

GSM Dual-Band GPRS Digital Mobile Phone User Manual

The manual is applicable for the **X632** mobile phone.

文档信息

版本	修订日期	修订人	软件版本	备注
1.0	2010年10月	杨小琴	Z525.C136.HW1.SW 7.1.1	初稿拟制

Copyright © 2010 by ZTE Corporation

All rights reserved.

No part of this publication may be quoted, reproduced, translated or used in any form or by any means, electronic or mechanical, including photocopying and microfilm, without the prior written permission of ZTE Corporation.

ZTE Corporation reserves the right to make modifications on print errors or update specifications in this manual without prior notice.

Version 1.0 in Nov. 2010

Contents

Let's get started	1
Lost or stolen?	1
Using your phone safely	2
Battery care and safety	5
Charger care and safety	7
Inserting and removing the SIM	12
Inserting a memory card.....	13
Using the battery	14
Inserting the battery.....	14
Removing the battery	14
Charging the battery	15
Power on/off.....	16
Using your phone	17
Common functions	18
Making and receiving calls	18
Making a call.....	18

Receiving a call.....	19
Adjusting the volume	19
Hands-free	19
Call options	19
Writing SMS.....	19
Writing MMS	20
Viewing messages.....	21
Adding a new contact	21
Using your phone as memory	22
Main Function list.....	23
Input what you want, how you want... ..	31
Appendix	32
Care and maintenance	32
Health and safety.....	33
FCC Regulations	35
Declaration of RoHS compliance	37
Disposal of your old phone	38
Problems and their solutions	39

Let's get started

Thanks for choosing the ZTE-G X632. It's a GSM dual-band GPRS digital mobile handset, which we'll simply call 'phone' from now on.

If you'd like your phone to live a long and fruitful life, please read this guide carefully and keep it for future reference. You never know when you might need it.

And don't worry if the pictures we use to demonstrate your phone's functions look a little different from what you see on its screen. It's the functions they show that matter.

Lost or stolen?

If your phone goes missing, please tell your service provider as soon as you know. That way other people can be barred from using it.

Obviously, it's best to keep your phone with you at all times, and we'd strongly advise you to set a PIN, and change it from time to time.

Using your phone safely



on the road

- Using a phone while driving is illegal in many countries. Please follow local laws and drive safely at all times.



near sensitive electronics

- Don't use your phone near sensitive electronic equipment – particularly medical devices such as pacemakers – as it could cause them to malfunction. It can also interfere with the operation of fire detectors and other automatic-control equipment.
- For more information about how your phone affects pacemakers or other electronic equipment, please contact the manufacturer or your local distributor.
- Your phone may cause interference when used near TVs, radios or automated office equipment.



while flying

- Your phone can cause interference with aircraft equipment. So it's essential you follow airline regulations. And if airline personnel ask you to switch off your phone, or disable its wireless functions, please do as they say.



in hospital

- Your phone may interfere with the normal operation of medical equipment. Follow all hospital regulations and turn it off when you're asked to by posted warnings or medical staff.



at a petrol station

- Don't use your phone at petrol stations. In fact, it's always best to switch off whenever you're near fuels, chemicals or explosives.



around water

- Keep your phone away from water (or any other liquid). It's not a waterproof model.



making repairs

- Never take your phone apart. Please leave that to the professionals.

Unauthorised repairs could break the terms of your warranty.



broken antenna

- Don't use your phone if the antenna is damaged, as it could cause injury.



around children

- Keep your mobile out of children's reach. It should never be used as a toy and it might not be good for their health.



original accessories

- Only use the original accessories supplied with your phone or those approved by the manufacturer. Using unapproved accessories may affect performance, make the warranty void, break national regulations on the use of mobile phones, or even cause injury.



near explosives

- Turn off your phone in or near areas where explosive materials are

used. Always obey local laws and turn off your phone when requested.



emergency calls

- To make an emergency call your phone must be turned on and in an area where there's network coverage. Dial the national emergency number and press 'send'. Explain exactly where you are and don't hang up until help has arrived.

