodge a Deposit with us before we Connect you. If you believe our assessment of you is incorrect, we will review your eligibility. However, we cannot accept responsibility for the accuracy of information provided from the databases of credit reference agencies. Nor can we accept any liability for the consequences of our declining to Connect you.

11 deposits

deposits are held for 12 months

- 11.1 We may request a Deposit from you:
- a) before Connection
 - b) before making Orange Additional Services available to you, or
 - c) before reinstating the Services after Suspension.

Deposits will be held for 12 months from the date of receipt and then refunded. We do not pay interest on Deposits. If you owe us money, we may set off Deposits against the amount due to us. If there is a balance left over in such cases, we will remit this to you either by cheque or by crediting your Account.

12 SIM Card

it's your responsibility to keep your SIM Card safe

- 12.1 Any SIM Card we supply to you remains our property, but

it is your responsibility to keep it safe. SIM Cards are easily damaged and should be handled with care. We will replace free of charge any SIM Card found to be defective through faulty design or workmanship. In any other circumstances, however, we may charge for replacing it. We reserve the right to recall any SIM Card from you at any time to enhance or maintain the quality of the Services.

what to do if your SIM Card is lost, stolen or damaged

- 12.2 You must inform us immediately if the SIM Card supplied to you is lost, stolen or damaged. You will remain liable for all Charges incurred until you do so. We will send you a replacement SIM Card as soon as reasonably practicable, but we reserve the right to charge you for doing so.

your SIM Card and other networks

- 12.3 The SIM Card supplied with your Phone enables the Phone to work on our Network only - with the exception of Phones which can access Roaming Services. However, after the Minimum Term we will lift this restriction at your request, provided all your payments of Charges are up to date and you pay the current administration charge.

The software in the SIM Card and the Phone is either owned by or licensed to Orange which grants you a non-exclusive licence to use it for accessing the Services for the duration of your Contract and not otherwise.

13 directory and Caller id

what to do if you want your number to remain private

- 13.1 We will enter your Orange number in directories, and our Network will allow the display of your Orange number on receiving handsets. If you prefer not to allow either of these options, please let us know in writing.

14 phones

your phone is not a part of your Contract

- 14.1 Your Phone and Accessories are acquired by you outside the terms of your Contract.

15 changes to your Contract

we reserve the right to make changes to your Contract

- 15.1 When you Register you are asked to choose a Price Plan and to indicate which Orange Additional Services you require. You may switch between Price Plans and add to or cancel Additional Services by giving us not less than 10 days' notice before your Monthly Billing Date (subject to the terms of any promotional offers you have accepted).

We do, however, reserve the right to vary the terms of this Contract from time to time and to make changes to your Price Plan. We acknowledge that if we do increase the Charges, withdraw Orange Additional Services or introduce new mandatory Charges - or if your contractual rights are affected to your detriment - you may terminate your Contract in accordance with Condition 4.3. If you do not give notice within one month of our notifying you of any change(s), you will be taken to have accepted the change(s).

new services

- 15.2 We are continuously enhancing our existing Services as well as adding new services, particularly Orange Additional Services. Charges for, and any special terms and conditions attached to, Orange Additional Services will be notified in Customer Literature.

The terms of your Contract, including Charges current on the date when you take up the offer of any Orange Additional Service, will apply to it, subject to any special promotional offer made by us and accepted by you.

16 customer literature

please read all the information we send you

- 16.1 We update our Customer Literature from time to time. Information on various topics is mailed to Customers with their monthly billing statements and is available on request from us.
- You are asked to read your Customer Literature and to keep it until it is superseded. We regard you as having been given any information if it is either:
- a) included in a mailing addressed to you;
 - b) in a text message sent by us to your Phone.
 - c) communicated directly by any means.

17 assignment of Contract and change of ownership of phone

your Contract is personal to you

- 17.1 Your Contract is personal to you and you may not assign it. However, we may at our discretion allow you to:
- a) nominate a User other than yourself while you remain primarily liable to us under your Contract.
 - b) terminate your Contract on short notice if you have transferred title to your Phone to a new customer who has Connected the Phone to our Network.
- We may assign our rights to your Contract only if such assignment is on terms which are at least as advantageous to you as those set out in your Contract.

