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# 1 Copyright and Legal Information

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The wireless phone described in this manual is approved for use in GSM 850 and 1900 networks.

## Copyright Information

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phone. Please see the Important Safety section of this manual before you use the phone.

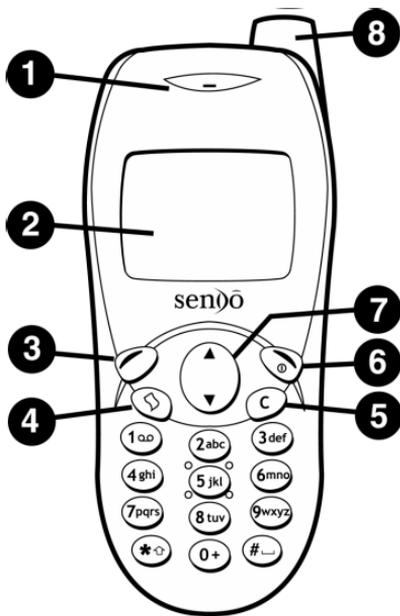
### FCC/Industry Canada Notice

This phone may cause TV or radio interference (for example, when using the phone in close proximity to receiving equipment). The FCC or Industry Canada can require you to stop using the phone if such interference cannot be eliminated.

This device complies with part 15 of the FCC rules. Operation is subject to the condition that this device does not cause harmful interference.

### For your safety

You should observe and follow the guidelines given in this manual 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 the



- 1 Earpiece**
- 2 Display** – Graphical indicators, menu options and other information is shown here.
- 3 Left soft key** – This key performs the function immediately above it on the display.
- 4 Quick access key** – The function of this key will vary depending on the model of your phone. It provides quick access to a certain function such as SIM Toolkit or messaging.
- 5 Clear key** – This erases text or takes you back to your previous step, depending on the context. A long press of this key takes you back to the main screen.
- 6 Right soft key** – A long press of this key will switch the telephone on and off. It also performs the function immediately above it on the display.
- 7 Up and down keys** – Used to scroll through menus and options.
- 8 Antenna**

## Symbol description

### Main screen

	Battery indicator Empty icon indicates a very weak battery level. Solid icon indicates a fully charged battery level		New text message
	Signal strength indicator No bars indicates a very weak signal Four bars indicates a very strong signal		All incoming calls are diverted
	Keypad locked		New voice mail message (this icon is network dependent)
	Silent mode active		Alarm clock set

### In calls list

	Shows that a call was incoming		Shows that a call was missed
	Shows that a call was outgoing		

### In messages list

	Indicates the messages which have not yet been read		Indicates the smiley messages which have not yet been read
	Indicates the messages which have been read		Indicates the smiley messages which have been read

### Lists

	In lists shows the option that is currently activated
---	---

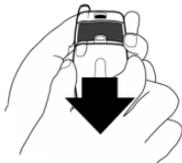
### Internet

	Returns you to the previous screen		Displays the current Homepage
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### 3 Getting started

To use your phone, you must first insert the SIM card supplied by your service provider, and then charge the battery.

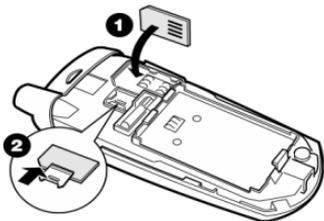
#### Removing the back cover



Press down on the area below the clip and slide the cover back. Lift off.

#### Inserting the SIM card

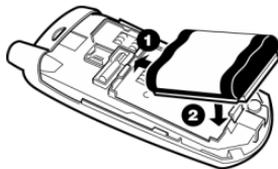
Place the SIM in the phone, starting with the right side first, making sure that the golden contacts of the card are touching the contacts of the phone. Hold the SIM card in place and slide the metal plate to the right, in order to cover the left hand side of the SIM card.



 **Note:** Keep all SIM cards out of small children's reach. The SIM card is easily damaged by scratches or bending, so be cautious when inserting and removing the card.

#### Fitting the battery

Insert the battery with the label facing down. Align the tabs on the battery with the tabs on the back of the phone. Clip into place. To remove press on the clip and lift the battery out.



- 1 You must charge the battery for at least 12 hours before using the telephone for the first time.
- 2 Allow your battery to fully discharge occasionally before recharging it.
- 3 When the battery is completely discharged it may take some time for the battery charging icon to appear after you have connected the charger.

🔌 **Note:** Always turn your phone off before you insert or remove the battery.

## 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.

## Charging and Discharging

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

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.

Use only batteries approved by Sendo and recharge your battery only with the chargers approved by Sendo. 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.

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.

For better operation times, discharge the battery from time to time by leaving your phone switched on until it turns itself off and the battery is fully discharged.

Do not attempt to discharge the battery by any other means.

🔌 **Note:** Use the battery only for its intended purpose.

🔌 **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 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.

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

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

## Powering up/down

To switch the phone on: Press . If the phone asks for a PIN code: Enter the code that is supplied with the SIM card. The code will be displayed as asterisks. When complete, press , **OK**. Wait a few seconds while the phone searches for the network. Once the network has been found, the main screen appears and your phone is ready to be used. The main screen shows the network name and two icons giving the signal strength (top right) and battery level (top left).

To switch the phone off, press and hold .

## Removing the front cover

It is possible to personalize your telephone by replacing the covers. Use the tool provided with your new cover as illustrated below.



- ⓘ **Warning:** The tool is small and has a thin edge and point. Be careful when using the tool. Keep the tool in a safe location and out of small children's reach.

## 4 Making a call

### Dialing a number

- 1 Key in the area code and number that you want to call then press , *Call* to dial.

To delete the entire number and return to the main screen, press and hold .

- 2 To end the call, press , *End*.

### Making an international call

- 1 Press and hold  until the plus sign "+" is displayed. This replaces the international access code.
- 2 Enter the country code, area code, and phone number.
- 3 Press , *Call* to dial.

### Making an emergency call

- 1 Enter *911* (or the local emergency number).
- 2 Press , *Call* to dial.

 **Warning:** The phone must be switched on, properly charged and used in a service area with adequate signal strength to make an emergency call. Emergency calls also may not be possible when certain network services or phone features are in use. Do not rely on your wireless phone as your only method of emergency communications.

### Making calls from the contact list

- 1 Press  from the main screen, you can also press , *Contacts* then select the *Search* option.
- 2 Type in the first letters of the name or scroll and find the one that you want.
- 3 Press , *Call* to dial.

### Speed dialing

Allows you to dial a number simply by pressing and holding the assigned key from the main screen.

#### To assign a contact list entry to a key:

Press  to enter the contacts list and scroll to the appropriate entry. Press and hold one of the keys  to  until the key number appears on the left of the screen beside the name. This indicates that the speed dial is successfully assigned.

### Making a call from the calls list

The phone stores a list of your recent incoming, outgoing and missed calls. The list stores up to 30 entries.

An icon on the left of the screen indicates the type of call:

-  Incoming call
-  Missed call
-  Outgoing call

---

#### To dial a number from the redial/calls list:

Press  to access the list. Scroll and find the one that you want and press , *Call* to dial.

#### Adjusting the loudness

The earpiece volume may be adjusted during a conversation. Press  to make the speech louder and  to make it quieter.

## 5 Answering a call

To answer a call, press , *Accept*. To reject a call, press , *Reject*.

### Call waiting

This feature means you are informed of a second incoming call by an audible melody in the earpiece.

Press , *Reject* to reject the second call.

Press , *Accept* to put the current call on hold and activate the second call.

To end the active call and return to the held call, press , *End*.

To switch between calls, press , *Options* and then select the *Swap* option.

 **Note:** Your network may not support call waiting or may require you to subscribe to this feature. If you do not have call waiting or are roaming on another network, accepting a second call will end the first call. You will not be able to switch.

### In call options

When you are in a call, you can press , *Options*. These could be:

#### *Contacts*

Gives you access to the contact list.

#### *Hold/Unhold*

Puts the active call on hold/reactivates the held call.

#### *Mute/Unmute*

Switches the microphone off/on.

#### *Send message*

Allows you to send a text message.

#### *SIMToolkit*

Gives you access to the SIM Toolkit.

#### *Swap*

Swaps between the current call and the call on hold.

#### *End all*

Ends all calls.

## 6 Using the contact list

The names and numbers you enter into your contact list are stored on the SIM card. To access your contact list entries, press  from the main screen.

### Storing a name and number

- 1 Press , *Contacts* from the main screen.
- 2 Use the up and down keys  and  to scroll to the *Add new* option, then press , *Select*.
- 3 Enter the area code and phone number, then press , *OK*.
- 4 Enter the name you wish to store in the contact list, then press , *OK*. Use the keypad as explained in the table in the Messages section to enter the characters and to switch between lower case, upper case, and numeric modes.
- 5 Enter the chat name that you wish to assign to the contact.

### Correcting an entry

Pressing  deletes the character immediately to the left of the cursor. Pressing and holding  deletes all of the text that you have entered.

### Contact list options

When you have selected a name you can open a list of options by pressing , *Options* that will allow you to change, delete, give details and send a message.

### Fixed names

This service allows you to restrict your outgoing calls to certain selected numbers from your SIM card. This feature is dependent on your service provider. Your phone will ask for the PIN2 code to activate this function. You can obtain this code from your service provider. When this feature is activated, a new contact list is made visible in place of your standard one. Only numbers from this contact list can be dialed. You can add numbers to this contact list in the same way as adding numbers to your normal contact list, with the exception that you have to enter the PIN2 code.

### Broadcast messages

Your service provider may offer Cell Broadcast. This could be information on the traffic, weather, events, or local information which is broadcast by the network to all mobiles in a specific area. When you activate this feature, you may receive messages about the selected topic. Contact your service provider for more details.

## 7 Menu navigation

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To enter the main menu, press , *Menu* from the main screen.

### Scrolling

You can scroll from one menu to another using the front keys  and . When you find the menu that you are looking for, press , *Select* to go in. Press *End*, back or  to return to the previous level.