Battery care and safety

- Keep the battery in a cool, ventilated place and out of direct sunlight.
- Although the battery is rechargeable, it'll eventually start to lose its ability to recharge. If you find that the battery won't recharge, it's time to replace it.
- Please don't throw old batteries into your household rubbish. You'll find there are special bins for batteries at refuse collection points. And some high street electrical stores provide a battery recycling service too.
- Never throw the battery into a fire – it's highly inflammable and could explode, hurting you or somebody else.
- When you put the battery into your phone, there's no need to use force.

Exerting too much pressure could make it leak, overheat, explode or burst into flame.

- Never take the battery apart. This may result in leakage, overheating, explosion or fire.
- If the battery becomes hot, changes colour or shape at any time (when in use, charging or even while in storage) please stop using it immediately and replace.
- Keep the battery dry. Damp or wet conditions can cause it to overheat or corrode.
- Don't leave the battery in direct sunlight or anywhere really hot, like in a car on a summer's day. That could make it leak or overheat, while lowering its performance and shortening its life.
- Don't charge the battery continuously for 24 hours. Overcharging is not good for it.



Note:

Please avoid contact with the materials inside a damaged or leaking battery. If they get on your skin, wash with lots of water and seek medical assistance if required.

Charger care and safety

- Only plug into voltages between 110VAC and 220VAC. Using a voltage outside that range can damage the phone/charger – and cause the battery to leak or catch fire.
- Never short-circuit the charger – this may cause electrocution, overheating or damage.
- Don't charge the phone in direct sunlight or in an area where it's damp, dusty, or on a vibrating surface. And charging your phone near – or on – a TV or radio could interfere with transmission.
- Don't use the charger if the power cable is damaged. It may cause a fire or give someone an electric shock.
- Keep water well away from the charger. If the charger does get splashed by water, or any other kind of liquid, immediately unplug it to avoid overheating, fire or electrocution.
- Don't take the charger apart. It could cause injury, give you an electric shock or catch fire.
- Never touch any charger, electric cable or socket with wet hands.

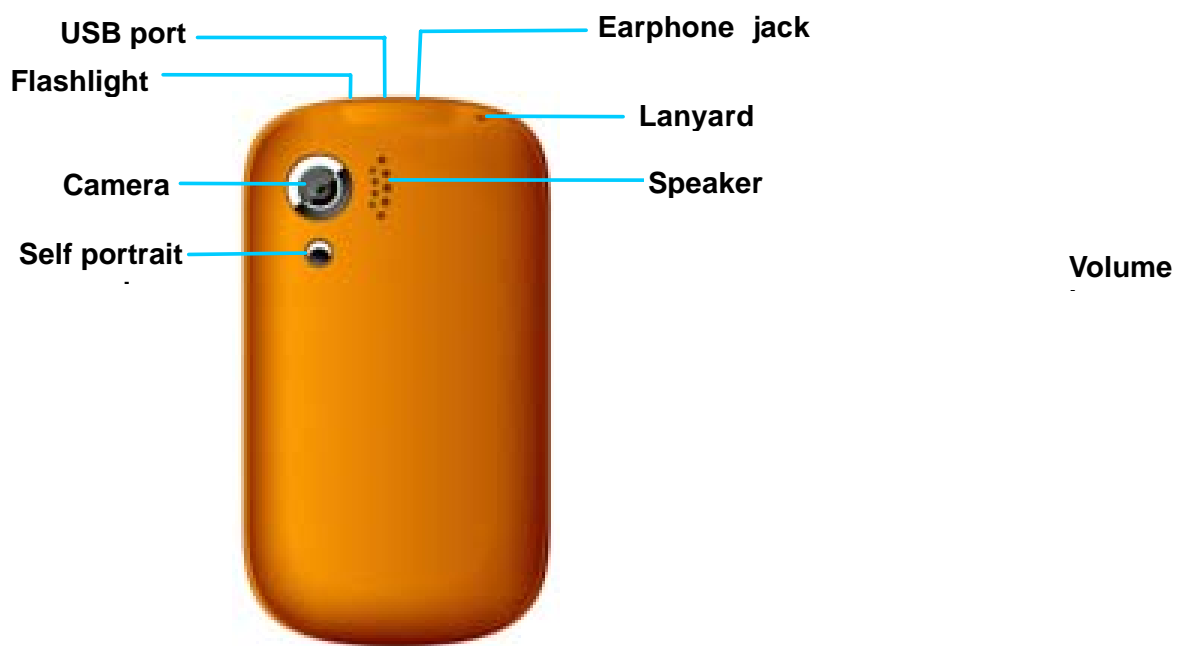
Let's get started

- Don't place heavy objects on the electric cable.
- If the cable is damaged, don't try to mend it yourself – it could cause a fire or electrocute you.
- Always unplug the charger before you clean it.
- When unplugging the charger, hold the plug itself, rather than pulling on the cable. A damaged cable can cause electrocution or fire.