18 liability

circumstances in which neither of us accepts liability

- 18.1 Except as provided in this Condition 18, neither party shall be liable to the other, whether in contract or tort or otherwise, for any loss or damage which is:
- a) not the fault of the other party;
 - b) indirect and/or not reasonably foreseeable.

c) loss of business, profits, savings, revenue, use or goodwill whether caused to the other party through any breach of your Contract or any matters arising under it. Neither party excludes liability for negligent acts or omissions causing death or personal injury to any person.

maximum liability of Orange

- 18.2 Subject to Condition 18.1, we limit our legal liability up to a maximum of three thousand pounds per claim or a series of related claims for any loss or damage which is:
- a) direct financial loss.
 - b) direct physical damage to or loss of property resulting from our breach of contract or negligence while providing Services.

factors beyond our control

- 18.3 We will not be liable to you if we are unable to perform an obligation or provide the Services to you because of any factor outside our control, including but not limited to Acts of God, industrial action, default or failure of a third party, war, governmental action, or by any act or decision made by a court of competent jurisdiction.

your maximum liability

- 18.4 Subject to Condition 18.1, your liability is limited to payment of all outstanding Charges due in accordance with the provisions of your Contract.

19 general

changes to your Contract

- 19.1 Subject to Condition 15.2, your Contract may be varied or amended only by the express mutual agreement of both parties. A party seeking to rely on such variation or amendment must produce evidence of the other party's agreement to it.

disclosure of information to third parties

- 19.2 You agree to the disclosure to any telecommunications company, debt collection agency, credit reference agency, credit or fraud monitoring scheme, security agency or credit provider of:
- a) any information relating to your Contract, including your personal financial information and details of how you have performed in meeting your obligations under your Contract;
 - b) any disclosure as may be within our Data Protection Act registration.
 - c) any disclosure required as a result of an order of any court of competent jurisdiction or by statutory authority.

delivering communications to you

- 19.3 All notices to be served in accordance with your Contract must be served by post or facsimile. We can in addition serve notice to you by text message. They will be deemed served 48 hours after they are sent, or on earlier proof of delivery. All invoices and notices served by post will be sent to the address given by you on Registration unless you notify us of a change to this address.

Any waiver, concession or extra time we may allow you is limited to the specific circumstances in which it is given and does not affect our rights in any other way.

disputes between you and us

- 19.4 You may request that disputes between you and us are referred to arbitration under our Code of Practice for Consumer Affairs. We will supply a copy of our Code of Practice for Consumer Affairs to you on request.

Orange company details

- 19.5 Our Company Registration Number is 2178917 and our Registered Office is at St James Court, Great Park Road, Almondsbury Park, Bradley Stoke, Bristol, BS32 4QJ.

governing law

19.6 Your Contract is to be interpreted in accordance with the Laws of England and Wales.

pay as you go terms and conditions

1 definitions

The following words and expressions shall have the following meanings:

Accessories

goods designed for use with but not part of Phones and approved by Orange, including (without limitation) batteries, chargers, car kits, headsets and carry cases.

Charges

the charges for pay as you go as published in our periodically updated list of charges (defined herein as 'Price Guide')

Connection

the process we carry out to enable your phone to access the Services. 'Disconnection' and 'Re-connection' have a corresponding meaning.

Literature

printed matter providing information on Services published by Orange and distributed with new Phones or in mailings to Customers, whether or not supplied automatically to all Customers.

pay as you go Voucher

a voucher representing the cash value of airtime allowing access to the Services which must be paid for in advance which expression includes airtime purchased direct from Orange by credit or debit card.

Network

the public telecommunications system by which Orange makes Services available in the United Kingdom.

Orange

Orange Personal Communications Services Limited, and any successor in business or assignee.

Phone

mobile telephone (excluding Accessories but including charging unit and SIM which remains the property of Orange) approved

by Orange for connection to its Network.

Price Guide

publication listing our current Charges, updated from time to time.

Registration

our acceptance of your application to register individual pay as you go Voucher, Register has a corresponding meaning.

Services

Network and other services, provided by us and made available for your use.

SIM

card or other device, bearing a unique telephone number programmed to allow a Phone to access Network Services.

Suspension

the temporary discontinuance of Services.

User

you or another person notified by you to us as authorised to use your Phone.