### SIM Toolkit

Your service provider may offer some special services or applications. The name of the menu may change to indicate the type of service, for example "Information".

For more details, please contact your service provider.

## 8 Messages

### Calling your voice mail

When you have a new message in your voice mailbox, your phone displays either the voice mail icon  in the main screen or a text message sent from the network. This depends on your service provider.

**Note:** Voice mail is a network service provided by your service provider. You may have to subscribe to this service. This service may not be available when roaming.

Press and hold . If the phone asks for the voice mailbox number, enter it and press , *Call*. The number can be obtained from your service provider.

### Reading a text message

When you receive a text message, the envelope  icon is displayed at the top of the main screen.

- 1 Press , *Read* to display the new message directly from the main screen.
- 2 To read old messages select *Read* from the *Messages* menu.
- 3 Use the up and down keys  and  to scroll through the message.
- 4 Press , *Options* to access the following message options:

#### *Delete*

Removes the message.

#### *Chat*

Initiates a chat session.

#### *Reply*

Sends a text message to the sender.

#### *Call*

Calls the sender (or, if there is a number in quotes in the message, this number is called instead).

#### *Save no.*

Adds the sender's phone number to your contact list.

#### *Time/date*

Displays the date and time of the message.

#### *Forward*

Sends the message to someone else.

### Sending a text message

You can send messages of up to 160 characters to another compatible phone.

- 1 Enter the *Messages* menu and select the option *Send*.
- 2 Type in a new message or select a message from a list of saved messages.
- 3 When you have entered the text, press , *Send*.
- 4 Enter the destination phone number, or press , *Contacts* and select a name from your contact list.
- 5 Press , *Send* to send the message.

 **Note:** If you reply to a message, you do not have to re-enter the number. This is done automatically.

## Sending a Smiley SMS

Send a picture with your text message to other compatible phones. All other phones will display an Internet style Smiley ;-). Choose , *Smiley*.

1. *Emotions*
2. *Celebrations*
3. *Sports*
4. *Animals*
5. *Others*

Select the Smiley you would like to use from one of these categories and press , *Select*. The text is restricted to 156 characters to allow space for the Smiley.

## Reading a Smiley SMS

When you choose a message that has a Smiley in it, the Smiley appears on the screen for 3 seconds or until a key is pressed. Then the message appears. After this time the message reads as normal. A message with a smiley attached has a  icon if new and a  if read.

## Reading a Games SMS

The multiplayer games use text messages to communicate with other players. When you receive a games SMS pressing ,

*Read* will take you to the games menu. Press , *Select* and proceed as instructed in the appropriate game section.

## Message settings

This menu offers three options:

### *Center number*

Allows you to enter or change the service center number for text messaging.

### *Voice mail*

Allows you to enter or change your voice mail number.

### *Characters*

Allows you to choose whether you want to enter text in GSM (Latin characters) or Unicode (Non Latin characters) mode. Unicode characters take up more room on your phone so the length of your text messages is restricted to half the usual number of characters.

## Chat

Sendo chat allows you to send messages to another user, with a compatible GSM phone, and view both sent and received SMS messages for chat participants in a convenient Chat screen.

## Starting a chat session

Enter the *Messages* menu and select the *Chat* option.

Enter your chat name on the My chat name screen (this screen will not appear if you have already created a chat name).

You will then need to enter the number of the person with whom you would like to chat, or alternatively you can press , *Contacts* to go into the contact list.

Enter his/her chat name on the Enter chat name screen (this screen will not appear if you have already created a chat name for this person).

### Editing a chat name

You can edit a chat name for a contact by selecting the desired name in the contact list and pressing , *Options*. Select the *Change* option and edit the chat name.

You can edit your chat name by selecting My number from the *Contacts* menu. Select the *Consult* option and then press , *Options*. Select the change option and edit the chat name.

### Initiating a chat

To send a chat message enter the text in the chat editor field and then press , *Send*. The sent text will then appear in the chat history field and is sent to the other chat participant as a standard SMS message.

### Chat options

Press , *Options* from the Chat screen to view the chat options.

You have three options:

#### *Swap*

Changes the active area between the text entry field and the chat history field.

#### *Font size*

Select between normal and small font on the Chat screen.

#### *Exit*

Exit the chat session.

### Predictive Text Input

To save time when you are writing a text message, your phone has a built in dictionary feature which uses the letters that you are typing to complete the word.

This input method allows you to simply press each key once. For example, to write the name "Ross", press , then , then , then , then  just once each.

The word may change as you type, but don't worry about what is on the screen until you have finished the word. Sometimes different words share the same sequence of key presses. If the finished word is wrong, press  to scroll through other possibilities. If the word that you are looking for is still not there, press  repeatedly to change the text mode to  and enter the word again.

After you have completed a word, press the space key  to enter the next word. Press and hold  to pick a symbol to insert from the character table.

Some intelligent punctuation (including full stops, hyphens and apostrophes) are also available on **(1=)**. The punctuation mark is completed when you enter the next keystroke.

## Changing the editing mode

The current editing mode is indicated at the bottom of the screen by one of these icons:

- (ab)** Lower case text mode
- (AB)** Upper case text mode
- (12)** Numeric mode
- (75)** T9 Text Input (lower case)
- (75+)** T9 Text Input (upper case)

You can switch among upper case, lower case, and numeric modes by repeatedly pressing **(\*)**. You can switch to predictive T9 Text Input by repeatedly pressing **(\*)**.

These are the characters that come on to the screen when you press the numeric keypad. They are featured in the table below:

Key	List of characters available
1	1 . , @ ' ? ! * : ; ' / i
2	a b c 2 à á â ã ç
3	d e f 3 é è
4	g h i 4 i
5	j k l 5
6	m n o 6 ñ ò ó
7	p q r s 7 ß
8	t u v 8 ü ù
9	w x y z 9
0	0
#	Space

To enter two characters on the same key, enter the first one and then wait for the cursor to reappear before entering the second.

Example: To enter the name "Ross" when you are in lower case mode:

Press **(\*)** to enter upper case mode.

Press **(7=)** three times, to display "R", you will then return to lower case mode.

Press **(6=)** three times, to display "o".

Press **(7=)** four times, to display "s".

Then press **(7=)** four times, to display "s".

## Entering symbols

A long press on **(#)** displays a table showing all the symbols available to you.

Scroll down the table to display more symbols.

1	2	3	4	5	6	7	8	9
.	,	-	!	?	@	(	)	:
&	'	"	/	_	;	\$	%	+
*	=	<	>	#	£	¥	Δ	□
§	Γ	ι	Θ	Λ	Ξ	Π	Σ	Φ
ψ	Ω	ι	à	á	â	ã	ä	ç
é	è	À	Á	Ê	Ë	Ï	Æ	€

To enter a symbol:

- 1 Scroll to the row containing the symbol you want.
- 2 Press the numeric key (**(1=)** to **(9=)**) to reach the symbol you want.

## 9 Internet menu

☞ **Note:** The Internet menu may have a different name, for example “Browser”, depending on your network.

To access the Internet menu, select *Internet* from the main menu. To select a menu option use the corresponding numeric key or navigate using the **⬅** or **➡** keys and press **⓪**, *OK*.

The following menu options are available:

- 1** *Homepage* - Connect to the Internet server and your homepage.
- 2** *Favorites* - Store up to 8 of your favorite Internet sites for easy access.
- 3** *Add favorite* - Add to your list of favorites.
- 4** *Open page* - Open a WAP page.
- 5** *Refresh page* - Refresh the current WAP page while in a WAP session.
- 6** *Settings* - Configure your WAP settings.
- 7** *Help* - Provides help and advice on using Mobile Explorer.
- 0** *Exit* - Returns to the main menu.

☞ **Note:** When in a WAP session you can access the Internet menu by pressing the Quick Access key.

### Connecting to an Internet page

To begin a WAP session, either select the *Homepage* option on the *Internet* menu to open your homepage, or select the *Open page* option from the *Internet* menu and then enter the WAP address. Select the *Go* option and press **⓪**, *OK*.

### Configuring your connection profiles

In order to configure your Internet settings select the *Settings* option from the *Internet* menu and then select the *Profiles* option.

Each of your connection profiles will be listed. To edit an existing profile select the relevant profile name and press **⓪**, *Edit*.

To create a new profile select the *Create Connection* option and press **⓪**, *OK*. Enter a name for the new connection and select *Create*.

One of your connection profiles can be selected as the default by choosing the relevant profile, pressing **⓪**, *Edit* and selecting *Set as default* from the menu. Press **⓪**, *OK* to confirm your choice.

☞ **Note:** Some of these settings may not be required for your network. Contact your Service Provider for required Internet connection information.

### Entering your Dial-up Settings

Choose the *Dial-up Settings* option and then enter the relevant information into all required fields. Once you have entered all the necessary information select *Update* and press , *OK*.

### Entering your Internet (HTTP) settings

Choose the *Internet (HTTP) Settings* option and then enter the relevant information into all required fields. Once you have entered all the necessary information select *Update* and press , *OK*.

### Entering your Mobile (WAP) settings

Choose the *Mobile (WAP) Settings* option and then enter the relevant information into all required fields. Once you have entered all the necessary information select *Update* and press , *OK*.

 **Tip:** When entering an IP/Gateway address press  to enter a full stop.

### Configuring your homepage

In order to configure your homepage select *Settings* from the *Internet* menu and then select the *Homepage* option.

**You have three options:**

#### *Default*

Returns to the default homepage settings. If a default homepage has not been provided please contact your Service Provider.

#### *Current*

When in a WAP session this option sets the current WAP page as the homepage.

#### *User Specified*

Sets the entered WAP address as the homepage. You must enter a WAP address in the Homepage URL field.

 **Note:** Some service providers do not allow users to specify their homepage. Contact your service provider for more details.

Once you have selected your desired option select *Update* and press , *OK*.

### Images

In order to change your image settings select the *Settings* option from the *Internet* menu and then choose the *Images* option.

**You have four options:**

#### *Scale*

Scales large images to fit the size of the screen.

#### *All*

Displays all images regardless of size.