Getting to know your phone



Let's get started















Note:

*In this user guide, 'press' means pressing the key and then releasing.
'Hold' means pressing and holding the key for two seconds or*

more.

Onscreen icons

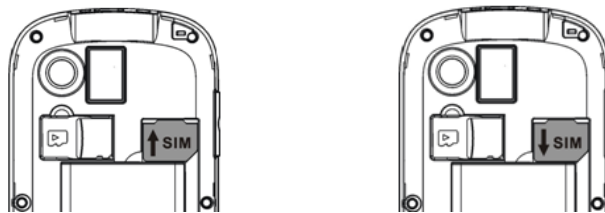
Icons	Descriptions	Icons	Descriptions
	Signal strength		Battery status
	Alarm on		Ringer
	Roaming		Vibrator
	Unread message		Vibrator then ringer
	GPRS on		Vibrator and ringer
	Audio player on		Earphone plugged in

Inserting and removing the SIM

Your phone needs a valid SIM card to work (...To keep it simple, we'll just call it 'SIM' from now on). Your network connection data and your SIM address book are saved on the SIM. So, to avoid damaging your SIM or losing data, try not to touch the metal surface when you're handling it – and keep well away from any magnetic or electric source.

Here's what you do...

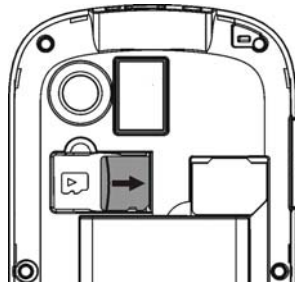
1. Switch off your phone and disconnect any external power.
2. Remove the back cover and then the battery.
3. Hold your SIM on the cut corner, and slide it – face down – into the card holder.



4. Insert the battery.
5. Replace the back cover.

Inserting a memory card

1. Remove the back cover.
2. Insert the memory card into the slot.



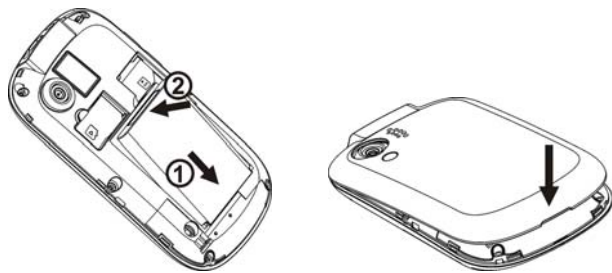
Note:

This mobile phone supports memory card. For details on compatibility information of memory card, please consult your manufacturer or supplier.

Using the battery

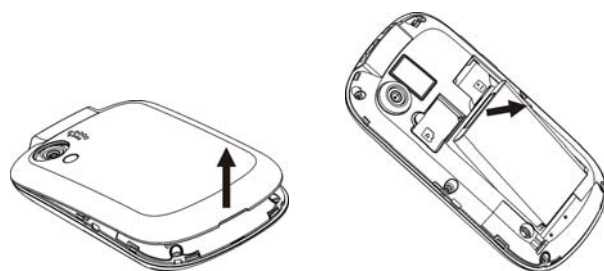
Inserting the battery

1. Open the battery cover on the back of your phone.
2. Align the battery's contact points with those of the phone and gently press the battery down into place.
3. Replace the battery cover clicking it back into position.



Removing the battery

1. Switch off your phone.
2. Open the battery cover.
3. Lift the battery up and out of your phone.



Charging the battery

The rechargeable Li-ion battery that comes with your phone is ready to use, but is not charged. That's easy to do. We'll show you how below.

The first three times you use the battery, make sure it's completely drained before recharging. And then recharge it fully. That will help to ensure its optimum performance and a long life.