2 provision of services

- 2.1 We will use reasonable efforts to make the Services available to you at all times. The Services are available only within the range of base stations which form the Network. Quality and availability of the Services may be affected by factors outside our control such as local physical obstructions, atmospheric conditions and other causes of radio interference or faults in other telecommunication networks to which the Network is connected.
- 2.2 The Network and the Services may from time to time require upgrading, modification, maintenance and other works (including but not limited to works required for security reasons), or may be affected by unforeseen events which may result in the partial or complete non availability of the Services. We will use all reasonable efforts to provide back-up Services and to keep all such periods of non availability to a minimum but some interruption may be

inevitable. You Register in the knowledge of this and accept our obligation to carry out works from time to time in the interests of all our customers.

- 2.3 We may from time to time tape conversations between you and our customer services for training purposes only. For the purposes of good management and security, we may need to monitor the contents of any text message you send from time to time.
- 2.4 We may Suspend the Services in whole or part at any time without notice if you do not comply with any of these terms and conditions or if any money owed by you to us, whether in relation to Services or not, remains unpaid.
- 2.5 We shall investigate all complaints made whether by or against you and reserve the right to Suspend the Services if a complaint has been made against you pending the results of investigation of the complaint.

3 pay as you go Vouchers

- 3.1 Free airtime given to the customer on initial registration of their new pay as you go phone (if any) shall be valid for the periods set out in the Price Guide and/or Customer Literature current as at the date of Registration.
- 3.2 In the event that the cash value of airtime forming part of free airtime given to a Customer in accordance with 3.1 above is not used within the relevant validity period stated in Condition 3.1 such unused airtime will be forfeited.
- 3.3 Notwithstanding that you use all of a pay as you go Voucher or that the free airtime given to a Customer in accordance with 3.1 above expires your Phone will continue to be capable of receiving incoming calls for the periods set out in the Price Guide and/or Customer Literature current as at the date of expiry.
- 3.4 We will disconnect your phone if during the previous six months you have not Registered a new pay as you go Voucher or you have not made chargeable calls from your phone or received incoming calls on your phone. For the

avoidance of doubt calls shall include but not be limited to voice calls, data calls and text messaging.

On disconnection your mobile telephone number will be reassigned. On disconnection you will be assigned a new mobile telephone number.

Any remaining credit on your pay as you go Voucher will be reinstated if you reconnect. You can reconnect your phone without having credit on your pay as you go Voucher.

- 3.5 No cash credits will be given for unused pay as you go Vouchers. Credit or Debit card payments are subject to our policy on acceptance in force from time to time.

4 our rights to terminate your service

- 4.1 We may Disconnect your phone and refuse to Re-connect it at any time in whole or in part immediately by notice in writing to you if:

- 4.1.1 you fail to comply with clause 2.4, 2.5, 5 and 6 of these terms and conditions provided that where such failure is capable of remedy you have not taken such remedial steps as we shall have required within 7 days of our giving you notice of such failure; or
- 4.1.2 for whatever reason we are unable to provide the Services.

5 your responsibilities

- 5.1 Recognising that good management and security of the Services is important to all Orange customers you agree that you will:

- 5.1.1 not use the Services for any improper, immoral, fraudulent or unlawful purposes or for the sending of any communication which is of an offensive, abusive, indecent, obscene or menacing nature;
- 5.1.2 not cause, nor knowingly allow others to cause, any nuisance annoyance or inconvenience whether to us or

to any of our customers which shall include the use of the Network for the persistent sending of unsolicited communications without reasonable cause;

- 5.1.3 not act in a way, whether knowingly or otherwise, such that the operation of the Network or any part of the Network will be jeopardised or impaired;
- 5.1.4 only use a Phone and Accessories approved for use with the Network and comply with all relevant legislation or regulation relating to its use;
- 5.1.5 comply with any reasonable instructions issued by us which concern your use of the Services and co-operate with us in our reasonable security and other checks (which may include us making phone calls to you).

6 supplied by you

- 6.1 By applying for Registration you represent to us that the name, address and other factual information which you provide to us are correct.
- 6.2 You acknowledge that if we suspect on reasonable grounds that information has been supplied to us without the knowledge of the person named or that an application is unauthorised or contains false particulars, for the protection of our Customers and the Network, we may delay Connection or Disconnect Services to your Phone while we investigate further. If our suspicions prove groundless we will Connect or Re-connect Services immediately. You acknowledge that you will have no claim against us in respect of any delay or Disconnection caused as a result of the operation of this Condition 6.2.