#### *Small*

Only displays those images small enough to be displayed fully on the screen.

#### *None*

Does not display any images.

 **Note:** Turning off or reducing image size will speed up download time.

## Password

In order to change your password settings select the *Settings* option from the *Internet* menu and then select the *Password* option.

**You have two options:**

### Require password

You are required to enter a password each time you enter an authenticated WAP site.

### Cache password

Saves your passwords once entered on authenticated WAP sites.

Once you have selected your desired option go to *Update* and press , *OK*.

In order to delete your saved passwords go to *Clear* and press , *OK*.

## Favorites

The *Favorites* menu allows you to save up to 8 WAP addresses, providing you with quick access to your favorite sites.

**There are two ways to create a favorite:**

### Creating a favorite from the Internet menu

In order to create a favorite select the *Favorites* option from the *Internet* menu. Select the *Add favorite* option and press , *OK*. Enter the desired name and WAP address. Select *Add* and press , *OK*.

The new favorite will now appear in your list of favorites.

### Creating a favorite from a WAP page

In order to create a favorite from a WAP page press the *Quick Access* key to go to the *Internet* menu. Select the *Add favorite* option. The name of your WAP page will appear at the top of the screen.

Enter the desired name for the favorite, select *Add* and press , *OK*. The new favorite will now appear in your list of favorites.

## Editing and deleting a favorite

### To edit a favorite

Select the *Favorites* option from the *Internet* menu. Select the favorite you would like to edit and press , *Edit*. Change the favorite information, name or URL, select *Update* and press , *OK*.

The favorite is updated.

### To delete a favorite

Select the *Favorites* option from the *Internet* menu. Select the favorite you would like to delete and press , *Edit*. Select *Delete favorite* and press , *OK*.

## 10 Sounds

This menu allows you to configure the various tunes that the phone plays when you receive a call or a new text message, or some other event occurs.

### Ringer

Select this option to set the ringtone for incoming calls.

### Ringtone composer

Go into the *Sounds* menu and press , *Composer*.

Change your ringtones to personalize your phone. Create your own ringtones with our ringtone composer.

You have two entry methods.

#### Text

Notes are entered textually

#### Graphic

Notes are entered on a musical score

Both entry methods use the same key presses unless stated.

In this menu the keys represent the following notes:

- |   |   |   |   |
|---|---|---|---|
|  | C   |  | G |
|  | D   |  | A |
|  | E   |  | B |
|  | F   |   |   |
|  | Enters a rest (text mode)                           |   |   |
|  | Enters a rest (graphic mode)                        |   |   |
|  | Changes the scale of the note between the range 1-4 |   |   |

-  Changes the duration of the note. Each press decreases the duration of the note between the range: full note, half note, quarter note, eighth note, sixteenth note and thirty-second note.
-  Changes a normal note to a sharp and a sharp back to a normal note.
-  Changes a normal note to a dotted, double dotted or 2/3 note.
-  Erases the previous note. A long press will clear all notes.

 **Tip:** A short press of the  and  keys will move you between notes in either entry mode.

Once you have composed the ringtone press , *Options* to enter the menu screen. The available options are:

#### Tempo

Allows you to choose from a list of tempos at which to play the ringtone.

#### Play

Allows you to play your ringtone.

#### Save

Allows you to save your ringtone.

#### Delete

Allows you to delete the ringtone.

### Send

Allows you to send your ringtone to one of your friends.

## Receiving a ringtone

If you have received a ringtone press , *Options* to enter the menu from where you can play, save or delete the ringtone. If you press  the ringtone and message will be deleted.

 **Note:** It is only possible to save 10 ringtones whether you have composed them yourself or received them as a message. To save more you will have to overwrite an existing ringtone.

## Volume

Select this option to change the volume setting for the different ringtones that the phone plays.

## Key Tones

This menu allows you to set the type of keypad tones that you would like to hear when pressing the keys.

You have three options:

### Off

No sound emitted upon a key press.

### On

Short, low volume tone.

### DTMF

These are standard tones, as used in touch tone phones. Each number has its own specific tone.

## Vibrate Mode

Select this menu to set the vibrate mode for incoming calls or text messages.

You have three options:

### Off

Deactivates the vibrate mode function.

### On

Sets the phone to vibrate for an incoming call or text message.

### Vibrate then ring

Sets the phone to vibrate for a few seconds before the phone starts to ring.

 **Note:** This option is not available on all models. None of the above settings affects any of the sounds settings.

## Events

This option allows you to set the alert sounds to on or off for the following options:

*New message* • *New broadcast* • *Low battery* • *Low credit*

 **Note:** Alert sounds can be applied only to those services supported by your carrier. When roaming certain services may not be supported.

This is only with certain subscriptions.

## Equalizer

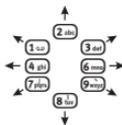
Enter the *Sounds* menu and select *Equalizer*.

This menu allows you to alter the earpiece audio settings of your phone.

Choose from these three settings to optimize audio quality:

- *Treble* • *Normal* • *Bass*

## FlippIT



Go to the *Extras* menu and select *Games* followed by *FlippIT*.

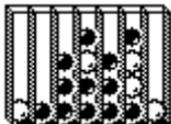
There are 6 levels; 3x3 is the easiest.

The objective of the game is to change the white discs to black discs. You do this by selecting one of the white discs by pressing the **5 (up)** key. This turns the white disc to black, but also turns all of the discs directly above, below, to the left and to the right on the selected discs to black.

You can move the cursor from one to another using the keys in the grid above. On the right of the screen you will see the number of moves that you have made so far, and also the smallest number of moves that it is possible to complete the level in.

With each higher level the grid gets bigger and harder!

## Quaddro



Go into the *Extras* menu and select *Games* followed by *Quaddro*.

You can select the number of players:

Demonstration mode lets you watch the computer play against itself.

You against the *computer*.

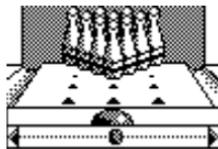
You against a *friend*.

The objective of the game is to drop your counters into the slots along the top of the board, in the attempt to create a line of four, horizontally, vertically or diagonally.

When you drop a counter, it will fall all the way to the bottom or sit on top of any other counters that are in that column. So, think carefully before you play!

You move the flashing cursor left and right along the top of the screen using the **4 (left)** and **6 (right)** keys. Pressing **5 (up)** will drop the counter into the column.

## Tenpin



Go into the *Extras* menu and select *Games* followed by *Tenpin*.

The aim of the game is to knock as many of the

pins down as possible.

To play the game press **O**, *New* and the game will begin. The game is played over 10 frames and in each frame you have two attempts to knock down all of the pins.

You can position the ball on the lane by pressing **4 (left)** or **6 (right)** to move across the lane.

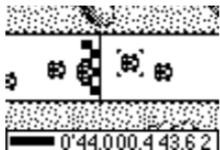
To bowl the ball straight press **(5 pt)** when the Swing bar is positioned in the center of the bowling ball.

To bowl at an angle press **(5 pt)** when the Swing bar is to the left or right of the bowling ball.

Try to get the top score of 300 and enter your name on the Hi-score table!

To enter your name use the **(2 abc)** and **(8 num)** keys to scroll through the alphabet. Press **(4 sp)** to move to the next letter and **(6 mm)** to move back. As soon as you have entered your name press **(O)**, **OK** to see the Hi-score table. Press **OK** again to return to the game menu

## Racing Game



Go to the *Extras* menu and select *Games*, then select the racing game option. To enter the game options menu

press **(O)**, *New*. It is now possible to start the race immediately or change the level of difficulty and number of laps by using the **(A)**, **(V)** and **(O)** keys.

The object of the game is to race against the other cars through the checkpoints around four championship tracks. The track will be displayed momentarily before going to the starting grid. When the race starts tap the

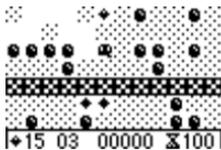
**(2 abc)** key to accelerate or **(8 num)** to decelerate. You can steer your car by tapping the **(4 sp)** key to rotate anti-clockwise or the **(6 mm)** key to rotate clockwise. The game may be paused by pressing the **(O)** key.

**Tip:** You need to tap the keys rather than holding them down.

During the race the status is shown at the bottom of the screen. Your speed is represented by a speed bar. The total race, lap and best lap counters are also shown together with the current lap number. Each time you pass a checkpoint a flag will be shown in the top left of the display. If you miss a checkpoint you will have to go back before you can proceed to the next one.

At the end of the race, if you finish in the top three, you will progress to the next track until the championship is complete. Points are awarded through the races according to your finishing position.

## Gem Raider



Go to the *Extras* menu and select *Games* followed by *Gem Raider*. To start the game press **(O)**, *New*.

Gem Raider is a game of strategy and speed where the objective is to make your way through the diamond mine, collect as

many diamonds as possible and find the exit before the air runs out.

When the game starts, your character flashes to show its position. To make your way through the mine press **(2<sub>abc</sub>)** to move up, **(8<sub>uv</sub>)** to move down, **(4<sub>gh</sub>)** to move left and **(6<sub>mno</sub>)** to move right. Game status is at the bottom of the display, showing the number of diamonds left to collect, numbers of lives remaining and score. The time left before you run out of air is shown on the bottom right. The game may be paused by pressing the **(C)** key.

As you dig through the soil, rocks will fall down behind you unless they are supported by more soil. You can support a rock on your head if you dig underneath it, but if a rock falls on you it will kill you. Increase your score by collecting diamonds by moving over them. Once you have collected sufficient diamonds your character will flash and you will be able to use the exit.

Deadly butterflies also occupy the mine. If you touch a butterfly it will kill you instantly. For bonus diamonds you can try killing the butterfly by making rocks fall onto it. Once a level is completed any remaining time is credited to your score.

The game ends when you exhaust all of your lives or complete all the levels. You may be able to enter your name on the hi-score table. Type your name using the keypad and select **(O)**, **OK** when finished.

## Splat



Go to the **Extras** menu and select **Games** followed by **Splat**. To start the game press **(O)**, **New**. You will start on level 1.

