TELSTRA EASYCALL® 5

T503 MOBILE PHONE

USER GUIDE

Contents

1 A QUICK LOOK AT YOUR DEVICE 4

1.1 INSERT THE SIM CARD 5
1.2 INSERT THE BATTERY 6
1.3 CHARGING THE BATTERY 7
1.4 BATTERY TIPS 8
1.5 SWITCH YOUR PHONE ON 8

2 GET TO KNOW YOUR PHONE 9

2.1 MAIN DISPLAY 9
2.2 KEY FUNCTIONS 11

3 MENU MAP 13

4 STEP BY STEP GUIDE 20

4.1 EMERGENCY SWITCH SETTING 20
4.2 MAKE AND RECEIVE CALLS 21
4.3 ADD A CONTACT TO YOUR PHONE BOOK 22
4.4 MAKE A CALL FROM THE PHONE BOOK 22
4.5 MESSAGES 23
4.6 EASY CALL KEYS 24
4.7 SPEED DIAL 25
4.8 CALL HISTORY 25

5 SETTINGS 26

5.1 SETTINGS > AUDIO 26
5.2 SETTINGS > NETWORKS 27

5.3 SETTINGS – SWITCH SETUP – SEE 4.1 29
5.4 SETTINGS - DEVICE 29
5.5 SETTINGS – SYSTEM 29
5.6 TORCH SWITCH 30
5.7 KEYLOCK SWITCH 30
5.8 FM RADIO SWITCH 30
5.9 TECHNICAL SPECIFICATIONS 35
5.10 SERVICE INFORMATION 36
5.11 WARRANTY INFORMATION 37
5.12 NETWORK LOCKED DEVICE 37

6 WARNINGS AND SAFETY NOTICES 38

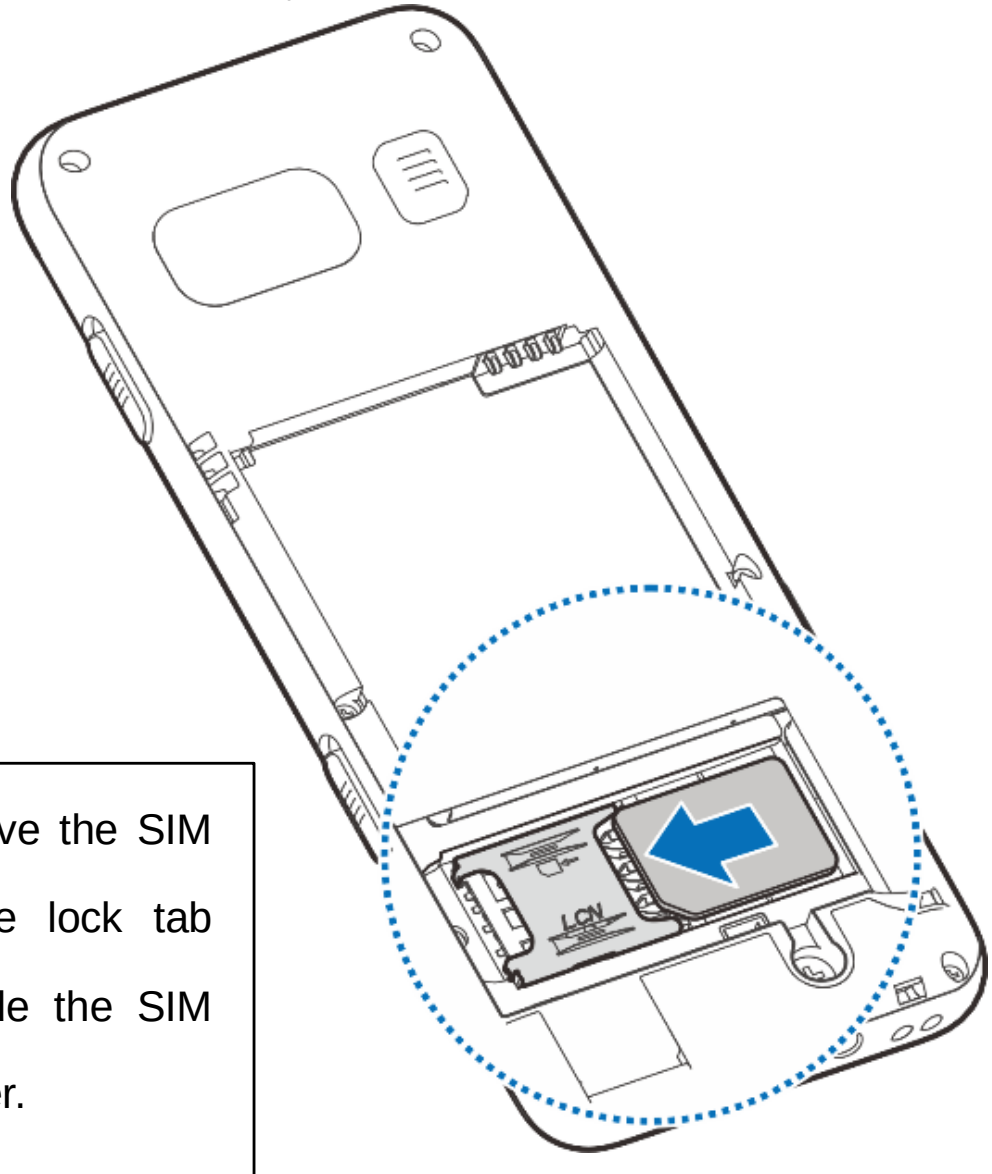
6.1 GENERAL PRECAUTIONS 38
6.2 PRECAUTIONS WHILE DRIVING 39
6.3 AIRCRAFT SAFETY 39
6.4 PRECAUTIONS FOR MEDICAL DEVICES AND FACILITIES 40
6.5 PRECAUTIONS FOR POTENTIALLY EXPLOSIVE ATMOSPHERES 40
6.6 BATTERY SAFETY 41
6.7 LIMITATION OF LIABILITY 41
6.8 RF SAFETY (SAR) 42
6.9 EMERGENCY CALLS 42