7 SIM Card

- 7.1 Any SIM Card we supply to you remains our property but it is your responsibility to keep it safe. SIM Cards are easily damaged and should be handled with care. We will

replace any SIM Card found to be defective by reason of faulty workmanship or design free of charge but may charge for replacing or renewing a SIM card in any other circumstances. We reserve the right to recall any SIM Card from you at any time to enhance or maintain the quality of the Services.

- 7.2 You must inform us immediately in the event that a SIM Card is damaged. We will send you a replacement SIM Card as soon as reasonably practicable but we reserve the right to charge you for doing so.
- 7.3 The software in the SIM and the Phone is either owned by or licensed to Orange which grants you a non-exclusive licence to use it for accessing the Services and not otherwise.
- 7.4 The SIM Card supplied with your Phone enables the Phone to work on our Network only. We will lift this restriction at your request, subject to our current policy relating to the same and provided you pay the current administration charge.

8 directory and caller ID

- 8.1 Unless you inform us otherwise when you Register your first pay as you go Voucher, we may make appropriate directory entries and our Network may allow the display of your telephone number on receiving handsets.

9 phones

- 9.1 Your Phone and Accessories are acquired by you outside of the operation of these terms and conditions and, as between you and Orange, are your property.
- 9.2 Any insurance or warranty relating to your Phone must be purchased by you separately of these terms and conditions. Any insurance or warranty arranged by us of which you may previously have had the benefit will no longer be valid.

-
- 9.3 You must inform us immediately in the event that the SIM Card or your Phone is lost or stolen. In order to take advantage of the provisions of Condition 9.4 you may inform us if at any time your Phone requires repair.
 - 9.4 Upon receipt of notification under Condition 9.3 we may at your request Suspend Services for a maximum period of 30 days whilst you make arrangements to obtain an alternative phone.
 - 9.5 In the event that you fail to make a request as permitted by Condition 9.4 then any current pay as you go Voucher will lapse when you report the loss or theft of your Phone or if you do so make a request on the expiry of the 30-day period if you do not during that period request the re-instatement of the pay as you go Voucher.

10 changes

- 10.1 We reserve the right to vary these terms and conditions and the Charges from time to time.

11 customer literature

- 11.1 We update our Customer Literature from time to time. You are asked to read your Customer Literature and to keep it until it is superseded.
We regard you as having been properly notified of any information if it is either included in a mailing addressed to you or in a text message sent by us to your Phone. You are asked to ensure that when contacting Orange Customer Services with queries you rely on current Customer Literature.
- 11.2 Orange cannot accept responsibility for offers related to the provision of its Services made elsewhere than in its own advertisements or publications or for any promises, representations, waivers, indulgences or other purported variations of these terms and conditions unless confirmed in writing by an authorised employee of Orange.

If you are in any doubt as to whether any statement or representation is properly authorised you should contact Orange Customer Services immediately.

12 assignment and change of ownership of phone

- 12.1 For your security, we will not knowingly Re-connect a Phone owned by you to our Network at the request of someone other than you unless it is at least six months since you last Registered a pay as you go Voucher or the person requesting Re-connection is able to correctly identify your account password.
- 12.2 We may assign our rights and obligations under these terms and conditions only if such assignment is on terms which are at least as advantageous as those set out herein.

13 liability

- 13.1 Except as provided in this Condition 13, neither party shall be liable to the other, whether in contract or tort or otherwise, for any loss or damage which is:
 - 13.1.1 not the fault of the other party;
 - 13.1.2 indirect and/or not reasonably foreseeable.
 - 13.1.3 loss of business, profits, savings, revenue, use or goodwill whether caused to the other party through any breach of your Contract or any matters arising under it. Neither party excludes liability for negligent acts or omissions causing death or personal injury to any person.
- 13.2 Subject to Condition 13.1, we limit our legal liability up to a maximum of three thousand pounds per claim or a series of related claims for any loss or damage which is:
 - 13.2.1 direct financial loss.
 - 13.2.2 direct physical damage to or loss of property resulting from our breach of contract or negligence while providing Services.

-
- 13.3 We will not be liable to you if we are unable to perform an obligation or provide the Services to you because of any factor outside our control, including but not limited to Acts of God, industrial action, default or failure of a third party, war, governmental action, or by any act or decision made by a court of competent jurisdiction.
- 13.4 Subject to Condition 13.1, your liability is limited to payment of all outstanding Charges due in accordance with the provisions of your Contract.

