

guide

to using your SPV C500



welcome

This guide will get you up and running with your **SPV C500** in no time.

Before using your **SPV C500**, please remember to register with Orange.

Once registered, switch your phone on. The getting started section will take you through key features.

Finally, to learn more about specific features or services, simply use the contents to take you to the information you need.

the future's bright, the future's Orange

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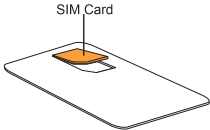
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getting started

register with Orange

- 1 Find the IMEI number inside your SPV C500. You may need the number in future if your SPV C500 is lost or stolen.
- 2 Find the SIM Card number on the back of your SIM Card.
- 3 If you are already with Orange when you register, you will be asked for your Orange password. If you are new to Orange you should have a new password ready.
- 4 Contact Orange Customer services to register. If you are already with Orange and wish to register an upgraded phone, call 0800 079 0027.



If you are new to Orange and will be paying monthly call 07973 100 980.

If you are new to Orange with pay as you go call 0800 079 0006.
You can also register online at orange.co.uk/payasyougo/registration

Note: If you've upgraded your phone you must insert your new SIM Card to use multi media messaging. Your Orange phone number will not change.

register with Orange

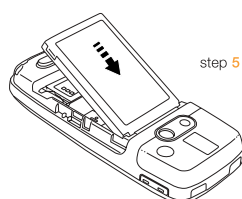
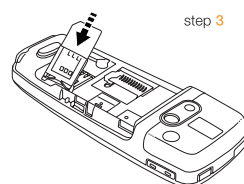
After you register
Orange will update your SIM Card over the air with a text message. When you first turn on your phone you will see the SIM update message. You can leave it in your inbox until you are ready to delete it. Turn your phone off and on again for the update to take effect.

And lastly
When you apply to register on the Orange network, you and Orange agree to be bound by the Orange terms and conditions set out in this guide. You may want to take time to read and consider them before you register.

insert your SIM Card and battery

To insert your SIM Card:

- 1 Remove the battery cover using the release catch on the back.
- 2 Remove the battery by lifting it up from the bottom edges.
- 3 Lift the SIM Card metal holder and insert your SIM Card, making sure the cut-off corner is inserted last, and the gold contact points are face down.
- 4 Push the holder down so it clicks securely in place.
- 5 Insert the battery from the top as shown.
- 6 Slide the battery cover back onto the phone and you are ready to charge your battery.
- 7 The first charge must be for a minimum of 3 hours in order to achieve optimum performance. Subsequent charges should be 2.5 hours if the battery is completely flat. You can make calls while your phone is charging.



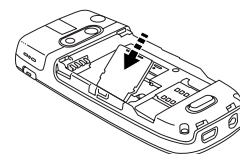
insert your mini memory card

Mini memory cards can be used in your SPV C500.

These are primarily used to store media files like music and video clips, but can also be used to backup or transfer files and data. Insert your new Try Card mini memory card into your phone and enjoy exploring the features of your phone straight away.

Orange is developing other memory cards containing content and applications to help make your SPV C500 even more useful and fun. Please enquire at your nearest Orange shop or visit www.orange.co.uk for more information.

To insert your mini memory card you will need to switch your phone off and remove the battery. Insert the mini memory card as shown.



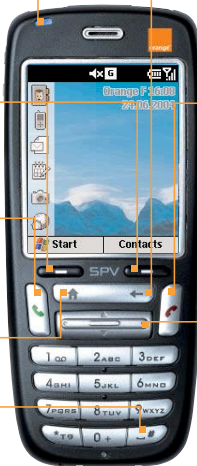
getting to know your phone



- switch on**
Hold the  button for approximately three seconds to turn on your SPV C500.
- warm up**
You will see the Orange logo, followed by the Smartphone 2004 screen. A few moments later the Orange Home screen will appear.
- dark screen**
After 10 seconds the screen will darken. This is called 'backlight timeout' and is a battery-saving measure. Pressing any key will return to a bright screen.
- blank screen**
The screen will go completely blank if you don't press a key for over a minute. Press the  key to return to a bright screen.

outside your SPV C500

- indicator light**
Flashes red when battery is low, shows solid red when charging and flashes green when on a call or in idle mode.
- soft keys**
The functions of these two keys change according to what you are doing.
- call key**
Press to answer a call or after entering a number when making an outgoing call.
- Home key**
Press to return to the Home screen.
- # key**
Press and hold to switch between Line 1 and Line 2.
- headphone socket**
Insert your headphone here to listen to music or use your phone handsfree.
- back key**
Moves to the previous screen, or backspaces over one or more characters when you are in a text field.
- end key**
Press to end a call or, if your phone is ringing, to reject a call and divert it to your Orange Answer Phone. Alternatively, press and hold it to lock the keypad.
- Action key**
Use the key to move up, down and sideways in menus. Press it inward to confirm that you want to carry out the function highlighted on the display.
- universal connector**
Attach your cable here when synchronising with your PC. Insert the plug on the end of your battery charger's cable here to charge your phone.



outside your SPV C500



the Home screen



shortcut options

When you have selected a shortcut symbol by highlighting it and pressing right with the Action key, a number of options will appear next to it. These options will change, depending on which shortcut icon you have highlighted.

For example, if you have selected the Orange World icon, you will be offered links to different pages within the Orange World site. And if you have selected the Inbox icon, you will have the option to write a New Message, or read your messages.

explore the menus

Below are the main features of the Start menu. To access this menu, press Start in the Home screen. To access an item, scroll to the one you want and press the Action key. As this menu is dynamic, it will change as you add or remove applications of your own.



Inbox
Read and compose text messages, MMS messages or emails.



Camera
Take photos using the viewfinder on the back of your phone.



Contacts
Opens your contacts list alphabetically.



Multimedia Album
View and organise all your images, photos and video clips.



Call History
Find out who has called you and when, then return the call or save their details.



Calendar
Record your important events and set up alarms to remind you of appointments.



Settings
Change the way your phone behaves to personalise it and suit how you use it.



Games
Play games stored on your phone and download new games as they are released.



Orange
The Orange folder contains applications created specially for your SPV C500, including Back Up and Downloads, as well as links to pages on Orange World and your Try Card.



Video Recorder
Shoot video clips to store on your phone and send as video messages in the future (see chapter 5 for more information).

explore the menus

These programs appear in loops in the menu. This means that you don't have to scroll all the way down to the last one on the page, but can scroll up as well. Also, to access the programs quickly, simply press the corresponding number on your keypad.



MSN Messenger
Sign in and send instant messages to your friends.



Windows Media™
Play music and watch video clips either from your phone or via the Internet.



Internet Explorer
Browse the Internet and wap sites straight from your phone, even while on the move.



Java™
View the Java™ applications you have stored on your phone.



Voice Notes
Record your thoughts as they occur, and save them to play back later.



PV Player
Download and watch videos on your phone.



Tasks
Create tasks and set alarms to remind yourself of events.



Accessories
See the accessories menu on the following page.



ActiveSync
Synchronise your contacts, emails and appointments.



Configurations
View your ActiveSync setup information.

the Accessories menu

Below are the main features of the Accessories menu. To access this menu, press Start in the Home screen. To access an item, scroll to the one you want and press the Action key. As this menu is dynamic, it will change as you add or remove applications of your own.



Calculator
Perform calculations using the Action key to work through your sums.



Clear Storage
Reset all your phone settings to the default. Use with care as this will delete ALL your data.



File Manager
All your information is stored in a series of files on your phone. Work through the file menu tree to access folders and sub-folders.



Modem Link
Use when you have synchronised your SPV C500 with your PC with ActiveSync.



SIM Manager
All your contacts stored on your SIM Card are listed here.



Space Maker
View the available space on your phone memory and delete data if necessary.

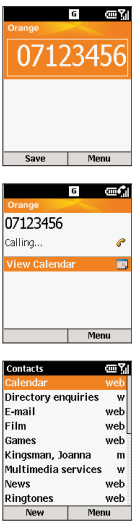


Speed Dial
Set up handy speed dials to your favourite contacts so you only have to press one key to call them.



Task Manager
View a list of your recently used applications.

make your first call



- 1 From the Home screen, start entering the number you want to call. The dialler screen will show. If you have contacts already in your SPV C500 or on your SIM Card, it will start matching the letters and numbers of the keys you have pressed to the names and phone numbers of your contacts. The more keys you press, the more accurate the match will be.
- 2 When you have entered the number or found the contact you want, press to make the call.
- 3 You can also call a contact by choosing it from the Contacts list. From the Home screen press the soft key under Contacts.
- 4 Within a few seconds, any numbers stored on your SIM Card, shown by the symbol, and phone memory will show. Use the Action key to scroll to the contact you wish to call, then press .

To **use the speakerphone**, enabling you use your SPV C500 handsfree, press and hold while on your call.

To **end the call** press .

send your first text message



- 1 In the Home screen, scroll to and select , then select SMS Messages and press New.
- 2 A new text message will open, and you will see the flashing cursor in the To: field.
- 3 Enter the phone number of the person that you want to send the text message to, or press the Action key to choose a name from your contacts. Remember, you can only send a text message to a contact if you have saved a mobile number for them.
- 4 Scroll down to the body of the screen, where you can enter your new message. Using predictive text (T9) is the quickest way – press and hold ***** to switch to this mode. This means that your phone predicts the word as you enter it, so you need only press each key once. For example, to get the word orange, you would press **6 7 2 6 4** and **3** once only each. Press and hold the ***** key to bring up the text options menu. To toggle between predictive text input modes, such as lower case, upper case and initial caps, press, but don't hold, the ***** key. To insert a symbol press and hold **#** and to insert a carriage return press the Action key. To delete a character press **←** .
- 5 When you have finished entering your message, simply press the soft key under the word Send.

[learn more...](#) about Messaging in chapter 3 

create your first contact



- 1 To add a new contact to your phone's memory, press Contacts in the Home screen. Press Menu then select New Contact.
- 2 Enter the information for the new contact in the fields. It may be worthwhile entering contact numbers in the international form, ie, +44 then the number minus the initial 0, so that you can use them abroad. To enter + for international calls press and hold **#** then press Done when you have highlighted the + sign. Press **←** to delete a character. Do not include spaces or brackets, ie, +447912345678. While entering the contact's details, press **#** for a space and ***** to change between upper case and lower case. To enter a symbol press and hold the **#** key.
- 3 When you have finished, press Done to save the new contact. The Contacts list displays an abbreviation reminding you which is the default contact point. For instance, if it's the person's home number, h will be shown, if it's their mobile, m will show. These are the same field names used by Microsoft Outlook. If you've entered more than one contact point, you can change the one your SPV selects. Select the contact and press the Action key, select the contact point you want your SPV to remember, select Menu and choose Set as Default.

[learn more...](#) about your contacts in chapter 1 

store your information safely

Back Up secures a copy of your data, such as contacts and calendar on a remote server. Should anything happen to your phone, all your data will immediately be available to restore on your new phone. You can also set your phone to automatically backup information on a regular basis, as well as to select which information is copied.



- 1 From the Home screen, press Start, scroll to Orange and select Back Up with the Action key. To use Back Up you will need to register first.
- 2 Press Menu. Scroll to Create New Account. You will need to enter a username and password (between 6 and 32 characters long). These can be anything you choose. They need not necessarily be those that you use on other Orange accounts. Press OK when you have entered all of your details, and your SPV C500 will dial to create your account.
- 3 When you have created an account, follow the on-screen prompts.

[learn more...](#) about Back Up in chapter 6

transfer your contacts

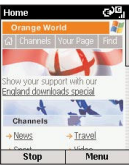
Not only can you save all the contacts on your SIM Card to your new SPV C500, you can also transfer the contacts stored on your old phone memory using Contact Wizard.



- 1 Activate the infrared port on the phone that contains your contacts. You may need to consult your old user guide to discover how to do this, but usually the option appears in the Settings menu on most phones.
- 2 Once the infrared port is active on your old phone, press Start in the SPV C500 Home screen, and scroll to Orange. Press the Action key, scroll to and select Help. Select Communicate and press the Action key. Scroll right to page 2 and Try it to launch Contact Wizard. Press the Action key again.
- 3 Align the infrared ports of the two phones and press Next on your SPV C500.
- 4 Your contacts will be transferred to the memory of your SPV C500.

[learn more...](#) about your contacts in chapter 1 

visit your first website



A quick way to access the Internet is via the Orange World homepage.

- 1 In the Home screen, scroll to  and press the Action key.
- 2 A list of Channels will appear in the menu. Choose from, for instance:
 - ringtones
 - wallpapers
 - the latest games
 - info
 - fun
 - tools
- 3 Choose the link you want to explore and press the Action key. Internet Explorer will open and your SPV C500 will connect. Within moments the link you chose will appear on your display.

[learn more...](#) about Internet Explorer in chapter 6

get started with email

Before you send your first email you need set up your email account on your SPV C500. To use a corporate account, ask your IT manager to provide the necessary details.



- 1 Press Start in the Home screen and scroll to and select Orange with the Action key. Select Help, then scroll to and select Email with the Action key.
- 2 Email Wizard is an application developed by Orange to make setting up your email accounts simple. You will be prompted to enter your email address. From this, Email Wizard will attempt to complete your outstanding settings. If your ISP is not recognised by Email Wizard, you will have to enter these settings manually. You will also need to enter your password and verify your username. All of these settings are available from your ISP (Internet Service Provider – the company that you use to access the Internet). If you have an Orange Internet email account, all the settings you need to use it on your SPV C500 are included in the table below.

Your name	_____
Email address	_____ *@email.com
Server type	POP3
Incoming mail server	pop.orange.net
Outgoing mail server	smtp.orange.net
Network	The Internet
Username	_____ *
Password	_____ *
Domain	193.35.131.195 *

* If you have an Orange email account you will have received these settings when you first subscribed to Orange Internet.

[learn more...](#) about email in chapter 1 

send your first email

Once you have set up your email accounts, sending email couldn't be simpler.

- 1 In the Home screen, scroll to  and select New SMS from the menu with the Action key.
- 2 Scroll to and select your email account with the Action key. Your account name will vary depending on your settings. Press New.
- 3 A new email will open, with the cursor in the To: field. Either write in the address of the recipient using the keypad, or press Menu and Insert Contact to pick a name from your Contacts list. You can send the email to multiple recipients; each recipient's name will be separated by a ; automatically. You can also copy the email to people by filling their details in the Cc: field.
- 4 Fill in a subject and then write the text for your email using the keypad as you did sending your first text message. When you have finished, press Send to send the message. This will move your email to your Outbox, from where it will be sent either when you next manually send emails, or when your phone next automatically sends and receives emails. To manually send your email, simply press Menu from your Inbox, scroll to Send/Receive Email and press the Action key.

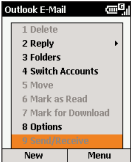


Note: In order to keep all of your information up to date across all of your devices, emails deleted from your SPV C500 will also be deleted from your Outlook folders the next time that you synchronise with your PC.

receive your first email

There are two ways to receive email. You can either receive them on your SPV C500 over the air from your email server, or you can receive them by synchronising your SPV C500 and your PC.

- 1 Once you have set up your email, press Start. Inbox is highlighted. Press the Action key and select your email account. Press Menu, scroll to Send/Receive and press the Action key.
- 2 Your phone will connect to your email server and download parts of the waiting emails. Simply scroll to the email you now wish to read and press the Action key. You can receive emails via synchronisation. These emails, though received differently, will still appear in your Inbox and can be read in the same way as other emails. Please read chapter 10 for detailed information on synchronisation.



learn more... about email in chapter 1 

connect your phone to your PC

By synchronising your phone and your PC, you can make sure that all of your important information, like emails and contacts, is kept up to date. You can also use synchronisation to add new programs to your phone.

First, you will need to install Outlook 2000 (if you don't have this already) and the new version of Microsoft® ActiveSync 3.7 from the Companion CD that came with your SPV C500, as earlier versions will not work with your SPV C500.

Do not attach your phone and PC yet.

- 1 Insert the SPV C500 Companion CD into the CD-ROM drive of your desktop computer. Don't attach your SPV C500 to your PC yet. The CD will autostart. Simply follow the on-screen instructions for installing Microsoft® Outlook 2000 and Microsoft® ActiveSync 3.7.
- 2 Restart your computer, then connect your SPV C500 using the cradle or USB connection cable. ActiveSync will autostart when it detects your phone, and the connection wizard will open. Work through each screen of the wizard, completing information as necessary.



[learn more...](#) about synchronisation in chapter 10 ➔

take your first photograph



- 1 Press Start from the Home screen and scroll to Camera, and the viewfinder will open automatically. Alternatively, press the camera key on the side of your phone and the viewfinder will open automatically.
- 2 Depending on the Capture size, you can zoom in or out of the image by scrolling up or down with the Action key. To change the Capture size, press Menu, choose Options then choose Modes. You can use the zoom with 160 x 120 and 320 x 240 sizes only.
- 3 Press the Action key or the camera key on the side of your phone to take your photo. When you have taken your photo, you will see the final image. You can delete this if you're not happy with pressing Menu and selecting Delete. If you don't delete it, it is automatically saved into your Multimedia Album.

[learn more...](#) about Photo Messaging in chapter 4 ➔

record your first video clip

play your first tune

Using Windows Media™ Player you can play Windows Media™ and MP3 audio files on your SPV C500.



- 1 Press Start from the Home screen and select More. Then scroll to Video Recorder and press the Action key and the viewfinder will open automatically.
- 2 You can zoom in and out by scrolling up and down with the Action key. To begin recording, press Capture or the Action key; a red dot flashes in the bottom right corner while recording is in progress. To stop, press the Action key again.
- 3 You can now play the clip back. Press Menu then Play to watch it. If don't like it, press Menu and then Delete. If you don't delete it, it is automatically saved to your Multimedia Album.

learn more... about Video Messaging in chapter 5 ➔



Access your Windows Media™ Player from the main menu by pressing Start in the Home screen. Scroll down and select More, then Select Windows Media™ Player.

playlist — Press to access other media files.

the Action key —

- Press:
- Press in to play the clip
 - up or down to increase or decrease the volume
 - left once to go back to the beginning of the clip; twice to go to the previous clip
 - right once to go to the end of the clip; twice to skip to the next clip.

Menu — Access the Media menu where you will see new options for your file.

learn more... about Windows Media Player™ in chapter 6 ➔

receive software direct to your phone

Downloads allows you to receive the latest Orange software direct to your phone, over the air. Downloads is very quick and easy to use, so why not make a regular check for new software?

Before you travel abroad, why not download a currency converter to help you with the currency, or even a new game to play on your journey.



- 1 Press Start, scroll to and select Orange, then select Downloads with the Action key. You will enter the Downloads screen.
- 2 New downloads is highlighted. Press the Action key. Your SPV C500 will connect to Orange and open a list of new features available to download. This may take a few seconds.
- 3 Follow the on-screen prompts.

[learn more...](#) about Downloads in chapter 6 ➔

1

manage your contacts

manage your contacts

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

Your phone has two contact memories, one on your phone and the other on your SIM Card. When you save a new contact it is automatically saved to your phone. If you are using a SIM Card that already holds contacts stored on another phone, these will appear at the bottom of your contacts list with the  symbol next to them.

Your contacts list enables you to store information about people and businesses you communicate with. A contact card is created for each entry.

To **open your contact list** press Contacts from the Home screen.

The contacts list displays the names of your contacts alphabetically, along with an abbreviation reminding you whether it's the person's work phone number ('w') or Home phone number ('h'). This makes it easy to reach the contact using the method you prefer. Other abbreviations are shown in the grey box opposite.

When you open the contact you want to view, you can see all of the information stored on the contact card.

To **open a contact card**:

- 1 Scroll to the contact you want to view and press the Action key.
- 2 You will see information such as the name of the person or business, phone numbers, email addresses, and more.

What are the abbreviations in my contact cards?

w	Work phone	w2
Second work phone		
h	Home phone	h2
Second home phone		
m	Mobile phone	pgr
Pager		
car	Car phone wfx	Work Fax
hfx	Home fax ast	Assistant
Phone		
rdo	Radio phone	e
email address		
e2	Second email	e3

manage your contacts

create contact cards then call or email your contacts without having to remember the number or the email address

You can store hundreds of contacts on your phone's memory, but the exact number will depend on how much of your memory you are using for other features.

To **create a new contact**:

- 1 Press Contacts.
- 2 Press New. You can now enter the information for the new contact in the fields. You must enter contact numbers in the international form, ie, +44 then the number minus the initial 0. Do not include spaces or brackets, ie, +447912345678.
- 3 While entering the details, press # for a space and * to change between upper case and lower case. To **enter a symbol** press and hold the # key. To **enter + for international calls** press and hold 0. Press  to **delete a character**.
- 4 When you have finished, press Done to **save the new contact**.

For a full explanation of all the text input options on the SPV C500, including predictive text input, see chapter 3 of this guide.

Orange Directory Enquiries

The new number for Directory Enquiries is 118 000. So save 118 000 to your phone now, and it'll be there the next time you're out and about and need a number in a hurry.

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

Note: When you create a new contact on your SPV C500, you can synchronise contacts with your PC to keep your contact information up to date on both devices. Similarly, if you have Microsoft® Outlook contacts on your PC, using ActiveSync you can copy them directly to your phone.

manage your contacts

Once you have opened a contact card, you can call or email the contact directly

- 1 Scroll to the number you want and press  to dial the number.
- 2 To email the contact, scroll to and select their email address using the Action key. Press the Action key again to go to the Messaging menu. Scroll to and select Outlook E-Mail to begin composing a message.

To edit a contact:

- 1 On the Home screen, press Contacts.
- 2 Select the contact to edit, and press the Action key to open the contact card.
- 3 Press Edit.
- 4 Make the changes, and press Done.

At this stage you can also set the default number for the contact. This is the number that your phone will call automatically should you select the contact, unless you specify otherwise.

- 1 In the contacts list, scroll to the contact you wish to alter and press the Action key.
- 2 Scroll to the number you want to set as the default and press Menu.

- 3 Scroll to Set as Default and press the Action key. A dot will appear to the left of the default number.
- Note:** If the contact details include a work phone number, your SPV C500 will automatically set it as the default number to call.

To **delete a contact** select the contact to delete, press Menu, select Delete, and then press the Action key. Press Yes to confirm your choice.

finding a contact in your contacts list

In the contacts list, you can enter the first few letters of the contact's name and your SPV C500 will search through the contact list and display the name.

This works with predictive text, so you don't need to press the key for each letter more than once. So, to write orange you would simply press the keys **6, 7, 2, 6, 4** and **3** once each. You can also sort your contacts list to suit how you use it.

- 1 In the contacts list, press Menu, then scroll to Filter. Press right on the Action key to go to the filter menu.

