

Copyright Information

Part No.8E30-16010-90000, Edition 1.

Copyright © Sendo 2002. All rights reserved.

sendo is a trademark of Sendo International and/or its affiliates. Reproduction, transfer, distribution or storage of part or all of the contents in this document in any form without the prior written permission of Sendo is prohibited.

T9® Text Input is a registered trademark of Tegic Communications. All rights reserved. T9 Text input is licensed under one or more of the following U.S. Patents: 5,818,437, 5,953,541, 5,945,928, 6,011,554 and additional patents are pending worldwide. Complying with all applicable copyright laws is the responsibility of the user.

© 2002 Microsoft Corporation. All rights reserved. ActiveSync, Hotmail, Microsoft, MS-DOS, MSN, Outlook, Passport, Windows, Windows NT, Windows CE, Windows Media are either registered trademarks or trademarks of Microsoft Corporation in the United States and/or other countries.

Java and all Java based trademarks and logos are trademarks or registered trademarks of Sun Microsystems, Inc. in the U.S and other countries. The names of actual companies and products mentioned herein may be the trademarks of their respective owners.

Portions of this User Manual have been authored in whole or in part by the following entities, and use of third party text is subject to the following:

© 2002 Emblaze Systems Ltd. All rights reserved.

The Emblaze name and logo is a registered trademark of Emblaze Systems Ltd. Emblaze Messaging, Emblaze Video Email Message, Emblaze Player, Emblaze Personal Video Recorder, Emblaze Messaging Service, Emblaze Message Player, Emblaze Mobile Multimedia Platform and Emblaze Remote Server Management, are product and brand names of Emblaze Systems Ltd.

Microsoft, Windows, Microsoft Internet Explorer, Outlook and ActiveX names and logos are registered trademarks of Microsoft Corporation Inc. Java, and the Solaris name and logos are trademarks, and Sun UltraSPARC, Java Virtual Machine and Sun Solaris 7 are product names, of Sun Microsystems, Inc. The Pentium name and logo, MMX and the MMX logo are registered trademarks of Intel Corporation Inc. Oracle is a registered trademark of Oracle Corporation Inc.

Important: Please read the Emblaze Systems Ltd. End User Software License Agreement before using the accompanying software. Using the software indicates that you accept the terms of the Agreement.

Copyright © 2000-2002 PacketVideo Corporation. All rights reserved. This manual may not be copied, photocopied, reproduced, translated, or converted to any electronic or machine-readable form in whole or in part without prior written approval of PacketVideo Corporation.

PacketVideo, the PacketVideo logo pv3, pv3 Mobilemedia System, pvAuthor, pvPlayer, and pvServer are trademarks of PacketVideo Corporation. Other product names, logos, designs, titles, words or phrases mentioned within this user guide may be trademarks, service marks or trade names of PacketVideo Corporation or other third parties and may be registered in the U.S. or other jurisdictions.

PACKETVIDEO CORPORATION MAKES NO WARRANTIES, EITHER EXPRESS OR IMPLIED, REGARDING THE ENCLOSED COMPUTER SOFTWARE, ITS MERCHANTABILITY OR FITNESS FOR ANY PARTICULAR PURPOSE. THE EXCLUSION OF IMPLIED WARRANTIES IS NOT PERMITTED BY SOME STATES. THE ABOVE EXCLUSION MAY NOT APPLY TO YOU. THIS WARRANTY PROVIDES YOU WITH SPECIFIC LEGAL RIGHTS. THERE MAY BE OTHER RIGHTS THAT YOU MAY HAVE WHICH VARY FROM STATE TO STATE.

Disclaimer

The information contained in this user guide is written for the Sendo Z100 phone. Sendo reserves the right to make changes and improvements to the products and any of the features of the products described in this document without prior notice THE CONTENTS OF THIS DOCUMENT ARE PROVIDED "AS IS". EXCEPT AS REQUIRED BY APPLICABLE LAW, NO WARRANTIES OF ANY KIND, EITHER EXPRESS OR IMPLIED, INCLUDING, BUT NOT LIMITED TO, THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, ARE

MADE IN RELATION TO THE ACCURACY, RELIABILITY OR CONTENTS OF THIS DOCUMENT. SENDO RESERVES THE RIGHT TO REVISE THIS DOCUMENT OR WITHDRAW IT AT ANY TIME WITHOUT PRIOR NOTICE. UNDER NO CIRCUMSTANCES SHALL SENDO BE RESPONSIBLE FOR ANY LOSS OF DATA OR INCOME OR ANY SPECIAL, INCIDENTAL, CONSEQUENTIAL OR INDIRECT DAMAGES HOWSOEVER CAUSED.

Using This Guide

The wireless phone described in this guide is approved for use on the GSM and GPRS networks operating on the 900, 1800 (DCS/PCN) and 1900 (PCS) bands. It is approved for use in the country where it was originally sold and may be approved for use in other countries.

A number of features included in this guide are called Network Services. They are special services provided by wireless service providers. Before you can take advantage of any of these Network Services, you must subscribe to these service(s) from your home service provider and obtain instructions for their use. Some of these network services may not be available when roaming on a network other than your home network.

Table of Contents

Table of Contents	i
For your safety.....	viii
Chapter 1 The Basics.....	1
Getting Started	1
Inserting the SIM card.....	1
Fitting the battery	1
Charging the battery	1
Getting to know your phone.....	3
Earpiece	4
Power key.....	4
Display.....	4
Home screen	4
Volume	4
Record key.....	4
Using soft keys.....	4
Talk key	5
End key	5
Home key.....	5
Back key	5
Joystick.....	5
Action (Push in on joystick).....	5
Antenna	6
External Antenna port.....	6
Microphone	6
Headset Connector	6
IrDA port	6
Accessory connector.....	6
Charger connector, or in car charger	6
Numeric Keypad	6
Asterisk key (*)	6
Hash key (#).....	6
Programs	7
Status indicators	9

Where to find more information	10
Navigation	10
Using the Joystick.....	10
Using the Action key.....	10
Using the Home key.....	11
Using the Back key.....	12
Using menus	12
Using the Programs list.....	12
Using numbers as shortcuts	13
Using the Quick List	13
Entering text and numbers on your phone	14
Entering text in Multitap mode	14
Entering text in T9 mode	15
Entering numbers in Numeric mode.....	16
Miscellaneous input tasks	16
Securing your phone	17
Locking the keypad	17
Locking your phone	17
Locking the Subscriber Identity Module (SIM) card	18
Total Reset.....	19
Chapter 2 Phone Calls	20
Making a call	20
Making a call from Contacts.....	20
Making a call using a recently dialed number.....	21
Making a call from the Call History list.....	21
Making a call from a hyperlink	21
Making emergency calls.....	21
Having problems making a call?	22
Shortcuts	22
Speed dials.....	22
Voice tags.....	23
Viewing and deleting shortcuts.....	24
Advanced dialing options.....	25

Receiving a call.....	26
Multiple Incoming Calls.....	26
Call tasks	27
In-call options.....	27
Reviewing your calls.....	28
Call History	28
Call Timers.....	29
Chapter 3 Settings	30
Viewing and changing settings	30
Telephony	30
Sounds.....	31
Profiles.....	31
Preset profiles.....	33
Home screen	34
Security	34
Regional Settings	35
Power Management	35
Data Connections	35
Dial-up connection.....	36
VPN connection	37
Proxy connection.....	37
GPRS connection.....	38
Date and time	38
Accessibility	38
Remove Programs.....	39
Owner Information	39
About.....	39
Chapter 4 Messaging Features	40
SMS messages.....	40
Sending e-mail and SMS messages.....	41
Sending messages from Inbox	41
Sending messages from a Contact card	42

Inserting predefined text into messages	42
Inserting voice recordings into e-mails.....	42
Receiving e-mail and SMS messages.....	43
Message notifications	43
Opening messages	44
Receiving meeting requests.....	44
Receiving complete messages	44
Receiving message attachments	45
Managing your Inbox.....	45
Using Inbox menu options.....	45
Customizing your Inbox.....	46
Display.....	46
Sending.....	47
Receiving.....	47
Pre-defined text.....	47
E-mail set up	47
Automatic Synchronization.....	48
Import Messages from SIM	49
Transport Options (IMAP only)	49
Managing your message folders.....	49
Communicating with MSN Messenger.....	50
Getting started with MSN Messenger.....	50
.....	52
Chapter 5 Contacts, Calendar, and Tasks	53
Using Contacts	53
New Contacts	53
The Contacts list.....	54
Contact cards	55
Using contact card menu options	56
Using Calendar	57
Viewing your schedule.....	58
Receiving reminders	60
Importing Calendar information	60

Using Tasks	61
The task list.....	61
Using the task list	61
Sending information via Infrared.....	62
Chapter 6 Synchronizing Information.....	64
Using Activesync	64
Microsoft® ActiveSync® 3.6 System Requirements	65
Options for Windows XP, Windows 2000, Windows Millennium Edition, Windows NT Workstation 4.0, or Windows 98	65
Getting Started with ActiveSync®	65
Creating a Partnership	66
Setting up Server ActiveSync®.....	66
Synchronizing Remotely.....	68
Creating a server synchronization schedule	68
Synchronizing information.....	69
Synchronizing Inbox	69
Synchronizing Calendar	69
Synchronizing Contacts	69
Synchronizing Tasks	70
ActiveSync® Errors.....	70
Chapter 7 Internet, Entertainment and More.....	72
Using Pocket Internet Explorer	72
Navigating in Pocket Internet Explorer	72
Using the Favorites list.....	73
Cached web pages	74
Pocket Internet Explorer options	74
Media Player	74
Playing files	75
Menu options when playing a file.....	76
Local Content screen menu options.....	77
Using Media Player favorites.....	77
Licenses.....	77