1 A QUICK LOOK AT YOUR DEVICE



1.1 INSERT THE SIM CARD

Open the battery cover using the thumb notch on the bottom left corner of the back cover. Insert the SIM card with the metal contacts facing down and the cut corner on the bottom left. This phone uses a nano SIM or 4FF format SIM card.

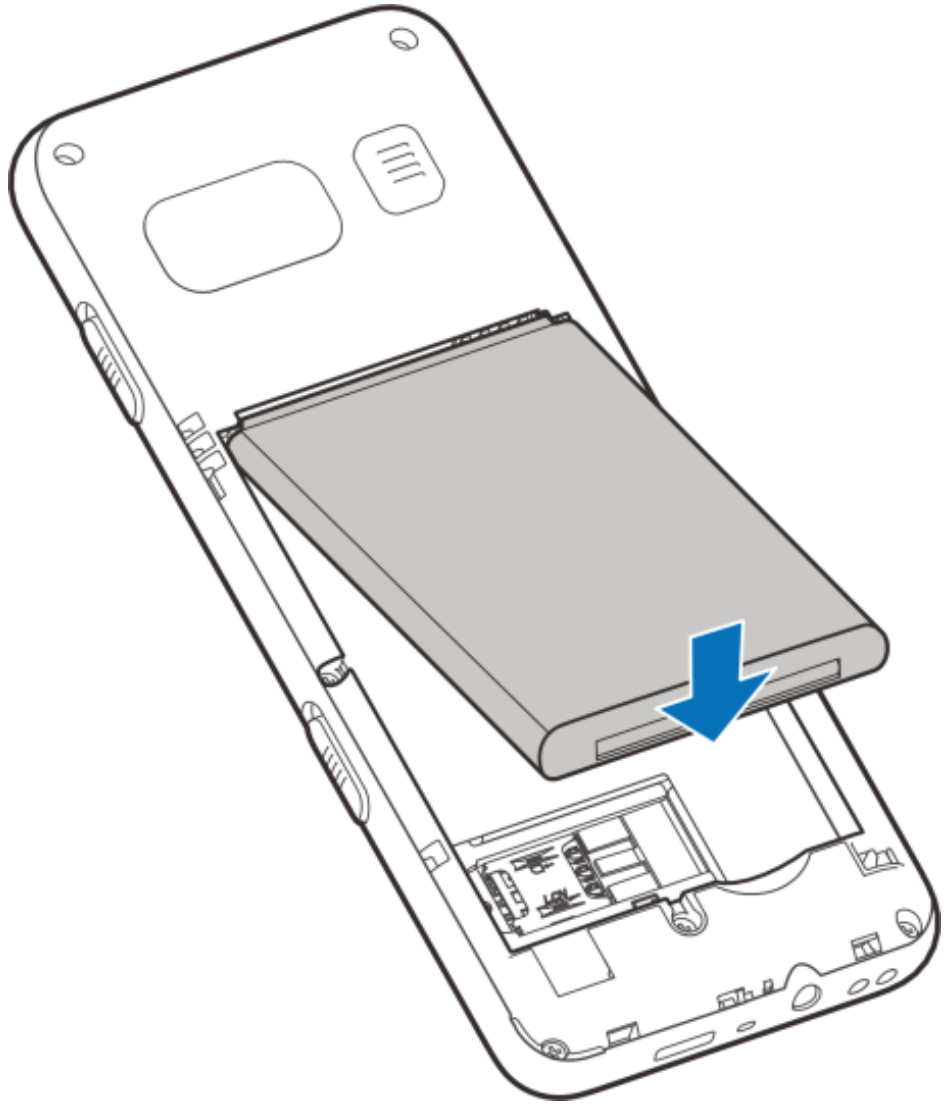


Note: To remove the SIM card press the lock tab down then slide the SIM out of the holder.