- 2 Select a filter (Business, Miscellaneous or Personal), and press the Action key. The filter categories are the same as those used by Microsoft® Outlook on your PC.

using the contact menu options

Using the contact menu options, you can quickly apply a speed dial to the contact, change the first (default) method of communicating with the contact, beam the contact card to another mobile device or a PC using infrared, delete the entire contact card or edit the contact card information.

To view the contact menu options:

- 1 Open a contact in your contacts list by scrolling to their name and pressing the Action key.
- 2 Press Menu and the options list will open. You can see the options in the grey box opposite.

Note: These options are only available to contacts stored on your phone memory.

manage your contacts

What are the contact card menu options?
Remember, these options are only available for contacts stored on your phone memory.

Add Speed Dial	Enables you to create a shortcut to a phone number, email address, or web URL by assigning one or two numbers as a speed dial.
Send SMS	Send a text message to the contact.
Add Voice Tag	Save a voice tag to your contact for voice dialling.
Save to SIM	Save your contact on your SIM Card memory.
Set As Default	Makes the selected phone number or email address the default communication method for the contact.
Beam Contact	Sends the contact card to another mobile device or a PC using infrared.
Delete	Removes the contact card from the contacts list.
Edit	Lets you modify contact information.

manage your contacts

add photos to your contacts

You can add photos to your contacts so that when a friend calls, a picture, perhaps of them or something that reminds you of them, appears on the screen.

- 1 From the Home screen, press Start and scroll to and select the Orange folder. Select Caller Photo ID and press the Action key.
- 2 Scroll through your contacts and when you reach one you wish to add a photo to, press Assign Photo.
- 3 Your Multimedia Album will open up with your images as a series of thumbnails.
- 4 Scroll through your images and when you have chosen the one you want to assign, press the Action key. Alternatively,press Menu and select New from Camera to take a new photo.
- 5 Press Done to confirm and this image will be assigned to your chosen contact.

call your favourite numbers without having to enter your contacts list

You can create speed dials, also known as shortcuts, to dial frequently dialled phone numbers by simply pressing and holding one or two keys. You may choose speed dial entries from 2 to 99 as the 1 key is preset as a shortcut to your Answer Phone.

To create a speed dial:

- 1 Select Contacts and scroll to the contact you want to add a speed dial to. Press the Action key.
- 2 Scroll to the phone number you want to set up as a speed dial, then press Menu.
- 3 Add Speed Dial is highlighted. Press the Action key.
- 4 Scroll to Keypad assignment, then enter the speed dial number you want to assign to the phone number, and press Done.

Note: You can also create speed dials for web and email addresses that are stored in Contacts and for programs that you often use. To **store a program as a speed dial** scroll to it in the Start menu and press Menu, then select Add Speed Dial.

manage your contacts

To make a call using a speed dial:

- 1 Press and hold the number on the keypad that you have assigned as a speed dial for a number.
- 2 If the keypad assignment is 2 digits long, press the first digit then press and hold the second digit.

To view the speed dials you have created:

- 1 Press Start, then scroll to and select More. Select More again, then select Accessories
- 2 Scroll to and select Speed Dial. A list of all your speed dials will be shown.

Once you have set up speed dials you can view or delete all of your speed dials in the speed dials list.

To view and delete speed dials:

- 1 Press Start, then scroll to and select More. Select More again, then select Accessories.
- 2 Scroll to and select Speed Dial. A list of all of your speed dials will appear. Scroll to the shortcut to delete, press Menu, then select Delete.
- 3 Confirm your choice by pressing Yes.

manage your contacts

Back Up your SIM Card address book

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

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

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

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

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

manage your calls

manage your calls

what happens when you get an Answer Phone message?

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

You will be alerted when you receive a new Answer Phone message. Simply press and hold the 1 key to save, listen to or delete messages. You can save messages that you have listened to for up to seven days.

personalising your Answer Phone greeting

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

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

use Answer Phone shortcuts to manage your messages efficiently

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

- When listening to your messages press:
- 1 to listen to your message again
 - 2 to save your message
 - 3 to delete your message
 - 7 to rewind 10 seconds
 - 8 to skip to the next message
 - 9 to fast forward 10 seconds
 - # to return the call

set up an Answer Phone PIN

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

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

listen to your Answer Phone messages from another phone

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

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

Note: The cost to call your Answer Phone depends on your Service Plan and, if you are calling from abroad, the rate will vary depending on the service provider you are using.

manage your calls

Answer Phone Call Return

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

To use Answer Phone Call Return:

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

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

manage your calls

when you can't take your calls, why not divert them?

not available to pay as you go customers

Call Divert allows you to divert different types of calls to different numbers. So, you might choose to divert fax calls to your office fax machine, but voice calls to your Answer Phone.

You can set up call divers with the following settings:

- Divert all voice calls
- Divert if not available
- Divert all fax calls
- Divert all data calls
- Cancel all divers

To activate a divert:

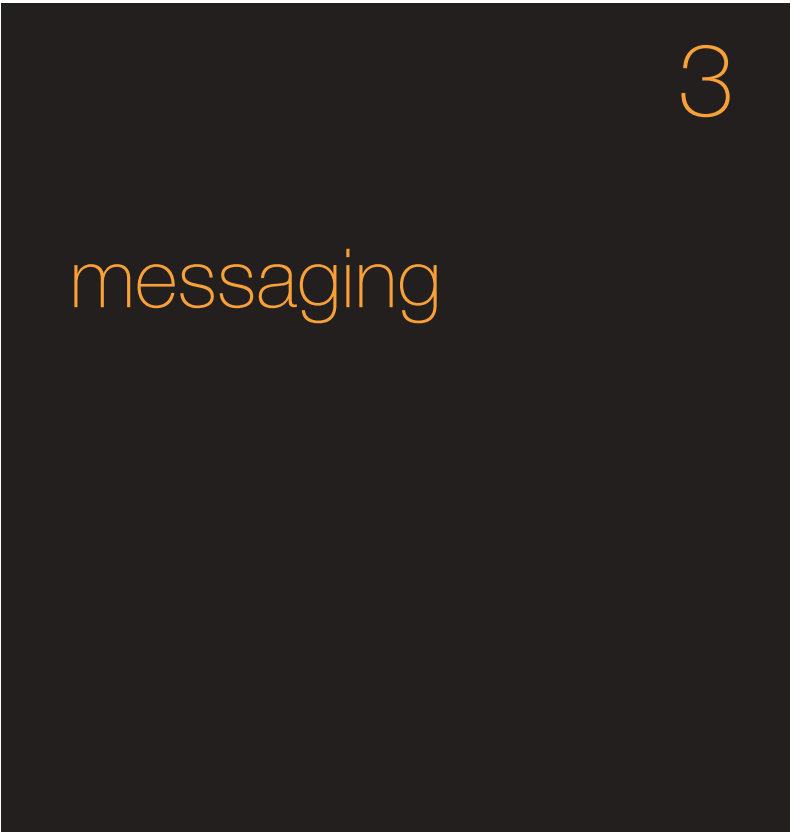
- 1 Press Start, then scroll to and select Settings.
- 2 Phone is highlighted. Press the Action key.
- 3 Scroll to Call Forwarding and press the Action key.
- 4 Choose the circumstances for the divert.
 - Unconditional
Diverts all calls.

- No reply
Diverts unanswered calls.
 - Busy
Diverts calls that you reject, or calls that come through while you are using the phone.
 - Unavailable
Diverts calls that come through when you are out of the Orange service area.
- 5 Press the action key. Make sure that the check box is ticked, then enter the number that you want to forward calls to. For Answer Phone, simply enter 07973 100 123.
 - 6 Press Done.

Note: There is no charge to set up or cancel a divert. You are charged your normal Service Plan rate. If you are calling or diverting your calls abroad, the rate will vary depending on the zone you are in. The availability of the Call Divert service depends upon the partner network.

To check a divert status, or cancel a divert:

- 1 Follow the steps above, and select the condition that you want to check or cancel the divert for.
- 2 Simply check or uncheck the box, and press Done



messaging

Before beginning this section, please refer to the [getting started](#) section at the front of this guide, where you will learn how to set up your email accounts.

you can create text messages and emails in several different ways

When a phone call is inappropriate, or you only want to convey a short and simple message, you can send a text message. Alternatively, send emails to arrive on computers, PDAs or other phones.

Before you can send emails, you must set up your email account. You can learn how to do this in the [Getting Started](#) section at the front of this guide.

- 1 Press Start. Messaging is highlighted. Press the Action key.
- 2 Select SMS Messages to send a text message or Outlook E-Mail to send an email, and press the Action key. Press New to start a new SMS message or email.
- 3 The To: field is highlighted. To write a text message, either enter the phone number of the person you want to send the message to, or press the Action key to access your contacts list. To write an email, enter the email address of

- the person you want to send the email to, or press the Action key to select a contact from your contacts list.
- 4 To pick a contact from your contacts list, simply scroll to the name you want and press the Action key. However, for Text Messaging you can only use a contact that has a phone number saved in the Mobile field. Other numbers can't be used. For email, the contact must have an email address saved to it.
 - 5 If the contact has more than one email address or mobile number, you will be asked to choose which you wish to use. Scroll to the one you want and press the Action key.
 - 6 You will be returned to the message screen, where the contact's details will be inserted in the To: field.
 - 7 Scroll down to enter information in any of the other fields required. Finally, complete the main text of your message. There are two methods for entering text, and you can rotate through them by pressing and holding the * key:
 - predictive text input, shown as English T9
 - standard text input, shown as ABCTo enter a number in your SMS message, press and hold the correct key.
 - 8 When you have finished entering your email or text message, simply press Send.

messaging

You can add multiple recipients by separating each address or phone number with a semicolon (press the # key, then scroll to and select a semicolon). If you are choosing names from your contacts list, then the semicolon appears automatically each time you add a new contact.

Note: The cost of sending a text message depends on your Service Plan. You are charged for each person the message is sent to.

entering text using standard text input

To **enter text using standard text input mode** you press each key the right number of times to get the letter you want. So, to get an O you would press the 6 key three times. For an A you would press the 2 key once.

Press # for a space. The first letter of a sentence is automatically capitalised.

The letter entered most recently is underlined until you have completed the key presses for that letter and moved on to the next letter. When entering letters on the same number key, pause after entering the first letter and wait for the underline to disappear before entering the next letter.

To increase the speed at which you can enter text:

- 1 Press Start, select Settings, and then select Accessibility.
- 2 Under Multipress time out, select the time interval you want between key presses and press Done.

save time using predictive text input

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

When you have finished pressing all of the keys, the word should appear on the screen.

To enter text using the predictive text method:

- 1 Press and hold the * key to display the text input menu.
- 2 Scroll to and select English T9.
- 3 Press each key once for the word you want.

messaging

- 4 Press the # key to accept the word and enter a space after it, or scroll Up or Down with the Action key to move through the available words.
- 5 If you do not see the correct word, erase the word by pressing ⬅, and then press and hold the * key to change to standard, Multipress mode and manually enter the word.

Having trouble entering a word in predictive text mode?

Predictive text cannot always find the word you want in the dictionary. In these cases, change to standard text input. After you have entered the word in standard text input, it will be added to the predictive text dictionary.

To **enter punctuation** in predictive text mode, press 1, then scroll UP and DOWN using the Action Key to move through a list of common punctuation marks.

entering numbers using Numeric text input

When you are in 123 mode, just press the number you want to enter on the keypad. If a field permits a numerical entry only, such as the Work phone field in Contacts, the input mode will automatically change to the Numeric mode.

message options

To **request a delivery receipt** for a text message:

- 1 Before you send the text message, press Menu, select Message Options, and then press the Action key.
- 2 Press the Action key to select the Request message delivery notification check box, then press Done.

receiving text messages

When you receive a text message on your phone, the ☒ symbol will appear. To **read the message** press Message in the Home screen. Alternatively:

- 1 Press Start.
- 2 Messaging is highlighted. Press the Action key.
- 3 Select SMS Messages, then scroll to the latest message and press the Action key to open it.

Hint: When you're in your text message (SMS) inbox, you can quickly go to either your Media Messages or Outlook Email inbox by simply scrolling left or right with the Action key.

messaging

inserting text templates into messages

Save time when composing your email or text messages by inserting text templates into your messages.

You can edit the pre-defined text to create words or phrases that you frequently use in messages.

- 1 Press Start, then select Messaging.
- 2 Scroll to and select SMS Message.
- 3 Press New. Scroll to the body text field, then press Menu. Select Insert Text.
- 4 Select the pre-defined text to insert into your message and press Insert.

To **edit your pre-defined text messages**:

- 1 Press Start, then select Messaging.
- 2 Select SMS Messages. Press Menu, then select Options.
- 3 Select Edit My Text.
- 4 Select and modify the text you want to change, and press Done.

messaging

inserting voice recordings into messages

Inserting a voice recording into a message is easy, and useful when you want to verbally explain information that is contained in the message.

- 1 Press Start and select Messaging. You cannot insert a voice recording into a text message.
- 2 Open a new message and in the body text field press Menu, and then select Insert Recording.
- 3 Press Record to start recording, and press Stop to stop recording.
- 4 Press Done to insert the recording into your message.

receiving meeting requests

When you accept a meeting request that arrives in your Inbox, the meeting will appear in Calendar on your SPV C500 when you next synchronise, and a message will be sent back to the meeting organiser. For more information about synchronising Calendar, see chapter 9.

- 1 Press Start, select Messaging, and then press the Action key.
- 2 Select the meeting request, press the Action key, and then press Accept.

receiving complete emails

You can specify that emails be received in full, instead of receiving only the first 500 characters.

- 1 Press Start, then select Messaging.
- 2 Select the message to receive in full, press Menu, select Mark for Download, and then press the Action key. The complete message will be retrieved the next time you synchronise or connect to your email server.

receiving message attachments

You can download message attachments to your SPV C500. Attachments are displayed as a list of hyperlinks at the bottom of the email message, and are preceded by an attachment icon. The text of the hyperlink contains the file name followed by the size of the attachment, thereby helping you to determine whether you want to download the attachment.

Note: On POP3 messages, the attachment size is not shown.

messaging

viewing your message folders

Your SPV C500 stores messages in the following folders.

- **Deleted Items**
Messages that you delete are stored here until you empty the folder.
- **Drafts**
Messages that you save before sending are stored here.
- **Inbox**
All messages that you receive arrive here.
- **Outbox**
Sent email messages are stored here until you synchronise or connect to your email server.
- **Sent Items**
Copies of email messages that you send are stored here.

To view message folders:

- 1 Press Start, then select Messaging.
- 2 Select Media Messages, SMS Messages or Outlook E-Mail.
- 3 Press Menu, then select Folders.

There are three different icons for attachments:

-  Not downloaded
-  Downloaded
-  Marked for download

To download an attachment:

- 1 In an open message containing an attachment for downloading, select the attachment and press the Action key.
- 2 The attachment will be downloaded when you synchronise or request to send and receive emails.

To view a downloaded attachment, select the attachment and press the Action key.

Note: You can view attachments only for file types that are supported by your SPV C500.

What are the Inbox menu options?	
Delete	Deletes the message.
Reply	Replies to the sender of a message only.
Reply All	Replies to all the recipients of a message.
Forward	Forwards the message.
Folders	Displays all message folders.
Switch Accounts	Move between your inboxes.
Move	Moves the message.
Mark as Read	Displays the header text of a message in the Inbox in lightface, indicating that the message has been read.
Mark for Download	Retrieves the entire email the next time you connect.
Options	Displays a list of Inbox options you can customise.
Send/Receive	Connects to your email server to send and receive messages.

Note: If your email account supports folders, you can view multiple folders to reflect the folder structure that you have created on your email server. Messages you download from the server will then be placed automatically in the appropriate folders on your SPV C500.

Hint: When you're in one of the inboxes, you can quickly go to another by simply scrolling left or right with the Action key.

using the Inbox menu options

It's easy to carry out many messaging tasks from your Inbox. Press New to compose a new message, or press Menu to forward, delete or reply to messages, access your Inbox options and more.

- 1 Press Start, then select Inbox.
- 2 Select Media Messages, SMS Messages or Outlook E-Mail.
- 3 Press Menu, then select an option from the menu (shown below).

deleting emails from your SPV C500

When you synchronise data between your SPV C500 and your PC, ActiveSync ensures that the same information appears on both devices. To ensure consistency, this means that if you delete an email from your SPV C500, it will also be deleted from your Outlook inbox the next time you synchronise.

If you don't want your emails deleted from your Outlook inbox, you must make sure that they are not in the Deleted items folder on your phone before you synchronise.

- 1 In your inbox, scroll to the email that you wish to delete.
- 2 Press Menu and select Delete. The email will be deleted from your inbox.
- 3 To stop the email from also being deleted from your PC, you need to remove it entirely from the memory of your SPV C500. To do this, press Menu again and scroll to Show folders. Press Select.
- 4 You will see the folder tree. Scroll to Deleted items and press Select.
- 5 A list of all of your deleted emails and text messages will appear. At this point, scroll to the

message you want to erase permanently and press Menu. Alternatively, simply press Menu from anywhere if you wish to delete all of the messages.

- 6 Select either Delete or Empty Folder and press the Action key.
- 7 Now that the email has been removed from the memory, it will not be erased from your PC when you next synchronise.

save your sent emails

It may be useful to keep a copy of your emails for later reference. Once set up, all the emails you send will be moved to your Sent Items folder.

- 1 Press Start, select Inbox with the Action key and press Menu.
- 2 Scroll to Options and press the Action key. Scroll to Sending and press the Action key.
- 3 Scroll to Save copies of sent items and press the Action key so that a tick appears in the box.
- 4 You can also choose whether to include a copy of the original message when replying to email. Simply scroll to it and press the Action key so a tick appears in the box.
- 5 When you are finished press Done to save your selection.

messaging

To **view your sent emails**:

- 1 From your Inbox press Menu, scroll to Accounts/Folders and press the Action key.
- 2 Scroll to Sent Items and press the Action key to open a list of all the messages you have sent.

set your incoming message size

You can choose how much of each message is initially downloaded. If you use GPRS you are charged for the amount of data you download, so setting the right size is important to achieve the balance between cost and efficiency.

Your SPV C500 is preset to download the first 500 bytes of each email. If emails contain attachments you will see Mark for Download and you can choose to download the full item. If you don't want to download the full attachment, simply leave it.

To **set your incoming message size**:

- 1 From the Inbox press Menu, scroll to Options and press the Action key. Scroll to Receiving and press the Action key.
- 2 Use the left and right navigation keys to select how much of each message your SPV C500 will initially download.
- 3 Press Done.

display your messages your way

You can choose how your emails are arranged.

- 1 From the Inbox press Menu, scroll to Options and press the Action key. Select Display and press the Action key.
- 2 Select whether you want to see the date and time in the message list by pressing the Action key. If there is a tick in the box, they will appear.
- 3 Choose the order in which you want your messages to be displayed, from:
 - Date received
 - Sender
 - Subject

messaging

- 4 Choose whether you want your messages ascending or descending.
- 5 Press Done to save your selection.

send emails manually

If you only send a few emails, you may prefer to **send them manually** after writing them.

While you are getting used to your email account we recommend the following procedure:

- 1 Write your email as normal, and press Send. This moves your email to the Outbox.
- 2 You are returned to your Inbox. Press Menu, scroll to Show Folders and press the Action key. Scroll to Outbox and press the Action key.
- 3 Your emails will appear in consecutive order. Press Menu, scroll to Send/Receive Email and press the Action key.
- 4 Along the top of your screen you will see Dialling... As your emails are sent you will see:
 - Connecting...
 - Logging In...
 - Sending and Receiving
 - Sending Mail
 - 1 of 1 receiving

- This lets you see what stage of sending and receiving you are at.
- 5 As your messages are sent they will disappear from your Outbox.

When you are more comfortable with using email on your SPV C500, from anywhere in the Inbox press Menu, select Send/Receive Emails and press the Action key. Your SPV C500 will then send all the messages in your Outbox and receive any emails from your account.

keep in touch with your colleagues and friends in real time, using MSN Messenger

You can use **MSN Messenger** to send instant messages. It provides the same type of chat environment as MSN Messenger on your PC. For instance you can:

- Send and receive instant messages.
- See the status of others in your Messenger contacts list, or change your own status, for example, available, busy, out to lunch.
- Invite other people to a chat conversation.
- Block contacts from seeing your status or sending you messages.

messaging

To use MSN Messenger you will need a Microsoft® .NET Passport account unless you already have a Hotmail account.

To **set up a Microsoft® .NET Passport account**, go to: <http://www.passport.com>
Once you have this account, you will need to sign into MSN Messenger using your Microsoft .NET Passport.

To **sign in and out of MSN Messenger**:

- 1 Press Start, then scroll to and select MSN Messenger. Press Sign In.
- 2 Enter your sign-in name, for example name_123@hotmail.com, and password, and then press Sign In.
- 3 To sign out, press Menu and select Sign Out.

Note: If you do not sign out of MSN Messenger, you will remain on a data connection. This may result in additional charges on your bill.

To **send an instant message**:

- 1 Sign in to MSN Messenger.
- 2 Select the person in MSN Messenger to whom you want to send an instant message, and press Send.
- 3 Enter your message, and press Send.

Note: To quickly add common messages, press Menu, select My Text, and then select the text you want to use in the message.

To **invite a contact to an ongoing chat** press Menu, select Invite, and then select a contact.

To **see who is already chatting** press Menu, and select Chats.

To **accept or change between chats** press Menu, select Chats, and then select the contact to begin chatting.

To **add a contact to a chat**, press Menu in the Messenger contacts list, select Add Contact, and then follow the directions on the screen.

To **delete a contact** select the contact name in the Messenger contacts list, press Menu, and then select Delete Contact.

To **block or unblock a contact** from seeing your status and sending you messages, select the contact name in the Messenger contacts list, press Menu, and then select Block or Unblock.

To **change your status**:

- 1 In the Messenger contacts list, select your name, and press the Action key.
- 2 Select a status description, such as Away, and press the Action key.

Note: You must be signed in to MSN Messenger to change your displayed name.

messaging

Orange Photo Messaging

Orange Photo Messaging

take a photograph

Please see page 29 for how to take a photograph with your phone's camera. Photographs are automatically saved to your Multimedia Album.

Before taking a photograph, press Menu to access the following further options:

- Capture Mode
Select this to switch between several image and video modes.
- Zoom
Use the Action key to zoom in and out of your image.
- Ambience
Select this to adjust the lighting of your shot.
- Options
See opposite.
- Album
See all the photos and videos stored on your phone.

What are the options for customising your Album?

General	To adjust the general Album settings such as the backlight and mute the sounds.
Slide Show	Customise your Slide Show settings, how long an image is viewed, the direction of rotation and play order.
Transition Effects	Decide how you want your slide show to appear and fade from image to image.
Sort By	Order your images by date, size, type and name.
Thumbnail	Adjust the thumbnail size, number your thumbnails and show image information.
Association	Choose the file type for your image.
About	Album information and version number.