Supported File Formats.....	78
Supported Audio and Video Codecs.....	78
Modem Link	78
Voice Notes.....	79
Voice Note menu	80
Solitaire.....	80
Playing Solitaire	80
Calculator	81
Z-i Capture	82
Getting Started	82
Using the Viewer	82
Chapter 8 Further Z100 Applications	84
Packet Video.....	84
Playing Clips.....	84
Managing clips	85
Managing clips accessed from a web site	85
Emblaze Player	85
Using Emblaze menu options	86
Automatic features	87
IA Album	87
Viewing Modes	87
Thumbnail Mode	87
Thumbnail View menu options	88
Image View mode	89
Image View menu options	90
Slide Show View Mode	90
Slide Show View menu options.....	90
Sendo Explorer	90
Soft Texter	90
Setting up the Soft Texter	91
Typing and Editing	91
Selecting Text.....	92
Cut, Copy and Paste	93

Special Characters	93
Comfort Guidelines - Important Ergonomic Information	94
Chapter 9 Troubleshooting	95
Chapter 10 Safety	100
Important Safety Information	100
Drive Safely	100
Operation	100
Children	101
Pacemakers	101
Hearing Aids	101
Medical Equipment	101
Vehicles	101
Posted Areas	102
Potentially Explosive Atmospheres	102
Blasting Areas	102
Vehicles	102
Emergency Calls	103
Servicing	103
Back Up Data	103
Disposal	103
Why the concern?	106
What kinds of phones are in question?	106
How much evidence is there that hand-held mobile phones might be harmful?	106
What is known about cases of human cancer that have been reported in users of hand-held mobile phones?	108
What is FDA's role concerning the safety of mobile phones?	109
In the absence of conclusive information about any possible risk, what can concerned individuals do? ...	110
Where can I find additional information?	110
Chapter 11 Warranty	113
Limited Warranty	113


For your safety

You should observe and follow these guidelines for the safe and efficient use of your phone. Failure to comply with these guidelines and requirements may void your warranty and may invalidate any approvals given to your phone.

Safe Driving Comes First

Don't use a hand-held phone while driving. Don't use the stereo headset while driving.

Making Emergency Calls

Your ability to use the phone and all of its features is subject to availability and coverage of your network service provided. Ensure the phone is switched on and in service. Hold clear for several seconds, to clear the display. Enter the emergency number, then press Talk . Give your location. Follow the instructions of the operator.

Making a Call

Your ability to use the phone and all of its features is subject to availability and coverage of your network service provided. Ensure the phone is switched on and in service. Ensure the phone is switched on and in service.

Interference

All wireless phones may get interference that could affect performance. Do not rely on your phone as your primary contact.

Turn off in hospitals

Follow all hospital regulations or rules. Switch your phone off near medical equipment.

Turn off on aircraft

Wireless phones may cause interference. On commercial airlines, follow airline personnel's instructions, and turn off your phone when advised to do so. Turn off your phone on all other airplanes.

Turn off when at service stations

Don't use your phone at a gas or petrol station. Don't use near fuel or chemicals.

Turn off near blasting

Don't use phone where blasting is in progress. Observe restrictions, and follow any regulations or rules.

Use in proper position with proper antenna

Do not use your phone if the antenna is damaged. Replace the antenna only with one approved by the manufacturer. Unapproved antennas or modifications may damage your phone, degrade its performance and violate local regulations. Do not touch the antenna unnecessarily while a call is in progress. Contact with the antenna affects call quality and may cause your phone to transmit at a higher power level than otherwise needed. Hold your phone as you would any other phone. The top of the phone should point up and over your shoulder.

Use qualified service

Only qualified service personnel must install or repair your phone, car kits and other accessories.

Accessories and Batteries

Use only Sendo approved accessories and batteries. Do not connect to incompatible products. All batteries can cause property damage, injury or burns if a conductive material such as jewelry or keys comes into contact with the exposed terminals. The material may complete an electrical circuit and become quite hot. Exercise care in handling your phone battery. For example, avoid carrying your phone battery loose in a pocket or purse. This product is designed for use with Sendo-approved batteries only. Use of unapproved batteries may be dangerous and may cause damage to the battery or the phone and may void your warranty

The battery can be charged and discharged hundreds of times but it will eventually wear out. When the usage time (talk time and standby time) is noticeably shorter than normal, it is time to buy a new battery.

Use only batteries approved by Sendo and recharge your battery only with the chargers approved by Sendo for use with this product. When a charger is not in use, disconnect it from the power source. Do not leave the battery connected after its battery indicator shows that the battery is full, or for longer than a single day, since overcharging may shorten its life. If left unused, a fully charged battery will discharge itself over time.

Never use any charger or battery that is damaged or worn out.

Do not short circuit the battery. All batteries can cause property damage, injury or burns if a conductive material such as jewellery or keys comes into contact with the exposed terminals. The material may complete an electrical circuit and become quite hot. Exercise care in handling your phone battery. For example, avoid carrying your phone battery loose in a pocket or purse. This product is designed for use with Sendo approved batteries only. Use of unapproved batteries may be dangerous and may cause damage to the battery or the phone and may void your warranty.

Leaving the battery in hot or cold places, such as a closed car in summer or winter conditions, may reduce the capacity and lifetime of the battery. Always try to keep the battery between 15°C and 25°C (59F and 77F). A phone with a battery that has been exposed to temperature extremes may temporarily not work, even when the battery is fully charged. The performance of Li-Ion batteries is limited in temperatures below -0°C (32F).

Dispose of your battery properly. Comply with all local laws or regulations in disposing of your battery. Do not dispose of batteries in a fire.

Approved Accessories Warning!

Use only batteries, charger and accessories approved by Sendo for use with this phone model. The use of any other types may invalidate any warranty applying to the phone, and may be dangerous. For availability of approved accessories,

please check with your dealer or visit <http://www.sendo.com/>

When you disconnect the power cord of any accessory, grasp and pull the plug, not the cord.

Make Backup copies


Remember to make backup copies of all important data. Delete security sensitive data before sending your phone in for repair.

Connecting to other devices

When connecting to any other device, read its user guide for operation and safety instructions. Do not connect incompatible products.

Infrared precautions

Do not point the IR beam at anyone's eyes or allow it to interfere with other IR devices.

 **Note:** Your phone is NOT water resistant.

The phone is not covered under warranty for damage by any liquid.

Chapter 1 The Basics

This chapter will get you using your Z100 fast. It will help you set up your phone for use, familiarize yourself with the different parts of your phone, explain how to navigate around your phone, enter text and numbers on your phone and keep your phone more secure. You can also find out where to get additional help for using your phone.

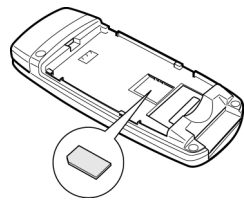
Getting Started

Before you can use your phone you must insert the miniature SIM card supplied by your service provider and then charge the battery.

Inserting the SIM card

Firstly you must remove the back cover of the phone - press down on the ridged area near the top of the phone and slide the cover down. Lift off.

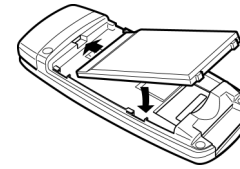
You must remove the battery. Grasp the battery at the bottom and push upwards. Lift out.



Place the SIM in the phone, starting with the right side first, the logo should be facing you - make sure that the golden contacts of the card are touching the contacts of the phone.

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

Fitting the battery



Insert the battery with the label facing down. Align the tabs at the top of the battery with the tabs on the back of the phone. Slide into place and press down. To remove

push upwards on the bottom of the battery and lift out.

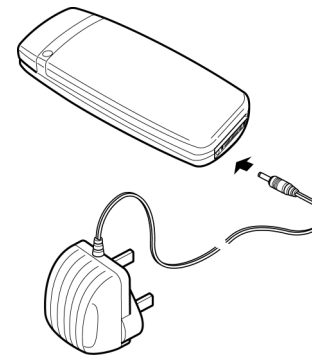
You must charge the battery for at least 12 hours before you use the phone for the first time.

Allow your battery to fully discharge occasionally before recharging it.

When the battery is completely discharged it may take some time for the battery charging icon to appear after you have connected the charger.


Charging the battery

Insert the connector on the charger lead into the connector at the base of the phone.



Plug the charger into a mains AC socket. When charging commences, the battery icon will change into a charger cable icon. When the battery is fully charged, the battery icon will reappear and you can disconnect the charger.

The battery will normally take around 2 to 3 hours to charge.

 **Note:** A battery's full performance is achieved only after two or three complete charge and discharge cycles. The operations times provided are reasonable estimates and many be affected by adverse network conditions, charging and phone usage.

If the battery is completely empty, it may take a few minutes before you can make or receive a call once you plug the phone into a charger.

Use the battery only for its intended purpose.


Getting to know your phone





Figure 1 Sendo Z100

Earpiece

- Use this to listen during calls. It is also used as a speakerphone – either when the phone is in speakerphone mode or when you are using the phone to listen to music or other audio.

 **Note:** Do not hold the speakerphone to your ear when using speakerphone or audio modes.

Power key


- Press the **Power** key  to turn your phone on.
- When your phone is on, do a short press to access the Quick List.
- Press and hold the **Power** key  to turn your phone off.