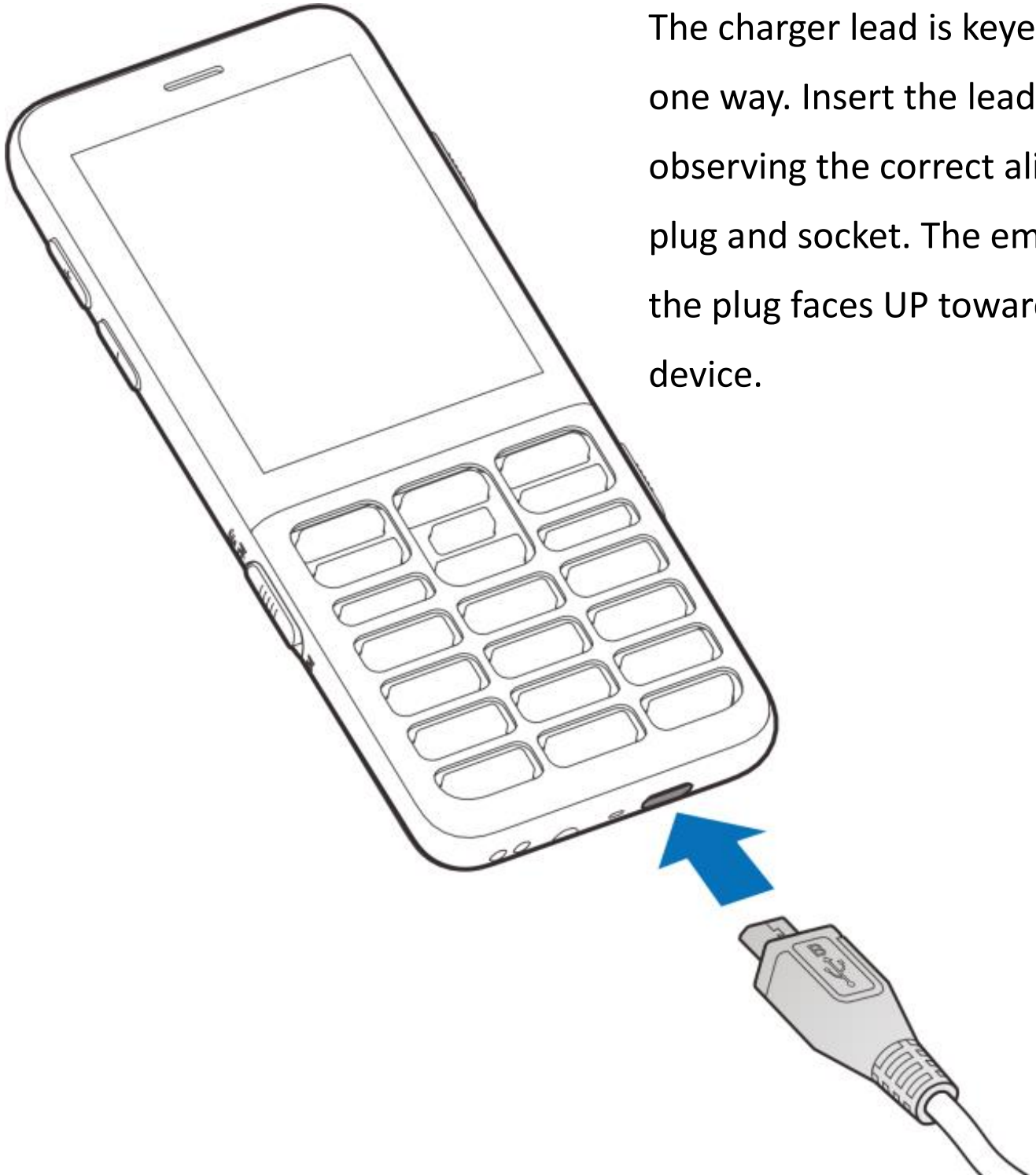
1.2 INSERT THE BATTERY

1. Insert the battery carefully with the contacts located against the gold springs - the battery will only fit one way.

2. Replace the battery cover. Press all round to snap it back into place.



1.3 CHARGING THE BATTERY

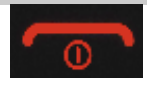


The charger lead is keyed and will only fit one way. Insert the lead carefully observing the correct alignment of the plug and socket. The embossed symbol on the plug faces UP towards the front of the device.

1.4 BATTERY TIPS

The phone will give an audible alert when battery is low and display a low battery message on screen. Recharge promptly when flat. The phone can be charged in the On or Off state. It is better to keep your battery topped up regularly than to let it fully discharge before charging. Remove from the charger once the battery is full. This will maximise your battery life.