Orange Photo Messaging

To adjust your camera settings:

- 1 Press Start, then select Camera.
- 2 Press Menu, then scroll to and select Options.
Choose to adjust:
 - General
Decide where you want to store your images – on the Storage Card or on the Internal Memory, and adjust the camera's flicker setting. You can also choose to review photos after they are taken, and enable or disable the shutter sound.
 - Counter
The counter keeps track of how many images or videos you have recorded.
 - Photo
Adjust the JPEG quality, change the photo filename prefix and choose where you want to store your Template folder.
 - Video
Adjust the capture size of the video clip, whether you want audio on or off and the filename of the video clip.
 - Modes
Change your camera's Capture mode. Choose between Photo, Video, MMS Video, Photo ID and Picture Theme.

You can take a self-portrait:

- 1 Turn your phone around so you are facing the lens. You will be able to see your face in the mirror.
- 2 Arrange yourself as appropriate. When you are ready to take your shot, press the camera button on the side of your phone.

store and browse through the images in your Album

Your SPV C500 has an Album application so you can view your images. You can view the files as thumbnails, zoom in and out and watch them in a slide show.

To view your images in the Album:

- 1 Press Start, then scroll to and select Multimedia Album.



Orange Photo Messaging

- 2

Your Album will open up with the images and videos displayed as a series of thumbnails.
- 3

To **organise the images in your album**, highlight an image, press Menu and choose from the following options:

■ Send

To send your image in a photo message or via email.

■ Delete

To delete your image.

■ Save as

To save your image as a caller ID photo.

■ Rename

To personalise the name of the image.

■ Properties

To view the image properties, for instance the image name, storage position, size, type and date of creation.

■ Slide Show

To view all the images in your Album as a slideshow.

■ Options

View the image options. See the grey box on the previous page.

■ Change folder

Re-assign the storage folder for your image in the file manager.

4

To **view the individual image options**, highlight an image, press the Action key and then press Menu. Choose from:

■ New

To take a new image.

■ Send

To send your image in a photo message or via email.

■ Delete

To delete the image. Press the Action key and press Yes to confirm deletion

■ Save As

Save the image as a Caller ID Photo or as your Home Screen.

■ Rename

Rename the image with a name of your choice.

■ View

To view the image properties, zoom in and out and rotate.

■ Camera

To go directly to the viewfinder to take another shot.

■ Thumbnails

To return to the thumbnail view of all your images.

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Orange Photo Messaging

compose your own melody or send a recording you've made

1

Press Start, then select Messaging.

2

Select Media Messages, SMS Messages or Outlook E-Mail, then press New.

3

Press Menu and select Insert Recording.
Note: you cannot insert recordings into text messages.

4

Press Record and record your own tune or voice message to send.

5

The sound file you have created will automatically be given a name.

6

Press Done when you have finished naming the recording. Your new melody will be shown in the Sound thumbnail library.

add a photograph to your photo message

1

Select Start then Messaging.

2

Select Media Messages, then press New.

3

Enter a contact number in the To: field. You can also choose to add a brief description of the message in the Subj. field.

4

Scroll to Insert Picture and press the Action key.

5

The Album will show. Decide whether you want to take a new photograph by selecting the camera, which is highlighted, or select an existing image.

6

Select the camera. You will go straight to the viewfinder.

7

Press capture to take your photograph and it will be added to your Album as a thumbnail.

8

Press Select to add the picture directly to your message.

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Downloaded from www.Manualslib.com manuals search engine

Orange Photo Messaging

Orange Photo Messaging options

- 1 While you are creating your photo message, you can select from a number of message options.
- 2 Press Menu and choose from:

■ Add Recipient
This opens your Contacts so you can select a recipient for your photo message.

■ Insert
To insert text, pictures and sound.

■ Remove Object
To remove an object from your message.

■ Preview
To have a look at your message before you send it.

■ Pages
Add or remove a page.

■ Background Colour
Select a colour for the background of your message.

■ Message Options
Adjust the priority and message type.

■ Postpone Message
Save the message to send later.

■ Send Message
Send your photo message.

- Cancel Compose
To cancel the message and return to the Inbox.

sending your message

When you have added a recipient, a subject, an image and sound to your photo message and you are happy to send it, simply press Send. It's on its way!



video messaging

if a picture speaks a thousand words, a video tells a great deal more

Video Messaging is the latest way to share scenes from your life. Shoot a video using your SPV C500's built-in video camera, then save it to your phone to watch any time you like.

To record a video clip:

- 1 Press Start then More from the Home screen and scroll to Video Recorder. Press the Action key and the viewfinder will open automatically.
- 2 You can zoom in and out by scrolling up and down with the Action key.
- 3 To begin recording, press Capture; a red dot flashes in the bottom right corner while recording is in progress. To stop recording, press Stop.
- 4 You can now play the clip back. Press Menu then Play to watch it. If you don't like it, press Menu and then Delete. If you don't delete it, it is automatically saved to your Multimedia Album.

Video clips are automatically saved to your phone's Multimedia Album.

Note: You must obey all local laws governing the taking of videos. Do not use this video recorder illegally.

Before you begin shooting videos you may want to look at how your video is set up.

To adjust your Video Recorder settings:

- 1 Press Start, then More and select Video Recorder.
- 2 Press Menu and then Options. Choose to adjust:
 - General
Decide where you want to store your images on the Storage Card or on the Internal Memory and adjust the camera's flicker setting. You can also choose to review photos after they are taken, and enable or disable the shutter sound.
 - Counter
The counter keeps track of how many images or videos you have recorded.
 - Photo
Adjust the JPEG quality, change the photo filename prefix and choose where you want to store your Template folder.

video messaging

- Video
Adjust the capture size of the video clip,whether you want audio on or off and the filename of the video clip.
- Modes
Change your camera's Capture mode. Choose between Photo, Video, MMS Video, Photo ID and Picture Theme.

Once you have recorded a video clip it will be saved to your Multimedia Album and marked with a V to indicate that the file is a video file. Press Menu and select Album then Menu again to choose from the following:

- Send
via Email
- File
Choose from Delete, Move to and Copy to.
- Save As
You can save your video as a Caller ID image.
- Rename
Rename the video clip so that it is easier to locate in the Multimedia Album.
- Properties
Lists the image properties.
- Slide Show
Creates a slide show of the clips stored in

- your Multimedia Album.
- Options
You can adjust the options for the following:
 - Change folder
Move to a different folder.
 - New
Choose from:
 - Photo from Camera
 - Video from Camera
 - Voice note

receiving video messages

- 1 When you receive a video message it will be placed in your Inbox and  will appear on your Home screen.
- 2 To read the message select Message on your Home screen.
- 3 To open the video, press Menu then Play.

video messaging

get the freshest clips on the web from Orange

Why not make the most of your phone's video player and download great new clips from Orange?

Orange is constantly expanding the online library of video clips available to customers. Simply follow these instructions to find out more:

- 1 In the Home screen, scroll to  . Scroll to Orange World and press the Action key. Your phone will connect, then display the Orange World homepage.
- 2 In the homepage, scroll down to select video and press the Action key.
- 3 Once the video page appears, choose your clip from a wide range of videos. Simply click the title and it will be streamed to Windows Media™ Player, where you can watch it.

Remember: Come back to this area often, as the videos available change all the time. From classic comedy clips to the latest release trailers, Orange is bringing video straight to your phone.

Orange multi media services

Orange multi media services

browsing the web on the move has never been easier

Internet Explorer allows you to surf the web online or download web pages to read when you're offline. It supports HTML (Web), iMode and many wap sites, allowing you to surf, shop or trade on virtually any site.

The Internet Explorer web browser makes the most of your GPRS connections, while giving you the choice of what to download. Your homepage is the Orange World homepage. Looking for key headlines from your favourite news site, but not interested in downloading all those graphic files?

No problem. Switch off pictures and read text only.

If you want up-to-the-minute news and sport, the latest games and downloads, or pictures and sounds to brighten up your SPV C500 or your photo messages, plus a wide range of interactive services from Orange World, visit [wap.orange.co.uk/orangeSPV C500](http://wap.orange.co.uk/orangeSPV_C500). You'll also find a constantly updated directory of the best sites for browsing on your SPV C500.



Alternatively, scroll to  in the Home screen and select a link from the dynamic panel, or check the Orange folder in the Start menu for links to exciting, downloadable content from Orange World.

use Internet Explorer in a way that suits you

You can change the way web pages are displayed on your SPV C500.

To view Internet Explorer options:

- 1 Press Start and scroll down to More. Select Internet Explorer.
- 2 Press Menu, then select Options. You will see a list of options as shown in the grey box on page 72.
- 3 To disconnect from the Internet press .

navigating in Internet Explorer

With Internet Explorer, the Favourites list is displayed as the main offline screen. You can add your own favourites to this list for quick access to web sites you frequently visit. You can access the list from any web page by pressing Favourites.

When you open Internet Explorer for the first time from the Start menu, the Favourites list will appear.

To view a favourite:

- 1 Press Start and scroll down to More. Select Internet Explorer.
- 2 Internet Explorer will display the last page that you viewed; if you have not used Explorer since switching your phone on, Favourites will be shown. If another page is displayed, simply press the Favourites soft key.



Orange multi media services

- 3 Select a favourite to view, and press Go.

Surfing the Internet is about making your own way, and Orange lets you explore all of the sites you want. If you know the address of a website that you want to view, enter it in the **address bar**:

- 1 Press Start, then select Internet Explorer.
- 2 Press Menu and select Address Bar.
- 3 Enter the web address, and press Go.



To **return to a web page** you previously visited in the same session press  repeatedly until you see it again.

Orange multi media services

To view your most recently visited Web pages:

- 1 Press Start and scroll down to More. Select Internet Explorer.
- 2 Press Menu and select Address Bar.
- 3 Scroll to View History and press Go.

To visit a web page on the History list scroll to its URL and press Go.

Note: While you are connected to the Internet, you can change between Internet Explorer and other programs on your SPV C500 by pressing . This will not close your Internet connection. To return to the page you were viewing, press .

bookmark your favourite sites

If you find a web page that you will want to visit another time, **mark it as a favourite**. Then, the next time you want to visit that web page, just select it from your Favourites list.

- 1 Press Start and scroll down to More. Select Internet Explorer.
- 2 Press Menu and select Address Bar.
- 3 Enter the web URL, and press Go.

- 4 When the web page is displayed, press Menu, then select Add Favourite.
- 5 Enter a name for the web site as you want it to appear on your Favourites list, and press Add.



To create a new folder in Favourites:

- 1 Press Start and scroll down to More. Select Internet Explorer.
- 2 Select Favourites. Press Menu, then select Add Folder.
- 3 Under Name, enter a name for the folder and press Add.

To delete a favourite:

- 1 Press Start and scroll down to More. Select Internet Explorer.
- 2 Scroll to the favourite you want to delete. Press Menu and select Delete. Press Yes to confirm your choice.

Orange multi media services

your SPV C500 online

Visit web.orange.co.uk/yourphone/ on your PC or wap.orange.co.uk/r/spvc500/yourphone/ on your SPV C500 to learn even more about your phone.

Here you can see demonstrations of how to use the applications on your SPV C500, learn more about the features on your phone and see how Orange helps you get more from your SPV C500 with services such as Downloads and the Try Card.

stored or cached web pages

Your SPV C500 stores web pages as they are downloaded until its memory store, or cache, is full. If you go to a page that is already stored on your SPV C500, you will see the stored version when you select the page. Choose Refresh from the menu to see the latest web content for that page.

To refresh a web page you have recently visited:

- 1 Press Start and scroll down to More. Select Internet Explorer.
- 2 Select the web page to revisit from your Favourites list or History list, and press Go.
- 3 Press Menu and select Refresh.

Orange multi media services

To delete your browsing records:

- 1 Press Start, then select Internet Explorer.
- 2 Press Menu and select Options.
- 3 Scroll down to Memory and press the Action key.
- 4 Select whether you wish to delete information from:
 - Temporary Files
 - Cookies
 - History
- 5 Press Clear to empty that folder and Yes to confirm your choice.

enjoy new software wirefree™ with Downloads

Orange Downloads allows Orange to send updated software direct to your phone.

To activate Orange Downloads:

- 1 Press Start, then select Orange.
- 2 Scroll to and select Downloads.

Before you download an application in the Downloads screen, there are a number of options you can choose from.

- Scroll to Check for Updates, then press Menu. Choose one of the following options:
 - Check for Updates
Connects to Orange to see if there are any new updates or applications available.
 - About Downloads
Information about the Downloads software.
 - Exit
Quits Downloads.
- 3 Scroll to and select View Downloads. This shows the current applications that have been installed on your phone.

keep your information secure with Back Up

As explained on page 24, you can set your phone to automatically backup information on a regular basis, as well as choose which information is copied. This keeps your personal data secure, so that if anything should go wrong, you can always retrieve it from the secure Orange server.



To Back Up your data manually:

- 1 Press Start, then select Orange.
- 2 Scroll to and select Back Up.
- 3 Back Up will be highlighted. Press the Action key.
- 4 Select the items you would like to store using the Action key.
- 5 Press Send to start saving your data on the remote server.

Orange multi media services

To set your SPV C500 to automatically Back Up your data:

- 1 Press Start, then select Orange.
- 2 Scroll to and select Back Up.
- 3 Scroll to 1.Options and press the Action key. Schedule backups will be highlighted. Press the Action key so that a tick appears in the box.
- 4 Scroll to the next field and use the Action key to select Daily, Weekly or Monthly backup.
- 5 Use the keypad to set the time that you want to send your information to be stored.
- 6 Use the Action key to select or deselect which information you want backed up.
- 7 Press OK when you have finished and your SPV C500 will now automatically send your information to be stored at the time and frequency you have set.

Note: You will be charged for each call you make to Back Up at your standard service charge.

Orange multi media services

To **restore the information from the remote server to your phone**:

- 1 Press Start, then select Orange.
- 2 Scroll to and select Back Up.
- 3 Scroll to 2.Restore and press the Action key.
- 4 Select which items you would like restoring to your phone using the Action key. Items with a tick next to them will be restored.
- 5 Press Next then Send when you have finished and your SPV C500 will now automatically send your information to be stored at the time and frequency you choose.

Note: You will be charged for each call you make to Back Up at your standard service charge.

read or listen to news, jokes, weather and more

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

- 1 Call **277**.
- 2 Follow the voice prompts.

After setting up an alert, you'll receive a text message every time there's an update about the subject you've chosen.

To **cancel an alert** dial **277** and follow the prompts.

Note: You can receive text alerts when roaming but you cannot set them up.

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

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

Orange multi media services

access information direct from your phone's Orange Plus menu

Your additional options can be found by pressing the Menu button on your phone and choosing Orange Plus. You can:

- easily get in touch with Orange
- always be up to date with Orange Information

Orange Plus Information enables you to check...

- sports, news and results
- lottery, horoscopes, weather and jokes
- stocks, indices and foreign exchange rates

What is Orange Information?

Orange Information is ideal for finding out up to the minute information such as sports results and lottery numbers. You can check the news, business and weather, or even read your horoscope.

How much does it cost?

Text messages to request information are free. Receipt of each Orange Information text message

costs 12p except for Financial and Stock Market messages, which cost 30p.

To **access Orange Information**:

- 1 Press Menu, scroll to Orange Plus and press Select.
- 2 Choose or enter the subject you are interested in.
- 3 You will be offered a further list of options. Scroll to the one you want and press Select.
- 4 Choose from the following three options:
 - Latest
 - Sends you a single text message with the latest information.
 - All future
 - Requests that you are sent regular updates on your chosen subject.
 - No more
 - Cancels the All future option.
- 5 You will then have two further choices:
 - Get informationRequests that information be sent to your phone immediately
 - to menuYour SIM Card saves the information you've entered so you don't need to re-enter it.

Orange multi media services

Orange Plus Call Orange enables you to...

- speak to Customer Services
- listen to your Answer Phone messages
- listen to traffic news using Text Alerts
- call Orange Directory Enquiries
- call Orange International Directory Enquiries
- request update of breaking news by setting up Orange Text Alerts

To call Orange:

- 1 Press Menu, scroll to Orange Plus and press Select.
- 2 Scroll to Call Orange and press Select.
- 3 Select one of the following:
 - Customer Services
 - Answer Phone
 - Voice Media
 - Traffic News
 - Text Media
 - Directory Enquiries
 - International Directory Enquiries
 - Breaking News
- 4 Scroll to read the message from Orange, then press OK.
- 5 Choose Call to dial the number.

Orange Plus Payasyougo enables you to...

only available to pay as you go customers

- check your balance
- top-up your talk time by Orange Top-up Voucher
- link your phone to an Orange Top-up Swipe Card

What can I do with Pay as you go?

Pay as you go gives you control of your phone expenses, and provides flexible options for topping up your balance.

How much does it cost?

Balance and Top-up menu items are free, although some restrictions may apply.

To check your balance:

- 1 Press the Menu key and select Orange Plus.
- 2 Choose Payasyougo.
- 3 Choose Balance.

- 3 You will receive a text message. Press the Cancel key until you return to the main menu and then choose Messages. The message in your inbox will tell you your balance.

To Top-up your talk time using your nominated card:

- 1 Press the Menu key and select Orange Plus.
- 2 Choose Payasyougo.
- 3 Choose Top-up.
- 4 Choose Voucher.
- 5 Enter your Orange Top-up Voucher number and press OK.
- 6 You will receive a message asking if you want to proceed. Scroll to read the full message and press OK. Choose Yes to proceed.
- 7 You will receive a text message. Press the Cancel key until you return to the main menu and choose Messages. The message in your inbox will tell you that your Voucher has been redeemed, and gives you your new balance.

Orange multi media services

To Top-up your talk time using your credit or debit card:

To use the Top-Up service you will first need to nominate your card with Orange. To register, call 451 and choose option 1.

- 1 Press the Menu key and select Orange Plus.
- 2 Choose Payasyougo.
- 3 Choose Top-up.
- 4 Select credit or debit card as appropriate
- 5 You will automatically be connected to Customer Services to complete the transaction.

To link an Orange Top-up Swipe Card to your account:

- 1 Press the Menu key and select Orange Plus.
- 2 Choose Payasyougo.
- 3 Choose Top-up.
- 4 Scroll to Swipe Card and press OK.
- 5 Enter your Orange Top-up Swipe Card number, which is the number following 894412, and press OK.

Orange multi media services

- 6

A message will appear confirming the Orange Top-up Swipe Card number (scroll to read the full message), and asking if you want to proceed. Press OK and choose Yes to proceed.
- 7

You will receive a text message. Press the Cancel key until you return to the main menu and then choose choose Messages. The message in your inbox will tell you that your Orange Top-up Swipe Card has been linked to your Pay as you go account.
- Receive information as a text message on your Orange phone on the latest news, weather, sport, directory, entertainment and lifestyle updates. This is not available to some pay as you go customers.

register with Orange Internet

To register with Orange Internet just visit www.orange.co.uk/register

manage your Orange phone account online

not available to pay as you go customers

access Orange Internet from your PC for all these features

- Personal email address and free email alerts
When you're out and about, you can receive a text message on your Orange phone to alert you to emails you've received.
- Personal diary and free alerts
Receive a text message on your Orange phone as a reminder of dates and events that are important to you.
- Send 30 free text messages when online every month to UK digital mobile phones.
- Check how many inclusive minutes you have remaining
- View your latest bill
- Set up a Direct Debit or pay by credit card securely
- Change your Service Plan

For more information on multi media services call the Orange Literature Request Line on 1500 r, if you are a pay as you go customer, 451 from your Orange phone.

Orange multi media services

download and listen to music on the move using Windows Media™ Player on your SPV C500

Using Windows Media™ Player 9 series (which comes on your SPV C500) or later, you can play Windows Media audio files and MP3 audio files on your SPV C500. You can also copy digital music directly from your PC to your SPV C500 by using Media Player or ActiveSync. For more information about copying files to your SPV C500, see the Media Player Help on your PC.
There are two ways to play files. You can either stream the file over the Internet, or save the file to your phone's memory and play it from there.



To play a media file stored on your phone:

- 1

Press Start, then More. Scroll to Windows Media and press the Action key.
- 2

You will enter a screen that shows all of the available media files on your phone. This is called the Local Content screen. Simply scroll to the file you wish to play, and press Play.



To play a streaming media file over the Internet:

- 1

In the Local Content screen press Menu, then scroll to and select Open URL.
- 2

Enter the web URL that you want to stream the media from, and press Play.

Note: Some music may have a copyright license.

Orange multi media services

You can **listen to a media file over the Internet by streaming** via your phone's media player, and then add it to the Favourites list. The next time you want to listen to the file it will be on your SPV C500. Simply select it from Favourites.

To **add a streaming media file to Favourites**:

- 1 Connect to a streaming media file on the Internet.
- 2 While the media file is playing, press Menu and select Add to Favourites.

To **play a favourite**:

- 1 On the Local Content screen, press the Menu soft key, select Favourites, and then press the Action key.
- 2 Select an item, and press the Play soft key.

To **delete a favourite** simply select it, press the Menu soft key, select Delete, and then press the Action key.

install applications with your Try Card

Your **Try Card** contains a selection of content from Orange that you can install on your phone, increasing its capacity and adding to the extensive features already available for you to use.

You will have received the Try Card with your SPV C500. Simply insert it into the Mini Memory Card slot inside your phone before you switch your phone on. To open the Try Card press Start and select Orange, then Try Card.

- 1 Scroll to the file that you wish to open and press the Action key.
- 2 Simply scroll to the application that you want to install and press the Action key.
- 3 Follow the on-screen prompts. Once installed, the application will appear in the relevant folder on your phone.

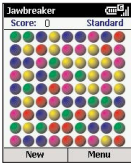
Note: To keep your phone operating at its optimum level, you should not attempt to install all of the applications on your phone at any one time as this will cause memory problems. Instead, install applications as you need them, and delete those that you no longer use.

Orange multi media services

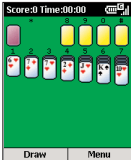
play games on your phone

There are two games options on your phone. You can play games online, or choose from Jawbreaker and Solitaire, which are stored on your phone.

The object of **Jawbreaker** is to clear the screen by selecting groups of the same colour balls and destroying them. You win the game when all the balls have disappeared.



The object of **Solitaire** is to use all the cards in the deck to build up the four suit stacks in ascending order, beginning with the aces.



To delete an application:

- 1 Press Start in the Home screen.
- 2 Select Settings, scroll down to More and then press the Action key.
- 3 Select Remove Programs.
- 4 A list of installed applications will appear. Scroll to the one that you wish to delete and press the Action key.
- 5 Press Yes to delete the program, or No to cancel.