Display

- The screen on your phone that displays information.
- The top of the display shows the title bar, where you can see status indicators about your phone's current mode, or the name of the current activity or active program.
- The center of the display shows the Home screen, as well as e-mail messages, contacts, appointments, and other information.
- The bottom of the display shows the functions assigned to soft keys.

Home screen

- Displays the five programs you have most recently used, the name of your service provider, the current time, your next appointment, the number of messages in Inbox, and your current profile.

 **Note:** The home screen is fully configurable; therefore your home screen may contain additional or different information to the examples shown in this guide.



Volume

- Controls the volume of the earpiece.

Record key

- Records notes and voice tags.

Using soft keys

- There are two soft keys on your phone – left and right. They are located directly below the display screen. Each soft key performs the command which is displayed immediately above it on the screen, these functions change depending on the screen you are using. For example from the Home screen, you can select the **right soft** key  to display your contacts list, but on the Contracts screen, you can select the **right soft** key  to display the contacts menu.

Talk key

- Dials a phone number you entered using the keypad.
- Displays the call history list when pressed from the home page.
- Dials a phone number you selected from the Call History list.
- Answers an incoming call.
- Places a call on hold to answer a second incoming call (call waiting). This feature is network dependent.
- Switches between an active call and a call that is on hold.

End key

- Ends active data calls at any time.
- Ends a voice call when one party is on the line, and ends the active call when multiple parties are connected.


 **Note:** Multi party calling is network dependent.

Home key

- Displays the Home screen. Use this key as a quick way to return to the home screen in any situation.

Back key

- Displays the previous screen, or backspaces over one or more characters when you are in a text field.

 **Note:** In some case, for example when using control panels, you may have to press the appropriate soft key to return to the previous screen.

Joystick


- Use the joystick to move the selection focus up, down, left, or right. If you're in a text field, use the joystick to move the cursor left or right.
- Many games and other applications use the joystick- see the instructions for specific instructions.

Action (Push in on joystick)

- The Action key is at the center of the joystick. It confirms your selection. The Action key's functionality is similar to pressing Enter on a keyboard. Press in on the joystick when it is centered.

Antenna

- The Z100 has an internal antenna which is located on the rear of the phone, above the battery compartment.

 **Warning:** Contact with the antenna affects call quality and may cause the phone to operate at a higher power level than otherwise needed. For best results avoid covering the antenna area with your hand.

External Antenna port

- This is located on the back of the phone. Use this to connect to a different antenna, for example, a car kit could plug into this to use with an antenna mounted on the outside of your car.

Microphone

- Speak into the microphone during a call or to record a voice memo or voice tag. You don't need to speak directly into the phone when you're using speakerphone mode.

Headset Connector

- Use to connect the stereo headset. You can use the headset to make and receive voice calls or to listen to music and other audio.

IrDA port

- Align the IrDA (Infrared) port with the IrDA port on another device to exchange information between your phone and another device.

Accessory connector

- Use this connector to attach included, or optional accessories such as the USB or RS232 serial cable, or a digital camera.


Charger connector, or in car charger

Plug the approved AC (Mains) charger in here.


Numeric Keypad

- Used to enter numbers and characters.



















Asterisk key (*)


- Pressing and holding the asterisk key  switches between text and numeric input modes. In multitap text or predictive text modes, a short press switches between caps, caps lock and lowercase entry.

Hash key (#)

- Press and hold the Hash key  to display a list of symbols when you are in input mode.

















Programs






Icon	Program	
	Inbox/SMS	Send, read and manage SMS text messages and e-mails.
	Contacts	Store and view all your contact details.
	Calendar	Store and view all your appointments.
	Internet Explorer	Browse the world wide web.
	ActiveSync®	Synchronize with your desktop PC or corporate server.
	Call History	Stores a list of all incoming, outgoing and missed calls.
	MSN Messenger	Send and receive instant messages with friends and colleagues.
	Settings	Set the defaults for your Z100 phone.
	Shortcuts	Set up and view speed dials and voice tags.
	Tasks	Store a list of tasks for yourself.
	Voice Notes	Record and store voice notes.
	Windows Media Player	Play Windows Media audio and video clips and MP3 audio files.
	Calculator	Do calculations on the move.
	Infrared Receive	Receive information from other compatible infrared devices.
	Modem Link	Use your phone as a modem for another external device or computer.
	Z-i Capture	Use your phone as a camera whenever, wherever.
	Accessories	The contents of this folder will vary depending on what you have downloaded onto your phone.
	Games	Play Solitaire. The other games contained in this folder depend on what you have downloaded onto your phone.

Icon	Program	
	Solitaire	Play the classic card game on your Z100.
	File Viewer	View Word, Excel and ZIP files.
	Multimedia Inbox	Send and receive MMS (Multi Media Message System) messages and EMS (Enhanced Message Service) messages.
	Packet Video	Play multimedia clips from your Z100 and download, or stream, clips from a website.
	Emblaze Player	Play media clips on your Z100.
	IA Album	Browse and view photos stored on your Z100.
	Softexter	Add the Softexter keyboard to enter text quickly and accurately into your phone, on the move.
	Sendo Explorer	Navigate the files and folders on your Z100.
	Sendo Pinball	Test your skill with this arcade classic.

Status indicators

Status indicators are displayed in the title bar at the top of the phone's display. The following table lists common status indicators and their meanings.

Indicator	Meaning
	New e-mail
	New voice mail
	New instant message
	Voice call active
	Data call, or GPRS session, active
	Call forwarding /Call Divert
	Call on hold
	Missed call
	Line 1
	Battery level
	Low battery
	Battery charging
	No battery
	Signal strength
	No signal
	GPRS available

Indicator	Meaning
	GPRS in use
	Roaming
	Sync error
	Radio off
	Ringer off
abc	Multitap text input mode, lowercase
ABC	Multitap text input mode, uppercase
<u>ABC</u>	Multitap text input mode, caps lock
t9	T9 predictive text input mode, lowercase
T9	T9 predictive text input mode, uppercase
<u>T9</u>	T9 predictive text input mode, caps lock
123	Numeric input mode

Where to find more information

The following table is a guide to finding information to help you use your phone.

Information about	Source
Making a phone call	See the Quick Start Guide in the Z100 box, or for more detailed information see Making a call
Programs on the phone	Z100 User guide.
Additional programs that can be installed on the phone	Z100 CD
Connecting to and synchronizing with a desktop computer and/or a Microsoft Exchange Server	See Chapter 6 - Synchronizing Information in this user guide or ActiveSync™ Help on your desktop computer.
Text entry	See Entering text and numbers on your phone .
Up-to-date information on your Sendo Z100	http://www.sendo.com/
Support	http://www.sendo.com/
Accessories	http://www.sendo.com/ and the Z100 CD Rom.

Navigation

The following sections describe the different ways of navigating around your phone to accomplish tasks quickly and easily.

Using the Joystick

Use the joystick to navigate horizontally and vertically on the screen and to move the selection focus, so you can select the item you want.


The following table shows the four different actions you can perform using the arrows on the Joystick:


Direction key action	Navigation
Press Up (▲).	Moves the selection focus upward on the screen, or scrolls up in a list.
Press Down (▼).	Moves the selection focus downward on the screen or scrolls down in a list.
Press Right (▶).	Moves the selection focus forward on the screen, or moves the cursor forward through characters in a text field.
Press Left (◀).	Moves the selection focus backward on the screen, or moves the cursor backward through characters in a text field, without deleting characters.

Using the Action key

Press in on the joystick when it's centered. Press the Action key (●) to confirm the selection you've made using the Joystick. In some cases pressing Action will take you to a program or setting.

Using the Home key

Press the **Home** key  to display the Home screen at any time.

- The Home screen is your starting place for most tasks. You can easily navigate to any program or setting on your phone from this screen. The top of the Home screen displays the five programs you have most recently used. If you want to open one of these programs, just select the icon and press Action . The Home screen also displays the current time, your next appointment, the number of messages in your Inbox, and your current profile. Your Home screen may also display additional or different information.
- If you select your next appointment and press Action, the Calendar is opened so you can see all of your appointments for the day. To view your Inbox, just select the E-mail or SMS status, or the Inbox icon and press Action. To view Contacts, press the Contacts soft key.
- The Home screen is displayed automatically when you turn on your phone or when your phone is turned on but idle. Press the Home key to display it at any other time.

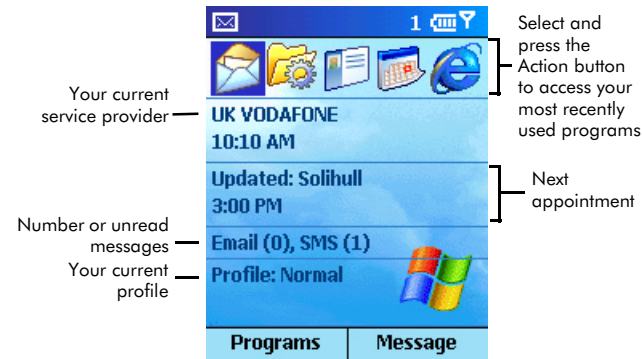






Figure 2 An example Home screen, yours may vary



Navigation options from the Home screen

- Select a recently used icon, and press the Action key to open the program.
- Select an item in the center of the Home screen, such as your next appointment, your e-mail and SMS information, or your profile type, and then press the Action key to open the program or access the settings associated with the item selected.
- Press the Programs soft key  to display the list of programs available on your phone, select the program you want, and then press the Action key.
- Press the Contacts soft key  to display the Contacts list, select the contact you want to open, and then press the Action key.