1.5 SWITCH YOUR PHONE ON

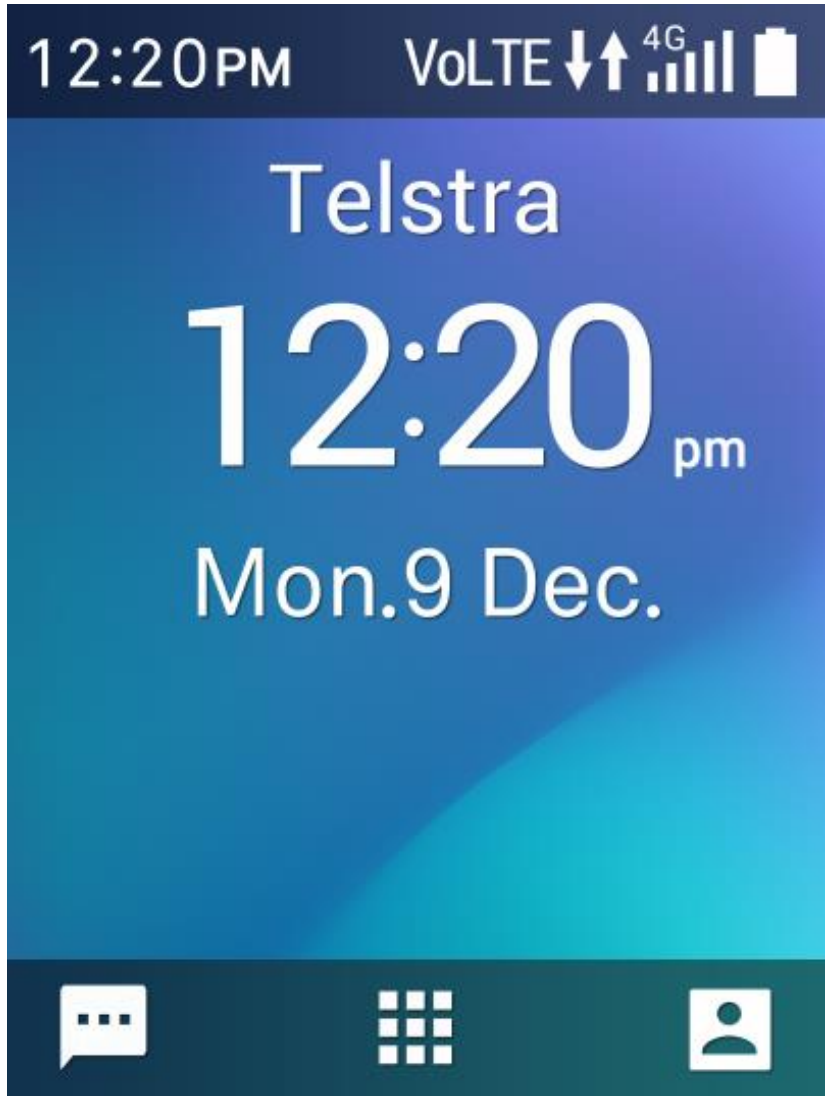
Press and hold the **red key**  for 2 seconds to switch the phone on. Enter the PIN code supplied with your SIM card if required.

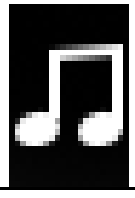
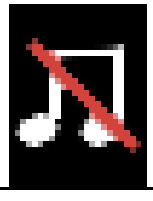
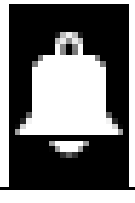
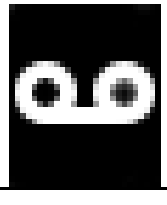
Warning: If you enter the wrong code three times your SIM card will be locked. The phone will request you to enter the PUK code. Contact your service provider to obtain the PUK code if required.

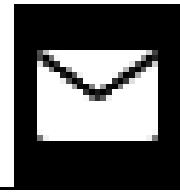
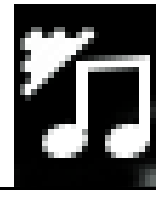
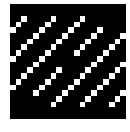
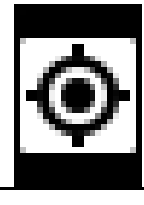
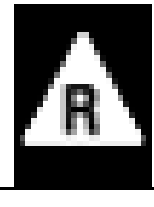
If your handset displays:	
PIN:	Enter the PIN supplied with your SIM card.
Limited Service	Check the SIM card is inserted correctly.
Enter PUK code	Contact your Service Provider.
Enter Unlock code	This device is locked to Telstra. Contact Telstra for the network unlock code.

2 GET TO KNOW YOUR PHONE

2.1 MAIN DISPLAY



	Missed call
	Ringtone enabled
	Silent Mode enabled
	Alarm enabled
	Voicemail received
	Call Forwarding active

	New SMS message
	Ring and Vibrate
	Vibrate only
	Headset inserted
	GPS Location On
	Roaming

2.2 KEY FUNCTIONS

Function	Description
Call key  **(Green Key)**	• Press to make a call. Press to answer a call. • From the idle screen, press to access call history. • Press to confirm the function you choose, (OK Key)
End key  **(Red Key)**	• Long press to Power ON or OFF • Press to go back to previous menu or home screen. • Clear text and numbers.
Up key	• From the idle screen press to access Messaging. • Press to move cursor up.
Down key	• From the idle screen, press to access your Contacts • Press to move cursor down.
Menu Key	• Access the menu, OK or confirm the current option.
Easy Call keys 	• Programmable keys to call dedicated numbers. • Press the Easy Call keys to activate.
Numeric keys	• Enter numbers 0-9 and characters A-Z.

Function	Description
# key	• Press to input '#'. • Switch SMS text input mode – (En, EN, 123) • Hold down to engage / disengage Silent mode.
*** key**	• From the idle screen hold to enter '*', '+', 'P', or 'W' • Use + for the international dialling prefix. • 'P' inserts a 3 second pause into the dialling sequence. • 'W' will wait until the next number is entered into the dialling sequence. • In SMS mode press to access common symbols.
Emergency Switch	• Activate your Switch Call and SMS (see Emergency Switch Setting).
Volume keys	• Adjust the volume up and down.
Torch switch	• Turn the torch on or off.
FM radio switch	• Turn the FM radio on or off.
Keylock switch	• Lock and unlock keypad. (Emergency calling is still possible by pressing E Call followed by 000 or 112.)