If you have any questions or queries about your Try Card or any applications contained on it, please call Customer Services on 150 from your Orange phone.

To check that you have enough memory space to install a new application:

- 1 Press Start and select Settings.
- 2 Select About and press the Action key.
- 3 Scroll down until you can see: Available Memory: x MB.

This will tell you if there's enough memory available for you to download your new application.

Orange multi media services

setting your connection

Your SPV C500 can access a world of information on the move, all at the touch of a few keys.

It is set to Orange GPRS by default. However, you can check or change the settings easily.

- 1 Press Start, then scroll to and select Settings.
- 2 Scroll down to More. Select Data Connections and press the Action key.
- 3 Internet connection is highlighted. It will normally display Orange GPRS. To **change your settings**, press Menu and Edit Connections.
- 4 When you have finished, press Done.

If you should ever lose your Orange settings, you can re-enter them by following these directions, and copying the information from the table on table opposite.

- 1 Press Start, then scroll to and select Settings.
- 2 Scroll to and select More, then select Data Connections.
- 3 Internet connection is highlighted. Press Menu and select Edit Connections.
- 4 Choose GPRS Connections and press the Action key.
- 5 If you have lost all of your settings, the screen will appear blank. You will now need to create new accounts by pressing Menu then Add.
- 6 Create the following accounts using the table opposite.

Your phone also comes preset with wap dial-up settings, and will use these to connect if GPRS is not working.

Orange multi media services

Orange GPRS	
Connects to	The Internet
Access point	orangeinternet
Leave the rest of the settings blank.	
Orange MMS	
Connects to	MMS Network
Access point	orangemms
Leave the rest of the settings blank.	
Orange WAP	
Connects to	The Internet
Access point	orangewap
Leave the rest of the settings blank.	

It is possible to **connect to the Internet via your corporate server**. To do this, you will need to get certain information regarding your corporate network from your IT department so you can complete the necessary settings.

- 1 Press Start, then select Settings. Scroll down to and press More. Select Data Connections.
- 2 Press Menu, select Edit Connections, and then press the Action key.
- 3 Dial-up Connections is highlighted. Depending on your network capabilities, you may wish to create either a VPN (virtual private network) connection or a Dial-up connection. Select the one you want and press the Action key.
- 4 Press Menu, then select Add.
- 5 Now fill in the details using the information supplied by your IT department.

7

additional features

additional features

speak with up to five other people at the same time

not available to pay as you go customers

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

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

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

To start a conference call:

- 1 Call someone in the usual way. The display will show a name (if stored in the memory).
- 2 Press Menu and select Hold.
- 3 Make another call in the usual way while the first call is on hold.
- 4 Select Conference.
- 5 Repeat steps 2 to 4 to add more people to your conference.
- 6 Press  to end your whole Conference call.

Note: If you are abroad the availability of this service depends on the network you are using. You will be charged for each call you make at standard talk plan rates.

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

not available to pay as you go customers

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

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

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

To switch from Line 1 to Line 2 in order to make a call on Line 2:

- 1 Press Start and scroll to Settings. Press the Action key.

- 2 Phone is highlighted. Press the Action key, then scroll to and select Call Options.
- 3 Scroll down to Current outgoing line, and scroll right to select 2. Press Done.
- 4 Alternatively, press and hold the # key

The following tariffs are not available on Line 2:

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

When you receive a call on Line 2, your phone will ring without you having to have Line 2 selected. You can receive but not send text messages from Line 2.

You receive a separate **Answer Phone** for your Line 2 which you can also personalise. Call your Answer Phone in the usual way but remember to switch to Line 2 first.

additional features

If you call your Line 2 Answer Phone but have no messages, you will automatically be connected to your Line 1 Answer Phone if you have messages. **Note:** Line 2 is not available while roaming and does not support Fax and Data.

Orange Answer Fax

not available to pay as you go customers

If you spend a lot of time away from the office, you can still keep on top of your faxes with Orange Answer Fax. This service enables your Orange phone to store faxes until it is convenient for you to print them. Whenever a colleague or friend sends you a fax on your personal Answer Fax number, you will receive a text message that tells you how many pages there are and the number it was sent from. You can then use your Orange phone to retrieve and print your faxes using any fax machine that is convenient to you. Simply call your Answer Phone by pressing and holding the 1 key, and follow the simple prompts to retrieve your faxes.

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

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

additional features

your SPV C500 gives your laptop PC Internet access on the move

Use your SPV C500 as an external modem for your laptop PC using the INF file on the CD that came in your box. It's also available to download from www.orange.co.uk

To set up an infrared or USB modem connection:

- 1 Make sure that your SPV C500 is not connected to another device.
- 2 Press Start, then More and More again. Then scroll to and select Accessories.
- 3 Select Modem Link.
- 4 Under Connection, select USB or IrCOMM infrared, press Menu, then select Activate.
- 5 Connect your SPV C500 to the device with which you want to use your SPV C500 as a modem.

To activate the modem link, first make sure that if you are using a USB or serial connection, your SPV C500 and PC are connected.

- 1 Press Start, then More and More again. Then scroll to and select Accessories.
- 2 Select Modem Link.
- 3 Press Menu and select Activate.
- 4 If you are using infrared, align the SPV C500's infrared (IR) port or connect the cable to the device.

To deactivate the modem link:

- 1 Press Start, then More and More again. Then scroll to and select Accessories.
- 2 Select Modem Link.
- 3 Press Menu and select Deactivate.

additional features

use Bluetooth® for wirefree™ communication with another device

Bluetooth® is a new radio technology that enables you to make wireless connections between your phone and other electronic devices. This allows for the easy exchange of information like contacts and diary appointments and will allow you to connect to a laptop to use your phone as a modem, for example.

For the most effective Bluetooth® communication, always keep the Bluetooth® devices within 10 metres of each other.

When you first activate Bluetooth® the phone will ask for the device name of your phone. You can accept the default name or change it. Once you have accepted the name, Name Saved is shown.

Before your phone can communicate with another device, you need to **pair your phone with a device**. Your phone can be paired with up to 10 other Bluetooth® devices.

To pair your phone with another Bluetooth® device:

- 1 Make sure that Bluetooth® is active or discoverable on the other device.
- 2 To activate Bluetooth® on your phone, press Start and select Settings. Scroll to and select Bluetooth®.
- 3 Select Bluetooth® again, then press Menu. Bonded Devices is selected. Press the Action key.
- 4 You'll see a list of devices currently paired with your phone. A paired device is not necessarily connected to your phone, but can be connected because a paired relationship has been set up between the two devices.
- 5 If there are no devices on the list, or to add a device, press Menu and select New.
- 6 Your phone will search for any active Bluetooth® devices in the area. When it has found them, they will be displayed in a list. Scroll to the one that you want create a partnership with, and press Add.

additional features

- 7
- Enter a PIN; this number is only for the specific relationship between your SPV C500 and the device. The device might already have a PIN (printed in the user guide, for example) that you will need to use. Otherwise, make up your own number and enter it into your SPV C500.
- 8
- If you have made up a PIN, the other device will prompt you to enter the same PIN.
- 9
- You can now give the device a name on your SPV C500; this is the name that will appear in your Bonded Devices list. The other device will also ask for a name for your SPV C500.
- 10
- Your phone will now be paired with the new device, and the device will appear in the Bonded Devices list. The next time you wish to connect to it, simply scroll to it in the list and press the Action key.

Sometimes, another device may wish to pair with your SPV C500. In order for this to happen, your phone must be in **Discoverable mode**.

- 1
- Press Start and select Settings. Scroll to and select Bluetooth®.
- 2
- Select Bluetooth® again.
- 3
- In the box shown on the screen, scroll to Discoverable, then press Done. Other devices will now be able to see you and initiate partnerships.

When **Bluetooth®** is active, you will see  in the Home screen.

Note: Another device cannot pair with your SPV C500 without your permission. Whenever another device attempts to pair, you will receive a notification message.

Note: In some countries there may be restrictions on using Bluetooth® devices. Check with your local service provider.

additional features

symbols

Symbols are displayed along the very top of your SPV C500's display.

Shown below are common symbols and their meanings.

-  GPRS available
-  New email or text message
-  New Answer Phone message.
-  When you receive a new Answer Phone message on Line 2, you will have to switch to Line 2 to listen to it
-  New message from Instant Messenger when you are in another application
-  Voice call active
-  Data call active
-  Call forwarding
-  Call on hold
-  Missed call
-  Line 1
-  Line 2
-  Battery level
-  Low battery
-  Battery charging
-  No battery
-  Signal strength

-  Radio off
-  No signal
-  GPRS in use
-  Roaming
-  Sync error
-  Ringer off
-  Bluetooth® active
-  Conventional text input, lower case
-  Conventional text input, upper case
-  Conventional text input, caps lock
-  Predictive text input, lower case
-  Predictive text input, upper case
-  Predictive text input, caps lock
-  Numeric input mode
-  An email attachment which has been downloaded
-  An email attachment which has not been downloaded
-  An email attachment awaiting download
-  Message has not downloaded

additional features

manage your phone's performance

Keeping applications open while you're not using them takes up unnecessary memory, slowing your phone down. It's a good idea to check what you have open and close what you don't need, using **Task Manager**.

To **use your Task Manager**:

- 1 From the Home screen, press Start, then scroll to and select Accessories.
- 2 Select Task Manager.
- 3 You will see a list of open applications.
- 4 You can scroll to individual applications that you wish to close, and then close them by pressing Menu and selecting Stop. Or, you can simply press Menu and select Stop All to shut down all of the current applications.
- 5 Alternatively, scroll to an application that you wish to keep open, press Menu and select Stop All But Selected.
- 6 To go to one of the applications in the list, simply scroll to it and press the Action key.

It's easy to let your phone's memory get cluttered up with unnecessary emails, text messages and other information. Using Space Maker, you can now monitor memory usage, and delete any data that you no longer need.

Note: Before using **Space Maker**, it is advisable that you use Back Up to save all your personal information to the Orange server. This way, should you accidentally delete something, you can retrieve it via Restore.

Note: Space Maker deletions are not reversible.

To **use your Space Maker**:

- 1 From the Home screen, press Start, then scroll to and select Accessories.
- 2 Select Space Maker and press the Action key.
- 3 The bar will tell you how much free memory your phone has.
- 4 Press Menu to choose from the following options:
 - Erase E-mail
Choose to delete all of your Emails, or only those from selected folders. You can also select Read to go through them and delete them individually.

additional features

- Erase SMS
Choose to delete all of your text messages, or choose Read to go through them and delete them individually.
- Erase Call History
Delete the record of your most recent made, received and missed calls.
- Erase Speed Dial
Delete your speed dials.
- Erase Voice Notes
Delete any voice recordings you have made.
- Erase All
Delete all of the above.
- Refresh
Once you have deleted information, choose Refresh to see your phone's new memory status.
- About
Information on Space Maker.

8

personalise
your phone

personalise your phone

download a ringtone

There are several ways to download a new ringtone to your SPV C500. You can use Internet Explorer or, if you receive a ringtone via multi media Messaging or email, you can download it straight to your phone. You can also use ActiveSync to transfer files from your PC.

To download a ringtone simply means to copy the file from its original location to your phone. When the sound file is stored on your phone you can use it for many different things, for example as a ringtone or as an alarm.

To use **Internet Explorer**:

- 1 Press Start, then scroll to and select More.
- 2 Select Internet Explorer, then scroll to Ringtones in your Favourites list and press Go.
- 3 Scroll to the sound you wish to download and press the Action key.
- 4 You will be asked to confirm your choice. Press Yes or No.
- 5 Press Stop to stop the file transfer.

To **download a ringtone received as a multi media message**:

- 1 Open the message containing the ringtone.
- 2 Press Menu and select Save Objects then press the Action key.
- 3 Highlight the sound you received and press Save.
- 4 You can give your file a new name if you wish, using the  key to delete characters. Press Done when you are finished.
- 5 You will see Info Object successfully saved. Press OK.
- 6 Press  to return to the Home screen.

To **download a ringtone received as an attachment to an email**:

- 1 Open the email containing the attachment and scroll down to highlight the line . Mark for Download. Press the Action key.
- 2 Press  to return to your Inbox. Press Menu and select Send/Receive Email to receive the full sound attachment.
- 3 When your SPV C500 has finished downloading your emails, open up the email containing the sound file again.
- 4 Highlight the sound file and press the Action key to hear the attachment.

- 5 When it has finished playing press Menu. Save Sound is highlighted. Press the Action key.
- 6 You will see a screen confirming the sound has been saved. Press OK.

To **download a file using ActiveSync**:

- 1 Connect your SPV C500 to your PC using ActiveSync. For more information see chapter 10.
- 2 Click on Explore on your PC and open the Storage folder.
- 3 If you have a Sounds folder in the Storage folder, use this to store your ringtone. If you don't have a sounds folder, you may wish to create one to store ringtones.
- 4 Drop your ringtone .wav file into the sounds folder and it will then transfer to your SPV C500 when you synchronise.

Now that the file you received is saved to your phone you can **set it as a ringtone**.

- 1 Press Start, then scroll to and select Settings.
- 2 Scroll to Sounds and press the Action key.
- 3 Ring tone for Line 1 is highlighted. Scroll left or right through the list until you reach the name of the file you downloaded.
- 4 When your file is selected, press Done. You can also use your own sounds for alerts, such as text message or email alerts.

viewing and changing your settings

There are several settings that you can alter in order to change the way that your phone looks and behaves.

To **view the main Settings menu**:

- 1 Press Start, then select Settings.
- 2 Choose an option from the following pages.

personalise your phone

Home screen

Home screen settings are used to change the Home screen layout, the colour scheme, the background image, and the time delay before the Home screen appears when the SPV C500 is idle.

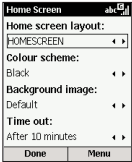
- 1 Press Start and select Settings.
- 2 Select Home Screen.

To **customise the Home screen with your own image**:

- 1 Go to where your image file is stored on your PC and copy the image file. The file format must be .gif, .jpg, or .bmp.
- 2 In ActiveSync on your PC, click Explore, double-click IPSM, double-click Application Data, double-click Home, and then paste the image file into the Home folder.
- 3 On the Home screen on your SPV C500, press Start, select Settings, select Home Screen, and then press the Action key.
- 4 Select Background image, and press Left or Right to select your image. Press Done.

Note: You can also select an image by selecting Background image and pressing the Action key. This will show you the complete list of images to choose from.

Note: Make sure that your SPV C500 is connected to your PC via a USB cable before you open Active Sync to paste the image file. For best results, use images that are 176 x 200 pixels in size, as this will fit best on the screen. If the image file is not in a .gif, .bmp or .jpg format you may be able to convert the file into the correct format using an image editing program, such as Paint on your PC.



personalise your phone

phone

Phone settings are primarily used to set options for calls you receive, such as Call Forwarding, Call Waiting and Caller ID. Page 108 outlines what settings are available to change in this submenu.

sounds

Sounds settings are used to personalise the sounds for ring tones, alerts, and reminders.

To **create your own sounds**:

- 1 Go to where the sound file is stored on your PC and copy the file. The file format must be in .wav or .mid format. However, some .wav formats (such as 4kbit) are not supported.

- 2 In ActiveSync on your PC, click Explore and double-click Storage. Paste the file into the relevant folder. If you don't have a Sounds folder in your Storage folder, you may find it useful to create one to store sound files.
- 3 On the Home screen on your SPV C500, press Start, select Settings, select Sounds, and then press the Action key.
- 4 Select the item to customise, and scroll Left or Right to select the sound you want. Press Done.

Note: Make sure that the SPV C500 is connected to your PC via USB before you open ActiveSync to transfer the sound file. If the sound file is not in a .wav or .mid format you may be able to convert the file into the correct format using Windows Media Encoder at www.microsoft.com/windowsmedia on your PC.



personalise your phone

switch profiles and change the way your phone behaves

A **profile** is a phone setting that determines how your phone behaves when, for example, you receive new text messages or Answer Phone messages. You may want your SPV C500 to ring louder if a client is calling, or you may not want the SPV C500 to ring at all, but want to hear calendar reminders. The default profile for your SPV C500 is the Normal profile. The name of the current profile is displayed on the Home screen.

To **view Profiles settings** press Start, select Settings, then select Profiles.

There are several preset profiles that allow you to change your phone to suit your circumstances or environment.

- 1 From the Home screen, press the Power key and scroll to and select Profile: Type.
- 2 Select the profile you want, press the Action key to set the profile, and then press Done.

You can change the names of some of the profiles. In the Profiles menu, simply highlight the profile you want to change, then select Menu and Edit.

To **change a profile in the Settings menu**:

- 1 Press Start, select Settings, then select Profiles.
- 2 Select the profile to modify, press Menu, and then select Edit.
- 3 Modify the settings, and press Done.

Match your profile to your calendar by setting your profile to Automatic. In Automatic mode your phone will switch to Silent mode whenever you have a meeting saved in your Calendar. If you have an all-day meeting, your SPV C500 will remain in Silent mode all day.

using the quick list

The **Quick List** displays a list of options for when you need very quickly to change the way your phone behaves.

- 1 Press and release the Power key.
- 2 The Quick List will open to display the following options as well as a series of sound profiles:
 - Power off
Select to switch your phone off safely.
 - Flight mode
Select when travelling on an aircraft.
 - Key lock
Locks the keypad.

personalise your phone

- Device lock
Select how soon your device will lock after the last key press.
- Profiles
A list of the profiles to change them quickly.

about settings

About displays information about the SPV C500's operating system, including version numbers, copyright information and memory status.

- 1 Press Start and select Settings.
- 2 Scroll to and select About.

accessibility

Accessibility settings are used to configure the system font size, multipress time out, confirmation time out, and in-call alert volume.

- 1 Press Start and select Settings.
- 2 Scroll to and select Accessibility.

Beam and Bluetooth®

Use these options to alter your infrared and Bluetooth® settings.

- 1 Press Start and select Settings.
- 2 Scroll to and select Beam or Bluetooth®.

data connections

Data Connections settings enable you to set up Dial-up, Virtual Private Network (VPN), Proxy and General Packet Radio Service (GPRS) connections so you can connect to the Internet or your corporate network.

date and time

Date and Time settings enable you to change the local time zone, the current date and time, and to set the alarm.

Press Start, then Settings, and scroll to and select More. Select Date and Time, then enter the correct details and press Done.

personalise your phone

owner information

Owner Information settings are used to enter and display personal information, such as your name, phone number and email address. This is helpful, for example, in the event that you lose your SPV C500 so that you can be contacted if it is found.

Press Start, then Settings and scroll to and select More. Select Owner Information, then enter your details and press Done.

choose your power management settings

To save battery power and increase the battery usage time, your SPV C500 has a number of adaptable **power management settings**.

You may have already noticed the screen going dark or blank while you are using your SPV C500.

This is because it has been preset to conserve battery power by reducing the supply needed to display the Home screen.

If you would like to **change your power management settings**:

- 1 Press Start and select Settings. Scroll to More, and again select More.
- 2 Select Power Management and then edit the settings you wish to change by scrolling left or right with the Action key.

You can also check to see how charged your battery is in the Power Management settings.

personalise your phone

remove programs

Remove Programs settings are used to remove applications that you have downloaded to your SPV C500. This is useful if your memory is getting full and you would like to download a new application.

Press Start, then Settings and scroll to and select More. Select Remove Programs. Scroll to and highlight the program you want to remove, then press Menu and select Remove.

Security

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

Press Start, then Settings and scroll to and select More. Select Security.

choosing your regional settings

Set your SPV C500 to match local settings when you travel abroad.

- 1 Press Start, then scroll to and select Settings.
- 2 Scroll to and select More, then select Regional Settings.
- 3 You can then set the language your phone uses, as well as any local dialects. You need to turn your phone off and back on again to activate the new language settings.
- 4 You can also choose how the date and time are displayed.
- 5 Positive/Negative number lets you choose how you prefer longer numbers to appear, while Positive/negative currency lets you choose how you prefer sums of money to be displayed.
- 6 When you have made all your changes press Done.

personalise your phone

What are the phone settings options?	
Call Barring	to block incoming or outgoing calls.
Call Forwarding	to forward all or selected calls to another number.
Call Options	to change your outgoing line from Line 1 to Line 2.
Call Waiting	to turn Call Waiting on or off.
Caller ID	to let your identification be known to all callers, only your contacts, or no callers.
Channels	to select the language.
Fixed Dialling	to limit your calling area to one or more specific phone numbers and/or area codes.
Networks	identifies your Orange network and changes your network selection from Automatic to Manual.

manage your time
and calls

manage your time and calls

using the calendar

The **calendar** enables you to make a note of and view appointments, and then view your schedule by day, week or month.

To create a new appointment:

- 1 Press Start, then scroll to and select More.
- 2 Select Calendar, then press Menu and select New.
- 3 Enter information in the fields displayed.
- 4 Press Done when your appointment is complete.

Note: When you create a new appointment on your SPV C500, you can synchronise the Calendar with your PC or a server to keep your schedule information up to date in all locations.

To view an appointment:

- 1 Press Start, then scroll to and select More.
- 2 Select Calendar. Scroll to the appointment you want to view, and press the Action key.

To edit or delete an appointment:

- 1 Press Start, then scroll to and select More.
- 2 Select Calendar. Scroll to the appointment you want to edit, press Menu, then Edit or delete.
- 3 Make the changes and press Done, or press Yes to delete the appointment.

Match your profile to your calendar by setting your profile to Automatic. In Automatic mode your phone will switch to Silent mode whenever you have a meeting saved in your calendar. If you have an all-day meeting, your SPV C500 will remain in Silent mode all day.

You can view your **schedule in your calendar** in three different ways: Agenda, Week, and Month.

- **agenda view**
The Agenda view in your calendar is the standard setting for calendar information. This view displays meetings and appointments scheduled for the current day. The appointments are shown in chronological order according to start time. All-day appointments are shown as a single line at the top of the Agenda view. Up to three all-day events will be displayed.

- **week view**
The Week view shows your schedule for a chosen week. It allows you to get a quick indication of your free and busy time, and easily allows you to create an appointment at any time. The Week view displays the week in one-hour rectangles moving from the left side of the screen. You can scroll up or down to show the hours before or after those displayed.
- **month view**
This gives an overview of your monthly schedule. The arrows pointing upwards to the left represent morning appointments, and the arrows pointing downward to the right represent afternoon appointments. An all-day event is indicated by a box inside the calendar day.

importing calendar information

You can **import calendar information** via infrared from another calendar program using iCal or vCal format if both phones provide this format.

manage your time and calls

the Tasks list

The Tasks list shows your 'things to do' list. An item is followed by an exclamation mark if it has been marked as high priority and a down arrow if it has been marked as low priority. Overdue tasks are displayed bold and red. Completed tasks are displayed with the check box selected.