When you are ready to play, press any key.

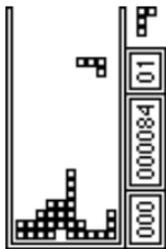
The object of the game is to stop the moles from digging up your garden. You will see a 3x3 grid of mole holes; when you see a mole peep through the hole, hit it by pressing the appropriate **(1<sub>23</sub>)** to **(9<sub>mno</sub>)** key. For example, if a mole appears in the middle hole, press **(5<sub>pqr</sub>)** because it is positioned in the middle of the **(1<sub>23</sub>)** to **(9<sub>mno</sub>)** keys.

Points are awarded for each mole hit. Watch out for surrender flags, if you hit a mole that has surrendered, points will be deducted from your score. Your score and the game status are shown at the bottom of the display. The game may be paused by pressing the **(C)** key.

At the end of the game you will receive a bonus according to your accuracy. Attain 70% or more accuracy to progress to the next level.

The game ends when you fail to progress to the next level or you reach the final level. You may be able to enter your name on the high score table. Type your name using the keypad and select **(O)**, **OK** when finished.

## Sumino



Go to the *Extras* menu and select *Games* followed by *Sumino*. To start the game press **○**, New.

You may find it helpful to rotate your telephone sideways to play this game.

The objective of the game is to arrange the randomly-generated building blocks that fall down the screen such that they interlock to form one or more continuous horizontal lines. Once a continuous line has been formed, it will be removed and all the blocks above it will fall down a line. You will be awarded points for each block positioned and each horizontal line formed.

To move the block left press **2<sub>sub</sub>**, to move it right press **8<sub>sub</sub>**. The block can be rotated by pressing **5<sub>sub</sub>**. Press **4<sub>sub</sub>** to make the block drop into place. The game may be paused by pressing the **○** key.

Your score and the game status are shown at the side of the display. The shape of the next block is also shown. The level of difficulty will increase the longer the game is played.

The game ends when the blocks reach the top of the display. You may be able to enter your name on the hi-score table. Type your

name using the keypad and select **○**, *OK* when finished.

## Scizzors



Go to the *Extras* menu and select *Games* followed by *Scizzors*. You will see an animated display.

In order to select the stone press **1<sub>sub</sub>**.

To select the paper press **2<sub>sub</sub>**.

To select the scizzors press **3<sub>sub</sub>**.

The object of the game is to try and beat the computer by selecting one of the three objects. When you do this the computer also selects one of the 3 objects.

The rules are simple:

Scizzors (2 fingers out) cuts paper, therefore scizzors wins.

Paper (flat palm) wraps stone, therefore paper wins.

Stone (fist) blunts scizzors, therefore stone wins.

Two of the same results in a tie.

## Chess



Go to the *Extras* menu and select *Games* followed by *Chess*.

To enter the game options menu press *New*. It's

possible to play the game against somebody on the same handset or remotely via SMS. Use the *Up/Down* keys to make your selection and *Select* to start the game.

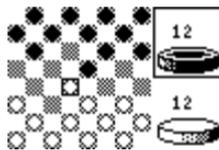
When playing via SMS you will be prompted for the mobile telephone number of the other player before the game starts.

When moves are received from another player the *Messages* option will be displayed in the game menu. Select this option using the *Up/Down* keys and press *Select*. Press *Select* again to accept the move or select one of the alternative options shown.

The conventional rules of chess apply. To move a piece, first move the flashing cursor to the piece you wish to move. To move the cursor up press the *2abc* key, to move it down press the *8uv* key, to move it left press the *4gh* key and to move it right press the *6mno* key. Once the cursor is positioned, press the *5jkl* key to select. A selected square is shown with a solid outline. Move the cursor to where you wish to move using the same method.

The color of pieces in play is shown in the top right of the display; a diagonal line is shown when the king is in check and an 'X' upon check mate. Castling is achieved by selecting the king and then the rook.

## Checkers



Go to the *Extras* menu and select *Games* followed by *Checkers*.

To enter the game options menu press *New*. It's

possible to play the game against somebody on the same handset or remotely via SMS. Use the *Up/Down* keys to make your selection and *Select* to start the game.

When playing via SMS you will be prompted for the mobile telephone number of the other player before the game starts.

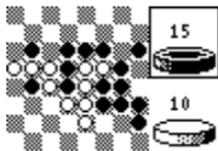
When moves are received from another player the *Messages* option will be displayed in the game menu. Select this option using the *Up/Down* keys and press *Select* twice. Press *Select* again to accept the move or select one of the alternative options shown.

The conventional rules of checkers apply. To move a piece, first move the flashing cursor to the piece you wish to move. To move the cursor up press the *2abc* key, to move it down press the *8uv* key, to move it

left press the **(4.gh)** key and to move it right press the **(6.mw)** key. Once the cursor is positioned press the **(5.n)** key to select. A selected square is shown with a solid outline. Move the cursor to where you wish to move to using the method described above.

## Reversi

Go to the *Extras* menu and select *Games* followed by *Reversi*.



Reversi is a two player board game where each player first chooses a color and then takes turns to place a

colored disc on the board. Any discs that get caught between two discs of the opposite color by a newly placed disc are reversed (i.e. they change color). You may only place a disc if doing so will reverse at least one other disc. Otherwise you have to miss a turn.

The game ends when either the board is full or neither player can make a move. The winner is the player who has more discs on the board at the end of the game.

To enter the game options menu press **(o)** *New*. It's possible to play the game against somebody on the same handset or remotely via SMS. Use the **(A)** **(V)** keys to make your selection and **(o)** *Select* to start the game.

When playing via SMS you will be prompted for the mobile telephone number of the other player before the game starts.

When moves are received from another player the *Messages* option will be displayed in the game menu. Select this option using the **(A)** **(V)** keys and press **(o)** *Select* twice. Press **(o)** *Select* again to accept the move or select one of the alternative options shown.

Move the flashing cursor to the position in which you wish to place the disk. To move the cursor up press the **(2.up)** key, to move it down press the **(8.down)** key, to move it left press the **(4.gh)** key and to move it right press the **(6.mw)** key. Once the cursor is positioned, press the **(5.n)** key to select.

## KombatClub

Go to the *Extras* menu and select *Games* followed by *KombatClub*.

KombatClub is a two-player SMS fighting game set in a fictitious dark and dirty future. Challenge your friends to an all-out, 5 round 'mean streets' bout with whatever weapons come to hand.

### Creating your profile

Before playing for the first time you must create your profile. Use the **(A)** and **(V)** keys and select *Options*. Use the **(A)** and **(V)** keys and select *Profile*. Press **(o)** to enter the menu. Select *Edit Name* and press the **(o)**

key again. Enter your name using the keypad followed by **OK**.

Select your preference of character by using the **▲▼** keys and select **Character?** Press **○** to enter the menu. Choose your character using the **▲▼** keys and press **○** to confirm.

Select **○**, **Back** to return to the previous menu.

You will start the game with the following items:

- ◆ A stick and hubcap
- ◆ Bandana
- ◆ Anorak
- ◆ Slippers
- ◆ 250 in cash

### A visit downtown



From the main menu select **Downtown** and press **○**. Move around the downtown area by using the **▲▼**

keys and Press **○** to enter. The **○** key can be used to go back to the previous menu.

### The Pawnbroker's

Here you can choose from a selection of new weapons and protective wear. Spend your money wisely. Equipment can also be

sold to recoup losses but you will not get a very good price.

### The Red Lion

The Red Lion is the busiest public house in town. Here you can review your achievements and replay your saved bouts.

### The Wall of Fame

Hi-scores and a league table of results will be written onto the Wall of Fame in graffiti.

### The Dojo

It is possible to meet some of the world's most renowned instructors and tutors in the dojo. In exchange for some cash you may improve your health (top left), strength (top right) or combat (bottom left) and defense (bottom right) skills.



### How to challenge another player

From the game menu select **Challenge** and press **○**. If you want to play a friend, select **Phone Number** and press **○** **OK**. Enter the mobile telephone number of the player you wish to challenge and press **○** **OK**. If you want to play against the server, select the server name from the list and press **○** **OK**.

Each bout of combat consists of a series of five moves. For each move there is a choice of high, medium or low attack and defense positions. Each player chooses five attack and defense moves.

Enter your desired attack position using the **⬆** **⬇** keys and press **⓪** to confirm your selection. When you have entered your five attack moves select **Accept** and press **⓪**.

Repeat this to enter your desired defense positions. If you have more than one type of equipment available you will be asked to choose which equipment to use for this bout. To send the challenge select **Yes** and press **⓪**.

### Accepting a challenge

If you receive a challenge from another player the **Messages** option will appear in the main game menu. Select **Messages** and press **⓪** to continue.

A list of outstanding challenges will be shown. Use the **⬆** **⬇** keys to select the player and press **⓪**. Select **Accept** if you wish to take up the challenge or **Decline** if you do not. Selecting **Replay later** will return you to the main game menu.

If you choose to accept the challenge enter your five attack and defense moves using the same method as challenging another player.

### The Bout of Combat



Once both players have chosen their moves the fight will commence. Each player's remaining health is shown at the

bottom of the display. When bout has finished the results are displayed. Cash is awarded for each successful hit and at the end of the game.

**Tip:** You can save bouts to watch again later and you can also save your best opponents as favorites so that you can easily challenge them again.

### Playing against a server

For all the two player games (Chess, Checkers, Reversi and KombatClub) you can play against a server, or use a server to match you with other Sendo users. To add a server use the **⬆** and **⬇** keys to select **Options** and then use the **⬆** and **⬇** keys to select **Server**. Select **Add**, enter the server name and press **⓪**. Enter the server number and press **⓪** **OK**. The game works in exactly the same way as when you play against your friends.

**Note:** This feature may not be available in all areas or on all networks. Your phone may have been pre-programmed with server details. If not, please check with your service provider or see [www.sendo.com/gameserver](http://www.sendo.com/gameserver) for relevant server details.

## Customizing your telephone

It is possible to assign pictures to items in the main menu, the idle screen, screen saver and contacts in the phone book.