1. Connect the charger to your phone, and plug it into an 110V/220V socket.
2. The battery indicator in the corner of the screen will scroll right and left to show you it's charging. If the phone's battery has been fully drained, the battery indicator may not immediately appear on the screen when charging starts. And please don't worry if the phone and charger become warm while charging. That's completely normal.
3. When fully charged, the battery indicator will stop scrolling right and left.
4. Disconnect the charger from your mobile, and unplug.

Power on/off

Press the power key until the power-on/off icon appears.

When you turn your phone on, it'll automatically check the SIM and show the following information on screen:

- ◆ **Input phone lock code:** If you've set a lock code.
- ◆ **Input SIM PIN:** If you've set a PIN for your SIM.



Note:

The PIN is supplied with your SIM. Please replace it with your own PIN code as soon as possible. Enter the wrong PIN three times, and your SIM will be locked. Then you'll need to contact your network service provider to ask for a PUK code to unlock it.

-
- ◆ **Searching:** The mobile phone will search for the available network.

Using your phone

Select 'Menu' to enter the main menu...

Call History

File Manager

Games & app

Games

Calculator

Unit converter

Currency converter

Multimedia

Camera

Image viewer

Audio player

Video player

FM radio

Sound recorder

Video recorder

Contacts

Messaging

SMS

MMS

Voicemail server

Broadcast message

Organizer

Calendar

Alarm

Tasks

World clock

Services

Internet service

Licence manager

Settings

User profiles

Sound

Mode settings

Phone settings

Call settings

Network settings

Security settings

Connectivity

Restore factory
settings

Common functions

Making and receiving calls

Making a call

- **Direct dial:** In idle mode, click the numeric keys to input the number and then press Send key to dial.
- **Dialling from the Contacts:** In idle mode, select 'Menu→Contacts' or select 'Contacts' directly, then select your contact and press the Send key to dial.
- **Dialling from call history:** In idle mode, press the Send key to enter the list of call logs, select the call record, and press the Send key to dial.
- **Saving a number:** On the dialling screen, type in a contact's phone number, select 'Save' to save it as a new entry.
- **Dialling an extension:** Sometimes you can't dial an extension directly. If this happens, dial the direct line firstly, press 'Q' key, and then dial the extension number.
- **Dialling international calls:** To make an international call, press '+' key, and then dial the country or region code, city code and phone number.

Receiving a call

Someone's calling? Press the Send key to answer.

Adjusting the volume

During a conversation, you can raise or lower the volume by using the side keys. And in idle mode, you can use the side keys to adjust the keypad volume.

Hands-free

Select 'H-Free' to use your phone hands-free. Select 'H-Held' to be hands-on again.

Call options

Need to multitask while you're on a call? Just select 'Options' if you want to access your contacts, messages, or other functions.

Writing SMS

1. In idle mode, select 'Menu' to enter the main menu, then select 'Messaging' → 'SMS' → 'Write message' to edit the message text.

2. Writing your message. For more information on input method, select 'Options' → 'Input method'.
3. Select:
 - ◆ Enter number: Manually input the recipient's number.
 - ◆ Add from Phonebook: Select the recipient from Phonebook.
4. Select 'Options' → 'Send' to send the message. If you want to save as a draft, select 'Options' → 'Save to Drafts'.

Writing MMS

1. In idle mode, select 'Menu' to enter the main menu, then select 'Messaging' → 'MMS' → 'Write message' to edit the message text.
2. To/Cc/Bcc: Add the recipient's phone number or Email.
3. Subject: Enter the message subject, and the subject could be null.
4. Edit content: Edit the message content, select 'Options' to add the selected picture, audio, etc.

Viewing messages

Your phone is very versatile. According to what you've selected, it can tell you that you've received a new message in three different ways: a ringtone, a prompt, or a new message icon.

1. In idle mode, Select 'Menu' to enter the main menu, select 'Messaging' → 'SMS/MMS' → 'Inbox'.
2. All your received messages will be displayed on the screen. Use the Up/Down key to select the message, and select 'OK' to see the content.
3. Then go to 'Options' to select 'Reply', 'Forward', 'Delete', or whatever you want to do...

Adding a new contact

1. In idle mode, select 'Menu' to enter the main menu and select 'Contacts' → 'Add new contact' to add a new contact.
2. Select a storage location if you have selected 'All' in Preferred storage.
3. Edit the information and Select 'Save' when you're happy with what you've done.