 **Note:** You can customize the look of the Home screen. See [Home screen](#).

Using the Back key

Press the **Back** key  to display the previous screen. In some cases, you may need to use the appropriate soft key, instead of the back key to return to the previous screen. For example, the back function is disabled in control panels. If you're in a text field, Back deletes one or more characters - in a similar way to pressing Backspace on a computer keyboard.

- ▶ **To backspace and remove one character in a text field**
 - Press the **Back** key .
- ▶ **To backspace and remove multiple characters in a text field**
 - Press and hold the **Back** key .

Using menus

On many screens, the right soft key is labeled Menu. Press the Menu soft key  to display a list of options that are relevant to the screen you are viewing. Selecting a menu option will either perform the command or display the relevant screen to perform the command.

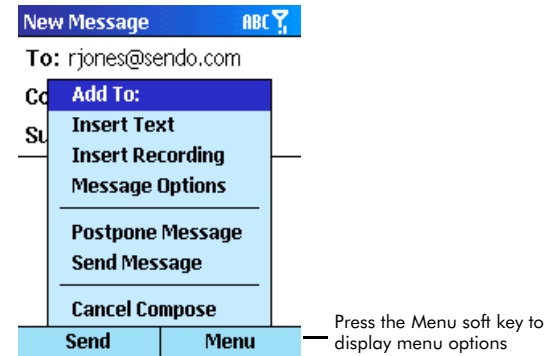






Figure 3 New Message Menu


▶ To access menu options

1. Press **Menu** .
2. Select the menu option you want using the joystick, and press the **Action** key .

 **Tip:** select **Up**  using the Joystick to move the selection focus to the bottom of a menu.

Using the Programs list

Your phone comes pre-installed with many programs that you can start using right now. For more information about installing additional programs on your phone, refer to the Z100 Companion CD.



 **Note:** The list order of the programs on screen may vary.



If your network provides a SIM Toolkit to access special services or applications on your SIM card, the toolkit is added to the Programs list. The name, icon

and contents of the toolkit are totally dependent on your service provider. The name on the menu changes to indicate the type of service, for example "Information".

For more details, please contact your service provider.


▶ To navigate to a program



1. On the **Home** screen, press **Programs** .
2. Select the program you want using the Joystick, and press **Action** .


 **Note:** The Programs list is displayed in alphabetical order, so depending on the name of your SIM Toolkit (if you are using one) you will see different Programs available on the first screen of the Programs List. To see more programs use the **▲** and **▼** keys to select **More** and then press **Action** .

Using numbers as shortcuts

You can also use numbers to quickly navigate to programs and settings. Simply press the number shown next to the program or setting you want.

For example, on the Programs menu, press  to open the Calendar.

 **Tip:** For lists where numbers are not shown, for example a menu list, you can still press the number that corresponds to the item in top-down order. For example, if you want to select Filter from the Contacts menu, you can press  on the keypad because the Filter option is fourth in the list.


 **Tip:** To quickly skip to the bottom of the Programs list and select More to display the second page, do a short press on **▲** when the first program is selected.








Using the Quick List

The Quick List displays a list of commonly used commands, such as turning the phone off, locking your phone, locking the keypad or turning off the radio function. You can also easily select a profile to use.

A profile is a set of instructions for how the phone alerts you to incoming calls and messages. There are 7 profiles predefined on your Z100 - you can edit the profiles so that they work best for you. For more information about profiles see [Profiles](#)

Use the **Radio Off** function if use of the radio transmitting or receiving functionality of the phone (for example, registering with a network, making or receiving calls, or sending or receiving data using the wireless network) is prohibited, but use of the other features of the phone is expressly permitted. The radio in the phone is disconnected so that it no longer receives or transmits any signals.

 **Warning:** If you are using the phone radio off mode on an aircraft or in a hospital, turn it off immediately if instructed to do so by airline or hospital personnel. The phone may not be used in this mode in refueling stations, potentially explosive atmospheres, or wherever you are instructed against use. Turn off the phone wherever it is dangerous, illegal or you are instructed not to use it.

- ▶ **To access the Quick List**
 - While the phone is on, do a short press on the **Power** key . Do not press for too long as this will switch the phone off.
- ▶ **To turn the phone off**
 - Do a short press on the **Power** key . Select **Power off** and press **Action** .
- ▶ **To change your profile**
 1. Do a short press on the **Power** key .
 2. The profiles currently being used has a tick displayed next to it. Use the  and  keys to select the profile you want to use and press **OK** .



Entering text and numbers on your phone

- ☞ **Note:** The Z100 does not store information such as phone numbers and text messages on your SIM card. Therefore, the contact information you enter into your phone will not transfer by SIM card into another phone.

You can enter text and numbers on your phone using the keypad. Your phone supports three input modes for entering text and numbers: Multitap, T9, and Numeric. Use Multitap and T9 to enter text, and Numeric to enter numbers. When you select a field that requires text or numeric entry, the phone automatically defaults to the appropriate input

mode. The status indicator on the title bar shows the input mode you are currently using.

- ☞ **Note:** Some networks may not support all language dependent characters.

- ▶ **To switch input modes**
 - Press and hold the **Asterisk**  key until the status indicator for the input mode you want is displayed in the title bar.
- ☞ **Tip:** To change between multitap and T9 modes, press and hold the **Asterisk** key . To change between for example, uppercase and lowercase multitap, only a short press is required.

The following table shows the complete list of input mode status indicators.

Indicator	Mode
abc	Multitap text input mode, lowercase
ABC	Multitap text input mode, uppercase
<u>ABC</u>	Multitap text input mode, caps lock
t9	T9 text input mode, lowercase
T9	T9 text input mode, uppercase
<u>T9</u>	T9 text input mode, caps lock
123	Numeric input mode

Entering text in Multitap mode

When you are in Multitap mode (sometimes called multitpress mode), you enter a letter by pressing the

number key on which the letter appears. To enter the first letter on the number key, press the key once, to enter the second letter, press the key twice, and so on. The letter entered most recently is underlined until you have completed the key presses for the letter and moved on to the next one.

For example:

- To enter the letter "i" press .
- To enter the word "maria," press , , , , .

If you enter two letters consecutively in a word, which are located on the same key, pause after entering the first letter and wait until the underline disappears before entering the next letter.

For example:

- To enter the word "anna," press , pause until the underline disappears, press again and then press .

Tip: This pause is called the multitap time out, and you can adjust the length of the pause between key presses. See below.

▶ **To enter punctuation in Multitap mode**

- Press repetitively to cycle through common punctuation, or
- Do a long press on the **Hash** key to display a list of available symbols. Select the symbol you want using the joystick and press **Done** .

▶ **To change the Multitap time out**






1. On the **Home** screen, press **Programs** , select **Settings** and then press **Action** . Now select **Accessibility** and press **Action** .
2. Under **Multipress time out**, use the and keys to select the time interval you want for the pause between key presses. Press **Done** .

Key	Characters available
	. , - ? ! ' @ :
	a b c 2
	d e f 3
	g h i 4
	j k l 5
	m n o 6
	p q r s 7
	t u v 8
	w x y z 9
	0
	space



Entering text in T9 mode



To save time when you are writing a message you can use Tegic T9 predictive text entry. This is a built in dictionary feature which guesses words by the sequence of letters you are typing.

If you use T9, you only have to press each key once. The letters change as you type, so it is important that you ignore what is displayed on the screen until you have finished typing completely.




For example, to enter the word "maria," you can spell out the word with just five key presses,     .

T9 Text Input recognizes that the most commonly used word matching that numeric sequence is "maria."

If the word which you are typing shares the same sequence of keys as another word then a different word to the one you want may be displayed, you can still select the correct word. Press  to scroll through all the words and when you see the correct one, press  to confirm your choice and insert a space.



If the word you want is not displayed you can add the word to the T9 dictionary. Press and hold  to move to multitap mode and enter the word again. Now press and hold  again to go back to T9 mode. The word is now stored in the T9 dictionary and you can easily enter it using T9 the next time you need to.



▶ To enter text using T9 mode

1. Press and hold the **Asterisk**  key until the T9 indicator appears on the title bar.
2. Enter the numerical sequence that represents the word you want to write. Remember to ignore what you see on screen until you've finished typing.
3. When you've finished pressing the keys, your word should be on the screen. Press **Hash**  to accept the word and enter a space after it or press  to scroll through other matching words.

4. If you don't see the word you need, erase the word, and enter it using multitap mode.


▶ To enter punctuation in T9 mode

- Press , then press  repeatedly to cycle through common punctuation.

 **Note:** Do a long press on the **Hash** key  to display a list of all the available symbols:


'	-	!	"	\$	%
&	()	,	.	/
:	;	?	@	#	*
[\]	^	_	`
~	i	'	¿	+	<
=	>	«	»	£	—

Entering numbers in Numeric mode

Do a long press on  to switch to Numeric mode and then just press the number(s) you want to enter on the keypad. If a field only permits a numerical entry, the input mode automatically defaults to Numeric mode.

Miscellaneous input tasks


▶ To enter a space


- In Multitap or T9 mode, press the **Hash**  key on the keypad.

▶ To start a new line



- Press **Action** .

▶ To change between uppercase and lowercase

- when using either multitap or T9, press the **Asterisk**  key to change between uppercase and lowercase.

 **Tip:** When you are in any text mode, the first letter of a sentence is automatically capitalized.



▶ To lock caps

- Press the **Asterisk**  key twice. Press the **Asterisk**  key again to return to lowercase.



▶ To enter a symbol

- Press and hold the **Hash**  key, select the symbol you want, and then press **Done** .

▶ To enter a number, an asterisk *, or a Hash sign

- Switch to Numeric mode, and press either  or  on the keypad.