### Receiving a picture

Pictures and logos for your phone can be obtained from a wide number of sources. When you have received your picture "1 new picture" will be displayed. To view the picture press , *View*. To accept the picture press , *Save*.

The picture list menu will appear. Highlight a position to save the picture and press , *Select*. Enter a name for the picture using the keypad and press , *OK*.

### Managing your pictures

Go to the *Extras* menu followed by *Pictures*, and press , *Select*.

If you have received pictures, they will be displayed by name in the order they were received. Use the   keys to choose a picture and press , *Options*. You may also view the picture by pressing , *View*.

Available options from the following menu will appear:

#### *Assign*

Used to assign the selected picture to an item.

#### *Unassign*

Removes the association of the selected picture to an item.

#### *Delete*

Permanently deletes the selected picture.

#### *Unassign all*

Removes the association of all pictures to any items. Press , *OK* to confirm.

#### *Delete all*

Permanently deletes all pictures. Press , *OK* to confirm.

#### *Memory*

Displays the amount of remaining memory.

### Assigning a picture

From the above menu select *Assign* and press , *Select*.

From the menu that follows it is possible to assign a picture to any main menu item, the idle screen, screensaver or a contact in your contacts list. Make your choice using the   keys and press , *Select*.

If you select the main menu option a new sub-menu will be displayed. Select the name of the menu you would like to assign the picture to using the method described above. To display pictures in the main menu, animations must be set to off.

 **Tip:** To view the clock when a picture is assigned to the idle screen press the  key.

## 12 Settings

### Languages

This menu allows you to change the language of the phone.

### Alarm clock

You can use your phone as an alarm clock.

Enter the *Settings* menu and press , *Alarm*. Set the alarm to *On* and enter the time, specifying AM or PM, when you require the phone to ring. When it rings press

, *Off* to switch it off, or

, *Snooze* to stop the alarm for ten minutes. The alarm will then sound again.

 **Note:** The alarm will sound even if the phone is switched off. The phone will power on but you will not be able to receive or make calls. Once the alarm finishes the phone will switch off.

### Setting time and date

Go to *Set date* and press , *Select*. Enter the date and press , *OK*.

Press , *Select*. Enter the time, specifying AM or PM, Press , *OK*.

The date and time will be stored.

### Screensaver

A screensaver is a picture that is displayed when the phone has been idle for a certain amount of time.

It is possible to turn this on or off, select the delay before it becomes active and change the picture.

When the screensaver is active press  to use the phone

### Auto redial

When this function is activated, the phone will automatically redial a number when the call attempt fails. If the other user's phone is busy, the phone will wait a few seconds before each attempt, and then beep when it succeeds.

### Auto answer

This function is only applicable when certain hands-free accessories (e.g., a personal hands-free headset) are connected to the phone. When you receive an incoming call with this feature activated, the phone rings three times before automatically accepting the call.

### Any key answer

When this function is activated, you can answer an incoming call by pressing any key, except , *Reject*.

## Animations

It is possible to enable or disable animations of the main menu.

 **Note:** when assigning downloaded pictures to the main menu the menu animations must be set to Off.

## Security

Your PIN (Personal Identity Number) code is a code that you can use to protect your phone from unwanted users. This is the number that the phone asks for at switch on.

### PIN Code:

- 1 Activate PIN entry requirement at switch on (if your SIM card supports this).
- 2 Deactivate PIN entry requirement at switch on (if your SIM card supports this).
- 3 Change PIN.
- 4 Change PIN2.

Some network services require a separate security code. This code is the PIN2. This menu allows you to change the PIN2 code that the mobile asks for when using certain features. To activate the PIN code requirement or change the PIN code, you need to enter the current PIN code.

If you don't know your PIN code, contact your service provider.

 **Note:** If you enter the wrong PIN code three times, the SIM card is locked. You must contact your service provider for further instructions.

## Shortcuts

To lock/unlock the keypad, press , then  from the main screen.

To enter/exit silent mode press  then  from the main screen.

To enter a pause while dialing press and hold  until the letter *p* appears. This will insert a pause of 3 seconds.

## 13 Services

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### Commands

This menu allows you to send special commands to the network to get specific information. This could be information such as the time and date, your own phone number, or the amount of credit remaining on your SIM card. The commands, and whether this feature is available, can be obtained from your service provider. You can store the number of the command and a name. Once stored, scroll to the command and press , *Send* to get the required information from the network.

### Network selection

This menu allows you to choose how the phone searches for the network.

#### Mode

##### *Automatic*

Sets the search mode to automatic. The phone searches all available networks and automatically selects one.

##### *Manual*

Sets the search mode to manual. The phone searches all available networks and, when finished, displays a list of all the networks found. You can scroll up and down with   to select the network that you wish to use. Once you select a network, your phone will always try to select this network. Network selection stays manual until you switch to automatic mode.

### Search

Searches for and then displays all available networks. If you are in manual mode then the selected network will become your default network.

### Send number

This menu allows you to select whether you hide your identity or not when you call someone.

**There are three options:**

#### *Network*

Setting returns to Network default setting.

#### *On*

Your telephone number is sent to your correspondent when you call.

#### *Off*

Your telephone number is not sent to your correspondent when you call.

### Cost/timers

This menu contains all information on the amount of time you have spent on calls.

**This menu offers five options:**

#### *Balance*

Displays the amount of credit that you have left on your prepaid card.

#### *Outgoing*

Displays the total time that you have spent on your phone on outgoing calls.

### Incoming

Displays the total time that you have spent on your phone on incoming calls.

### Limit

Allows you to view and set the maximum cost limit that you can go up to.

### Rate

Allows you to set the price per unit, and enter the currency in which you wish the call costs to be displayed.

☞ **Note:** The actual time invoiced by your service provider may vary depending on network features to which you subscribe, rounding off, taxes and other fees and charges.

## Forward

This network feature allows you to forward your incoming calls to your voice mailbox or to another number.

**This menu offers four options:**

### If busy

When activated, calls will be forwarded if you are already in a call.

### If no answer

When activated, calls will be forwarded if you do not answer your phone.

### Unreachable

When activated, calls will be forwarded if your phone is off or if you are out of coverage.

### All calls

When activated, all of your incoming calls will be forwarded. For each of the above, you can: Check, activate or cancel the service.

## Service numbers

Your service provider may have pre-programmed some useful numbers into your SIM card. These numbers normally give access to special services. For more information contact your service provider.

- 1 Press , **Contacts** to display the contact list menu, scroll using  .
- 2 Scroll to the **Service no.** option, then press , **Select**.

## Call waiting

This menu allows you to activate or deactivate the call waiting feature.

☞ **Note:** Your network may not support all of these features. Any unsupported features will not be shown in the menu.

# 14 Troubleshooting

Problem	Possible cause	Possible corrective action
Phone does not power on	Battery empty	Fully charge the battery and then press  .
	Battery contacts dirty	Clean contacts on battery and phone with a dry cloth, attach battery, wait a few seconds and press  .
Phone does not charge	Battery empty	Charge for 2 hours. Don't worry if the battery icon does not change immediately.
	Charger incorrectly connected	Disconnect and try again. Check the main socket, and the connection to the phone.
Battery	How long should I charge the battery the first time?	12 hours continuous.
I don't get as much battery life as I expected	The phone uses battery power when it is switched on even if it is not in a call. Making calls and playing with the different functions of the phone will run down the battery faster. The stated battery life is under optimum conditions.	Charge the phone regularly.
"Insert SIM" is displayed when I switch on the phone	SIM card is incorrectly inserted or missing. SIM card is damaged or dirty	Check that the SIM card is positioned correctly, and that the metal clip is slid across. Try again. Visually check the SIM and clean the contacts with a dry cloth. Try again.
The PIN code is blocked	3 incorrect entries	Enter the unblocking code supplied with the SIM card. If you do not have this code, contact your service provider.
The PIN2 code is blocked	3 incorrect entries	Enter the PIN2 unblocking code supplied with the SIM card. If you do not have this code, contact your service provider.
"NCK Code" is displayed on my handset	The handset is locked to a network and a SIM from another network has been placed in the telephone	Remove the SIM and insert the correct network SIM.

Problem	Possible cause	Possible corrective action
"Blocked" is displayed on my handset	The NCK code has been entered incorrectly 10 times and the handset has been security disabled	Return the handset to your service operator or to an authorized Sendo service center for resetting.
A key on the keypad is not working	The keypad is not seated correctly after removing and replacing the telephone's plastic cover	Remove the telephone's plastic cover and re-seat the keypad correctly.
Poor display	Low temperature	Move to a warmer place and let the phone warm up.
Can't connect to network	Weak signal	Move into an area of better coverage. If you are in a building, move towards a window.
	Invalid SIM card	Contact your service provider.
	Network not allowed	Try reselecting the network. Switch off and then back on.
Can't make/receive calls	Weak signal	Check that the service provider name is displayed on the screen. If not, try to reconnect to the network.
	Phone is switched off	Press  for a few seconds.
	Check the number	Use the full area code and country code in the number.
	Call key not pressed	After dialing the number you must press  , <i>Call</i> .
	Network is busy	If you hear rapid beeps, then the network is busy. Hang up and try again.
	Call barring or fixed dialing is activated	Check the fixed dialing settings. Otherwise check the call barring settings with your service provider.
	Not registered with service provider	After purchasing your phone, you may need to call your service provider to activate the line.
No credit left on your prepaid card	Recharge your credit.	
Low earpiece volume	Low setting	Press  when you are in a call to increase the volume.
Low ringer melody	Low setting	Go into the <i>Sounds</i> menu, select <i>Volume</i> and increase the setting.