Using your phone as memory

Make sure the memory card is installed and your phone is switched off, then connect the phone to your PC with the USB data cable, and switch your phone back on. Select 'Phone memory' to use your phone as extra memory.


Main Function list

In idle mode, select 'Menu' to enter the main menu. Those marked with '*' need support from network operators.

Function	Description	Operation
View call history	View the recent incoming, missed and outgoing calls.	Call History → Press left/right key to switch among 'All calls', 'Dialled calls', 'Received calls' and 'Missed calls'
Delete a call log	Delete a call log.	Call History → Select one call log → Options → Delete
View call duration	View the duration of last call, dialled calls and received calls.	Call History → Options → Advanced → Call timers
Call cost*	View the expense of last call and all calls.	Call History → Options → Advanced → Call cost
View contacts	Browse all contacts in contacts list, input the first letter of contact's name to quickly search for the contact.	Contacts
Add contacts	Save the information of the contact,	Contacts → Add new contact


Main Function list

Function	Description	Operation
	such as telephone number and name.	
Edit contact	Edit the information of existing contact.	Contacts → Select one contact → Options → Edit
Preferred storage	Select the preferred storage as Phone or SIM.	Contacts → Options → Phonebook settings → Preferred storage
Speed dial	Edit 8 phone numbers and assign these numbers to the keys from 2 to 9. In idle mode, hold the numeric key to quickly dial the corresponding phone number of the numeric key.	Contacts → Options → Phonebook settings → Speed dial
Copy contacts	Copy all contacts from SIM card to phone or from phone to SIM card.	Contacts → Options → Phonebook settings → Copy contacts
Move contacts	Move all contacts from SIM card to phone or from phone to SIM card.	Contacts → Options → Phonebook settings → Move contacts
Delete all contacts	Delete all contacts in SIM card or phone.	Contacts → Options → Phonebook settings → Delete all contacts
Caller groups	Divide the contacts into different	Contacts → Options → Caller

Function	Description	Operation
	groups. You could add/delete the members only when they are saved in Phone.	groups
User profiles	Perform personalized settings on ringtone, volume, ringer type, etc. according to different events and occasions.	Settings → User profiles → Select Profile (General/Meeting etc.) → Options → Activate. In idle mode, hold  key to turn on or off General mode.
Flight mode	Select if the mobile phone is under flight mode or not.	Settings → Mode settings → Flight mode
Time and date	Set the date and time displayed on the phone.	Settings → Phone settings → Time and date
Schedule power on/off	Perform the action of power on/off according to the setting time.	Settings → Phone settings → Schedule power on/off
Language	Select the language for the menu.	Settings → Phone settings → Language
Wallpaper	Set the standby animation on the screen.	Settings → Phone settings → Display → Wallpaper
Screen saver	Set the screensaver's status,	Settings → Phone

Main Function list

Function	Description	Operation
	standby time and image.	settings → Display → Screen saver
Dedicated key	Set the shortcuts for navigation keys in idle mode.	Settings → Phone settings → Dedicated key
LCD backlight	Set the backlight time and brightness.	Settings → Phone settings → Misc. settings → LCD backlight
Call waiting*	You will be prompted by the network upon an incoming call if this function is activated.	Settings → Call settings → Call waiting
Call divert*	Forward the incoming call to designed number on a specific occasion.	Settings → Call settings → Call divert
Call barring*	Set the outgoing call restriction or incoming call restriction.	Settings → Call settings → Call barring
Auto redial	When selecting 'On' for Auto redial, your phone will automatically redial after a while if the call is not answered.	Settings → Call Settings → Advanced settings → Auto redial
Network settings	Select the network and set GPRS connection.	Settings → Network settings
Phone lock	Activate phone lock to prevent the phone from abuse.	Settings → Security settings → Phone lock