3 MENU MAP

CONTACTS

New Contact

Current list of Contacts

MESSAGES

Current list of messages

Options > New Message

Options > Settings

Delivery Reports	On or Off
SMS Audio	Read new message, Read current message
Signature settings	Set a message signature

CALL HISTORY

Call logs

SETTINGS – Audio

Alert	Sound, Vibrate, Sound & Vibrate, Silent
Volume	FM Radio, Alarm, Ring, Notification
Ringtone	Phone ringtone, Notification tone, Gradual increase
Keypad tones	Silent, Click, Spoken keys
SMS Audio	Read new messages, Read current message
Announce number	Incoming caller ID or number is read out by the phone
Charging tone	On or Off

SETTINGS - Networks

Flight mode	On or Off
Mobile networks	Mobile data - on or off
	Roaming - on or off
	Network operators - Search or Automatic
	Network type - 4G/3G or 3G only
	SMS over IP - On or Off
	APN - Set your Carrier APN, only change if you change SIM provider

SETTINGS – Networks - Call settings

Speed dial	Set speed dial keys
Easy Call	Set Easy Call keys 1 and 2
Announce number	Incoming caller ID or number is read out by the phone
T mode	Use for compatible hearing aids
Calls	Call forwarding, Call barring, Fixed dial numbers, Call waiting, Caller ID
Blocked numbers	Add numbers to the Block list
Quick response	Quick response SMS

SETTINGS - Switch setup

Switch	On or Off
Volume	Low, Medium, High, Off. This is the Emergency Switch alert Volume
Switch number	1-5 preset numbers for the Emergency Switch. Number 1 will receive the call. Numbers 2-5 will receive the SMS
Switch SMS	Set the SMS message used by the Emergency Switch. To send an Emergency SMS enter text here.

SETTINGS - Device

Display	Change display brightness, wallpaper and backlighting
Date & time	Set the date and time manually, or use Automatic for Network based time
SIM card lock	Set a PIN for your SIM card
Factory reset	Reset to factory settings. This will erase all your user data (SMS, Call history, phone Contacts [not SIM card Contacts])

SETTINGS - System

Storage	Check available device memory
System update	Check you have the latest device firmware
About phone	Device information

ORGANISER

Clock	Alarm, World time, Stopwatch and Countdown timer
Calendar	Set reminders on your calendar
Calculator	Perform simple calculations
GPS	Get a GPS fix. Options > Send the location by SMS, or Save your current location
FM Radio	Access the FM radio
STK	Access carrier features using simple menus

4 STEP BY STEP GUIDE

4.1 EMERGENCY SWITCH SETTING

The Emergency Switch on the back of the handset can be programmed to make a call and/or send an SMS to friends, relatives or the Emergency Services.

- Press **OK** to enter the main menu
- Press **Down** to get to **Settings**
- Press **Down** to get to **Switch setup**
- Press **OK** to turn the **Switch** On or Off
- Press **Down** to get to **Switch number**
- You can store up to 5 numbers. The handset will dial the numbers in order until one of the calls is answered. The handset will also send an SMS to all 5 numbers.
- **IMPORTANT NOTE**: If the call is answered by Message Bank (Voicemail) or an answering machine then the handset will **NOT** dial any further numbers. The handset has detected the call was answered so does not make additional calls.
- Select an Empty location then press **Edit** to add a new number.
- At this point, if you already have Contacts stored on your SIM card they will be available under the Phonebook setting, otherwise choose **Manual** to manually enter a Name and Number. Enter details for up to 5 Contacts.
- Press **Back** then go to **Switch SMS**, then press OK to edit. To send an automated text message there **must** be a message in this field.

- When enabled and programmed, activating the orange Emergency Key on the back will send an SMS message to numbers 2-5 and initiate a call to the first defined number.
- The SOS Alert will continue after the call until the Switch Key is pushed back to the down position.
- When the call is connected the handset automatically enables Handsfree (speaker-phone) mode.
- The **Volume** can be adjusted to Loud, Medium, Low or Off
- In any state, push the Switch key down to return the phone to standby mode. Switch Dialling is still activated when the keypad is locked.
- At the end of the call close the Switch Key to terminate the call.

4.2 MAKE AND RECEIVE CALLS

- Enter the phone number using the number keys and press the Green key to dial. If you enter a wrong digit use the Clear Key to delete. Long press the Clear key to delete all the characters.
- Hold the * key (long press) to add a dial prefix * for international dialling, 'W' to enter the Wait symbol which will hold dialling until the next key or the Pause symbol 'P' which adds a 3 second delay into the dialled number.
- Press the Green key to Answer an incoming call.
- Press the Red key to Reject an incoming call.
- Long press on the 0 number key to enable Handsfree or Speakerphone mode
- Press the Volume keys to adjust volume during the call.

- Press the Red key to hang-up (End) the call.
- If you have set speed dial numbers long press the numeric keys (0, 2, 4 to 9) to dial the corresponding contact. If you have not set any Speed dial numbers you can long press on keys 0, 2, 4 to 9 to program a Speed dial number. (1 is reserved for Voicemail and 3 is reserved for International Message bank)

4.3 ADD A CONTACT TO YOUR PHONE BOOK

Menu > **Contacts** > **New Contact** > Select Save location

Type in the name using the keypad letter keys, (eg press the key once for the first letter, twice for the second letter etc.)

Press the # key to change text input modes (en, EN or 123) if required. (See section 3.6 for notes on predictive text)

Press the down arrow key then enter the number using the number keys, press Save when finished.