▶ To delete characters

1. Press **Back**  to backspace over a single character.
2. Press and hold **Back**  to delete an entire text field.

▶ To enter the plus (+) sign for international calls

- Press and hold .

Securing your phone


You can secure your phone by locking the keypad, the entire phone, or the SIM card.

You should keep a record of any codes or passwords that you need to unlock your phone, but make sure they are securely stored, away from the phone.



Locking the keypad


The keypad lock turns off the keypad functionality. This is useful if, for example, your phone is turned on and stored in your pocket, so that you avoid accidental key presses.

▶ To lock your keypad

- On the **Home** screen, press and hold the **End**  key until the left soft key displays **Unlock**. The keypad is now locked.


▶ To unlock your keypad


- On the **Home** screen, press **Unlock**  and then press **Hash** .

 **Note:** Locking your keypad does not prevent unauthorized use of the phone. You can still receive calls and make emergency calls when the keypad is locked.




Locking your phone

Locking your phone helps to prevent access to personal data. If you switch the phone lock function on, your phone automatically locks after a specified time of inactivity. You must enter your phone lock password before you can use the phone again.








 **Note:** You can still receive calls and make emergency calls when the phone is locked.


 **Important warning:** If you forget your passwords, you may not be able to access your phone again without potential data or application loss. This only applies to applications you have added to the phone yourself and not to core applications, for example, Calendar. For instructions on how to reset your phone, see [Total Reset](#)

▶ **To enable the phone lock**




1. Press **Programs** , select **Settings** and then press **Action** .
2. Select **Security** and then select **Enable Phone Lock**. Press **Done** .

▶ **To set up phone lock defaults**



1. Do a short press on the **Power** key  to display the Quick List, select **Device lock**, and press **OK**  or **Action** .
2. Under **Lock phone after**, use the  and  keys to select the amount of time your phone is inactive before the phone automatically locks. Choose from 1, 2, 5, 10, 30 or 60 minutes.
3. Under **Password**, enter the password you want to use to access your phone when it is locked.
4. Under **Confirm password**, enter the password again, and press **Done**  or **Action** .

 **Note:** When you have set up the time delay and password, you can quickly lock your phone, at any time, by selecting **Device Lock** from the Quick List – you do not have to set up the delay and password every time you use the lock.





▶ **To lock your phone**

1. Do a short press on the **Power** key  to display the Quick List, select **Device lock**, and press **OK**  or **Action** .

▶ **To unlock your phone**

- Press **Unlock** , enter your password, and then press **Unlock**  again.


▶ **To turn off phone lock**

1. On the **Home** screen, press **Programs** , select **Settings** and press **Action** .
2. Select **Security**, **Disable Phone Lock**, and press **Action** . Enter your password and press **Done** .




Locking the Subscriber Identity Module (SIM) card

Locking your SIM card should prevent using the phone to make a call, but you can still turn it on and make emergency calls. When you turn your phone on, you may be prompted for your PIN1 password, which you must enter correctly before you can use your phone.



If you forget your PIN1 password, you must enter a PUK (Personal Unlock Key). This may be listed in the information that you received with your SIM card or it may only be available from your service provider.

 **Note:** Sendo cannot provide your PUK information.

▶ To lock the SIM card


1. On the **Home** screen, press **Programs** , select **Settings, Security, Enable PIN Lock**, and press **Done** .
2. Enter your PIN1 password, and press **Done** .

▶ To unlock the SIM card

1. On the **Home** screen, press **Programs**, select **Settings, Security, Disable PIN Lock**, and then press **Action** .
2. Enter your PIN1 password, and press **Done** .


Total Reset

There is a function which allows to reset your phone, that is, restore all the settings and defaults that were in place when you purchased it.

 **Warning:** This function removes all applications and data which you have added.

You should only use this function if you have no other alternative. For example, if you have forgotten or lost the passwords to unlock your phone or you have installed an application which has damaged or corrupted the phone.

▶ Reset your phone

1. Turn the phone off. If you cannot turn your phone off in the normal way, you must remove the battery for several minutes and then reinsert it.
2. Plug in the charger. The phone will begin to charge in off mode.
3. Press and hold the  key.





4. Whilst still holding the  key, press .
5. A screen is displayed while the phone switches on - but keep holding number  until the following screen appears:

Figure 4 Total Reset screen

6. Press the green tick soft key  to confirm the reset.
7. The phone will now start up as normal. It may take several minutes for the Home screen to be displayed. During this time, the display will not change - do not remove the charger or switch the phone off.


Chapter 2 Phone Calls



This chapter explains how to make and receive phone calls, use your Call History, and create shortcuts to help making phone calls even quicker and easier.

Making a call

There are several ways to make a call, the easiest is to simply dial a phone number from the Home screen.

▶ To make a call

- On the **Home** screen, enter the phone number, using the numeric keypad, and press the **Talk** .

 **Tip:** As you enter a phone number, your Z100 searches Contacts, Call History, Speed Dial lists, and your SIM card to find a matching number. If you see the name of the person you want to call listed, select it using the joystick, and press **Talk** .

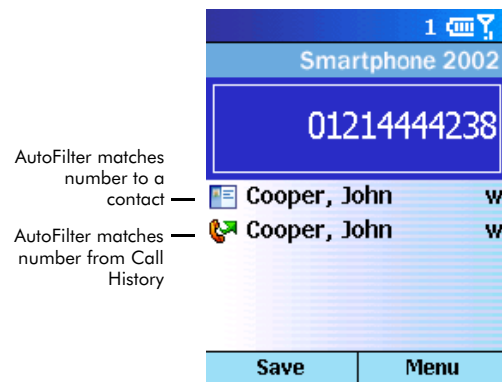







Figure 5 Call Progress screen for making a call

 **Note:** You should always enter a phone number in the complete international format including the international access code (this varies by country), the country code, the area or city code and the phone number.

 You can enter + to replace the international access code. Do a long press on .





Making a call from Contacts


To call someone from your Contacts list, you just select the person's name, and press **Talk** .

If you have more than one phone number for a contact, for example, work, home and mobile, the work phone number is always the default. When you press **Talk**  the default number is always dialled, but you can change the default number whenever you want.









For more information about using your Contact list, see Using Contacts.


▶ To make a call by contact name

1. On the **Home** screen, press **Contacts** .
2. Select the contact to call, using the **Up**  and **Down**  keys on the joystick, and press **Talk** . Remember that the default number is dialled.








 **Tip:** If you have a long list of contacts and you can't see the contact you want on the screen, enter the first few letters of the contact's name. Your phone searches through the entire Contacts list and displays any matching names.

▶ To change the default number for a contact

1. On the **Home** screen, press **Contacts** .
2. Using the **Up**  and **Down**  keys select the contact and press **Action** . Move **Up**  and **Down**  to see all the numbers you have saved for this contact. Select the number to set as the default.
3. Press **Menu**  and select **Set as default**. Press **Action** .
4. Now when you view the Contacts list, you'll see the default number indicator has changed. For example, work (w) to mobile (m).

 **Note:** For more information about contact list abbreviations, see Using Contacts.


▶ To make a call from an open contact




1. On the **Home** screen, press **Contacts** .
2. Using the **Up**  and **Down**  keys, select the contact to call, and press **Action** .
3. Using the **Up**  and **Down**  keys, select the number to use, and press **Talk** .

Making a call using a recently dialed number

You can display a list of phone numbers you have recently dialed and choose a name or number from the list to call the person again.

▶ To make a call using a recently-dialed phone number




1. On the **Home** screen, press **Talk**  to display a list of recently dialed phone numbers.

2. Using the **Up**  and **Down**  keys on the joystick, select the number to call and press **Talk**  again.

Making a call from the Call History list

The Call History list displays the last 25 calls on the phone – whether you made, received, or missed them.

▶ To make a call from the Call History list

1. On the **Home** screen, press **Programs** , select **Call History**, and press **Action** .
2. Select the number or contact to call, and press **Talk** .

Making a call from a hyperlink


You can make a call directly from a hyperlink (highlighted and underlined), received in an e-mail message.

▶ Make a call from a hyperlink


- Select the hyperlink phone number using the joystick, and press **Action** to make the call.


Making emergency calls

Calls to emergency service numbers can be made under any circumstances, even if you have locked the SIM card and/or your phone.

 **Note:** Some networks may require that a valid SIM card has been properly inserted in the phone before you can make an emergency call.

▶ To make an emergency call

- If the phone is not on, switch it on. Dial the emergency number appropriate to your location, and press **Talk** .

 **Note:** Official emergency numbers vary by location (for example 999 in the UK, 911 in the US, or 112 in many other countries). When travelling you should determine the relevant emergency number/s.

This phone, like any other wireless phone, operates using radio signals, wireless and landline networks as well as user-programmed functions that cannot guarantee connection in all conditions. Do not rely solely upon your wireless phone for emergency communications, for example, in medical emergencies. Remember that to make or receive calls the phone must be switched on and in a service area with adequate signal strength. Emergency calls may not be possible on all wireless phone networks or when certain network services and/or phone features are in use. Check with local service providers.


Having problems making a call?


Check to make sure that your phone contains a valid SIM card and that the phone is turned on, unlocked, and in the service area of your service provider's network.

Shortcuts












You can create speed dials and voice tags as shortcuts, to quickly call your frequently used phone numbers.


Speed dials

You can create speed dials to dial frequently used phone numbers, by simply pressing and holding one or two keys. You can set up speed dial entries from 2-99. Speed dial 1  is reserved for voice mail access and cannot be changed.