14 general

- 14.1 Subject to Condition 10 these terms and conditions may only be varied or amended only by the express mutual agreement of both parties and the party seeking to rely on such variation or amendment must produce evidence of the other party's agreement to it.
- 14.2 You agree to the disclosure to any telecommunications company, debt collection agency, credit reference agency, credit or fraud monitoring scheme, security agency or credit provider of:
- 14.2.1 any information relating to your Contract, including your personal financial information and details of how you have performed in meeting your obligations under your Contract;
- 14.2.2 any disclosure as may be within our Data Protection Act registration.
- 14.2.3 any disclosure required as a result of an order of any court of competent jurisdiction or by statutory authority.
- 14.3 All notices under these terms and conditions will be sent to the address given by you on Registration unless you notify us of a change to this address. Any notice from us to you will be deemed served 48 hours after posting or an earlier proof of delivery.
- 14.4 All notices to be served in accordance with these terms and conditions must be served by text message, electronic mail or by post or facsimile.

-
- 14.5 Any waiver, concession or extra time we may allow you is limited to the specific circumstances in which it was given. It does not affect our rights under these terms and conditions in any other way.
- 14.6 You may request that certain disputes between you and us are referred to arbitration under our Code of Practice for Consumer Affairs, except for all disputes concerning the operation of Condition 10 of these terms and conditions which shall always be referred to arbitration. We will supply a copy of the Code to you on request.
- 14.7 Our Company Registration Number is 2178917 and our Registered Office is at St James Court, Great Park Road, Almondsbury Park, Bradley Stoke, Bristol, BS32 4QJ.
- 14.8 The operation of these terms and conditions shall be interpreted in accordance with the Laws of England and Wales.

declaration of conformity

We hereby declare that [all essential radio test suites have been carried out and that] the above named product is in conformity with all the essential requirements of Directive 1999/5/EC.

The conformity assessment procedure referred to in Article 10 and detailed in annex [IV] of Directive 1999/5/EC has been followed with the involvement of the following Notified Body(ies):

BABT, Claremont House, 34 Molesley Road, Walton-on-Thames, KT12 4RQ UK - Identification mark: 168.

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contact Orange

Orange Customer Services are available 24 hours a day, seven days a week, 365 days a year. Alternatively, visit the Orange website at www.orange.co.uk for more details.

The numbers in Orange can be called from any phone by adding the prefix 07973 100.

pay monthly customers

Billing Enquiries	152†
Orange Care	434
Customer Services	150†
International Directory Enquiries	118 880*
Literature Request Line	07973 973 970*†
Lost or Stolen	07973 100 150†
Orange Multi Media	177* or 277*

all Orange customers

Orange Accessories Line	0500 178 178
Directory Enquiries	118 000*
Emergency Services	999 or 112
Operator Services	100†

pay as you go customers

Customer Services (Enquiries)	451*†
Information Line	452
Literature Request Line	650*
Lost or Stolen	07973 100 451†
Orange Care	434
Orange Multi Media	177* or 277*
Registration	0800 079 0006
Talk Time balance	453
To top up your Talk Time	450†

Orange services

International Calling Helpline	159
Every Phone	330
Wildfire™ Activation Line	435
Wirefree Enquiry Line	156

* Chargeable services available with your Orange phone.

† Charged at BT 'F' rate if you call from a BT fixed line phone.

■ Some calls are free from your Orange phone unless you have an Orange Value Promise Service Plan.

www.orange.co.uk

Visit the Orange website to find out more about Orange products and services, buy accessories from the Orange shop and if you are a pay as you go customer register with Orange online.

helpful booklets

If you would like to receive a free booklet containing useful information on an Orange product or service call the Orange Literature request line on **07973 973 970** from any phone or if you are pay as you go customer **650** from your Orange phone. The following booklets are available:

- Orange Explain Answer Phone
- Orange Explain Answering Services
- Orange Explain Care Terms and Conditions
- Orange Explain International Services
- Orange Explain Multi Media Services
- Orange Explain Orange Data Access
- Orange Explain Services and Charges
- Orange Explain Text Messaging
- Orange Explain Wildfire

For further information about Orange products and services please visit our website at the address below.

The information contained in this user guide is correct at the time of going to press, but Orange reserves the right to make subsequent changes to it and services may be modified, supplemented or withdrawn. **April 2003.**

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