<b>Problem</b>	<b>Possible cause</b>	<b>Possible corrective action</b>
Cannot enter some words	Wrong entry mode	Your phone has T9 text input (i.e. it guesses what words you are trying to enter). To enter a special word press <b>[*#]</b> repeatedly to change to normal multi tap mode.
"Message list full" is displayed in the main screen	Your SIM card memory is full of text messages, therefore you cannot receive any more messages.	Go into the <b>Read</b> menu of the message menu and delete some of your messages.
Some features do not work	Feature not supported by the operator or your subscription.	Call your service provider.
Some menus are missing	There are restrictions on your SIM card or subscription.	Call your service provider.
I can only enter names of up to 7 characters in my contact list	Your phone is in Unicode mode.	Change the Characters Message Setting to GSM mode. See the Message Settings section for more information.

## IMPORTANT SAFETY INFORMATION

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.

### Drive Safely

Do not use a hand-held telephone while driving. Give your full attention to driving. If using a hand-held phone, pull over safely and park the vehicle in a safe location first. Always place the phone in its holder; do not place the phone on the passenger seat, near an airbag or where it can break loose in a collision or sudden stop.

Always obey local laws and regulations regarding the use of a cellular phone in the areas where you drive. In some areas, it is illegal to use a cellular telephone while driving, and hands-free operation is required in many other areas. Do not hold your phone in your hand while driving.

Do not use a headset (such as a headset that covers both ears) that interferes with your ability to hear emergency vehicle sirens or the warning horns of other vehicles. Driving safely always comes first!

### Operation

Remember to follow any special regulations in force in any area and always switch off your phone whenever you are instructed not to use it, or when its use may be illegal or cause interference or danger. Most modern electronic equipment is shielded from RF signals. However, certain electronic equipment may not be shielded against the RF signals from your wireless phone.

Read the user's manual of any accessory or device and its operation and safety instructions before using it with your phone. Do not connect incompatible products.

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 antenna should point up and over your shoulder.

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

The charger is compatible only with power sources indicated on its label. Do not connect the charger to a power source of a different voltage or frequency. Do not use the charger outdoors or in areas where it may become wet. Unplug the charger from the wall socket using the body of the charger, not the cord. Locate the cord so that it will not be tripped over, stepped on or damaged. Do not use the charger if it is damaged. Unplug the charger from the wall socket before cleaning it. Use a slightly damp cloth for cleaning, and allow the charger to dry fully before plugging it in.

Only use accessories approved by Sendo. Using unapproved accessories with your phone may result in degraded performance, fire, electric shock or injury, and may void the warranty. Please check with your dealer for the availability of approved accessories. Your phone is intended for use only with chargers approved by the manufacturer. Any other use will invalidate any approval given to your phone and may be dangerous.

### Children

Your phone is not a toy. Do not allow small children to play with it. They could hurt themselves or others.

Children could also damage the phone or make calls that increase your telephone bill.

### Pacemakers

Sendo recommends that a minimum separation of 20 cm ( or 6 inches) be maintained between a wireless phone and a pacemaker to avoid potential interference with the pacemaker. These recommendations are consistent with the independent research by and recommendations of Wireless Technology Research. Persons with pacemakers:

- ◆ Should always keep the phone more than 20 cm (or 6 inches) from their pacemaker when the phone is switched on;
- ◆ Should not carry the phone in a breast pocket;
- ◆ Should use the ear opposite the pacemaker to minimize the potential for interference.
- ◆ If you have any reason to suspect that interference is taking place, switch off your phone immediately.

### Hearing Aids

Some wireless phones may interfere with some hearing aids. In the event of such interference, you should consult your service provider.

### Medical Equipment

Operation of wireless phones, may interfere with the inadequately protected medical devices. Consult a physician or the manufacturer of the medical device to determine if they are adequately shielded from external RF energy. Turn off your phone in hospital and other health care facilities when any regulations posted in these areas instruct you to do so, as equipment that could be sensitive to external RF energy may be in operation.

### Vehicles

RF signals may affect improperly installed or inadequately shielded electronic systems in motor vehicles (e.g. electronic fuel injection systems, electronic anti-skid (anti-lock) braking systems, electronic speed control systems, air bag systems). Check with the supplier or its representative regarding your vehicle. You should also consult the supplier of any equipment that has been added to your vehicle.

Do not place your phone or any accessories in the area over an airbag or in the airbags deployment area. An airbag inflates with great force, and serious injury could occur.

Using your phone in a vehicle demands special considerations. The fitting of any accessories to a vehicle should only be undertaken by a suitably qualified person to ensure that vehicle systems are not adversely affected, and that the accessory gives optimum performance.

Only qualified personnel should service the phone, or install the phone in a vehicle. Faulty installation or service may be dangerous and may invalidate any warranty that may apply to the unit.

Check regularly that all wireless phone equipment in your vehicle is mounted and operating properly.

Do not store or carry flammable liquids, gases or explosive materials in the same compartment as the phone, its parts or accessories.

Switch off your phone before boarding a non-commercial aircraft or when instructed to do so on a commercial airline. The use of wireless telephones in an aircraft may interfere with the operation of the aircraft and may be illegal.

### Posted Areas

Turn off your phone in any area where posted notices so require.

### Potentially Explosive Atmospheres

Turn off your phone and do not remove its battery when in any area with a potentially explosive atmosphere and obey all signs and instructions. It is rare, but your phone or its accessories could generate sparks. Sparks in such areas could cause an explosion or fire resulting in property damage, bodily injury or even death. Areas with potentially explosive atmospheres are often, but not always, clearly marked. They include: Fuelling areas, such as petrol stations, below deck on boats, and fuel or chemical transfer and storage facilities. Follow these guidelines also when you enter areas where fuel odors are present, such as when a gas leak occurs in a home; 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.

Turn off your phone when at gas or petrol stations (service station). Users are reminded of the need to 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.

### Blasting Areas

To avoid interfering with blasting operations, turn your phone off when in a "blasting area" or in areas posted "turn off two-way radio". Obey all signs and instructions.

### Emergency Calls

#### IMPORTANT!

This phone, like any 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 (e.g. medical emergencies).

Remember, to make or receive any 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.

To make an emergency call:

**1** If the phone is not on, switch it on.

 **Note:** Some networks may require that a valid SIM card be properly inserted in the phone.

**2** Press and hold the Clear key for several seconds to ready the phone for calls.

**3** Key in the emergency number for your present location (e.g. 911, 112 or other official emergency number). Emergency numbers vary by location.

**4** Press the Call key.

If certain features are in use (Key guard, Locking, Call Restricting etc.), you may first need to turn those features off before you can make an emergency call.

When making an emergency call, follow all instructions of the emergency operation and do not hang up until requested to do so.

### Servicing

Do not attempt to disassemble or repair your phone, as you may damage the phone or injure yourself and will void your warranty. Only qualified personnel at an authorized service center should perform repairs. Your phone does not contain any consumer serviceable parts. Make back up copies of all data and delete security sensitive data before sending your phone in for repair.

### Back Up Data

To avoid loss of important information, remember to make back up copies of all data regularly.

### Disposal

Your battery and other components may require precautions to be taken for safe disposal. The battery type is indicated on the battery label. Please follow all local and/or governmental laws and regulations when disposing of your phone or battery.

- ◆ Keep your phone away from open flames such as lit candles or cigarettes.
- ◆ Use only the supplied or an approved replacement antenna. Unauthorized antennas, modifications or attachments could damage the phone and may violate regulations governing radio devices. When removing the antenna, keep it out of small children's reach.
- ◆ If the phone, battery, or any accessory is not working properly, take it to your nearest qualified service facility. Back up all data before taking your phone to a service center as maintenance or recovery of data is not guaranteed. If you have any sensitive information, please back it up and then delete it from your phone before taking your phone to the service center.

## Care and Maintenance

Follow these care and maintenance instructions to improve the performance and life of your phone. Failure to follow the suggestions may invalidate your phone's warranty:

- ◆ Keep it and all its parts and accessories out of small children's reach.
- ◆ Keep it dry.
- ◆ Do not use or store it in dusty or dirty areas.
- ◆ Do not attempt to take the phone apart.
- ◆ Do not drop, throw or shake it.
- ◆ Do not use soaps, chemicals, cleaning solvents, or strong detergents to clean it. Use a moist cloth to wipe it.
- ◆ Avoid exposing your phone to any severe shocks, extreme (hot or cold) temperatures or moisture.

## Radio frequency (RF) signals

THIS MODEL PHONE MEETS THE GOVERNMENT'S REQUIREMENTS FOR EXPOSURE TO RADIO WAVES.

Your wireless phone is a radio transmitter and receiver. It is designed and manufactured not to exceed the emission limits for exposure to radio frequency (RF) energy set by the Federal Communications Commission of the U.S. Government and by Health Canada. These limits are part of comprehensive guidelines and establish permitted levels of RF energy for the general population. The guidelines are based on standards that were developed by independent scientific organizations through periodic and thorough evaluation of scientific studies. The standards include a substantial safety margin designed to assure the safety of all persons, regardless of age and health. The exposure standard for wireless mobile phones employs a unit of measurement known as the Specific Absorption Rate, or SAR. The SAR limit set by the FCC and Health Canada is 1.6W/kg.\* Tests for SAR are conducted using standard operating positions accepted by the FCC and Industry Canada with the phone transmitting at its highest certified power level in all tested frequency bands. Although the SAR is determined at the highest certified power level, the actual SAR level of the phone while operating can be well below the maximum value. This is because the phone is designed to operate at multiple power levels so as to use only the power required to reach the network. In general, the closer you are to a wireless base station antenna, the lower the power output.

Before a phone model is available for sale to the public in the US and Canada, it must be tested and certified to the FCC and Industry Canada that it does not exceed the limit established by the

government-adopted requirement for safe exposure. The tests are performed in positions and locations (for example, at the ear and worn on the body) as approved by the FCC and Industry Canada for each model. The highest SAR value for this model phone as reported to the FCC and available for review by Industry Canada when tested for use at the ear is 1.39 W/kg, and when worn on the body, as described in this user guide, is 0.435 W/kg. (Body-worn measurements differ among phone models, depending upon available accessories and FCC requirements.) While there may be differences between the SAR levels of various phones and at various positions, they all meet the government requirement.