4.4 MAKE A CALL FROM THE PHONE BOOK

- Press the Down Arrow Key to open the Contacts Search view
- Press the letter keys shown on the keypad to search for the name of your Phone Book contact.
- Eg. Press 5 to search for John. Press 5 twice to search for Karen.
- Use the up and down arrows to scan your Phone Book contacts

- When you have selected the required contact press the Green key to Call to call that contact.

4.5 MESSAGES

INCOMING MESSAGE

-  New message indicates a new incoming SMS message.
- Press the Up arrow key then OK to open Messaging
- Press the Up / Down arrow keys to highlight the current message then press OK. If you have SMS audio enabled then the messages are read out by the handset. These settings are controlled at Messages > Options (three dots) Settings > SMS audio.

SEND A NEW MESSAGE

- From the idle screen press UP to access Messages. Pressing OK will open the current message.
- Press Options (three dots) > OK to Create new message.
- Enter a Contact name or Enter number.
- Press OK to Send when ready

TEXT MODES

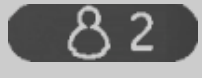
- During text entry press the # key to change text input methods (En, EN, 123) press the * key to access common punctuation and symbols. En is English in multi-tap mode. The handset does not offer predictive text entry modes.

INBOX

The Inbox shows all your received messages. Press OK to view the message. Press Options to Call, Insert contacts, Insert a Quick Text response, Delete the thread, Add the number to Contacts. Go to message Settings, or Multi Select to select messages within the thread, then use Options > Delete to remove them.

MESSAGE SETTINGS

- Messages > Options > Settings
- Delivery Reports – enable this to check when your SMS is delivered.
- SMS Audio – switch SMS audio settings on or off to read out incoming messages, and to read the content of text messages.
- Signature settings – set a personalised signature on all outgoing messages.

4.6 EASY CALL KEYS  

The EasyCall keys let you quickly call your favourite contacts with one button touch.

The first step is to assign the Contact to the EasyCall key.

- Press the EasyCall key to add a contact.
- Select OK > Add New Contact to create a new Phone Book record.
- Select OK > Choose a Contact to choose a contact from your Phone Book
- Once you have selected or added the number then press the Green key to confirm and add the number.
- Press the EasyCall key to call the favourite contact that you have assigned.

- To Delete the EasyCall contact go to Settings > Networks > Call settings > Easy call setting

4.7 SPEED DIAL

- Speed dial keys are similar to the EasyCall keys using keys 0, 2-9 on the keypad. (1 is reserved for Voicemail, 3 is preset but can be changed)
- Select **Settings** > **Networks** > **Call settings > Speed Dial setting**. Choose a speed dial key from the available list, then press Select then add a Contact from the Phonebook or Add a new contact.
- Once saved, long press the number key to **Speed Dial** the preset Contact.

4.8 CALL HISTORY

- From the idle screen press the **Green key** to check your call history or go to Menu > Call History to view the full breakdown of calls

5 SETTINGS

5.1 SETTINGS > AUDIO

a) **Alert type–** Set the incoming call and notification alert to Sound, Sound & Vibrate, Vibrate only or Silent mode.

b) **Volume –** Set the volume levels for FM Radio, Alarm, Ring and Notifications

c) **Ringtone**

Phone Ringtone –Set the incoming ring

Notification tone – Set the notification alert, eg Messages

Gradual increase – set the ring to increase in volume

d) **Keypad tone** – set the key tones Silent, Click, or Spoken tones

e) **Charging tone** – a tone will sound when you plug in to charge

5.2 SETTINGS > NETWORKS

Flight Mode – switch flight mode on or off

Mobile Network – Mobile data – On or Off

Roaming – On or Off

Network Operators – Search or select your operator

Network Type – 4G/3G or 3G only

SMS over IP – enable SMS over 4G networks

APN – set the carrier APN settings. Only needed if you change Service Provider.

Call Settings Speed dial setting – Set speed dial numbers

Easy Call setting – Set 2 favorite Contacts for the Easy Call keys

Announce number – Voice announcement for the incoming caller ID or number

T mode – switch on when using compatible hearing aids

Calls – Call Forwarding, Call Waiting, Caller ID, see below…

Blocked numbers – Add numbers to the block list. Blocked

numbers will not be able to call you

Quick response – use pre-saved messages to send a quick SMS response.

- **Call Forwarding.** Enables your calls to be diverted to another number when your phone is busy, after no reply, or unreachable. The default number is your Voicemail service.

- **Call Barring.** This feature requires the Barring password which is available from your service provider.

- **Fixed Dialing Numbers**. This feature requires the SIM PIN 2 which is generally only available to corporate SIM packages.

- **Call Waiting.** When Activated, If you are on a call you will be notified of another incoming call. Press **Options - Swap** to switch between the two calls.

- **Caller ID** Select Hide ID to prevent your number being shown to other parties when you ring them.

5.3 SETTINGS – SWITCH SETUP – SEE 4.1

5.4 SETTINGS - DEVICE

Settings > **Device** > **Display** - Set the screen brightness, Wallpaper, Backlight duration and keypad lighting.

Settings > **Device** > **Date & time** – Automatic date, time and time zone is received from the network. Switch off automatic time to set the time and date manually.

Settings > Device > SIM card lock – enable or disable the SIM PIN.