 **Note:** You can only create speed dials for phone numbers which are stored in Contacts.

▶ To create a speed dial for a phone number

1. On the **Home** screen, press **Contacts** .
2. Select the contact and press **Action** . Use the **Up**  and **Down**  keys to select the phone number to set up a speed dial for.
3. Press **Menu** , select **Add Speed Dial**, and press **Action** .
4. Move **Down**  to the **Keypad assignment** field and enter the speed dial number to associate with the phone number. Press **Done** . You can also use the  and  keys to scroll to an available number. Press **Action** .


 **Tip:** You can also create speed dials for Web addresses and e-mail addresses that are stored in Contacts.

▶ To make a call using a speed dial






- On the **Home** screen, press and hold the number on the keypad that you have assigned as a speed dial. If the speed dial is two digits, press the first digit and press and hold the second digit.

▶ To edit a speed dial number

- You cannot amend a speed dial. If you want to change the speed dial you have set for a particular number, delete it and create a new speed dial.


 **Note:** If you delete a contact, the associated speed dial is also deleted.

▶ To delete a speed dial

1. On the **Home** screen, press **Programs** , select **Shortcuts**, and press **Action** .
2. Select the speed dial to delete, press **Menu** , select **Delete** and then press **Action** . An Alert message is displayed – you are asked whether you want to permanently delete the speed dial. Press **Yes** .


Voice tags

You can record voice tags so you can dial a phone number simply by speaking a word into the phone.








 **Note:** You can only use the Voice Tag function if the phone if the Radio On functionality is active.


Voice Tags are not language dependent. Any clearly spoken word or phrase can be used as a voice tag. It is easier for the phone to recognize longer voice tags. For example, you may want to record a

persons first and last name instead of just their first name, providing that the tag is less than 1.5 seconds.

 **Note:** Voice Tags are sensitive to background noise, so record them in a quiet place.



▶ To create a voice tag for a phone number


1. On the **Home** screen, press **Contacts** .
2. Use the **Up**  and **Down**  keys to select the phone number to set up a voice tag for and press **Action** .
3. Press **Menu** , select **Add Voice Tag** and press **Action** .
4. An Alert Message is displayed – “After the Audio Prompt, please speak the new word”. When you hear the audio sound pronounce the voice tag clearly into the microphone.
5. If the voice tag is successful, confirmation is displayed on screen.
6. The Add Shortcuts screen is displayed, you can amend contact details here if you wish. Press **Done** .

 **Note:** You can also create voice tags for Web and e-mail addresses that are stored in Contacts. If you delete a contact, the associated voice tag is also deleted.

▶ To make a call using a voice tag

1. On the **Home** screen, press and hold the **Record** key, which is located on the side of the phone.








2. When prompted by the message on screen and an audio alert, say the voice tag word. The number is dialled.
3. If the phone misinterprets the word, a message is displayed: "The system was unable to process your voice command. Be sure to speak clearly and reduce the surrounding noise if possible. Try again?" Press **Yes**  to try the voice tag again or **No**  to display the contacts list and make the call from there.

 **Warning:** Do NOT rely on voice tags for dialing emergency numbers. In emergencies, stress can cause changes in your voice, which may result in the phone not recognizing the command.

▶ To edit a voice tag

- You cannot amend a voice tag. If you want to change the voice tag you have recorded for a particular number, delete the tag and follow the process to record a voice tag again.


▶ To delete a voice tag

1. On the **Home** screen, press **Programs** , select **Shortcuts**, and press **Action** .
2. Use the  and  keys to select the shortcut to delete, press **Menu** , select **Delete** and then press **Action** . An Alert message is displayed – you are asked whether you want to permanently delete the voice tag? Press **Yes** .

Viewing and deleting shortcuts






Once you have set up speed dials and voice tags, you can view or delete all of your shortcuts using the Shortcuts list.

▶ To view shortcuts

- On the **Home** screen, press **Programs** , select **Shortcuts**, and press **Action**. All the shortcuts you have set up are listed. Each speed dial is listed by the speed dial number, and each voice tag is indicated by a speech bubble icon.

 **Note:** The Voice Mail service is always assigned to speed dial key .

▶ To delete shortcuts


1. On the **Home** screen, press **Programs** , select **Shortcuts**, and press **Action** .
2. Select the shortcut to delete, press **Menu** , select **Delete**, and then press **Action** . An Alert message is displayed - you are asked whether you want to permanently delete the shortcut? Press **Yes** .


Advanced dialing options

The following information covers advanced dialling options that are useful for phone numbers requiring special dialling instructions.

For example, International calls require a country code to be included in the phone number. The country code is separated from the rest of the number sequence by a plus sign (+).







▶ To insert an international country code

- Press and hold  until the plus sign (+) appears.


 **Note:** You can insert a plus sign directly into a contacts number or dial it directly from the keyboard.









▶ To insert a three second pause in a dialling sequence



Some international calls require a three second pause in the dialling sequence for the call to be processed successfully.

1. On the **Home** screen, press **Contacts** .
2. Select the contact, press **Action**  and then select the phone number to modify.
3. Press **Edit**  and use the joystick to move the cursor to the point in the phone number where the pause needs to be inserted.
4. Press **Menu** , select **Insert Pause** and then press **Action** . The letter p appears in the number; this shows where the three second pause will appear in the dialling sequence.
5. Press **Done** .

▶ To insert a manual pause in a dialing sequence

Some phone numbers require a pause longer than three seconds in the dialing sequence. You can insert a pause so that the dialing sequence is stopped until you press **Talk** .


1. On the **Home** screen, press **Contacts** .
2. Using the **▲** and **▼** keys, select the contact, press **Action** , and then use the **▲** and **▼** keys again to select the phone number to modify.
3. Press **Edit**  and move **Left**  or **Right**  to move the cursor to the point in the phone number where the dialing sequence must pause before proceeding.
4. Press **Menu** , select **Insert Wait**, and press **Action** . The letter w appears in the number, this shows where the pause occurs in the dialing sequence.
5. Press **Done** .

 **Note:** When you make a call using Insert Wait, the first numbers are dialled and you must press **Talk**  to continue the dialing sequence.



Receiving a call


When you receive a call, an Incoming Call screen is displayed, which shows the name and number of the caller. If the caller is not in your Contacts list, only the caller's phone number is displayed (unless you subscribe to caller ID) You can either accept the call or, if it's not convenient, you can reject it.

When you reject a call, it is usually forwarded to your voicemail service. Check with your service provider. You can change this using the Call Forwarding option in Telephony settings. See Telephony.



 **Note:** Caller ID, sometimes called CLI, or Calling Line Identification, is a network service that can help identify incoming calls even if the caller is not in your contact list. Contact your service provider for further details.


▶ To answer an incoming call

- On the Incoming Call screen, press **Talk**  or **Accept** .


 **Tip:** If you want to silence the incoming call, press either of the volume keys.

▶ To reject an incoming call

- On the Incoming Call screen, press **End**  or press **Reject** .

 **Note:** If you reject a call the caller is automatically connected to your voice mail service, if you are subscribed to this network feature.

▶ To end a call

- Press **End**  to disconnect the call.

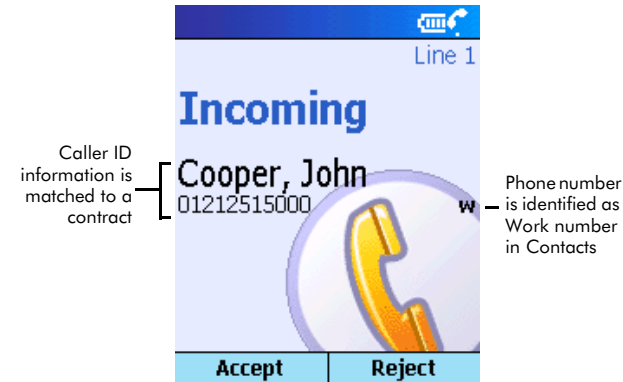






Figure 6 Call Progress screen for receiving a call



Multiple Incoming Calls

If you are already on a call when a second call is received, you will remain connected to the first call, but a second incoming call screen is displayed.


 **Note:** This is only the case if you subscribe to a Call Waiting service. Check with your service provider.

▶ To answer a second call using Call Waiting

- If you are already talking on the phone when you receive another call, press **Accept**  or **Talk** , to place the first call on hold, and answer the second call.
- To end the first call before answering the second incoming call, press **End** , then select **Accept**


 or press **Talk** , to accept the incoming call.

▶ **To reject a Call Waiting call**

- If you are already talking on the phone when you receive another call which you don't want to answer, select **Reject** . This keeps your current call in progress, but rejects the waiting call.

Call tasks

▶ **To end a call**

- Press **End**  on the relevant call progress screen to disconnect a call.

▶ **To place a call on hold**

- Select **Hold** .



▶ **To switch between two calls**

- Select **Swap**.

▶ **To redial the last number called**

- On the **Home** screen, press **Talk**  twice.


▶ **To listen to a voice-mail message**

1. On the **Home** screen, press **Programs** , select **Inbox/SMS**, and press **Action**.
2. Select the voice-mail message and select the **Voice Mail** soft key or press **Talk** . Your voice mail number is dialed.

or,




1. Press and hold  on the **Home** screen.



In-call options

While a call is in progress, you can select **Menu**  to list common in call tasks.

The following table shows the menu options available when a call is in progress. Note that some of these options are only available when multiple calls are in progress or during a conference call.

Select	To
End	Disconnect the call.
Hold	Place the active call on hold.
Unhold	Activate the call currently on hold.
Swap	Switch between two calls.
Save Contact	Create a contact card for the caller.
Conference	Join together all existing calls. You must be subscribed to this service, check with your service provider for details.
Private	Break one call out of a conference call and make this call active while the rest of the conference is on hold.
Speaker-phone	Switch to speakerphone mode.
Mute	Mute the microphone for the active call. The other party cannot hear anything you say, but you can still hear the other party.
Unmute	Turn the microphone back on for the active call.