Function	Description	Operation
	The default phone lock password is 0000.	
Auto Keypad lock	The keypad lock would prevent the inadvertent operation caused by key press.	Settings → Security settings → Auto keypad lock In idle mode, hold the  key to quickly lock or unlock the keypad.
Change password	Change the phone password.	Settings → Security settings → Change password
SIM lock	Activate PIN code to prevent SIM card from abuse. The default PIN code is normally 1234.	Settings → Security settings → SIM security settings → SIM lock
	Please replace it with your own PIN as soon as possible.	
Fixed dial*	When this is activated, you can only call numbers on the fixed dial list.	Settings → Security settings → SIM security settings → Fixed dial
Change PIN	Change the PIN.	Settings → Security settings → SIM security settings → Change password

Main Function list

Function	Description	Operation
Data account	View the data account.	Settings→Connectivity→Data account
Restore factory settings	Restore the settings your phone had when it first came out of the box.	Settings→Restore factory settings
Games	Your phone comes with a free game. You can discover how to play it in the games menu.	Games & app→Games
Calculator	Do your sums on your phone.	Games & app→Calculator
Unit converter	Convert basic units, such as inches to centimeters.	Games & app→Unit converter
Currency converter	Set the exchange rate and convert your currency to a foreign currency – or vice-versa.	Games & app→Currency converter
Calendar	Check the calendar and schedule.	Organizer→Calendar
Alarm	Set multiple alarms.	Organizer→Alarm
Tasks	Add Date, Call, Anniversary, etc.	Organizer→Tasks
World clock	Browse the current time of different cities around the world.	Organizer→World clock
Send message	Send text messages / multimedia messages to other mobile phones.	Messaging→SMS/MMS→Write message

Function	Description	Operation
View message	Read the messages (received, sent, drafts).	Messaging → SMS/MMS → Inbox/Outbox/Drafts
Broadcast message*	Receive the messages from network operator.	Messaging → Broadcast message
Templates	Select the template to send message.	Messaging → SMS → Templates
Voice mail*	Let the other party to leave a message through voicemail, and check the voicemail to listen to the message.	Messaging → Voicemail server In idle mode, hold '1' key to call the first voice mail number.
Check memory status	Check the memory status for text message in SIM card and Phone.	Messaging → SMS → SMS settings → Memory status
Preferred storage	Save the messages in SIM card or phone.	Messaging → SMS → SMS settings → Preferred storage
Camera	Take a photo	Multimedia → Camera
Image viewer	View a photo	Multimedia → Image viewer
Audio player	Play a Audio file	Multimedia → Audio player
Video player	Play a Video file	Multimedia → Video player
FM radio	Listen to FM radio	Multimedia → FM radio

Main Function list

Function	Description	Operation
Sound recorder	Record sound	Multimedia → Sound recorder
Video recorder	Record a video	Multimedia → Video recorder
Internet service	Log on to internet service.	Services → Internet service
File manager	View files saved on the phone or memory card.	File manager



Note:

When copying files from a PC to a memory card, make your life easier by putting them in the relevant folder. For example, music files should go in the 'My music' folder and video files in the 'Videos' folder.

Input what you want, how you want...

The phone supports Smart ES/Es/es, ES/Es/es, Smart PT/Pt/pt, PT/Pt/pt, Smart ABC/Abc/abc, ABC/Abc/abc, 123 input method and symbol input method etc. Here's how to make those choices...


Switch input method

Press  key.

Insert a space

Press  key.

Delete inputs

Press  key to delete the input before the cursor.



Switch caps lock

Press the  key

Line feed

Press  key.

Input letters and common symbols

There are two symbols on the keys. Press the key to input the symbol located on the lower part of the key; press  key and then press the key to input the symbol located on the upper part of the key; press  key twice and then press the key to continuously input the symbol located on the upper part of the key.


Input words

In Smart method, click the corresponding key to input the word. If the word you need displays on the screen, press left/right key to select it and press OK key to confirm. Predictive text input is based on a built-in dictionary.

Input digits

In 123 method, press the numeric keys to input the corresponding numbers.

Input symbol

During the text input, press  key to display symbol lists, press navigation keys to select the symbol, and press 'OK' confirm.

Appendix

Care and maintenance

Your phone is a delicate device. The following advice will help you to keep it looking good and performing well...

- Use a soft dry cloth to clean your phone, battery and charger. Don't use liquids such as alcohol, dilution agents or benzene.
- From time-to-time, clean the socket where the charger cable connects to the phone. Dust tends to gather there. This will ensure a really good connection.
- Don't use needles, pen points or other sharp objects on the keypad or screen.
- Don't use your phone with wet hands – it could injure you and damage the phone.
- Don't use your phone in dusty or dirty environment.