Settings > Device > Factory reset – reset the device to the factory settings. This will erase all of your data including phone Contacts, messages and call records.

5.5 SETTINGS – SYSTEM

Storage – view the available device memory

System update – checks online to see if any handset updates are available

About phone – view your IMEI number and build data for your device.

5.6 TORCH SWITCH

Switch the torch on or off using the side switch. The torch works whether the handset is on or off, or in the locked or unlocked state so be careful not to activate the torch while the handset is in your pocket.

5.7 KEYLOCK SWITCH

Slide the **Keylock switch** down to lock the keypad. If you get an incoming call you can press the **Green key** to answer or the **Red key** to reject the call. You can also dial emergency numbers when the keypad is locked.

5.8 FM RADIO SWITCH

- Slide the **FM key switch** up to turn the radio on.
- Press the **Up / Down** arrow keys to search for available channels
- Use the side volume keys to adjust the volume.
- Select **Option > Channel List > Option > Edit** to enter a new channel directly. Enter the required frequency, use the # key to enter the decimal point.
- Select **Option > Channel List > Option > Play** to play the selected channel.

- Select **Option > Manual Input** to manually input a channel.
- Select **Option > 4.Preset Auto Search** to preset the playlist available channels.
- Reception is improved by adding a charger lead or earphone lead.
- When an earphone is inserted you can select Option > Loud Speaker to enable speaker mode.

5.9 QUICK REFERENCE SECTION

Symptom	Solution
How do I change the Ringtone?	Menu > Settings > Audio > Ringtone > Phone ringtone
How do I check the software version?	Menu > Settings > System > About phone > Build number
How do I reset to factory defaults?	Menu > Settings > Device > Factory reset
How do I copy Contacts to or from my SIM card?	Menu > Contacts > Options > Import/Export > Follow the directions on screen
How do I select Network mode?	Menu > Settings > Networks> Mobile Networks > network type (3G / 4G)

Symptom	Solution
How do I manually select a carrier?	Menu > Settings > Networks > Mobile Networks > Network operators > Search networks
How do I enable Flight Mode?	Menu > Settings > Networks > Flight Mode
How do I check Call forwarding etc	Menu > Settings > Networks > Call settings > Calls > Call forwarding, Call Waiting
How do I Block an incoming caller?	Menu > Settings > Networks > Call settings > Blocked numbers > Input a number to block it.
How do I hide my outgoing number?	Menu > Settings > Networks > Call settings > Calls > Caller ID > Set to Show or Hide
How do I check for Software Updates?	Menu > Settings > System > System updates

Symptom	Solution
The handset turns on by itself.	An alarm or calendar event can switch the handset on automatically.
How do I get more technical support?	Visit ztemobiles.com.au or call 1300 789 475 during office hours AEST.
The battery discharges quickly	Possible network coverage issue. Check the signal level With only 1 or 2 bars, the battery has to work harder tc maintain network contact. The battery may be worn out
No incoming ring or alarm tone	Press the Volume Up key on the side of the handset. Menu > Settings > Audio > check Volume, check Ringtone
The handset switches off after charging.	The handset is charging in the off state. Press and hold the Red key to switch the handset ON.
I cannot charge the phone	Remove the battery, clean the contacts and check it is inserted correctly. The battery may be worn out.

ERROR MESSAGES

Message	Solution
No SIM Card	Check a valid SIM card is inserted. See the *Getting Started* section
Enter PIN code	You have set a SIM PIN. Please enter your SIM PIN code.
Enter PUK code	Contact your Service Provider to get the PUK code
Enter Unlock Code	Contact your Service Provider to obtain the network unlocking code.

5.10 TECHNICAL SPECIFICATIONS

Network	3G UMTS 850MHz, 4G LTE Band 3, 7, 28
Dimensions L×W×H	Approx 137 x 56.8 x 13.22mm
Weight	Approx 125g (including battery)
Features	SMS, FM Radio, 3.5mm headset jack, LED torch, T-Coil, Programmable Switch Call function, Spoken keys, Text to Voice, GPS Fixing, Desktop charger, large font, large buttons, dedicated speed dial keys, Voice over 4G (VoLTE)
Battery	1800mA hours, Lithium ion (Li-ion)
Screen	QVGA, 2.4” 320 x 240 colour LCD
Connectivity	Nano SIM card (4FF). 5 pin Micro USB charging.
Continuous idle time*	Up to 350 hours (+/- 20%)
Continuous talk time*	Up to 6 hours talk time (+/- 20%)
Charge time	Approximately 3 hours

* Talk and idle time is under ideal network conditions and will be less in low signal areas.

5.11 SERVICE INFORMATION

- For Warranty Service directions please see http://ztemobiles.com.au
- All calls for PIN number enquiries, Network problems, account information, Recharge and Billing Information, (U)SIM card registration and general enquiries should be directed to Telstra.

5.12 WARRANTY INFORMATION

The warranty does not apply to defects or errors in the product caused by:

(a) Reasonable abrasion.
(b) Misuse including mishandling, physical damage, improper installation, unauthorized disassembly of the product.
(c) Water, exposure to solvents or any other liquid damage.
(d) Any unauthorized repair or modification.
(e) Power surges, lightning damage, fire, flood or other events outside ZTE's reasonable control.
(f) Use of the product with any unauthorized third party products such as generic chargers.
(g) Any other cause beyond the range of normal usage for products.