 **Note** : You can press **Home**  and then press **Programs** , during a call to access many other functions.

 To return to the call progress screen, press **Home**  and then select **Call Progress**.



Reviewing your calls




Use Call History and Call Timers to view information about phone calls you have made and received, for example, you can check who has called you recently, or the length of calls you've made and received.

Call History





Call History displays the last 25 calls you have made, received, and missed. Each entry in the list contains the start time of the call, the duration, the caller's name (if available) and the caller's number. The oldest calls are automatically deleted from the list to make room for the most recent.

o view Call History

- On the **Home** screen, press **Programs** , select **Call History**, and press **Action** .

 **Tip:** You can change the Call History list so that it only displays only missed calls, incoming calls or outgoing calls. On the Call History list screen, press **Menu** , select **Filter**, press **Action** , and select the filter you want. Press **Action** again. Only these types of calls are displayed in the Call History list until you change or remove the filter.








▶ To view contact information from Call History

- Using the **Up**  and **Down**  keys, select the entry for the contact, press **Menu** , select **Find Contact**, and press **Action** .

▶ To send an e-mail message from Call History

- Select the contact, press **Menu** , select **E-mail**, and press **Action** .

▶ To create a new contact from a number in Call History

- Select the number using the **Up**  and **Down**  keys and select **Save** . Select **New Item** and then press **Action** . Enter the contacts first name and surname and then scroll to the relevant phone number field. Press **Insert**  to copy the number from the call history list into the new contact details. Now press **Done**  and then **Save** .

▶ To remove an item from Call History

- Select the item using the **Up** (▲) and **Down** (▼) keys. Press **Menu** (☰), select **Delete**, and then press **Action** (●). An Alert Message is displayed - you are asked whether you want to permanently delete the call, select **Yes** (☑).


▶ To remove all items in Call History

- Press **Menu** (☰) select **Delete List**, and then press **Action** (●). An Alert Message is displayed - you are asked whether you want to permanently delete all calls, select **Yes** (☑).

Call Timers

Call Timers contains detailed information regarding the length of your last call, the total number of calls you've made and received, time of calls by type (incoming, outgoing, roaming, and data), and a lifetime calls counter.

You can also reset all your call timers at any time.

 **Note:** The actual time invoiced for calls by your service provider may vary depending upon for example, network features, rounding off billing or taxes.

▶ To view Call Timers

- On the **Home** screen, press **Programs** (☰), select **Call History** and then press **Menu** (☰). Select **View Timers**, and press **Action** (●).

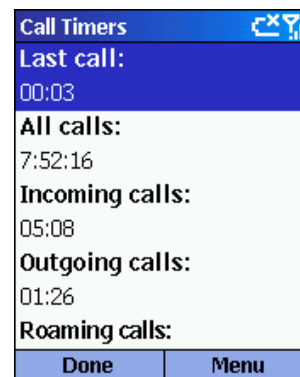


Figure 7 Call Timers

▶ To reset call timers

- On the **Home** screen, press **Programs** (☰), select **Call History** and then Press **Menu** (☰), select **Reset Timers** and press **Action** (●).



Chapter 3 Settings

This chapter introduces viewing and changing the settings on your phone and resetting your phone to its original settings.

Viewing and changing settings

You can easily view and change settings to personalize your phone for the way you use it. For example, you can change the sounds or use your own sounds for ring tones, notifications, and reminders, use your own image for the Home screen background, set up Call Forwarding and Call Waiting to manage your calls more efficiently, and more.

▶ To view Settings

- On the **Home** screen, press **Programs** , select **Settings**, and press **Action** .



 **Note:** To view more settings options, select **More** and press **Action** .




Figure 8 The Settings screen

Telephony

Telephony settings are primarily used to set options for received calls, such as Call Forwarding, Call Waiting, and Caller ID.

▶ To view Telephony settings

- From the **Settings** menu, select **Telephony**, and then press **Action** .

The following table lists the telephony settings and their functions. These are *all* network services, they are only available if you have subscribed to them. Contact your service provider for more information.


Select this	To
Networks	Display details about your current network, change your network selection from Automatic to Manual and select the GSM band you are operating on. The default GSM band is based on country.
Call Options	Change phone numbers, such as your voice mail and SMS service center, answer incoming calls by pressing any key, and other advanced call options.
Call Barring	Block incoming and/or outgoing calls. You will need a password to activate call barring services.
Call Forwarding	Forward (or divert) all or selected calls to another number.
Call Waiting	Turn Call Waiting on or off.
Caller ID	Let your identification be known to all callers, only your contacts, or no callers.
Channels	This service <i>may</i> be available. Different networks broadcast different information direct to your phone.

Select this	To
Fixed Dialing	Limit the area the phone can be used to call to one or more specific phone numbers and/or area codes.

Sounds


Use Sounds settings to customize all the sounds on your phone. You can select your own sound to ring for incoming calls, keypad sounds, reminders, new e-mails, new SMS, new voice messages, new instant messages, new channel messages, the alarm clock, SIM toolkit messages, exclamations, questions and warnings.


▶ To display Sounds settings




- From the **Settings** menu, select **Sounds**, and press **Action** .



▶ To use your own sound

1. Copy the file on your desktop computer.
2. In ActiveSync™ on your desktop, click **Explore**, double-click **My Smartphone**, double-click **IPSM**, double-click **Application Data**, double-click **Sounds**, and then paste the sound file into the **Sounds** folder.

 **Note:** If a Sounds folder does not exist in this directory, you must create one before you can go any further.

3. From the **Settings** menu, select **Sounds**, and press **Action** .

4. Select the item to customize, move **Left**  or **Right**  to select your sound, and then select **Done** .

 **Tip:** You can also select the sound to use by selecting the item you want to customize, and pressing **Action** . This displays the complete list of sounds to choose from.



Profiles


Profiles settings are used to configure how your phone notifies you of all events such as incoming calls, an approaching appointments, or new messages.

You can use Profiles to change quickly how you receive all notifications based on your situation. For example, you may want the phone to ring louder if a client is calling, or you may not want the phone to ring at all if you are in a meeting, but still want to hear calendar reminders. The default profile is Normal. The name of the current profile is displayed on the Home screen (You can rename this).

The Z100 is supplied with a set of default profiles – you can amend these so they are most suitable for how you use your phone.


▶ To view Profiles settings

- On the **Home** screen, press **Programs** , select **Settings, Profiles**, then press **Action** .

 **Tip:** You can access Profiles directly from the Home screen. Either select the current profile, which is displayed at the bottom of the screen, using the joystick and press Action, or do a

3

Settings

short press on the Power key  to access the Quick List. You can select a profile here.

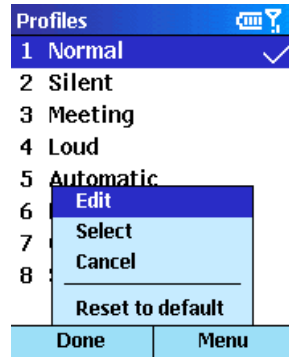



Figure 9 Profiles







Preset profiles




The following table displays all the profiles that come with your phone:

Profile Name	Normal	Silent	Meeting	Loud	Headset	Car	Speakerphone
Ring type	Vibrate and ring	Vibrate	Vibrate	Ring	Vibrate and Ring	Ring	Vibrate and ring
Ring volume	4	Off	1	Loud	4	4	4
Alarm type	Vibrate and ring	Vibrate	Vibrate and sound	Play sound	Vibrate and sound	Vibrate and sound	Vibrate and sound
Alarm volume	3	Off	1	Loud	3	3	3
Notification Type	Vibrate and sound	Vibrate	Vibrate and sound	Play sound	Vibrate and sound	Vibrate and sound	Vibrate and sound
Notification Volume	3	Off	Loud	Loud	3	3	3
System sound volume	2	Off	Off	3	2	2	2
Auto answer in					Never	Never	





 **Note:** Do not use a stereo headset when its use may interfere with your ability to hear sirens, horns or other warning signals, for example, while driving. Use of stereo headsets while driving is illegal in some jurisdictions.

▶ To choose a profile

1. On the **Home** screen, use the joystick to move **Down**  and select the current profile, which is displayed at the bottom of the screen. Press **Action** .
2. Use **Up**  and **Down**  to select the profile you want to use, press **Action**  to set the profile, and then press **Done** .

 **Tip:** You can also choose a different profile from the Quick List. Do a short press on the **Power** key  from any screen, select the profile you want to use and press **Action** .

▶ To modify a profile


1. From the **Settings** menu, select **Profiles**, and press **Action** .
 2. Select the profile to modify, press **Menu** , and then select **Edit**.
 3. Modify the settings as required, and press **Done** .
-  **Note:** You can edit the Name, Ring type, Ring volume, Alarm type, Alarm volume, Notification

type, Notification volume and System sound volume.


Home screen



Use the Home screen settings to change Home screen layout, Colour scheme, Background image, and Return to home screen after time, that is, the time delay before the Home screen appears when your phone is idle.






▶ To view Home screen settings


- On the **Settings** menu, select **Home Screen** and press **Action** .

▶ To customize the Home screen with your own image

 **Note:** Make sure that your phone is connected to your desktop computer via USB before you open ActiveSync™ to paste the image file.