- Keep your phone away from extremes of heat – like radiators or ovens. It may explode if it gets too hot.
- If your phone gets wet and the colour of the label on it changes, the warranty will be void, even if the warranty period hasn't expired.
- If there's anything wrong with the phone, battery, charger, or any accessory, please send them to your nearest service centre for inspection.

Health and safety

SAR certification information

The model meets international guidelines for exposure to radio waves.

The SAR limit of USA (FCC) is 1.6 W/kg averaged over one gram of tissue. This model (FCC ID: Q78-X632) has also been tested against this SAR limit. The highest SAR value reported under this standard during product certification for use at the ear is 1.056 W/kg and when properly worn on the body is 1.109 W/kg. This device was tested for typical body-worn operations with the back of the handset kept 1.5cm from the body. To maintain compliance with FCC RF exposure requirements, use accessories that maintain a 1.5cm separation distance between the user's body and the back of the handset. The use of belt clips, holsters and similar accessories should not contain metallic components in its assembly. The use of accessories that do not satisfy these requirements may not comply with FCC RF exposure requirements, and should be avoided.

important safety information

For your own health and safety, please follow the radio frequency (RF) radiation exposure guidelines and keep your phone no less than 1.5cm away from your body. Failure to do this could mean that your RF exposure exceeds the guideline limits.

how to limit your radio frequency (RF) exposure

The World Health Organization (WHO) gives the following advice to people who want to limit their exposure to RF radiation...

Present scientific information does not indicate the need for any special precautions for the use of mobile phones. If individuals are concerned, they may choose to limit their own or their children's RF exposure by limiting the length of calls, or using 'hands-free' devices to keep mobile phones away from the head and body.

Further information on the subject can be obtained from the World Health Organization website at <http://www.who.int/peh-emf> WHO Fact sheet 193: June 2000.

FCC Regulations

This mobile phone complies with part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

The manufacturer is not responsible for any radio or TV interference caused by unauthorized modifications to this equipment. Such modifications could void the user's authority to operate the equipment.

This mobile phone has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiated radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.

Appendix

- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

Declaration of RoHS compliance

We're determined to reduce the impact we have on the environment and take responsibility for the earth we live on. So this document allows us to formally declare that the X632, manufactured by ZTE CORPORATION, fully complies with the European Parliament's RoHS (Restriction of Hazardous Substances) Directive 2002/95/EC, with respect to all the following substances:

- (1) Lead (Pb)
- (2) Mercury (Hg)
- (3) Cadmium (Cd)
- (4) Hexavalent Chromium (Cr (VI))
- (5) Polybrominated biphenyl (PBB)
- (6) Polybrominated diphenyl ether (PBDE)

Our compliance is witnessed by written declaration from our suppliers. This confirms that any potential trace contamination levels of the substances listed above are below the maximum level set by EU 2002/95/EC, or are exempt due to their application.

The X632 manufactured by ZTE CORPORATION, meets all the requirements of EU 2002/95/EC.

Disposal of your old phone



1. When the wheeled bin symbol is attached to a product, it means the product is covered by the European Directive 2002/96/CE.
2. All electrical and electronic products should be disposed of separately from normal household waste via designated collection points provided by government or local authorities.
3. The correct disposal of electrical and electronic products will help protect the environment and human health.

Problems and their solutions

Symptoms	Possible Causes	Solutions
Phone won't turn on	The battery is flat	Charge the battery
	Poor contact	Reinstall the battery
Phone turns itself off	Battery very low	Charge the battery
Poor standby time	Decreasing of battery performance	Replace the battery
	Weak network signal	Turn off the phone
Can't connect to the network	Weak network	Move to where the signal is
	Out of the service area	Make sure you're in a network service area.
Calls keep cutting off	Weak network	Move to where the signal is
Phone doesn't ring when I receive incoming calls	Phone is set to 'Mute' or minimum volume.	Enter 'User Profiles' to select a Non-silent mode, or increase the ring volume.

Appendix

Received prompt asking me to input 'PUK'	SIM locked because wrong PIN entered three times.	Contact your provider and ask for a PUK.
--	---	--