The FCC and Industry Canada have granted an Equipment Authorization for this model phone with all reported SAR levels evaluated as in compliance with the FCC RF exposure guidelines. SAR information on this model phone is on file with the FCC and can be found under the Display Grant section of <http://www.fcc.gov/oet/fccid> after searching on FCC ID:P6PSND251, Industry Canada ID: IC:4279A-SND251 or MET Listing no:E112302. For body-worn operation, to maintain compliance with FCC RF exposure guidelines, use only Sendo-approved accessories. When carrying the phone while it is on, place the phone in the original Sendo carry case that has been tested for compliance.

Use of non-Sendo-approved accessories may violate FCC RF exposure guidelines and should be avoided.

\*In the United States and Canada, the SAR limit for mobile phones used by the public is 1.6 watts/kg (W/kg) averaged over one gram of tissue and allows for testing and other tolerances. The standard incorporates a substantial margin of safety to give additional protection for the public and to account for any variations in measurements.



## The U.S. Food and Drug Administration's Center for Devices and Radiological Health Consumer Update on Mobile Phones

FDA has been receiving inquiries about the safety of mobile phones, including cellular phones and PCS phones. The following summarizes what is known—and what remains unknown—about whether these products can pose a hazard to health, and what can be done to minimize any potential risk. This information may be used to respond to questions.

### Why the concern?

Mobile phones emit low levels of radiofrequency energy (i.e. radiofrequency radiation) in the microwave range while being used. They also emit very low levels of radiofrequency energy (RF), considered non-significant, when in the stand-by mode. It is well known that high levels of RF can produce biological damage through heating effects (this is how your microwave oven is able to cook food). However, it is not known whether, to what extent, or through what mechanism, lower levels of RF might cause adverse health effects as well. Although some research has been done to address these questions, no clear picture of the biological effects of this type of radiation has emerged to date. Thus, the available science does not allow us to conclude that mobile phones are absolutely safe, or that they are unsafe. However, the available scientific evidence does not demonstrate any adverse health effects associated with the use of mobile phones.

### What kinds of phones are in question?

Questions have been raised about hand-held mobile phones, the kind that have a built-in antenna

that is positioned close to the user's head during normal telephone conversation. These types of mobile phones are of concern because of the short distance between the phone's antenna—the primary source of the RF—and the person's head. The exposure to RF from mobile phones in which the antenna is located at greater distances from the user (on the outside of a car, for example) is drastically lower than that from hand-held phones, because a person's RF exposure decreases rapidly with distance from the source. The safety of so-called "cordless phones," which have a base unit connected to the telephone wiring in a house and which operate at far lower power levels and frequencies, has not been questioned.

### How much evidence is there that hand-held mobile phones might be harmful?

Briefly, there is not enough evidence to know for sure, either way; however, research efforts are ongoing. The existing scientific evidence is conflicting and many of the studies that have been done to date have suffered from flaws in their research methods. Animal experiments investigating the effects of RF exposures characteristic of mobile phones have yielded conflicting results. A few animal studies, however, have suggested that low levels of RF could accelerate the development of cancer in laboratory animals. In one study, mice genetically altered to be predisposed to developing one type of cancer developed more than twice as many such cancers when they were exposed to RF energy compared to controls. There is much uncertainty among scientists about whether results obtained from animal studies apply to the use of mobile phones. First, it is uncertain how to apply the results obtained in rats and mice to humans. Second, many of the studies that showed increased tumor development used animals that had already been treated with cancer-

causing chemicals, and other studies exposed the animals to the RF virtually continuously—up to 22 hours per day.

For the past five years in the United States, the mobile phone industry has supported research into the safety of mobile phones. This research has resulted in two findings in particular that merit additional study:

- 1 In a hospital-based, case-control study, researchers looked for an association between mobile phone use and either glioma (a type of brain cancer) or acoustic neuroma (a benign tumor of the nerve sheath). No statistically significant association was found between mobile phone use and acoustic neuroma. There was also no association between mobile phone use and gliomas when all types of types of gliomas were considered together. It should be noted that the average length of mobile phone exposure in this study was less than three years.

When 20 types of glioma were considered separately, however, an association was found between mobile phone use and one rare type of glioma, neuroepitheliomatous tumors. It is possible with multiple comparisons of the same sample that this association occurred by chance. Moreover, the risk did not increase with how often the mobile phone was used, or the length of the calls. In fact, the risk actually decreased with cumulative hours of mobile phone use. Most cancer-causing agents increase risk with increased exposure. An ongoing study of brain cancers by the National Cancer Institute is expected to bear on the accuracy and repeatability of these results<sup>1</sup>.

- 2 Researchers conducted a large battery of laboratory tests to assess the effects of exposure to mobile phone RF on genetic material. These included tests for several kinds of abnormalities, including mutations,

chromosomal aberrations, DNA strand breaks, and structural changes in the genetic material of blood cells called lymphocytes. None of the tests showed any effect of the RF except for the micronucleus assay, which detects structural effects on the genetic material. The cells in this assay showed changes after exposure to simulated cell phone radiation, but only after 24 hours of exposure. It is possible that exposing the test cells to radiation for this long resulted in heating. Since this assay is known to be sensitive to heating, heat alone could have caused the abnormalities to occur. The data already in the literature on the response of the micronucleus assay to RF are conflicting. Thus, follow-up research is necessary<sup>2</sup>.

FDA is currently working with government, industry, and academic groups to ensure the proper follow-up to these industry-funded research findings. Collaboration with the Cellular Telecommunications Industry Association (CTIA) in particular is expected to lead to FDA providing research recommendations and scientific oversight of new CTIA-funded research based on such recommendations.

Two other studies of interest have been reported recently in the literature:

- 1 Two groups of 18 people were exposed to simulated mobile phone signals under laboratory conditions while they performed cognitive function tests. There were no changes in the subjects' ability to recall words, numbers, or pictures, or in their spatial memory, but they were able to make choices more quickly in one visual test when they were exposed to simulated mobile phone signals. This was the only change noted among more than 20 variables compared<sup>3</sup>.

- 2 In a study of 209 brain tumor cases and 425 matched controls, there was no increased risk of brain tumors associated with mobile phone use. When tumors did exist in certain locations, however, they were more likely to be on the side of the head where the mobile phone was used. Because this occurred in only a small number of cases, the increased likelihood was too small to be statistically significant<sup>4</sup>.

In summary, we do not have enough information at this point to assure the public that there are, or are not, any low incident health problems associated with use of mobile phones. FDA continues to work with all parties, including other federal agencies and industry, to assure that research is undertaken to provide the necessary answers to the outstanding questions about the safety of mobile phones.

#### **What is known about cases of human cancer that have been reported in users of hand-held mobile phones?**

Some people who have used mobile phones have been diagnosed with brain cancer. But it is important to understand that this type of cancer also occurs among people who have not used mobile phones. In fact, brain cancer occurs in the U.S. population at a rate of about 6 new cases per 100,000 people each year. At that rate, assuming 80 million users of mobile phones (a number increasing at a rate of about 1 million per month), about 4800 cases of brain cancer would be expected each year among those 80 million people, whether or not they used their phones. Thus it is not possible to tell whether any individual's cancer arose because of the phone, or whether it would have happened anyway. A key question is whether the risk of getting a particular form of cancer is greater among people who use mobile phones than among the rest of the

population. One way to answer that question is to compare the usage of mobile phones among people with brain cancer with the use of mobile phones among appropriately matched people without brain cancer. This is called a case-control study. The current case-control study of brain cancers by the National Cancer Institute, as well as the follow-up research to be sponsored by industry, will begin to generate this type of information.

#### **What is FDA's role concerning the safety of mobile phones?**

Under the law, FDA does not review the safety of radiation-emitting consumer products such as mobile phones before marketing, as it does with new drugs or medical devices. However, the agency has authority to take action if mobile phones are shown to emit radiation at a level that is hazardous to the user. In such a case, FDA could require the manufacturers of mobile phones to notify users of the health hazard and to repair, replace or recall the phones so that the hazard no longer exists. Although the existing scientific data do not justify FDA regulatory actions at this time, FDA has urged the mobile phone industry to take a number of steps to assure public safety. The agency has recommended that the industry: support needed research into possible biological effects of RF of the type emitted by mobile phones; Design mobile phones in a way that minimizes any RF exposure to the user that is not necessary for device function; and cooperate in providing mobile phone users with the best possible information on what is known about possible effects of mobile phone use on human health. At the same time, FDA belongs to an interagency working group of the federal agencies that have responsibility for different aspects of mobile phone

safety to ensure a coordinated effort at the federal level. These agencies are:

- ◆ National Institute for Occupational Safety and Health
- ◆ Environmental Protection Agency
- ◆ Federal Communications Commission
- ◆ Occupational Health and Safety Administration
- ◆ National Telecommunications and Information Administration

The National Institute of Health also participates in this group.

**In the absence of conclusive information about any possible risk, what can concerned individuals do?**

If there is a risk from these products—and at this point we do not know that there is—it is probably very small. But if people are concerned about avoiding even potential risks, there are simple steps they can take to do so. For example, time is a key factor in how much exposure a person receives. Those persons who spend long periods of time on their hand-held mobile phones could consider holding lengthy conversations on conventional phones and reserving the hand-held models for shorter conversations or for situations when other types of phones are not available.

People who must conduct extended conversations in their cars every day could switch to a type of mobile phone that places more distance between their bodies and the source of the RF, since the exposure level drops off dramatically with distance. For example, they could switch to

a mobile phone in which the antenna is located outside the vehicle,

a hand-held phone with a built in antenna connected to a different antenna mounted on the outside of the car or built into a separate package,

or

a headset with a remote antenna to a mobile phone carried at the waist.

Again, the scientific data do not demonstrate that mobile phones are harmful. But if people are concerned about the radiofrequency energy from these products, taking the simple precautions outlined above can reduce any possible risk.