1. Copy the image file from its location on your desktop computer. The file format must be .gif, .jpg or .gif.
2. Resize the picture to 176 (h) x220 (w) pixels and save the file.
3. Open ActiveSync™ on your desktop, click **Explore**, navigate to **Mobile Device**, double click **My Smartphone**, double-click **IPSM**, double-click **Application Data**, double click **Home** and then paste the image file into the **Home** folder.
4. On your Z100, press **Programs** , select **Settings**, **Home Screen** and press **Action** .


5. Move **Up**  and **Down**  to select the **Background image** field. Now use **Left**  or **Right**  to select your image.
6. Press **Done** .

 **Tip:** You can also select the image by selecting the **Background image** field and pressing **Action**. This displays the complete list of images to choose from.




Security


Use the Security settings to enable the phone lock or SIM lock and to set the phone lock password.

▶ To view Security Settings



- On the **Settings** menu, select **Security**, and then press **Action** .

▶ To enable the phone lock

1. On the security screen, select **Enable phone lock** and press **Action** .
2. In the **Lock phone after** field, use the joystick to move left  and right  to select the length of time that the phone must be inactive before it locks automatically.

 **Tip:** You can also set a password for the phone lock, so that when the phone locks, you must know the password to unlock it. Enter the **Password** here and enter it again in the **Confirm password** field for security.


▶ To enable the SIM lock

1. On the security screen, select **Enable PIN lock** and press **Action** .
2. Enter your SIM1 password. Press **Done** .

Regional Settings

Use Regional Settings to set the phone's Language, Locale, Short date style, Long date style, Time format, how Positive and Negative numbers are displayed on the phone and how Positive and Negative currency is displayed. The defaults on your phone are local settings, but you can change these.

▶ To view Regional Settings

- On the **Settings** menu, select **Regional Settings**, and then press **Action** .

Power Management

Use Power Management settings to check the Main battery level, and set power-saving settings – Backlight time out, Display brightness, Display Blanking after and Display Off.


Select

Backlight time out	The amount of time after the last key press that the backlight, which illuminates the screen, fades.
Display brightness	This is the level of brightness used on the display of your phone. You can change this.





Select

Display Blanking after	The amount of time after the last key press that the phone goes into a power saving mode which fades the screen up and down every few seconds. This is not a problem with your display.
Display Off	The amount of time after the last key press that the phone goes into a power saving mode which fades the screen to a dark blank display. This is not a problem with your display. Press any key to return to the screen you were viewing previously.

▶ To view Power Management settings

- On the **Settings** menu, select **Power Management**, and then press **Action** .

▶ To set the display off

1. On the **Settings** menu, select **Power Management**, and then press **Action** .
2. Move  to the **Display Off** field and then use the  and  keys to select the length of time you want to pass before the power save screen is displayed.

Data Connections

You can visit www.sendo.com/support/config to autoconfigure your GPRS/WAP/e-mail and Internet connection settings. The configurator sends an SMS to your phone (or sends the information to your phone directly if it connected to your PC using ActiveSync) containing the settings you require to start using these services.


Auto connections

Use Data Connections settings to set up Dial-up, Virtual Private Network (VPN), Proxy, and General Packet Radio Service (GPRS) connections so you can connect to the Internet or your corporate network. With a data connection, you can browse the Web, download e-mail, chat using MSN® Messenger, or synchronize wirelessly with the server. Check with your service provider to see if a data connection has already been set up for you, and if over-the-air configuration is supported.

Add information about setting up:

- Internet connection
- Work connection
- WAP connection
- Secure WAP connection




▶ To view Data Connections Settings






- On the **Settings** menu, select **Data Connections**, and then press **Action** .


Dial-up connection


You need to set up a Dial-up connection if you want to connect to the Internet via an ISP (Internet Service Provider) or to your corporate network.


▶ To create a dial-up connection to the Internet

1. On the **Settings** menu, select **Data Connections**, and then press **Action** .
2. Select **Menu** , **Edit Connections**, and then press **Action** .







3. Select **Dial-up Connections**, and press **Action** .
4. Press **Menu** , **Add**, and then press **Action** .
5. Under **Description**, enter a name for the connection.
6. Under **Connects to**, move **Left**  or **Right**  to select **The Internet**.
7. Enter the Country code, Dialling code and Phone number for this dial up connection.

 **Note:** Insert a + symbol with a long press on **0*** (this replaces the international access code).

8. Enter the **User name** and **Password** for this dial up account.
9. Enter the **Domain** name for this dial up account (if required) and press **Done** .

 **Note:** Speak to your (ISP) Internet Service Provider for all the required settings.

▶ To create a dial-up connection to your corporate network

1. On the **Settings** menu, select **Data Connections**, and press **Action** .
2. Press **Menu** , **Edit Connections** and press **Action** .
3. Select **Dial-up Connections** and press **Action** .
4. Press **Menu** , select **Add**, and then press **Action** .
5. Under **Description**, enter a name for the connection.

6. Under **Connects to**, move **Left** ⬅ or **Right** ➡ to select **My Corporate Network**.
7. Enter the Country code, Dialling code and Phone number for this corporate connection.

👉 **Note:** Insert a + symbol with a long press on **0+** (this replaces the international access code).

8. Enter the **User name** and **Password** for this corporate account.
9. Enter the **Domain** name for this corporate account (if required) and press **Done** ⏏.

👉 **Note:** Speak to your corporate IT administrator for all the required settings.

VPN connection

A VPN (Virtual Private Network) connection is used to access your corporate network using an existing Internet connection. Speak to your corporate IT administrator to obtain the required information to create a VPN connection.

▶ To create a VPN connection to your corporate network












1. On the **Settings** menu, select **Data Connections**, and press **Action** Ⓞ.
2. Press **Menu** ⏏, **Edit Connections** and press **Action**.
3. Select **VPN Connections** and press **Action** Ⓞ.
4. Press **Menu** ⏏, select **Add**, and then press **Action** Ⓞ.

5. Under **Description**, enter a name for the connection.
6. Under **Server**, enter the name of the server to connect to (this information must be supplied by your corporate IT administrator). Press **Action** Ⓞ.
7. Under **Connects from**, move **Left** ⬅ or **Right** ➡ to select the field that you require.
8. Under **Connects to**, move **Left** ⬅ or **Right** ➡ to select the field that you require.
9. Under **User name** enter the username that you have been allocated in your corporate network (this information must be supplied by your corporate IT administrator). Press **Action** Ⓞ.
10. Under **Password** enter the password that you have been allocated in your corporate network (this information must be supplied by your corporate IT administrator). Press **Action** Ⓞ.
11. Under **Domain** enter the domain that you are trying to connect to (this information must be supplied by your corporate IT administrator). Press **Action** Ⓞ.
12. Press **Done** ⏏ to complete connection.

Proxy connection

A proxy connection is used to access the Internet using an existing connection to your corporate network.

▶ To create a proxy connection to your corporate network

1. On the Settings menu, select **Data Connections** and press **Action** .
2. Press **Menu** , select **Edit Connections** and press **Action** .
3. Select **Proxy Connections** and press **Action** .
4. Press **Menu** , select **Add** and press **Action** .
5. Under **Description** enter a name for the connection.
6. Under **Connects from**, use the  and  keys to select My Corporate Network.
7. Under **Connects to**, use the  and  keys to select The Internet.
8. Under **Proxy (name:port)** enter the IP address or the proxy name and port number to connect to. Contact your corporate IT administrator for this information.
9. Enter the **Type** - that is the protocol to use when using the internet.
10. Enter a **User name** and **Password**.
11. Press **Done** .


GPRS connection

If there is GPRS (General Packet Radio Service) coverage in your area, you can set up a GPRS connection to access the corporate network or the Internet. GPRS is usually faster than a dial up connection.







Date and time


Use Date and Time settings to set the Time zone, Date, Time Alarm and Alarm time. When you set the Alarm to on, it will alert you at the appointed time every day until you set it to off. The Time zone is based on country.

▶ To view Date and Time settings

- On the **Settings** menu, select **Date and Time** and press **Action** .

▶ To set the Alarm


1. On the **Settings** menu, select **Date and Time** and press **Action** .
2. Move **Down**  to the **Alarm** field. Use the  and  keys to switch the field to On.
3. Move **Down**  to the **Alarm time** field and enter the time you want the Alarm to sound. You must also enter whether this is am or pm.
4. Press **Done** .

 **Tip:** To set the sound for the alarm, use the **Sounds** option from the **Settings** menu and change the **Alarm Clock** field.

Accessibility

Use the Accessibility settings to configure your system font size, multitap time-out (the amount of time between key presses when entering text), confirmation time-out, and in-call alert volume.


▶ To view Accessibility settings

- On the **Settings** menu, select **Accessibility**, and then press **Action** .

Remove Programs


Use the Remove Programs settings to permanently remove programs which you have installed on your phone. You cannot remove core programs supplied with your phone, such as Contacts, Calendar, and Internet Explorer.

▶ To view Remove Programs Settings


- On the **Settings** menu, select **Remove Programs**, and then press **Action** .

Owner Information

Use the Owner Information settings to enter and display personal information, such as your name, telephone number, and e-mail address. Sendo recommends that you fill this in as soon as you purchase your phone. This may be helpful, for example, if you lose your phone so that you can be contacted if it is found. The mobile number field is your phone number as read from your SIM card.

 **Tip:** Enter an alternative phone number to your Z100 in the Telephone number field, so that you can be contacted if the phone is found.


▶ To view Owner Information settings

- On the **Settings** menu, select **Owner Information**, and then press **Action** .

About

The About settings display information about your phone's operating system, including version numbers and copyright information.

▶ To view About settings

- On the **Settings** menu, select **About**, and then press **Action** .