You can use your Task Manager to keep track of all the tasks in your Tasks list and in your calendar.

Note: If you synchronise tasks with your PC, completed tasks are removed from your SPV C500 after synchronisation. They are then displayed on your PC in grey with a line through.

To create a new task:

- 1 Press Start, then select More.
- 2 Select Tasks. Enter the task in the Enter new task here field by pressing the Up key to clear the box, entering your task and then pressing the Action key.

Note: When you create a new task on your SPV C500, you can synchronise tasks with your PC to keep your Tasks list up to date in both locations.

manage your time and calls

If you create a new task with a reminder on your PC, you can synchronise tasks so you see or hear the reminder on your SPV C500 as well.

To **mark a task as complete, incomplete or to delete a task**:

- 1 Press Start, then select More.
- 2 Select Tasks. Scroll to and highlight the completed task, then press Complete, Activate or Delete.

keep a record of a conversation or make a recorded memo with voice notes

You can use your phone to record, save and listen to voice notes and conversations. **Voice notes** are used to create short voice recordings. Recordings are included in the All Notes list and are named consecutively Recording 1, Recording 2, and so on.

To **create a voice note**:

- 1 Press Start, then select More.
- 2 Select Voice Notes.
- 3 Hold the SPV C500's microphone near your mouth.
- 4 Press Record to begin recording your voice note.
- 5 Press Stop to stop recording your voice note.

To **rename a recording**:

- 1 Scroll to the recording you want to the rename.
- 2 Press Menu, then select Rename.
- 3 Under Name, enter a new name for the recording, and press Done.

Note: When recording a conversation, you are required by law to inform the other person that you are recording their speech.

sending and receiving information via infrared or Bluetooth®

You can use the infrared port on your SPV C500 to send and receive calendar appointments and contact cards between your SPV C500 and another mobile device or a PC that has an infrared port and supports vCards and vCal. If you have paired your SPV C500 with the device you want to send the contact to, you can also use Bluetooth®.

To **send a contact**:

- 1 Press Start, then select Contacts.
- 2 Select the contact to send, press Menu, then select Beam Contact.

- 3 For infrared, select IR and align the infrared ports so that they are not more than one metre apart. Press Beam to send your contact.
- 4 To use Bluetooth®, make sure that the other device is Discoverable, then select it from the list that appears. Press Beam to send the contact.

Status information will then be displayed, indicating the name of the device your SPV C500 is sending information to, and whether the beaming process is pending, done, or has failed.

To **send an appointment**:

- 1 Press Start, then select More.
- 2 Select Calendar.
- 3 Scroll to the appointment to send, and press the Action key to open the appointment.
- 4 Press Menu, scroll to Beam Appointment, and then press the Action key.
- 5 For infrared, select IR and align the infrared ports so that they are not more than one metre apart. Press Beam to send your appointment.
- 6 To use Bluetooth®, make sure that the other device is Discoverable, then select it from the list that appears. Press Beam to send the appointment.

manage your time and calls

find out who has called you and when

Using **Call History** and **Call Timers**, you can view information about phone calls you have made and received, such as who has called you recently and how much time you have spent on your SPV C500.

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

To **view Call History**:

- 1 Press Start, then select Call History.
- 2 You can return a call to any number in the list by scrolling to it and pressing .

manage your time and calls

To **view contact information from Call History**:

- 1 Scroll to the entry for the contact and press Menu.
- 2 Find Contact is highlighted. Press the Action key.

To **create a new contact from a number in Call History**, select the contact, press Menu, select Save to Contacts, and then press the Action key.

To **remove an item from Call History** Select the item, press Menu, then select Delete. Press Yes to confirm.

Call Timers

Call Timers contains detailed information regarding the length of your last call, the total number of calls made and received, calls by type (incoming, outgoing, roaming and data), and a lifetime counter. Call Timers is useful when you want to keep track of your calling patterns, to help you estimate your monthly billing.

To **view Call Timers**:

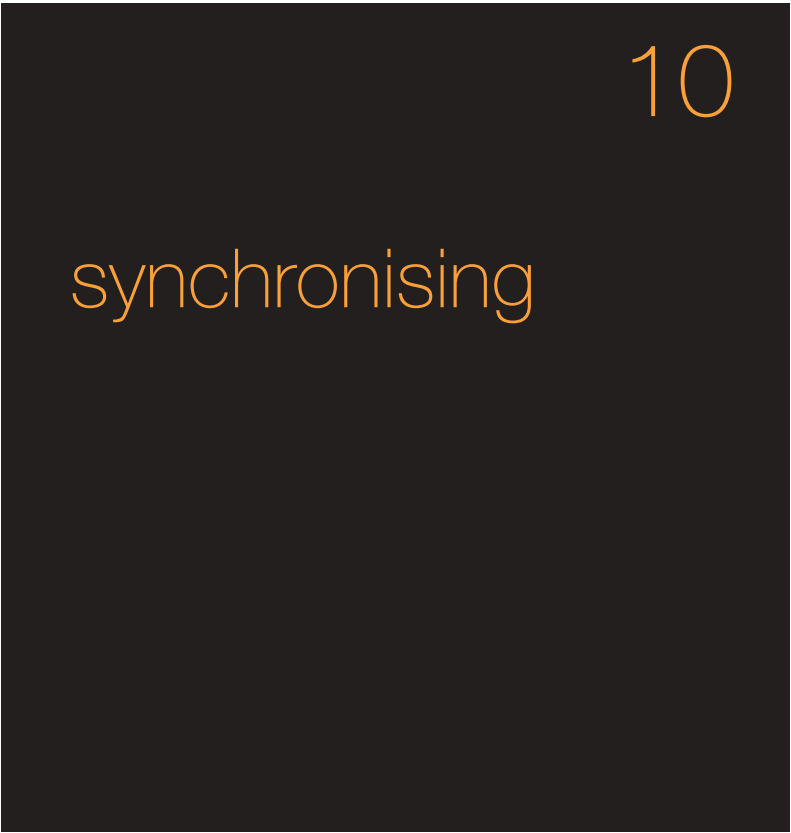
- 1 Press Start. Scroll to Call History and press the Action key.
- 2 Press Menu, then select View Timers.

- 3 To reset your call timers press Menu and select Reset Timers. Press Yes to confirm.

calculator

You can use **Calculator** to perform any of the standard operations for which you would normally use a handheld calculator.

- 1 Press Start, then select More.
- 2 Select More again, then scroll to Accessories and press the Action key. Select Calculator.
- 3 Use the keypad to enter numbers and perform calculations.
- 4 Press the # key to cycle through the available mathematical symbols. Press the * key to enter a decimal point. You can also use the Action key to scroll through the available mathematical symbols. Press Up for the plus sign (+), press Down for the minus sign (-), press Left for the division sign (/), and press Right for the multiplication sign (X).
- 5 Press Clear to delete the characters on screen.
- 6 Press ← to clear the last digit when you have entered several numbers in a row.
- 7 Press Options and select Equals.



synchronising

using ActiveSync

Once you have set up a partnership by following the instructions in the [getting started](#) section at the front of this guide, you are ready to synchronise your devices.

To **start and stop synchronisation**:

- 1 Press Start, then More. Select ActiveSync.
- 2 To start synchronisation press Sync. To stop synchronisation, press Stop.

synchronising the Inbox

When you select Inbox for synchronisation in Active Sync, email messages synchronise as part of the process. The following will also occur:

- Messages are copied from the Outlook Inbox folder on your PC to the Inbox folder on your SPV C500.
- When you synchronise Inbox information with your PC, you receive messages from the last three days and the first 500 characters of each new message. You can choose whether to download attachments or not.

- The messages on your SPV C500 and on your PC are linked. When you delete a message on your SPV C500, it is deleted from your PC the next time you synchronise, and vice versa.
- If you have any subfolders set up in Outlook, messages in those folders will only be synchronised if you have specifically selected the folders for synchronisation with your SPV C500.

Note: Text messages and photo or video messages are not synchronised.

synchronising contacts and tasks

Contacts and tasks are automatically synchronised between your SPV C500 and Outlook on your PC. So, if you create a new contact or task on your SPV C500, it will appear in your PC contact or task list the next time you synchronise, and vice versa. Similarly, if a contact or task is deleted from one device, it will also be deleted from the other when you next synchronise in order to ensure that all information is up to date on both your PC and your SPV C500.

synchronising

Orange Wirefree Server

Orange Wirefree Server is an innovative service developed by Orange in conjunction with Microsoft to deliver a whole new range of wirefree™ services.

The first of these provides mobile access to your Microsoft® Outlook® inbox, outbox, calendar, tasks and contacts. If you are an Exchange® 2000 user, these options are all available to you while on the move.

Orange Wirefree Server enables you to receive and respond to important emails immediately wherever you are, using your SPV C500, without the inconvenience of having to synchronise your device through a desktop or laptop computer.

If your account is on an Exchange® 2000 server, you can receive text messages alerting you of urgent emails, new or changed diary entries and any new tasks, sent direct to your SPV C500. Orange Wirefree Server can be set up to suit the way you work, and you are able to change your notification settings to suit your situation.

setting up Server ActiveSync

Before you can begin to synchronise information with a server, you may need to request server configuration information, such as your username, password, and the name of the Orange Wirefree Server, from your corporate network administrator. This configuration information may have already been set up on your SPV C500, or you may have already been given this information.

To **set up Server ActiveSync**:

- 1 Press Start, then select More.
- 2 Select ActiveSync. Press Menu, then select Options.
- 3 Select Server Settings, then Connection, and press the Action key.
- 4 Under Username, enter your Microsoft Exchange username.
- 5 Under Password, enter your Microsoft Exchange password.
- 6 Under Domain, enter the name of the domain for your Microsoft Exchange Server (if required).
- 7 Select Save password if you want your SPV C500 to save your password so that you need not enter it repeatedly.

synchronising

- 8 In Server name, enter the name of the Microsoft Mobile Information Server to which you want to connect.
- 9 Press Done three times. To begin synchronising with the server, press Sync.

Note: You can also set up a connection to synchronise remotely with a server when you first create a partnership between your SPV C500 and your PC.

You can **amend which type of information you want to synchronise** between your SPV C500 and your server from your SPV C500. However, to change which type of information you want to synchronise between your SPV C500 and your PC, you will need to change the synchronisation settings on your PC. For more information about synchronisation, see ActiveSync Help on your PC.

To **stop synchronisation with a server:**

- 1 Press Start, then select More.
- 2 Select ActiveSync. Press Menu, then select Options.
- 3 Select Server Settings and then select the information type that you no longer want to

synchronise with a server, such as Calendar, Contacts or Inbox.

- 4 Clear the check box next to the information type that you no longer want to synchronise with a server by pressing the Action key, and press Done.

creating a remote synchronisation schedule

You can create a **remote synchronisation schedule** so that your information is automatically synchronised wirefree™ with the server or your PC at time intervals that you specify.

- 1 Press Start, then select More.
- 2 Select ActiveSync.
- 3 Press Menu, select Options, then select Mobile Schedule.
- 4 Press Menu and select Peak Times. This allows you to set the time bands that you will use to decide how frequently you want your SPV C500 to synchronise with your PC or Server. You can choose the Peak and Off Peak times depending on your service plan, your work days or your preferred working hours. When you have finished, press Done.

synchronising

- 5 You'll return to the Mobile Schedule screen. In the Peak time sync area, choose how often to synchronise during your preferred Peak times. In the Off-peak time sync, choose how frequently to synchronise the rest of the time. You can also set a time period for synchronising while Roaming.
- 6 Press Done.

synchronising remotely

Once you have decided on a Mobile Schedule, you can synchronise remotely with your PC.

- 1 Press Start, then select More.
- 2 Select ActiveSync. Press Menu, then select Options.
- 3 Select PC Settings. Beneath Use: scroll to the connection that you wish the setting to apply to.
- 4 Scroll to and select Use mobile schedule to sync with this PC. Your SPV C500 will now connect to the specified PC remotely according to the settings you have entered in the Mobile Schedule screen.
- 5 To start synchronisation, press Sync.

Note: To synchronise remotely with a PC, it must be turned on.

To synchronise remotely with a server you must have completed the server settings. If you have completed these settings, your phone will automatically synchronise with your server, based on your Mobile Schedule.

ActiveSync errors

Whenever ActiveSync cannot successfully synchronise your information it displays an error on your SPV C500.

Press the Action key when the error text is displayed. ActiveSync will then display more information about the error that occurred.

Note: Some types of errors can interfere with automatic synchronisation. If you suspect that a scheduled automatic synchronisation has not occurred, you should attempt to manually synchronise your information. Successfully completing manual synchronisation will reset automatic synchronisation.

synchronising

add programs to your SPV C500 using
ActiveSync and expand its abilities

Using the Explore option in the ActiveSync window on your PC, you can add new programs to your SPV C500 at any time. Once you start synchronising your SPV C500 and your PC, you can **add and remove programs** as you please.

To add a new program by synchronisation, the file must be compatible with your SPV C500. There are **three types of program files** for your SPV C500.

- Compressed files, usually with the extension .cab, will install once you have copied them to your SPV C500.
- Installer files are run from your PC while ActiveSync is operating. The file is unpacked and its components copied to the relevant parts of your SPV C500.
- Non-installer files written for the SPV C500 will not work on your PC and must be copied to your SPV C500 using the Explore option in ActiveSync.

Working with .cab files:

- 1 Synchronise your SPV C500 and your PC.
- 2 Click on the Explore button in ActiveSync. The file structure for your SPV C500 will open. Work through the folders and go to \Storage\Windows\Start Menu\Accessories.
- 3 Copy the file to this folder. You can then disconnect your SPV C500 from your PC.
- 4 Now, on your SPV C500, press Start, and scroll to Accessories. Press the Action key.
- 5 You will see the .cab file that you copied from your PC. Scroll to it and press the Action key.
- 6 The file will decompress and install on your SPV C500. The program will then appear in the Start menu or relevant folder. To run it, simply scroll to it and press the Action key.

Working with installer files:

- 1 Synchronise your SPV C500 and your PC.
- 2 Copy the file you want to install to your PC, then double click on it. If it is not an installer file, you will get an error message. In this case, see below.
- 3 If it is an installer, the file will open and begin to unpack the program.

synchronising

- 4 While your SPV C500 and PC are connected, the program will then be copied straight into your SPV C500 Program menu or other relevant folder.

Working with non-installer files:

- 1 If the file you have downloaded or copied will not run on your PC, it is not an installer file.
- 2 Synchronise your PC and your SPV C500.
- 3 Using the Explore option in ActiveSync, open up \Storage\Windows\Start Menu\Accessories.
- 4 Simply drag the new file into it, and it will be copied immediately to your SPV C500. It will appear in the Accessories folder of the Program menu, and you can simply click on it to run it.

Once you have installed the file on your SPV C500, you can start **using the program** immediately.

You can also **remove programs** that you have added from your SPV C500 whenever you like.

- 1 Press Start, then scroll to and select Settings. Scroll to More and press the Action key. Scroll to and select Remove Programs.
- 2 Scroll to the program you want to remove and press Menu. Highlight Remove and press the Action key. Confirm your choice by pressing Yes.

Note: You can't remove core programs that came with the SPV C500, such as Contacts, Calendar and Internet Explorer.

Remember that other ways of installing programs on your phone include:

- Downloading them over the Internet
Using Internet Explorer, go to the relevant website and select the file to download. It will appear in your Accessories folder in the Start menu in a compressed format. Simply click on it to unpack it, then click on the new program to run it.
- Installing them from your Try Card
If you have the Add On CD, simply install the application by synchronising. If you are using the Add On Card, simply highlight the file you want to install on your phone and press the Action key. Follow the on-screen prompts.

Note: If you are installing applications from your Try Card, it is recommended that you install no more than half at any one time in order to avoid memory problems.

11

security

security

keep your SPV C500 secure

You can customise the level of security you want to have on your SPV C500 by locking the keypad, the entire SPV C500 or the SIM Card.

locking the SPV C500

Locking the SPV C500 prevents anyone else from accessing your personal data. When you switch this feature on, your SPV C500 will automatically lock after a specified time of inactivity. A screen will be displayed requiring your SPV C500 lock password before access is granted.

Note: You can still receive calls and make emergency calls when the SPV C500 is locked.

- 1 Press the Power key quickly to display the Quick List, select Device lock, then press Select.
- 2 In the Lock phone after field, select the amount of time the SPV C500 is inactive before it automatically locks.
- 3 Under Password, enter the password you want to use to access the SPV C500 when it is locked.
- 4 Under Confirm password, enter the password again, and press Done.

What if I enter the wrong PIN?

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

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

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

Note: After you have selected the time delay and created a password, you can then quickly lock your SPV C500 from the Quick List, without having to view these settings. To **unlock your SPV C500** press Unlock then enter your password. Press Unlock again.

security

To turn off the phone lock:

- 1 Press Start and select Settings.
- 2 Select More, then select Security. Scroll to and select Disable Phone Lock.
- 3 Enter your password and press Done.

locking the SIM Card

Locking the SIM Card prevents you and others from using the SPV C500 unless the correct password is entered. You can still make emergency calls when the SIM Card is locked. The PIN is preset to 1111.

- 1 Press Start, select Settings and select More. Select Security, then Enable SIM Lock.
- 2 Enter your PIN1 password, which is preset to 1111, and press Done.

To unlock the SIM Card:

- 1 Press Start, then select Settings.
- 2 Select Security. Select Disable SIM Lock.
- 3 Enter your PIN1 password, which is set to 1111 by default, and press Done.

You can **change your PIN** when the SIM Lock is activated.

- 1 Press Start, then select Settings.
- 2 Select More, then enter your old PIN which is set to 1111 by default. Enter your new PIN, retype your new PIN and then press Done.

Note: When choosing a new SIM Card PIN, please don't use a number that includes the numbers 999, 112 or 911 as your phone may mistake these for emergency numbers.

What are the security codes for?

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

security feature	preset code
SIM Card PIN (PIN1)	1111
Fixed dialling (PIN2)	1111
Call barring	1111
Lock code	12345

security

control the numbers that can be called from your SPV C500

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

- 1 Press Start, select Settings, select Phone, and then select Fixed Dialling.
- 2 Check Enable fixed dialling by pressing the Action key and press Done.
- 3 Enter your SIM PIN 2, which is set to 1111 by default, and press Done.

Once Fixed dialling has been turned on, you can begin to **store Fixed dialling numbers**.

- 1 Press Start, select Settings, select Phone, and then select Fixed Dialling. Press Menu.
- 2 Select Edit Numbers and press the Action key.
- 3 Press Menu, select Add and press the Action key.
- 4 Enter the number and press OK.

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

The **Call barring** password is preset to 1111. Emergency calls to 999 or 112 can be made while Call barring is on.

- 1 Press Start, then select Settings. Phone is highlighted. Press the Action key and press it again to select Call Barring.
- 2 Choose whether to bar the following types of calls:
 - Block incoming calls
 - Off
 - When roaming
 - All calls
 - Block outgoing calls
 - International except to home country
 - International calls
 - All calls
 - Off
- 3 Press the Action key.
- 4 Press Done when you are finished.

security

Orange Care

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

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

with Orange Care you get:

- Worldwide cover for 12 months against loss, theft, accidental or malicious damage and handset breakdown.
- A replacement phone of the same model despatched within 24 hours of our acceptance of your claim, to any UK address.
- The same number and the same service on your replacement Orange phone that you enjoyed on your old one, so you're never out of touch for long.
- Great value cover for £5 per month.

Note: Orange Care includes insurance and warranty which is subject to terms and conditions and exclusions as stated in the reference section.

To find out if you are covered by Orange Care or for more information call **150** free from your Orange phone.

protecting your phone

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

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

how to claim

- Report the loss, theft or damage to Orange as soon as possible.
- Loss, theft or malicious damage claims must be reported to the police immediately (or as soon as possible within 24 hours of discovery).

security

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

Small Business customers opening an Orange account receive Orange Care free of charge. Small Business customers will receive a free replacement of lost, stolen and damaged phones sent out within 24 hours of our acceptance of your claim.

international services

international services

Orange international services for pay monthly customers

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

You can **call or send text messages from abroad** by simply adding the international dial code before the number you call or text. Press and hold 0 for the international prefix (+).

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

Note: The availability of Text Messaging, multi media services and other Orange services and products is dependent upon the partner network.

When travelling abroad, always try to keep **safety** at the front of your mind. For safety and security, always pack your Orange phone in your hand luggage and switch it off before boarding a plane.

Let others know you are abroad so they can expect a different ring tone when they call you, or they might hear a recorded message in a foreign language if you are out of coverage.

pay monthly check list before you travel

- 1 Call Customer Services on **159** from your Orange phone or **07973 100 159** from any other phone to activate your phone so you can make and receive calls abroad.
- 2 If you want to use Answer Fax abroad you must have it activated on your account at least 24 hours before you leave the UK. Call 150 from your Orange phone or **07973 100 150** from any other phone for details. The availability of this service is dependent upon the partner network.
- 3 Remove any temporary bars on international calls using the menu options on your phone.
- 4 Set up any diverts on your Orange phone before you leave the UK as you will not be able to do it when you are abroad. Refer to section 3 for more information on call diverts.
- 5 Make sure you pack your charger and a three-pin adaptor so you can charge your phone while abroad.

- 6 Make sure that the frequently used numbers in your contacts list are saved with the international dialling codes you need, ie +44, without the leading zero from the area code for calls back to the UK.

Note: Roaming needs to be activated at least 24 hours before going abroad.

Orange international services for pay as you go customers

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

You can **call or send Text Messages from abroad** by simply adding the international dial code before the number you call or text. Press and hold 0 for the international prefix (+).

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

international services

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

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

*includes the Canary and Balaeric islands.

To find out your account balance call **453**. A text message with your balance will be sent directly to your phone.

international services

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

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

pay as you go check list before you travel

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

- Orange vouchers
Buy £20 and £50 vouchers from any Orange shop or selected stockist. Orange top-up vouchers are not currently available abroad. Only UK vouchers will be redeemed. The availability of Orange products and services when roaming is dependent upon the partner network you are using.
- 3 Make sure you pack your charger and a three-pin adaptor so you can charge your phone while abroad.
- 4 Make sure that the frequently used numbers in your contacts list are saved with the international dialling codes you need, ie +44, without the leading zero from the area code for calls back to the UK.

Note: Roaming needs to be activated at least 24 hours before going abroad.

international services

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

Orange has partnerships with a range of networks in 126 countries worldwide. Your SPV C500 is configured to automatically search for a local network when it is switched on. In some countries you may need to change the band before your phone can find a network.

When you go abroad, you may need to manually tell your phone to **select a network**.