**Where can I find additional information?**

For additional information, see the following websites:

Federal Communications Commission (FCC) RF Safety Program (select "Information on Human Exposure to RF Fields from Cellular and PCS Radio Transmitters"):

<http://www.fcc.gov/oet/rfsafety>

World Health Organization (WHO) International Commission on Non-Ionizing Radiation Protection (select Qs & As):

<http://www.who.int/emf>

United Kingdom, National Radiological Protection Board:

<http://www.nrpb.org.uk>

Cellular Telecommunications Industry Association (CTIA):

<http://www.wow-com.com>

U.S. Food and Drug Administration (FDA) Center for Devices and Radiological Health:

<http://www.fda.gov/cdrh/consumer/>

1 Muscat et al. Epidemiological Study of Cellular Telephone Use and Malignant Brain Tumors. In: State of the Science Symposium; 1999 June 20; Long Beach, California.

2 Tice et al. Tests of mobile phone signals for activity in genotoxicity and other laboratory assays.

In: Annual Meeting of the Environmental Mutagen Society; March 29, 1999, Washington, D.C.; and personal communication, unpublished results.

3 Preece, AW, Iwi, G, Davies-Smith, A, Wesnes, K, Butler, S, Lim, E, and Varey, A. Effect of a 915-MHz simulated mobile phone signal on cognitive function in man. *Int. J. Radiat. Biol.*, April 8, 1999.

4 Hardell, L, Nasman, A, Pahlson, A, Hallquist, A and Mild, KH. Use of cellular telephones and the risk for brain tumors: a case-control study. *Int. J. Oncol.*, 15: 113-116, 1999.

## Sendo One Year Limited Warranty

Sendo America, Inc. ("SENDO") warrants, subject to the exclusions and limitations set forth below, that this cellular phone ("Product") is free from defects in material and workmanship that result in Product failure during normal usage, according to the following terms and conditions:

1. The limited warranty for the Product extends for ONE (1) year beginning on the date of the purchase of the Product or FIFTEEN (15) months from the date of its manufacture as determined by the date code in the Product.
2. The limited warranty extends to the original purchaser of the Product ("Consumer") and is not assignable or transferable to any subsequent purchaser or user.
3. The Limited warranty extends only to Consumers who purchase the Product in the market for its intended sale
4. During the limited warranty period, SENDO will repair, or replace, at SENDO's sole option, any defective parts, or any parts that will not properly operate for their intended use with new or refurbished replacement items if such repair or replacement is needed because of malfunction or failure of the Product during normal usage. No charge will be made to the Consumer for any such parts. SENDO will also pay for the labor charges incurred by SENDO in repairing or replacing the defective parts. The limited warranty does not cover defects in appearance, cosmetic, decorative or structural items, including framing, and any non-operative parts. This limited warranty does not
5. apply to any damage or failure to operate caused by use of the product other than in accordance with the instructions contained in the User Manual, or for periodic maintenance or repair due to normal wear and tear. SENDO's limit of liability under the limited warranty shall be the actual cash value of the Product at the time the Consumer returns the Product for repair, determined by the price paid by the Consumer for the Product less a reasonable amount for usage. SENDO shall not be liable for any other losses or damages. These remedies are the Consumer's exclusive remedies for breach of warranty.
5. Upon request from SENDO, the Consumer must prove the date of the original purchase of the Product by a dated bill of sale or dated itemized receipt.
6. The Consumer shall bear the cost of taking or shipping the Product to the place of purchase or the Customer Service Department of SENDO. If the Product was taken to the place of purchase, the Consumer shall bear the cost of retrieving the Product. If shipped to SENDO, SENDO shall bear the cost of shipping the Product back to the Consumer after the completion of service under this limited warranty and provided that repairs were required to be performed under this limited warranty.
7. The Consumer shall have no coverage or benefits under this limited warranty if any of the following conditions are applicable:
  - a) The Product has been subject to abnormal use, abnormal conditions, improper storage, exposure to moisture or dampness, unauthorized modifications, unauthorized connections,

unauthorized repair, misuse, neglect, abuse, accident, alteration, improper installation, or other acts which are not the fault of SENDO, including damage caused by shipping.

b) Physical damage to the surface of the Product, including scratches or cracks in or to the outside casing or LCD, or damages caused by dropping the Product.

c) The Product has been damaged from external causes such as liquid, water, collision with an object, or from fire, flooding, sand, dirt, windstorm, lightening, earthquake or damage from exposure to weather conditions, an Act of God, or battery leakage, theft, blown fuse, or improper use of any electrical source, damage caused by computer or internet viruses, bugs, worms, Trojan Horses, cancelbots or damage caused by the connection to other products not recommended for interconnection by SENDO.

d) The Product has been altered or repaired by anyone other than an approved SENDO service center or if it has been used with unapproved accessories or other ancillary items.

e) For adaptations or adjustments made to the Product to comply with local standards in any country other than one for which the Product was designed and manufactured.

f) Loss or integrity of any user data stored in the Product or any storage device used in conjunction with the Product at any time

g) The Customer Service Department at SENDO was not advised by the Consumer in writing of the alleged defect or malfunction of the Product within fourteen (14) days after the expiration of the applicable limited warranty period.

h) The Product serial number plate or the accessory data code has been removed, defaced or altered.

i) The defect or failure to operate was caused by defective function of the cellular system or by inadequate signal reception.

8. If a problem develops during the limited warranty period, the Consumer shall take the following step-by-step procedure:

a) The Consumer shall return the Product to the place of purchase for repair or replacement processing. Back up all data before returning the Product for repair. If the Consumer has sensitive information stored on the Product, the Consumer must copy it to another device and delete it from the Product before repair.

b) If "a" is not convenient because of distance (more than 50 miles) or for other good cause, the Consumer may contact the Customer Service Department at SENDO, at the phone number listed on the bottom of the next page, for further instructions.

c) The Consumer shall ship the Product prepaid and insured. Expenses related to removing the Product from an installation are not covered under this limited warranty.

d) The Consumer will be billed for any parts or labor charges not covered by this limited warranty. The Consumer will be responsible for any expenses related to reinstallation of the Product.

e) SENDO will repair or authorize the repair of the Product under the limited warranty within 30 days after receipt of the Product by SENDO or an SENDO authorized service center. If SENDO cannot perform repair covered under this limited warranty within 30 days, or after a reasonable number of attempts to repair the same defect, SENDO at its sole option, will provide a replacement Product or refund the purchase price of the Product less a reasonable amount for usage.

f) If the Product is returned to the Customer Service Department at SENDO during the limited warranty period, but the problem with the Product is not covered under the terms and conditions of this limited warranty, the Consumer will be notified and given an estimate of the charges the Consumer must pay to have the Product repaired, with all shipping charges billed to the Consumer. If the estimate is refused, the Product will be returned freight collect. If the Product is returned to the Customer Service Department at SENDO after the expiration of the limited warranty period, SENDO's normal service policies shall apply and the Consumer will be responsible for all shipping charges.

9. The Product consists of newly assembled equipment that may contain used components that have been reprocessed to allow machine compliance with Product performance and reliability specifications.

10. ANY IMPLIED WARRANTY OF MERCHANTABILITY, OR FITNESS FOR A PARTICULAR PURPOSE OR USE, SHALL BE LIMITED TO THE DURATION OF THE FOREGOING LIMITED WRITTEN WARRANTY. OTHERWISE, THE FOREGOING LIMITED WARRANTY IS THE CONSUMER'S SOLE AND EXCLUSIVE REMEDY AND IS IN LIEU OF ALL OTHER WARRANTIES, EXPRESS OR IMPLIED. SENDO DOES NOT WARRANT UNINTERRUPTED OR ERROR FREE INTERNET OR DATA CONNECTIONS. SENDO SHALL NOT BE LIABLE FOR SPECIAL, INCIDENTAL OR CONSEQUENTIAL DAMAGES, INCLUDING BUT NOT LIMITED TO, LOSS OF ANTICIPATED BENEFITS OR PROFITS, LOSS OF SAVINGS OR REVENUE, PUNITIVE DAMAGES, LOSS OF USE OF THE PRODUCT OR ANY

ASSOCIATED EQUIPMENT, LOSS OF DATA, COST OF CAPITAL, COST OF ANY SUBSTITUTE EQUIPMENT OR FACILITIES, DOWNTIME, THE CLAIMS OF ANY THIRD PARTIES, INCLUDING CUSTOMERS, AND INJURY TO PROPERTY, RESULTING FROM THE PURCHASE OR USE OF THE PRODUCT OR ARISING FROM BREACH OF THE WARRANTY, BREACH OF CONTRACT, NEGLIGENCE, STRICT TORT, OR ANY OTHER LEGAL OR EQUITABLE THEORY, EVEN IF SENDO KNEW OF THE LIKELIHOOD OF SUCH DAMAGES. SENDO SHALL NOT BE LIABLE FOR DELAY IN RENDERING SERVICE UNDER THE LIMITED WARRANTY, OR LOSS OF USE DURING THE PERIOD THAT THE PRODUCT IS BEING REPAIRED OR LOSS OF DATA.

11. Some jurisdictions do not allow limitation of how long an implied warranty lasts, so the above one year warranty limitation may not apply to you (the Consumer). Some jurisdictions do not allow the exclusion or limitation of incidental and consequential damages, so certain of the above limitations or exclusions may not apply to you (the Consumer). This limited warranty gives the Consumer specific legal rights and the Consumer may also have other rights that vary from jurisdiction to jurisdiction.

12. SENDO neither assumes nor authorizes any authorized service center or any other person or entity to assume for it any other obligation or liability beyond that which is expressly provided for in this limited warranty including the provider or seller of any extended warranty or service agreement.

13. This is the entire warranty between SENDO and the Consumer, and supersedes all prior and

contemporaneous agreements or understandings, oral or written, and all communications relating to the Product, and no representation, promise or condition not contained herein shall modify these terms.

14. This limited warranty allocates the risk of failure of the Product between the Consumer and SENDO. The allocation is recognized by the Consumer and is reflected in the purchase price of the Product.

15. Any action or lawsuit for breach of warranty must be commenced within eighteen (18) months following delivery of the Product.

16. Questions concerning this limited warranty may be directed to [www.sendo.com](http://www.sendo.com).

17. The limited warranty period for SENDO accessories are specifically defined within their own warranty cards and packaging.