- 1 In the Home screen, press Start, then select Settings.
- 2 Select Phone, then Networks.
- 3 Scroll to Network selection. Select Automatic for your phone to automatically select a local network.
- 4 Select Manual to choose from a selection of local networks.

For more information on International services, call the Orange Literature Request Line on 07973 973 970 or if you are a pay as you go customer 650 from your Orange phone. Alternatively, visit our website at www.orange.co.uk/international

using your Answer Phone abroad

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

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

using GPRS abroad

You can connect to GPRS services as easily as if you are in the UK. Call Customer Services on 159 from your Orange phone or 07973 100 159 from any other phone to get an up to date list of foreign operators that support GPRS Roaming and the tariffs applicable to your service plan.

13

reference

safety

1 network services

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

2 everyday use of your phone

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

3 using your Orange phone in a vehicle

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

- Orange recommend that you do not use your phone when driving, unless you are using a wired personal handsfree kit or personal handsfree car kit.
- If you need to make or receive a call and you have a personal handsfree kit or personal handsfree car kit, make sure it is done sensibly using speed dialling or voice activation where possible, and keeping calls brief and to a minimum.
- If you don't have a personal handsfree kit or personal handsfree car kit, stop and park your vehicle safely with the engine off before using your phone, although never on a motorway slip road or hard shoulder even if it is urgent.
- Do not store or carry inflammable liquids, gases or explosive materials in the same compartment as your phone, its parts or accessories and always store your phone safely and securely.
- You should always use a phone holder in your car to secure your phone safely. Never place the phone on the passenger seat or where it can break loose in a collision or sudden stop.

Remember: Always give your full attention to driving. There is a personal handsfree kit and personal handsfree car kit available for most Orange phones which you can purchase separately

To **make an emergency call**:

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

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

7 one touch emergency dialling

If your phone supports preprogrammed one touch emergency dialling, using the 9 key to call the emergency number may not be possible when you have restricted or barred outgoing calls from your phone. This depends on the type of restriction you have chosen, and the type of barring option you have selected.

One touch emergency dialling does not operate when certain other features are in use (such as keypad locking and others).

Note: Official emergency numbers (e.g 999, 112 or other official emergency number) may vary by location. However, only one official emergency number is programmed into your phone, which may be incorrect if you are using your phone overseas. Please check with our Partner Network abroad for the emergency number that is used in that location. Your Orange phone, like any mobile phone, operates using radio signals, mobile and fixed line networks which cannot always guarantee connection in all conditions. Therefore never rely solely upon your mobile phone for essential communication such as medical emergencies. Do not hang up during an emergency call until you are told to do so by the operator.

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

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

8 operating environment

Remember to follow any special regulations in force in any area, and always turn off your phone wherever it is forbidden to use it, or when it may cause interference or danger. When connecting the phone or any accessory to another device, read its user guide for detailed safety instructions. Do not connect incompatible products.

9 pacemakers

- Pacemaker manufacturers recommend that a minimum separation of 16 cm (6 inches) be maintained between a handheld phone and a pacemaker to avoid potential interference with the pacemaker. These recommendations are consistent with the independent research of and recommendations of Wireless Technology Research. Users with pacemakers should therefore:
 - Always keep your phone at least 20 cm (8 inches) away from your pacemaker when the phone is switched on.
 - Never carry your phone in your breast pocket.
 - Use the ear opposite to the pacemaker to minimise the potential for interference.
 - Switch off your phone immediately if you suspect that interference is being caused.

10 hearing aids

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

11 other medical equipment

Operation of any radio transmitting equipment, including mobile phones, may interfere with the working of other inadequately protected medical devices. Consult a physician or the manufacturer of the medical device if you have any questions. Always switch off your phone in health care facilities when any regulations posted in these areas instruct you to do so.

12 aircraft safety

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

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

13 explosive materials

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

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

14 general safety information

- When changing your phone's cover, always switch off the power and disconnect the phone from the charger or any other device. Always

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

15 phone and battery care

- Warning: Use only batteries, charger and accessories approved for use with this particular phone model. The use of any other types may invalidate any approval or warranty applying to the phone, and may be dangerous.
- Do not charge the battery when either of your phone's covers are removed.
 - Keep the phone and all its parts and accessories out of children's reach.
 - Your phone is not water resistant. Keep it dry. Precipitation, humidity and all types of liquids or moisture can contain minerals that will corrode electronic circuits.
 - Do not use your phone in dusty, dirty areas. Its moving parts can be damaged.
 - Your phone is powered by a rechargeable battery. Note that a new battery's full performance may only be achieved after two or three complete charge and discharge cycles.
 - The battery can be charged and discharged hundreds of times but it will eventually wear out. When the operating time (talk time and standby time) is noticeably shorter than normal, it is time to buy a new battery.
 - Temperature extremes may affect the ability of your battery to charge: allow it to cool down or warm up first.

- Never use any charger or battery which is damaged or worn out.
- Always unplug the charger when not in use. Do not leave the batteries connected to the charger for longer than a week, since overcharging may shorten its lifetime. If left unused, a fully charged battery will discharge itself over time.
- Do not paint your phone as this can clog its moving parts and prevent operation.
- Only use the antenna supplied or an approved replacement antenna. Unauthorised antennae, modifications or attachments could damage the phone and may violate regulations governing use of mobile phones.
- Keep all SIM Cards out of children's reach.
- Use your phone battery only for its intended purpose, and never use any charger or battery which is damaged or worn out.
- Never allow the battery terminals to short circuit, as this can cause damage to the battery or to the connecting object (a short circuit can occur if a metallic object such as a coin, clip or pen causes direct connection between the + and - terminals of the battery). Therefore, always take adequate precautions when carrying a spare battery in a purse or pocket.

reference

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

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

radio waves and your phone

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

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

The SAR value for your SPV C500 is 0.297w/kg.

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

reference

paperwork

14-day phone return

The 14-day phone return only applies to new phones and excludes upgrades and reconditioned phones. If you are unsatisfied with our service in any way, you can return your phone within 14 days of purchase, and we will reimburse you the cost of purchase and your connection charge. All we request is that you pay for the calls you've already made and a percentage of the monthly subscription. Simply fill in the form supplied with your phone and take it along with your phone to your stockist. You should retain the form for your records.

data protection

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

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

direct debit

Paying by Direct Debit is a convenient way to pay. If you're a pay monthly customer you will still be sent a detailed monthly statement but won't have to remember to send a cheque each month. To set up a Direct Debit payment call 150 from your Orange phone.

If you're a pay as you go customer you can combine control with peace of mind, topping up from as little as £10 a month to £100. You can change or cancel your Direct Debit anytime, just give 14 days notice. To set up a Direct Debit payment call 450 from your Orange phone .

allowing access to your Orange account

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

Orange useful booklets

If you would like to receive a free booklet containing useful information on an Orange product or service call Orange Customer services on 07973 973 150 or, if you are a pay as you go customer, 450 from your Orange phone.

Orange Care terms and conditions

1 interpretation

- 1.1 In these terms and conditions Insurance refers to the provisions of clause 3 and Warranty to the provisions of clause 7, together Insurance and Warranty are referred to as Orange Care.
- 1.2 Orange Care is subject at all times to the provisions of these terms and conditions and does not apply and cannot be purchased in relation to any second line activated on your

Orange phone. (Orange Care only applies to approved and Orange branded phones).

- 1.3 To check whether your chosen service plan includes Orange Care or requires Orange Care to be purchased as an optional extra please call 150 from your Orange pay monthly phone or 07973 100 150 from any other phone. Small Business customers should call 345 from their Orange phone or 07973 100 345 from any other phone and Business Solutions customers should call 158 from their Orange phone or 07973 100 158 from any other phone. Pay as you go customers can purchase Orange Care by calling 450 from their Orange phone or 07973 100 450 from any other phone.

2 insurance terms

- 2.1 Orange Personal Communications Services Limited (Orange) is monitored by HSBC Insurance Brokers Limited which is a member of the General Insurance Standards Council.
- 2.2 Orange is authorised by the insurer to collect premiums, to accept or decline claims, to arrange repairs and issue replacement phones on behalf of the insurer. For the purposes of this Insurance "phone" means handset, standard battery, SIM card and charger,

originally supplied as part of the standard package.

- 2.3 The Insurance is arranged with an authorised insurer whose details are available upon request to HSBC Insurance Brokers Limited, Quay West, Trafford Wharf Road, Manchester, M17 1PL.
- 2.4 The following paragraphs describe the conditions and cover provided under the terms of this Insurance which forms part of a master policy arranged by HSBC Insurance Brokers Limited on behalf of Orange. This Insurance is subject to the terms and conditions of the master policy, a copy of which can be obtained from HSBC Insurance Brokers Limited. Requests should be made in writing, stating your Orange phone number.

3 cover for lost stolen and damaged phones

Your phone which must be in your possession or in the possession of an authorised user is insured worldwide subject to the terms and conditions of the Insurance policy (see clause 6.14 in respect of conditions outside the United Kingdom). If your phone (or parts there of) is lost, stolen or damaged you will be entitled to a replacement or repair "free of charge" subject to payment of the administration fee as detailed in clause 9.6, subject to compliance

with all the following terms and conditions of the policy. For your information an authorised user is the Orange registered customer, other users officially notified to Orange by the customer and authorised by Orange, the registered customer's spouse/partner, members of his/her immediate family, all of whom would normally reside at the registered customer's address and employees of the registered customer who use the phone with permission of the customer.

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

- 3.2.2 full details of how the loss, theft or damage occurred; and
- 3.2.3 any other information and evidence as may reasonably be requested by Orange regarding the cause of loss or damage.
- 3.3 Orange will arrange repair or replacement on behalf of the insurers.
- 3.4 Lost, stolen or damaged antennas will be repaired/replaced, where appropriate, free of charge once only.
- 3.5 You or any authorised user of the phone must at all times act with due care in looking after the phone and take all reasonable precautions to safeguard it against loss, theft or damage.

4 exclusions

- 4.1 A replacement or repair will not be provided under the terms of the Insurance where the loss or damage is caused by or consists of:
 - 4.1.1 normal wear and tear or deterioration, depreciation, rusting or oxidation, atmospheric or climatic conditions or other gradually operating cause;
 - 4.1.2 confiscation or detention;

- 4.1.3 improper maintenance, repair or modification;
- 4.1.4 defective materials or workmanship covered by the manufacturer's warranty;
- 4.1.5 breakdown of or interruption to the network service;
- 4.1.6 loss of use or consequential loss of any kind;
- 4.1.7 cosmetic damage which does not impair the normal functions of the phone;
- 4.1.8 loss of or theft of items left unattended in a public place;
- 4.1.9 theft of items from an unattended vehicle unless the item was in a locked boot or locked glove compartment and the vehicle itself was securely locked;
- 4.1.10 any wilful act, neglect or failure to take reasonable care by you or any authorised user or any wilful act or neglect carried out at the direction or instigation of you or any authorised user;
- 4.1.11 disregard of manufacturer's and/or operating instructions;

- 4.1.12 damage resulting from pressure waves caused by aircraft or other aerial devices travelling at sonic or supersonic speeds;
- 4.1.13 war and hostilities;
- 4.1.14 loss, destruction or damage in Northern Ireland due to civil commotion unlawful or wanton act committed maliciously in connection with any unlawful association;
- 4.1.15 radioactive contamination;
- 4.1.16 loss or theft of a phone from temporary premises is covered only where there is evidence of forcible and violent entry or exit.
- 4.2 A replacement or repair will not be provided if:
 - 4.2.1 Orange has reason to believe you have made a fraudulent claim;
 - 4.2.2 you do not make reasonable efforts to recover any lost or stolen items;
 - 4.2.3 the phone is not registered and connected to the Orange network in your name;
 - 4.2.4 at the time of loss, theft or damage the phone was not being used or in the possession of you or an authorised user.

5 premium payment

Insurance cover will cease if any premium is not paid on the due date unless such delay is due to a processing error by any clearing bank or similar. Your phone will not be replaced or repaired if any sum is due by you to Orange.

6 general

- 6.1 It is a condition of this policy that the replacement of any phone will only be made with an Orange product. Wherever possible, reasonable efforts will be made to ensure that the replacement phone is of the same or similar specification.
- 6.2 Replacement phones may be supplied from refurbished stock that have been tested and are fully functional.
- 6.3 In the event of a claim you are only entitled to repair or replacement (at the option of Orange) of your phone. There is no entitlement to any monetary settlement under the terms of the Orange Care Insurance policy.
- 6.4 The Insurance period will be unaffected by the replacement of your phone and will continue to apply from the date the Insurance first came into force.

- 6.5 Should you find a phone that you have reported lost or stolen before you have received a replacement, you must report this to Orange immediately so that the delivery of the replacement can be cancelled. If you fail to do so we reserve the right to impose a charge for any attempt to deliver the replacement.
- 6.6 When a replacement phone has been supplied due to accidental or malicious damage the original phone must be returned to Orange.
- 6.7 When a replacement phone has been supplied because of loss or theft, if the original phone is subsequently recovered it must be returned to Orange as it is the property of the insurer.
- 6.8 If there is reason to believe that you have not taken reasonable care of your phone any claim may be referred to Chartered Loss Adjusters in order to carry out a special investigation into the circumstances of the claim. No free replacement or repair will be provided unless and until the adjusters confirm your claim is acceptable under the terms of the policy

- 6.9 If Orange believes that you have persistently failed to take reasonable care of your phone your cover will be cancelled.
- 6.10 Orange may at its option require you to return your phone for examination before a replacement is supplied.
- 6.11 If Orange has reasonable cause to believe you have made a fraudulent claim your cover will be cancelled.
- 6.12 You must provide any assistance and/or information that Orange reasonably requests in connection with the replacement of your phone.
- 6.13 A replacement item will be refused or you will be charged for any replacement if you have not complied with the terms of the Insurance policy and of Orange Care.
- 6.14 If your phone is lost or stolen or maliciously damaged whilst you are abroad you must report the loss or theft to the relevant local authority and to Orange as soon as possible but in any event as soon as reasonably practicable after you discover loss theft or malicious damage. A replacement phone will not be sent to you until you return to the United Kingdom.

- 6.15 Where a replacement phone is issued under the warranty the original phone must be returned to Orange.
- 6.16 You may be charged the recommended retail price of any battery charger or antenna returned to Orange which is shown not to be that originally supplied with the phone or of any phone returned to Orange which is shown to have been deliberately damaged.
- 6.17 If your phone is lost or stolen, or maliciously or accidentally damaged so that it is no longer operable and such lost theft or damage falls outside these terms and conditions then Orange may entirely at its discretion agree to sell you a replacement phone at prevailing replacement phone prices. The charge for any replacement phone so supplied will be applied to your Orange account.
- 6.18 Orange will use its reasonable endeavours to dispatch any replacement phone to you within 24 hours of agreeing to issue such replacement, however, for reasons beyond our control this may not always be possible.
- 6.19 Orange will arrange with you a place and time period for any replacement phone to be delivered, on payment of the administration fee detailed in clause 9.6. We reserve the right to impose a delivery charge if you are unavailable for the delivery as agreed.

- 6.20 Any replacement phone received under either clause 3 or clause 7 will not attract a further period of Insurance or warranty. For the avoidance of doubt (subject to the provisions of clause 6) the periods stated in clauses 8.1, 9.1 and 10.2 as appropriate will continue to apply from the date such cover originally came into effect.
- 6.21 Any claim accepted under Orange Care purchased as an optional extra with your Pay Monthly service plan will be subject to an administration fee. See clauses 9.6, 9.6.1, and 9.6.2. for details

7 warranty – defective materials or workmanship

- 7.1 If your phone (or parts thereof) becomes defective due to faulty materials or workmanship Orange will (at its option) repair or replace it at no charge (on payment of the administration fee, if applicable, as detailed in clause 9.6) provided that:
- 7.1.1 it has been used in accordance with the operating instructions;
- 7.1.2 any repairs which may have been, or are to be undertaken have been arranged by Orange;

- 7.1.3 you have complied with the foregoing terms and conditions;
- 7.1.4 the Orange phone is registered and connected to the Orange network in your name;
- 7.2 This Warranty is an extra benefit and is additional to your legal rights;
- 7.3 Batteries only have a 12-month warranty.
- 8 term & payments - Service Plan inclusive of Orange Care**
- 8.1 Where you are connected to a service plan which includes Orange Care the Insurance and Warranty will come into force when you register the phone on the Orange network. The Insurance and Warranty will remain in effect for a period of 12 months, unless you switch to a different service plan as indicated in clauses 11.2 and 11.6.
- 8.2 Orange Care cover may be purchased separately once the initial period of 12 months has expired.
- 8.3 Where phones share an Orange Group service plan then each phone will be covered separately.

- 9 term & payments – pay monthly Service Plan with optional Orange Care**
- 9.1 Where you are connected to a service plan which requires Orange Care to be purchased as an optional extra the Insurance and Warranty will come into force 24 hours after you call to request cover or 24 hours after we receive your written request for cover and will each have a minimum term of 12 months. Your confirmation of Insurance cover will be sent to you within 30 working days after the end of the month in which cover becomes effective.
- 9.2 Premiums will be invoiced monthly by Orange on behalf of the Insurer on your Orange account and must be paid along with your Orange charges.
- 9.3 Premiums may be varied at any time and will be effective 90 days after you have been notified in writing or other durable form, unless the premium is varied at the annual renewal date of the policy. If your premium is increased you may terminate this policy on not less than 10 days notice (before your bill date). If you do not give notice within one month of notification of any increase you will be taken to have accepted the increase.

- 9.4 In the event that any tax payable on premiums should be increased or any new tax imposed then such increase or new tax may be passed onto you.
- 9.5 Where phones share an Orange Group service plan then Orange Care must be purchased separately for each phone.
- 9.6 Any claim accepted under Orange Care will be subject to an administration fee charged to your account in advance of any repair or replacement being undertaken. Details of the current administration fee are available on request from Orange and are published in our periodically updated price guide. The administration fee is subject to change and is payable in respect of all accepted claims made under Orange Care with the exception of those set out in clause 9.6.1.
- 9.6.1 The administration fee will not be payable in respect of a claim for defective material or workmanship of a new phone (including standard battery and charging unit but excluding reconditioned and/or second hand phones) where the defective material or workmanship has been brought to Orange's attention within 6 months of the date of purchase of the phone.

- 9.6.2 For the avoidance of doubt the administration fee is not refundable.
- 9.7 You may terminate Orange Care on or after the minimum term by giving not less than 10 days notice before a bill date. As a concession, if you are also terminating your Orange account then you may terminate Orange Care within the minimum term and it will not be necessary for the notice to expire on your bill date but in such event you will not be entitled to a refund of any premiums paid.
- 9.8 Orange will negotiate renewals of the Insurance policy on your behalf and may change Insurer. The Insurer and Orange may vary the terms of the policy from time to time but will give you 90 days notice of any such changes. If your rights under the policy are restricted or removed you may terminate Orange Care on giving not less than 10 days notice ending on an invoice date. If you do not give notice within one month of notification of any changes you will be taken to have accepted the changes.

10 term and payments – pay as you go Service Plan

- 10.1 When you are connected to a pay as you go service plan which requires Orange Care to be purchased as an optional extra the premium must be paid in advance.
- 10.2 The policy only applies to approved and branded Orange pay as you go phones and may be purchased for any phone within the current pay as you go range. If you pay by credit card or debit card the policy will come into force 24 hours after your call to request cover. If you pay by cheque then the policy will come into force within 24 hours of clearance of your cheque. The Insurance and warranty within the policy will each have a term of 12 months. Your confirmation of Insurance cover will be sent to you within 30 working days after the end of the month in which cover becomes effective.
- 10.3 You may request that the policy is terminated at any time during the 12 month period in which event Orange will refund to you a pro rata proportion of the premium for the balance of each complete month remaining of that period unless you have already made a claim on the policy in which event no refund will be due.

11 switching between Service Plans

- 11.1 In the event that you wish to switch from one pay monthly service plan to another both of which include Orange Care, or, from one pay monthly service plan to another both of which require Orange Care to be purchased as an optional extra then Orange Care will continue unaffected.
- 11.2 In the event that you wish to switch from a pay monthly service plan which includes Orange Care to a pay monthly service plan which requires Orange Care to be purchased as an optional extra the inclusive Orange Care will automatically cease.
- 11.3 In the event that you wish to switch from a pay monthly service plan which requires Orange Care to be purchased as an optional extra to a pay monthly service plan which includes Orange Care then from the date such switching takes effect you will be covered by Orange Care for the unexpired balance (if any) of any period under clause 8.1 calculated from the day your phone was first registered on the Orange network.
- 11.4 In the event that you wish to switch from a pay as you go service plan for which Orange Care has been purchased to a pay monthly

service plan which requires Orange Care to be purchased as an optional extra Orange Care will automatically cease. Orange will refund to you a pro rata proportion of the premium for the balance of each complete month remaining of that period unless you have already made a claim on the policy in which event no refund will be due.

11.5 In the event you switch from a pay as you go service plan to a pay monthly service plan which includes Orange Care then from the date such switching takes effect you will be covered by Orange Care for the unexpired balance (if any) of any period under clause 8.1 calculated from the day your phone was first registered on the Orange network.

11.6 In the event you switch from a pay monthly service plan inclusive of Orange Care to a pay as you go service plan Orange Care will automatically cease.

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

- 11.5 In the event you switch from a pay as you go service plan to a pay monthly service plan which includes Orange Care then from the date such switching takes effect you will be covered by Orange Care for the unexpired balance (if any) of any period under clause 8.1 calculated from the day your phone was first registered on the Orange network.
- 11.6 In the event you switch from a pay monthly service plan inclusive of Orange Care to a pay as you go service plan Orange Care will automatically cease.

12 claims

- 12.1 To make a claim under this Insurance you should call 150 from your Orange pay monthly phone or 07973 100 150 from any other phone if you are a pay monthly customer. Pay as you go customers should call 451 from their Orange phone or 07973 100 451 from any other phone. Small Business customers should call 345 from their Orange phone or 07973 100 345 from any other phone and Business Solutions customers should call 158 from their Orange phone or 07973 100 158 from any other phone. Your claim will be handled fairly and promptly.
- 12.2 In certain circumstances, particularly where there is a dispute over your claim Orange may refer the matter to independent Chartered Loss Adjusters for investigation and review.

13 complaints

- 13.1 If you have any queries or complaints regarding this Insurance you should in the first instance address this to Orange. Call 150 from your Orange pay monthly phone or 07973 100 150 from any other phone. Pay as you go customers should call 451 from their Orange phone or 07973 100 451 from any other phone. Small Business customers should call 345 from their Orange Phone or 07973 100 345 from any other phone and Business Solutions customers should call 158 from their Orange phone or 07973 100 158 from any other phone.
- 13.2 If your queries or complaints regarding this Insurance are not satisfied, you can in the second instance write to Product Insurance, Orange PCS, Senhouse Road, Darlington, DL1 4YG.
- 13.3 If you are not satisfied with the way a complaint has been dealt with you should write to HSBC Insurance Brokers Limited, Quay West, Trafford Wharf Road, Manchester, M17 1PL.

- 13.4 If you remain dissatisfied, HSBC Insurance Brokers as a member of the General Insurance Standards Council is also a member of a registered independent dispute resolution scheme. They will advise you how you can contact this scheme.
- 13.5 Insofar as general Insurance products are concerned Orange is monitored by HSBC Insurance Brokers Limited who are members of the General Insurance Standards Council.

pay monthly terms and conditions

1 definitions

The following words and expressions shall have the following meanings:

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

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

Age Restricted Services
any Services which are specified for use only by customers over a specific age.

Bar

a block placed by us on some or all of the Services you normally use (except for calls to emergency services). It may include us restricting the Service whereby you will automatically be re-directed into Orange when you attempt to make an outgoing call from your Device

Billing Date

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

Charges

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

Connection

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

Content

information, communications, images and sounds, software or any other material contained on or available through the Services.

Contract

these terms and conditions which are binding on both you and Orange for each Device you connect to the Orange Network.

Customer Communication

information made available to you by Orange which provides information on Orange Services. It may be made available on your Device or provided electronically or distributed with new Devices or in mailings to some or all Orange Customers.

Deposit

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

Device

a mobile telephone, device or data card (excluding Accessories) which is approved by Orange for connection to its Network.

Line One and Line Two

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

Minimum Term

the minimum period for the supply of Services as specified in your Service Plan commencing on the date of Registration; where no period is specified in the Service Plan a minimum period of 12 months from the date of Registration will apply.

Network

the electronic communications system by which Orange makes Services available in the United Kingdom.

Orange Additional Services
optional Services (including but not limited to Roaming, International Calling, Premium Rate Services and Content provided by Orange) which may cost extra whether they are supplied in conjunction with Service Plans or outside Service Plans.

Orange
Orange Personal Communications Services Limited, or any organisation that may succeed it as the assignee of this Contract. Referred to in this Contract from time to time as "we" "us" or "our".

Price Guide
a list of our current Charges which is updated from time to time and is available from us upon request.

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

Roaming
An optional Service that allows you to use your Device on other operators' networks, usually in foreign countries.

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

Service Plan
a number of products which shall include but not be limited to bundles of airtime, text, and/or Orange Additional Services and/or additional discounts offered by Orange for an agreed monthly or other periodic payment.

SIM
a card or other device which shall for the avoidance of doubt include a USIM which contains your personal telephone number and which is programmed to allow you to access the Network.

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

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

2 your Contract and the Minimum Term

your Contract runs for at least the Minimum Term

2.1 For each Device you own, your Contract starts on the date of Registration and will continue for the Minimum Term and thereafter you have limited rights to terminate your Contract during the Minimum Term as described in Section 4.

what happens when the minimum term ends

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

3 provision of Services

what we aim to provide in the UK

3.1 We will take all reasonable steps to make the Services available to you at all times. The Services are only available within the range of the base stations that make up our Network. We cannot guarantee a continuous fault-free service. Please note that:

3.1.1 the quality and availability of Services may sometimes be affected by factors outside our control, such as local physical obstructions, atmospheric conditions, other causes of radio interference, features or functionality of your Device, the number of people trying to use the network at the same time, and faults in other telecommunication networks to which the Network is connected

3.1.2 the quality of our Services may not be at its best inside buildings or below ground.

3.2 When you move outside the Orange enhanced service area this may result in:

3.2.1 the call being terminated if you are on a video call

3.2.2 the speeds at which data is downloaded being affected.

3.3 Any coverage maps are our best estimate but not a guarantee of service coverage, which may vary from place to place.

Services may sometimes be affected by maintenance and upgrading

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

- suspension of Services**
- 3.5 We may suspend some or all of the Services you use, without giving you notice, if:
- 3.5.1 we have good reason to believe that you haven't complied with one or more of the terms of your Contract
- 3.5.2 you don't pay your bill within the time stipulated in Condition 6.2; we reserve the right to place a Bar on some or all of the Services from your Device (with the exception of calls to the emergency services). This Bar will remain in force until you've paid everything you owe us. At our discretion, we may charge you for Reconnection and removal of the Bar
- 3.5.3 a complaint has been made against you. The complaint will be thoroughly investigated, and Services will remain suspended until we know the results of that investigation. Any complaint you make will similarly be thoroughly investigated
- 3.5.4 we have good reason to believe that your mobile phone number is being used for fraudulent or improper purposes

- 3.5.5 we suspect on reasonable grounds that information has been supplied to us without the knowledge of the person named or that an application is unauthorised or contains false particulars
- 3.5.6 you notify us that your Device has been lost or stolen
- 3.5.7 we are required by the emergency services or other government authorities to suspend your Services.
- 3.6 You will remain liable for all monthly or other periodic Charges during any period of Suspension.
- suspension of Orange Additional Services**
- 3.7 We reserve the right to change, suspend or withdraw part or all of any Orange Additional Service on giving reasonable notice.
- monitoring the Services you use**
- 3.8 For the purposes of good management and security and to make sure we follow your instructions correctly and to improve our service to you through training of our staff, or to monitor instances of unsolicited messages we may monitor or record communications. Where we have good reason to believe such

communication is unsolicited you agree we may but are not obliged to block such communication.

roaming Services outside the UK

- 3.9 Roaming relies on the telecommunications systems of foreign networks, over which we have no control. We cannot therefore offer any guarantees about Roaming services.
- 3.10 If you use Services from a country outside the UK your use of the Services may be subject to different laws and regulations that apply in that other country. Orange is not liable for your failure to comply with those laws or regulations.
- Storage and transmission of information on our Network**
- 3.11 We may establish limits concerning the use of the Services, for example the maximum size of an email message that may be sent or receive and the maximum capacity allocated to you for storage of Content on the Network which you access via the Services.
- 3.12 You agree that Orange has no responsibility for the deletion, corruption or failure to store any Content maintained or transmitted by the Network.

- 3.13 While Orange has no responsibility to monitor the use of the Services if you exceed the use limits we reserve the right to refuse to store or send Content on your behalf.
- access to the Services and Content**
- 3.14 Under no circumstances will Orange, or any of the other parties involved in the provision of Orange Content, be liable for any losses, damages, costs or expenses arising from or in any way connected with any errors, defects, interruptions, malfunctions or delays in Content or the provision of Content. Orange agrees to rectify any such problems in the Content which are notified to Orange as soon as Orange reasonably can. If you do notice a fault or error in the Content, please notify the fault to Orange.
- 3.15 Orange accepts no liability for the loss, late receipt or non-readability of any download, transmission or other communications. The Content, which is obtained from a large range of sources, is supplied to you on an "as is" basis and Orange does not warrant that the Content is of satisfactory quality, fit for a particular purpose, suitable, reliable, accurate, complete, secure or is free from error.

access to the third party services and the Internet

3.16 We have no control over the value or quality of goods, services or Content offered by third parties on or through the Services. As a result we cannot be responsible or liable in any way for, and do not endorse, any of these goods, services or Content.

3.17 The Services may be used by you to access websites and networks worldwide. Orange accepts no responsibility for the Content or services in respect of these and you agree to conform with the instructions issued by those websites and networks relating to your use of those services.

3.18 Accessing the Internet, which is not a secure environment, or using third party services may leave you vulnerable to unwanted programs or material or viruses that may be downloaded to your Device without your knowledge which may give unauthorised access to, or damage, your Device and the information stored on it. Orange is not liable or responsible in any way for such unauthorised access, damage to or loss of information on your Device.

Age Restricted Services

3.19 You are not permitted to access our Age Restricted Services (if any) if you are below the age specified to access the Services. If you are allowed to access the Age Restricted Services by virtue of the fact that you are the specified age or older you must not show or send Content from the Age Restricted Services to anyone below the specified age. If you let anyone under the specified age use your Device, you must ensure you deactivate access to the Age Restricted Services.

4 your rights to terminate this Contract

terminating your Contract after the Minimum Term

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

terminating your Contract during the Minimum Term

4.2 You may terminate your Contract before the Minimum Term has expired if you pay us:

4.2.1 all Charges that are due, plus

4.2.2 a lump sum equivalent to the total of all the monthly or other periodic Charges still remaining on your initial Minimum Term agreement (except in the circumstances set out in Conditions 4.3 and 15.1). You'll be entitled to a rebate of 5% of that total if you terminate your Contract up to and including the first day of the last month of the Minimum Term.

terminating your Contract because Orange has changed its terms

4.3 You may also terminate your Contract if we vary its terms, resulting in an excessive increase in the Charges or changes that alter your rights under this Contract to your detriment. In such cases you would need to give us at least 14 days' written notice prior to your Billing Date (and within one month of us telling you about the changes). However this option does not apply if:

4.3.1 we have increased the Charges by an amount equal to or less than the percentage increase in the All Items Index of Retail Prices published by the Central Statistical Office in the Monthly Digest of Statistics in any 12- month period; or

4.3.2 the variations we have made have been imposed on us as a direct result of new legislation, statutory instrument, government regulation or licence; or

4.3.4 the variation relates solely to an Orange Additional Service, in which case you may cancel that Orange Additional Service in accordance with Condition 15.1.

terminating your contract because Orange is no longer able to provide access to the Network

4.4 If, for reasons beyond our control, we are no longer able to provide Network Services, we will at our discretion either:

4.4.1 make arrangements for you to be supplied with equivalent Services by another network at no extra cost to you, or

4.4.2 accept written notice from you that you wish to terminate your Contract. In such cases we will refund any pre-paid Charges that have not been used up.

termination of your Contract by Orange

4.5 We may terminate your Contract immediately at any time in respect of any or all the Devices owned by you, in whole or in part, by giving you written notice if:

4.5.1 you fail to pass any credit assessments which we may reasonably consider to be necessary from time to time

4.5.2 you fail to pay any of your bills from Orange on time

4.5.3 we have good reason for believing that any information you have given us is false or misleading

4.5.4 you become insolvent within the meaning of Section 123 of the Insolvency Act 1986, or bankrupt, or make any arrangement with creditors or go into liquidation or become subject to an administration order or a receiver is appointed over any of your assets or if we have good reason for believing that you are unable to pay the Charges

4.5.5 in addition, we may terminate your Contract at any time after the Minimum Term has expired by giving you at least one month's written notice.

termination of your contract by Orange without written notice

4.6 We reserve the right to terminate your contract immediately at any time in respect of any or all of the Devices owned by you, in whole or in part without notice to you if

4.6.1 we have good reason for believing that you have breached Conditions 6.4.2, 6.4.3, 6.4.4, or 6.4.5, 6.4.8, 6.4.9, 6.4.10, or 6.4.11 or

4.6.2 you haven't complied with one or more of the terms of your Contract and do not correct the breach within 7 days of being asked by us in writing to do so.

termination and Line Two

4.7 Termination of your Contract for any reason connected with Line One will result in automatic termination of Line Two.

5 effect of Termination of the Agreement

5.1 When this Agreement is terminated, your Device will be Disconnected and you will no longer be able to use the Services.

what to do after Termination of your Contract

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

6 your responsibilities

when your payments are due

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

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

6.1.2 You must make your payment when you receive your invoice and by one of the payment methods stated on your invoice subject to clause 6.3. However we may also submit an interim bill or require an immediate payment if we think you have exceeded a reasonable limit on your Account.

penalties for overdue payments

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

- payment methods**
- 6.3 Ordinarily we will accept payment of Charges by credit card, debit card, cheque, direct debit and electronic transfer, but we reserve the right to refuse any payment method if we have reasonable cause to believe such payment will be dishonoured.
- 6.3.1 We reserve the right to charge an administration fee each month for payments not made by direct debit.
- 6.3.2 We may arrange for invoices to be issued by a third party on our behalf. Invoices issued by such third party shall be binding on you and payment of such invoices in full to the third party will be a valid discharge of your liability to pay such invoices under this Agreement.
- things that you agree to do**
- 6.4 Recognising that good management and security of the Services is important to all Orange customers, you agree that you will:
- 6.4.1 provide whatever proofs of your identity and address we consider reasonably necessary from time to time. While photocopy or fax copies are usually acceptable we do reserve the right to request the original document

- 6.4.2 keep confidential, and not disclose to any third party, your Account password or any personal identification code, number or name issued by us permitting access to the Services
- 6.4.3 not use the Services for any improper, immoral, fraudulent or unlawful purposes or for the sending of any communication or storing any data which is of an offensive, abusive, indecent, obscene or menacing nature
- 6.4.4 not cause, nor knowingly allow others to cause, any nuisance, annoyance or inconvenience, whether to us or to any of our customers, by any means including the use of the Network for persistently sending unsolicited communications without reasonable cause
- 6.4.5 not act in a way, whether knowingly or otherwise, which will impair the operation of the Network or any part of it, or put it in jeopardy
- 6.4.6 use only Devices and Accessories approved for use with the Network, and comply with all relevant legislation or regulation relating to their use

- 6.4.7 comply with any reasonable instructions issued by us which concern your use of the Services, and co-operate with us in our reasonable security and other checks (which may include us making phone calls to you)
- 6.4.8 not send or upload anything that is copyright protected (unless you have permission) or which in any way breaches the intellectual property rights of any third party
- 6.4.9 not copy, modify, store, forward, publish or distribute the Services or their Content without our express permission
- 6.4.10 only use Content for your own personal use and not for any commercial purposes or distribute it commercially
- 6.4.11 not to re-sell, re-supply or otherwise distribute the Services or Devices without the prior written agreement of Orange
- 6.4.12 not to circumvent the Age Restricted Service mechanisms.

- 7 multiple users**
- 7.1 Where there are one or more Users other than you under your Contract, you remain responsible :
- 7.1.1 for ensuring the Services are used in accordance with this Contract; and
- 7.1.2 for all Charges incurred to your Account by those Users.
- 8 Line Two - limitations on usage**
- Suspension of Services**
- 8.1 If we Suspend Services on Line One, Services on Line Two will automatically be Suspended also.
- electronic messages**
- 8.2 It is not possible to send electronic messages on Line Two. This shall include but not be limited to, text, video and multi media messages.
- Service Plan**
- 8.3 You may not have a higher Service Plan on Line Two than you have on Line One.

9 information supplied by you

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

- what happens if we suspect the details you give us aren't correct**
- 9.2 If we suspect, on reasonable grounds, that information has been supplied to us without the knowledge of the person named, or that an application is unauthorised or contains false particulars, we may delay Connection or Suspend Services to your Device while we

investigate further. Following our investigation, we will Connect or reinstate the Services unless we have grounds to terminate. You acknowledge that you will have no claim against us in respect of any delay or Disconnection caused as a result of the operation of this Condition.

10 credit assessments

- your application is subject to credit status**
- 10.1 All applications for Registration and Orange Additional Services are subject to credit assessment before we can connect you to the Network. In considering your application we will search your record at the licensed credit reference agencies. They will add to your record details of our search and your application. We will use credit scoring or other automated decision making systems when assessing your application. If our assessment of you does not meet our normal requirements we reserve the right to decline to Connect you or to supply Orange Additional Services or to decide an appropriate credit limit on your Account. Alternatively, we may ask you to lodge a Deposit with us before we

Connect you. If you believe our assessment of you is incorrect, we will review your eligibility. However, we cannot accept responsibility for the accuracy of information provided from the databases of credit reference agencies. Nor can we accept any liability for the consequences of our declining to Connect you.

- 10.2 We will also check your details with a fraud prevention agency who will record details of any false or inaccurate information provided by you where we suspect fraud. We or other organisations may use and search these records to:
- 10.2.1 help make decisions about credit and credit related services, for you and members of your household
- 10.2.2 help make decisions on motor, household, credit, life and other insurance claims, for you and members of your household
- 10.2.3 trace debtors, recover debt, prevent fraud, and to manage your Accounts or insurance policies
- 10.2.4 check your identity to prevent money laundering, unless you furnish us with other satisfactory proof of identity.

- 10.3 We may also disclose details of how you conduct your Account to such agencies. The information will be used by other credit grantors for making credit decisions about you and the other members of your household, for fraud prevention, debt recovery, money laundering prevention, tracing debtors and Account management. For these purposes we or they may make further searches. Although these searches will be added to your record they will not be shared by others.
- 10.4 Please contact us if you would like details of these credit reference and fraud prevention agencies from whom we obtain and to whom we pass information about you. You have a legal right to this information.

11 deposits

- deposits are held for 12 months**
- 11.1 We may request a Deposit from you:
- a) before Connection
- b) before making Orange Additional Services available to you, or
- c) before reinstating the Services after Suspension, or.

d) if you fail to pass any credit assessments which we reasonably consider to be necessary from time to time

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

12 SIM Card

it's your responsibility to keep your SIM Card safe

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

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

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

your SIM Card and other networks

12.3 The SIM Card supplied with your Device enables the Device to work on our Network only with the exception of Devices which can access Roaming Services. However, after the Minimum Term we will lift this restriction at your request, provided all your payments of Charges are up to date and you pay the current administration charge. The software in the SIM Card and the Device is either owned by or licensed to Orange which grants you a non-exclusive licence to use it for accessing the Services for the duration of your Contract and not otherwise.

13 directory and Caller id

what to do if you want your number to remain private

13.1 We will enter your Orange number in Orange and third party directories, and our Network will allow the display of your Orange number on receiving Devices. If you prefer not to allow either of these options, please let us know in writing. Your mobile phone number and the approximate location of your Device will always be sent if calling the emergency services.

14 Devices

your Device is not a part of your Contract

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

15 changes to your Contract

we reserve the right to make changes to your Contract

15.1 When you Register you are asked to choose a Service Plan and to indicate which Orange Additional Services you require. You may switch to a higher Service Plan at any time.

You may switch to a lower Service Plan as often as you like after 6 months following your Connection to the Network. In the event you do switch Service Plan and add to or cancel Orange Additional Services you must give us not less than 10 days' notice before your Billing Date (subject to the terms of any promotional offers you have accepted). We do, however, reserve the right to vary the terms of this Contract from time to time and to make changes to your Service Plan. We acknowledge that if we do increase the Charges, withdraw Orange Additional Services or introduce new mandatory Charges - or if your contractual rights are affected to your detriment - you may terminate your Contract in accordance with Condition 4.3. If you do not give notice within one month of our notifying you of any change(s), you will be taken to have accepted the change(s).

15.2 In exceptional circumstances a government authority may require the reallocation or change of phone numbers in which case we may have to change your mobile phone number for the Services

new services

15.3 We are continuously enhancing our existing Services as well as adding new services, particularly Orange Additional Services. Charges for, and any special terms and conditions attached to, Orange Additional Services will be notified in Customer Communication. The terms of your Contract, including Charges current on the date when you take up the offer of any Orange Additional Service, will apply to it, subject to any special promotional offer made by us and accepted by you.

16 Customer Communication

please read all the information we send you

16.1 We update our Customer Communication from time to time. Information on various topics is mailed to Customers with their monthly billing statements and is available on request from us. You are asked to read your Customer Communications and to keep those which are mailed to you until they are superseded. We regard you as having been given any information if it is:

- a) included in a mailing addressed to you
 - b) by voicemail, email text or other form of electronic message sent by us to your Device
 - c) communicated directly by any means.
- 17 assignment of Contract and change of ownership of Device**
- your Contract is personal to you**
- 17.1 Your Contract is personal to you and you may not assign it. However, we may at our discretion (not to be unreasonably withheld) allow you to:
- a) nominate a User other than yourself while you remain primarily liable to us under your Contract
 - b) terminate your Contract on short notice if you have transferred title to your Device to a new customer who has Connected the Device to our Network.
- 17.2 We may assign our rights to your Contract only if such assignment is on terms which are at least as advantageous to you as those set out in your Contract.

- 18 liability**
- circumstances in which neither of us accepts liability**
- 18.1 Except as provided in this Condition 18, neither party shall be liable to the other, whether in contract or tort nor otherwise, for any loss or damage which is:
- a) not the fault of the other party
 - b) indirect and/or not reasonably foreseeable
 - c) loss of business, profits, savings, revenue, use or goodwill, or for any loss or corruption of data whether caused to the other party through any breach of your Contract or any matters arising under it.
- Neither party excludes liability for negligent acts or omissions causing death or personal injury to any person.
- maximum liability of Orange**
- 18.2 Subject to Condition 18.1, we limit our legal liability up to a maximum of three thousand pounds per claim or a series of related claims for any loss or damage which is:
- a) direct financial loss
 - b) direct physical damage to or loss of property resulting from our breach of contract or negligence while providing Services.

- factors beyond our control**
- 18.3 We will not be liable to you if we are unable to perform an obligation or provide the Services to you because of any factor outside our control, including but not limited to Acts of God, industrial action, default or failure of a third party, war, terrorist act, governmental action, or by any act or decision made by a court of competent jurisdiction.
- your maximum liability
- 18.4 Subject to Condition 18.1, your liability is limited to payment of all outstanding Charges due in accordance with the provisions of your Contract.
- 19 general**
- changes to your Contract**
- 19.1 Subject to Condition 15, your Contract may be varied or amended only by the express mutual agreement of both parties. A party seeking to rely on such variation or amendment must produce evidence of the other party's agreement to it.

disclosure of information to third parties

19.2 You agree to the disclosure to any telecommunications company, debt collection agency, credit reference agency, credit or fraud monitoring scheme, security agency or credit provider of:

- a) any information relating to your Contract, including your personal financial information and details of how you have performed in meeting your obligations under your Contract
- b) any disclosure as may be within our Data Protection Act registration
- c) any disclosure required as a result of an order of any court of competent jurisdiction or by statutory authority.

Your information

19.3 Orange or its Group companies will use your information which you provide to us together with other information for administration, marketing, credit scoring, customer services, tracking your Device and web use preferences, and profiling your purchasing preferences. We will disclose your information to our service providers and agents to help us with these purposes. We will keep your information for a

reasonable period after your contract with us has finished in case you decide to use our Services again and we may contact you about our Services during this time.

19.4 You consent to us sharing your information with other companies in the Orange Group and companies outside the Orange Group who are our business partners. They or we may contact you by mail, telephone, electronic messaging services, fax or email to let you know about any goods, services or promotions which may be of interest to you. Please call customer services if you do not wish to receive such information from us, or if you do not wish to receive information from our business partners, but remember that this will preclude you from receiving any of our special offers or promotions or those of our business partners.

19.5 By registering your Device on the Network you consent to our transferring your information to countries which do not provide the same level of data protection as the UK if necessary for providing you services you require. If we do make such a transfer, we will put a contract in place to ensure your information is protected.

19.6 You have a right to ask for a copy of your information (for which we charge a small fee) and to correct any inaccuracies.

19.7 When you give us information about another person you confirm that they have appointed you to act for them, to consent to the processing of their personal data, and to the transfer of their information abroad and to receive on their behalf any data protection notices.

19.8 For details of the Orange Group of Companies please visit our website.

delivering communications to you

19.9 All notices to be served in accordance with your Contract must be served by post or facsimile. We can in addition serve notice to you by voicemail, email text or other form of electronic message. They will be deemed served 48 hours after they are sent, or on earlier proof of delivery. All invoices and notices served by post will be sent to the address given by you on Registration unless you notify us of a change to this address. Any waiver, concession or extra time we may allow you is limited to the specific circumstances in which it is given and does not affect our rights in any other way.

disputes between you and us

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

miscellaneous

19.11 If either party delays or does not take action to enforce their rights under the contract this does not prevent either party from taking action later.

19.12 If any of the terms in this contract are not valid or legally enforceable the other terms will not be affected. We may replace any term that is not legally effective with a similar term that is.

Orange company details

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

governing law

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

pay as you go terms and conditions

The following words and expressions shall have the following meanings:

- Accessories**
goods designed for use with but not part of Phones and approved by Orange, including (without limitation) batteries, chargers, car kits, headsets and carry cases.
- Charges**
the charges for pay as you go as published in our periodically updated list of charges (defined herein as 'Price Guide')
- Connection**
the process we carry out to enable your phone to access the Services. 'Disconnection' and 'Re-connection' have a corresponding meaning.
- Literature**
printed matter providing information on Services published by Orange and distributed with new Phones or in mailings to Customers, whether or not supplied automatically to all Customers.

- pay as you go Voucher**
a voucher representing the cash value of airtime allowing access to the Services which must be paid for in advance which expression includes airtime purchased direct from Orange by credit or debit card.
- Network**
the public telecommunications system by which Orange makes Services available in the United Kingdom.
- Orange**
Orange Personal Communications Services Limited, and any successor in business or assignee.
- Phone**
mobile telephone (excluding Accessories but including charging unit and SIM which remains the property of Orange) approved by Orange for connection to its Network.
- Price Guide**
publication listing our current Charges, updated from time to time.
- Registration**
our acceptance of your application to register individual pay as you go Voucher, Register has a corresponding meaning.

- Roaming**
a service which allows you to use your Phone on other operator's networks, usually in foreign countries.
 - Services**
Network and other services, provided by us and made available for your use.
 - SIM**
card or other device, bearing a unique telephone number programmed to allow a Phone to access Network Services.
 - Suspension**
the temporary discontinuance of Services.
 - User**
you or another person notified by you to us as authorised to use your Phone.
- 2 provision of services**
- 2.1 We will use reasonable efforts to make the Services available to you at all times. The Services are available only within the range of base stations which form the Network. Quality and availability of the Services may be affected by factors outside our control such as local physical obstructions, atmospheric conditions and other causes of radio interference or faults in other

- telecommunication networks to which the Network is connected.
- 2.2 The Network and the Services may from time to time require upgrading, modification, maintenance and other works (including but not limited to works required for security reasons), or may be affected by unforeseen events which may result in the partial or complete non availability of the Services. We will use all reasonable efforts to provide back-up Services and to keep all such periods of non availability to a minimum but some interruption may be inevitable. You Register in the knowledge of this and accept our obligation to carry out works from time to time in the interests of all our customers.
- 2.3 We may from time to time tape conversations between you and our customer services for training purposes only. For the purposes of good management and security, we may need to monitor the contents of any text message you send from time to time.
- 2.4 We may Suspend the Services in whole or part at any time without notice if you do not comply with any of these terms and conditions or if any money owed by you to us, whether in relation to Services or not, remains unpaid.

- 2.5 We shall investigate all complaints made whether by or against you and reserve the right to Suspend the Services if a complaint has been made against you pending the results of investigation of the complaint.
- 3 pay as you go Vouchers**
- 3.1 Free airtime given to the customer on initial registration of their new pay as you go phone (if any) shall be valid for the periods set out in the Price Guide and/or Customer Literature current as at the date of Registration.
- 3.2 In the event that the cash value of airtime forming part of free airtime given to a Customer in accordance with 3.1 above is not used within the relevant validity period stated in Condition 3.1 such unused airtime will be forfeited.
- 3.3 Notwithstanding that you use all of a pay as you go Voucher or that the free airtime given to a Customer in accordance with 3.1 above expires your Phone will continue to be capable of receiving incoming calls for the periods set out in the Price Guide and/or Customer Literature current as at the date of expiry.

- 3.4 We will disconnect your phone if during the previous six months you have not Registered a new pay as you go Voucher or you have not made chargeable calls from your phone or received incoming calls on your phone. For the avoidance of doubt calls shall include but not be limited to voice calls, data calls and text messaging. On disconnection your mobile telephone number will be reassigned. On reconnection you will be assigned a new mobile telephone number.
- Any remaining credit on your pay as you go Voucher will be reinstated if you reconnect. You can reconnect your phone without having credit on your pay as you go Voucher.
- 3.5 No cash credits will be given for unused pay as you go Vouchers. Credit or Debit card payments are subject to our policy on acceptance in force from time to time.
- 4 our rights to terminate your service**
- 4.1 We may Disconnect your phone and refuse to Re-connect it at any time in whole or in part immediately by notice in writing to you if:
- 4.1.1 you fail to comply with clause 2.4, 2.5, 5 and 6 of these terms and conditions provided that where such failure is

- capable of remedy you have not taken such remedial steps as we shall have required within 7 days of our giving you notice of such failure; or
- 4.1.2 for whatever reason we are unable to provide the Services.

5 your responsibilities

- 5.1 Recognising that good management and security of the Services is important to all Orange customers you agree that you will:
- 5.1.1 not use the Services for any improper, immoral, fraudulent or unlawful purposes or for the sending of any communication which is of an offensive, abusive, indecent, obscene or menacing nature;
- 5.1.2 not cause, nor knowingly allow others to cause, any nuisance annoyance or inconvenience whether to us or to any of our customers which shall include the use of the Network for the persistent sending of unsolicited communications without reasonable cause;
- 5.1.3 not act in a way, whether knowingly or otherwise, such that the operation of the Network or any part of the Network will be jeopardised or impaired;

- 5.1.4 only use a Phone and Accessories approved for use with the Network and comply with all relevant legislation or regulation relating to its use;
- 5.1.5 comply with any reasonable instructions issued by us which concern your use of the Services and co-operate with us in our reasonable security and other checks (which may include us making phone calls to you).

6 supplied by you

- 6.1 By applying for Registration you represent to us that the name, address and other factual information which you provide to us are correct.
- 6.2 You acknowledge that if we suspect on reasonable grounds that information has been supplied to us without the knowledge of the person named or that an application is unauthorised or contains false particulars, for the protection of our Customers and the Network, we may delay Connection or Disconnect Services to your Phone while we investigate further. If our suspicions prove groundless we will Connect or Re-connect Services immediately. You acknowledge that

you will have no claim against us in respect of any delay or Disconnection caused as a result of the operation of this Condition 6.2.

7 SIM Card

- 7.1 Any SIM Card we supply to you remains our property but it is your responsibility to keep it safe. SIM Cards are easily damaged and should be handled with care. We will replace any SIM Card found to be defective by reason of faulty workmanship or design free of charge but may charge for replacing or renewing a SIM card in any other circumstances. We reserve the right to recall any SIM Card from you at any time to enhance or maintain the quality of the Services.
- 7.2 You must inform us immediately in the event that a SIM Card is damaged. We will send you a replacement SIM Card as soon as reasonably practicable but we reserve the right to charge you for doing so.
- 7.3 The software in the SIM and the Phone is either owned by or licensed to Orange which grants you a non-exclusive licence to use it for accessing the Services and not otherwise.
- 7.4 The SIM Card supplied with your Phone enables the Phone to work on our Network

only. We will lift this restriction at your request, subject to our current policy relating to the same and provided you pay the current administration charge.

8 directory and caller ID

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

9 phones

- 9.1 Your Phone and Accessories are acquired by you outside of the operation of these terms and conditions and, as between you and Orange, are your property.
- 9.2 Any insurance or warranty relating to your Phone must be purchased by you separately of these terms and conditions. Any insurance or warranty arranged by us of which you may previously have had the benefit will no longer be valid.
- 9.3 You must inform us immediately in the event that the SIM Card or your Phone is lost or stolen. In order to take advantage of the

provisions of Condition 9.4 you may inform us if at any time your Phone requires repair.

- 9.4 Upon receipt of notification under Condition 9.3 we may at your request Suspend Services for a maximum period of 30 days whilst you make arrangements to obtain an alternative phone.
- 9.5 In the event that you fail to make a request as permitted by Condition 9.4 then any current pay as you go Voucher will lapse when you report the loss or theft of your Phone or if you do so make a request on the expiry of the 30-day period if you do not during that period request the re-instatement of the pay as you go Voucher.

10 changes

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

11 customer literature

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

12 assignment and change of ownership of phone

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

13 liability

- 13.1 Except as provided in this Condition 13, neither party shall be liable to the other, whether in contract or tort or otherwise, for any loss or damage which is:
- 13.1.1 not the fault of the other party;
- 13.1.2 indirect and/or not reasonably foreseeable.

- 13.1.3 loss of business, profits, savings, revenue, use or goodwill whether caused to the other party through any breach of your Contract or any matters arising under it.
- Neither party excludes liability for negligent acts or omissions causing death or personal injury to any person.
- 13.2 Subject to Condition 13.1, we limit our legal liability up to a maximum of three thousand pounds per claim or a series of related claims for any loss or damage which is:
- 13.2.1 direct financial loss.
- 13.2.2 direct physical damage to or loss of property resulting from our breach of contract or negligence while providing Services.
- 13.3 We will not be liable to you if we are unable to perform an obligation or provide the Services to you because of any factor outside our control, including but not limited to Acts of God, industrial action, default or failure of a third party, war, governmental action, or by any act or decision made by a court of competent jurisdiction.
- 13.4 Subject to Condition 13.1, your liability is limited to payment of all outstanding Charges due in accordance with the provisions of your Contract.

14 general

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

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

downloadable games terms and conditions

1 eligibility

- 1.1 Each downloadable mobile phone game from Orange Games ("the Game") is open to any UK resident age 16 years or over who has phone of a type which is both listed on the orange.co.uk/games website and registered on the Orange network in the United Kingdom ("the Phone").
- 1.2 Only one player can be registered for the Game per phone.
- 1.3 By downloading the Game the player agrees to be bound by these Terms and Conditions
- 1.4 You can only download the Game in the United Kingdom, the Game may be downloaded in some foreign countries, however this is dependent on this service being supported by the foreign network.

2 cost

- 2.1 The cost of downloading each Game in its basic form is currently charged at £1.50. For certain games, additional levels or stages may be available for download and these will be

charged at 50p per level or stage, any downloading of the Game outside the UK will be subject to additional charges.

- 2.2 The charges for submitting your high score are based on messages sent from the player's phone, which are currently charged at 10p per message whilst in the UK. This charge will apply even if you have SMS remaining in a monthly or other bundle. Any submission of high score whilst outside the UK will be subject to additional charges at the foreign network rates. Similar charges may apply in respect of certain actions such as unlocking an individual character or feature.

- 2.3 Orange reserves the right to change these costs, and will publish any changes on www.orange.co.uk/games Any continued use of the Game after such publication means that you will be deemed to have accepted such changes. You will only be charged for complete downloads. If your download should not be completed you will not be charged.

3 the prizes

Certain Games may have prizes for those with highest scores, or who win tournaments. Details of any such prizes will be displayed at

www.orange.co.uk/games Orange's decisions regarding prize winners shall be final and no correspondence will be entered into by Orange. Details of winners will be made available by Orange on written request. You must not enter into any unlawful, inaccurate, vulgar or inappropriate detail at the point of registration for the prizes.

4 conditions attaching to Prizes

Prizes are not transferable. All prize descriptions not illustrative and not definitive. Further details available on written request submitted to Orange with a stamped self-addressed envelope.

Orange reserves the right to offer an alternative prize of equal or greater value at any time. The prizes may themselves be subject to other terms and conditions, depending upon their nature. No cash alternative is available in whole or part.

5 general

- 5.1 Under no circumstances will Orange or any of the other parties involved in the provision of the Game, be liable for any losses, damages, costs or expenses arising from or in any way connected with any errors, defects,

interruptions, malfunctions or delays in the provision of the Game. We agree to rectify any such problems in the Game which are notified to us as soon as we reasonably can. If you do notice a fault or error in the Game, please notify Orange customer services.

- 5.2 Orange accepts no liability for the temporary non-availability of its network, loss, late receipt or non-readability of any transmission or other communications.
- 5.3 Orange reserves the right to amend these Terms and Conditions from time to time. Any alteration or addition to these Terms shall take effect immediately once posted on www.orange.co.uk/games. Any continued use of the Game after such publication means that you will be deemed to have accepted such changes.
- 5.4 We reserve the right to cease provision of the Game at any time.
- 5.5 Only one Game may be stored on your phone at any time, in addition to the Game already stored on your phone at the time it is registered to the Orange network.
- 5.6 The downloading of the Game is subject to availability and may be affected by the volume of users from time to time or by network congestion. Orange's Standard Network

Terms and Condition continue to apply in parallel with these Terms and Conditions.

5.7 You must only use the Game for your own personal use, and not for any commercial purpose.

5.8 You agree only to access, download and use the Game in accordance with Orange's security measures relating to its network and billing, and the source code of the Game, and will not attempt to circumvent such security measures.

All trademarks and trade names are the properties of their respective owners. All rights are reserved by the respective owners.

Orange Value Promise Terms and Conditions

1 Definitions

Competitor tariff
A popular published, currently available, monthly paid contract digital tariff available in the UK from O2 (UK) Limited (formerly British Telecommunications Mobile Communications Ltd), Vodafone Retail Ltd & T-Mobile (formerly One 2 One). For the avoidance of doubt this excludes O2 (Online) Limited tariffs.

OVP
Orange Value Promise
Service Plan
The scale of charges for using a mobile phone
Additional Services
Optional services which cost extra whether they are supplied in conjunction with competitor tariffs or outside competitor tariffs

2 Scope

- 2.1 OVP applies to Competitors' tariffs for voice, answerphone, standard WAP and standard person to person text messaging on other UK digital networks. It includes standard data calls at 9.6 kb per second. OVP excludes High Speed Data at 28.8 kb per second and GPRS calls.
- 2.2 Services will provide generally the same functionality of the Competitor's product but specifications may differ. Competitor's own branded e-commerce and Additional Services are not offered with OVP
- 2.3 For a list of current OVP tariffs please visit www.orange.co.uk/cgi-bin/ovp/costs.pl
- 2.4 Once our Competitors close an OVP equivalent tariff for new connections, we may at our choice withdraw the OVP Plan for new

connections and close the Service Plan to customers switching Service Plan.

2.5 We reserve the right to discontinue a currently available or a 'closed' OVP Plan and move existing customers to the nearest equivalent currently available Service Plan. We will write to the account holder to notify such changes.

2.6 OVP Plans are not available on Orange Line Two.

2.7 OVP does not apply to pay as you go, pay up front or shared tariffs.

2.8 OVP does not offer discounted rates or schemes for calls between nominated or frequently called numbers.

2.9 OVP does not apply to Competitor's promotional tariffs but we reserve the right to offer a competitor's promotional tariff and may, from time to time, offer our own promotional variants of OVP Plans.

2.10 We reserve the right not to offer any Competitor tariff containing elements of services or functions that the Orange Network does not currently offer or to omit those elements of services or functions.

3 Charges

- 3.1 We will make reasonable endeavours to ensure that OVP Plan charges are the equivalent of the Competitor tariff published charges.
- 3.2 In the event that a Competitor makes any changes to a Competitor tariff, subject to the provisions of these terms and conditions we will make reasonable endeavours to implement any published changes to existing OVP Plans as soon as is reasonably practical.
- 3.3 If you are connecting to Orange on an OVP Plan you will be charged the equivalent of the Competitor's standard connection charge.
- 3.4 We reserve the right to apply Competitor's charges for changing OVP Service Plan.
- 3.5 Subject to point 3.4 above, you may switch between Orange Value Promise Service Plans, Orange Talk Plans or other Orange Service Plans
- 3.6 You may switch between OVP Plans or to an Orange Talk Plan by giving us at least 5 days notice before your Monthly Billing Date.

- 3.7 OVP Plans will replicate the charging structure & minimum call charges of the Competitor's tariff including, but not limited to, service charges for itemised billing, non-direct debit payment, access charges for short message service, and charges for calls to Customer Service, 0800 & 0500 numbers
- 3.8 International direct dialled and Roaming calls will be charged at standard Orange rates

4 Charges for Mobile to Mobile calls

- 4.1 OVP Plan charges, for calls entirely on the Orange Network, will be the equivalent of the Competitor's tariff charges for calls made entirely on their network, subject to point 2.8 above. These are known as 'On Net calls'.
- 4.2 OVP Plan charges, for calls made to phones on the Competitor's network, will be the equivalent of the Competitor tariff charges for calls made from their Network to phones on the Orange Network, subject to point 2.8 above. These are known as 'Mobile to Mobile Off Net calls'. For example, if 'Y tariff', on 'network X', charges 25p per minute to call another mobile phone on its network and charges 50p per minute to call a mobile

phone on any other network, the OVP equivalent Plan will charge 25p per minute to call another Orange phone and 50p per minute to call a mobile phone on 'network X' or any other mobile network.

5 Other Benefits

- 5.1 OVP offers rollover on minutes and text messages on all OVP Plans with an inclusive bundle where the competitor tariff offers rollover on minutes or text messages. Rollover on minutes or text messages is not available on Service Plans with an inclusive value bundle. Unused inclusive minutes and/or text messages from one month may be rolled over for use in the next. If the rolled over minutes and/or text messages are not used in that month they will be lost. We reserve the right to offer rollover as a promotion on certain OVP plans where rollover is not offered by the competition.
- 5.2 The Orange Network Performance Promise applies to OVP Plans, subject to its terms and conditions.

6 Insurance Products & Orange Care

- 6.1 Competitors' insurance products are not offered under OVP.
- 6.2 Orange Care is not included in any OVP Plan, but you may purchase it separately. If you do not purchase Orange Care then you will only get the benefit of the manufacturer's warranty on a new phone.

7 Final Points

- 7.1 We reserve the right to move each phone on an OVP Plan to a separate account and to bill you separately for each such phone.
- 7.2 Service is subject to the Orange Terms & Conditions for the supply of Network Services, a copy of which can be found at the back of your Orange phone user guide.
- 7.3 We reserve the right to vary these terms & conditions at any time. Please call Orange Customer Services to confirm the current terms & conditions.

reference

Declaration of conformity

For the following equipment:

Product name: Smartphone ST20A
Company name: High Tech Computer Corp.
Address: 23 Hsin Hua Rd., Taoyuan 330, Taiwan

is herewith confirmed to apply with the requirements set out in the Council Directive on the Approximation of the Laws of the Member States relating to Electromagnetic Compatibility Directive: Low Voltage Directive and Radio & Telecommunications Terminal Equipment Directive (R&TTE)

Reference No. Title

- 89/336/EEC Electromagnetic Compatibility (EMC directive)
- 73/23/EEC Low Voltage Directive (LVD)
- 1995/5/EC Radio & Telecommunications Terminal Equipment Directive (R&TTE)

The following manufacturer/importer or authorized representative established within the EUT is responsible for this declaration:

Company name: High Tech Computer Corp.
Address: 23 Hsin Hua Rd., Taoyuan 330, Taiwan

Person responsible for making this declaration:

Dalton Chunag
(Name/Surname)

EMC & Telecom Regulatory Manager
(Position /Title)

Legal Signature:

Dalton Chunag

Date: 24 June 2004

contact Orange

Orange Customer Services are available 24 hours a day, seven days a week, 365 days a year. Alternatively, visit the Orange website at www.orange.co.uk for more details. The three-digit numbers in Orange can be called from any phone by adding the prefix 07973 100.

pay monthly customers

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

all Orange customers

Orange Accessories Line	0500 178 178
Directory Enquiries	118 000*
Emergency Services	999 or 112
Operator Services	100†
Orange Business Customer Services	158

pay as you go customers

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

Orange services

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

contact Orange

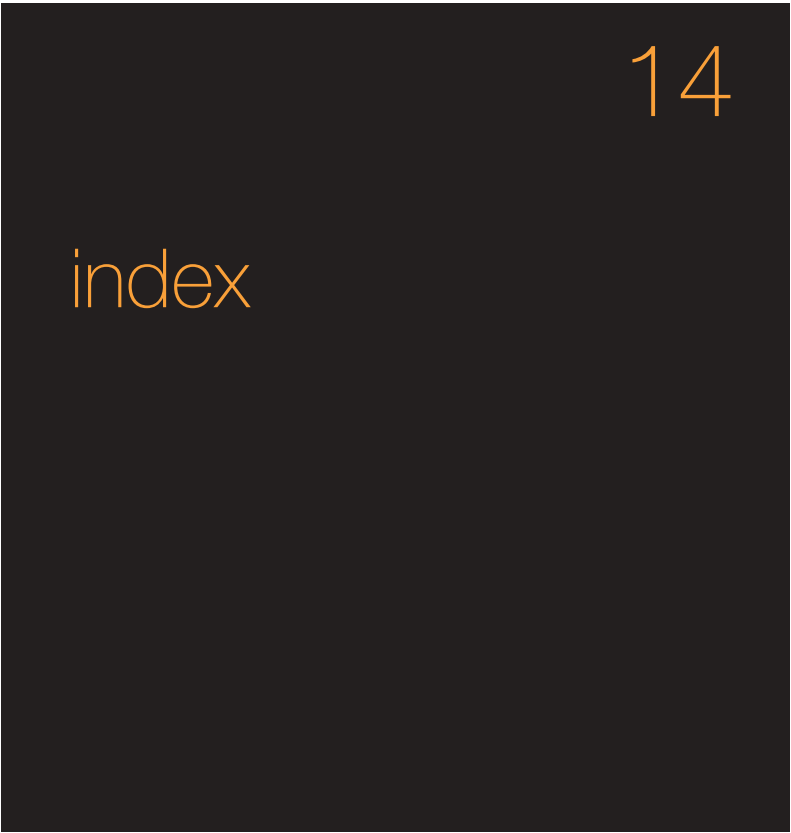
www.orange.co.uk

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

helpful booklets

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

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



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

The information contained in this user guide is correct at the time of going to press, but Orange reserves the right to make subsequent changes to it and services may be modified, supplemented or withdrawn. June 2004.

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**Orange Personal Communications
Services Limited.**

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