The End User shall have no right to reject, return, or receive a refund for any product from ZTE under the above-mentioned situations. Your statutory rights are not affected.

Note: Consult the warranty card for full information

5.13 NETWORK LOCKED DEVICE

This device is designed for use on the Telstra network only. It will have limited or no service on other networks. This device is network locked to Telstra. If you wish to use another carrier's SIM card please contact Telstra to obtain the network unlocking code.

6 WARNINGS AND SAFETY NOTICES

6.1 GENERAL PRECAUTIONS

- The antenna is located in the top portion of the handset, behind the display. When you are using the handset try to avoid shielding the antenna area with your hand. Hold the handset between your thumb and fingers towards the base of the handset. This will leave the antenna area clear to transmit and receive signals. Touching the antenna area affects call quality and may cause the phone to operate at a higher power level than needed.
- Keep the phone out of the reach of small children. The phone may cause injury or be damaged.
- Protect the handset from liquids. Only use a soft dry cloth to clean the handset.
- The handset will be damaged by liquid ingress. The handset contains a liquid detection sticker which changes colour when exposed to liquids. Liquid ingress is not covered by warranty under any circumstances.
- Do not expose the handset to solvents, chemicals or abrasive cleaning products.
- Do not expose the handset or battery to prolonged direct sunlight or temperatures exceeding 50˚ C. This may damage the battery and high temperatures can shorten the life of electronic devices.
- Please use original accessories only. Damage caused by non-genuine accessories may not be covered by your warranty terms and conditions.

- As your mobile phone can produce electromagnetic field, do not place it near magnetic items such as computer disks or bank cards. Do not expose to metal filings which can stick to the speaker area.
- Using the phone near electrical appliances such as TV, telephone, radio and personal computer may cause interference.
- Do not drop or throw your handset. Rough handling can cause physical damage.
- Do not attempt to disassemble the handset or battery.

6.2 PRECAUTIONS WHILE DRIVING

- Obey all safety regulations and do not use your phone while driving.
- Do not place your phone on an airbag or in the airbag deployment area. If a phone is in the airbag deployment area it may be propelled with great force and cause injury to occupants of the vehicle.
- Please turn off your mobile phone at service stations as recommended.

6.3 AIRCRAFT SAFETY

- Please turn off your mobile phone before boarding as instructed by the airline personnel.
- Disable your alarms to make sure that the phone does not turn on during the flight.

6.4 PRECAUTIONS FOR MEDICAL DEVICES AND FACILITIES

- If you use a pacemaker please keep the phone at least twenty centimetres from the pacemaker when the phone is switched on. Do not carry the phone in your breast pocket. Use the ear opposite the pacemaker to minimize the potential for interference. Switch off the phone immediately if necessary.
- Some phones may interfere with hearing aids. In the event of such interference consult your hearing aid manufacturer to discuss alternatives.
- If you use any other personal medical device, please consult the manufacturer of your device to determine if it is adequately shielded from RF energy.
- Obey the restrictions on the use of mobile phones at prescribed places such as hospitals, airports, service stations, refineries, chemical works etc. Switch off your phone as required.

6.5 PRECAUTIONS FOR POTENTIALLY EXPLOSIVE ATMOSPHERES

- Switch off your phone prior to entering any area with potentially explosive atmospheres, such as fuel or chemical transfer or storage facilities.
- Do not remove, install, or charge batteries in such areas. Spark in a potentially explosive atmosphere can cause explosion or fire.
- To avoid possible interference with blasting operations switch off your phone when you are near electrical blasting caps, in a blasting area, or in areas posted “Turn off electronic devices.” Obey all signs and instructions.
- Do not store the phone with flammable or explosive articles.

6.6 BATTERY SAFETY

- Do not short-circuit the battery terminals. Do not carry the battery in your pocket in case of accidental short circuits.
- Do not store battery in hot areas or dispose of the battery in a fire.
- Do not disassemble, pierce or modify the battery in any way.
- Please store the battery in a cool dry place if you are not using it.
- The battery is rechargeable but eventually it will wear out. When the operating time is reduced you should replace your battery.
- Please stop using the charger and battery if they are damaged.
- Return the worn-out battery to your service provider or dispose of it in accordance with environmental regulations. Do not dispose of it in household rubbish.
- If the battery is damaged do not recharge it. In the unlikely event of battery leakage avoid contact with your skin and wash the affected area thoroughly in water.

6.7 LIMITATION OF LIABILITY

ZTE shall not be liable for any loss of profits or indirect, special, incidental or consequential damages resulting from or arising out of or in connection with using this product, whether or not ZTE had been advised, knew or should have known the possibility of such damages. The user should refer to the enclosed warranty card for full warranty and service conditions.

6.8 RF SAFETY (SAR)

SAR tests have been completed as per the Radiocommunications Standard 2003 (Human Exposure). The limit defined by this standard is 2.0W/Kg. The highest value SAR is published on ztemobiles.com.au

6.9 EMERGENCY CALLS

Emergency calls to 000 or 112 can be made in all handset conditions as long as there is any available network coverage.
Handset has no SIM card, wake up the display, press E Call then enter 000 on the keypad followed by the Call Key
Handset is Locked, wake up the display, press the left soft key marked E CALL, then dial 000 on the keypad followed by the Call Key
Any other conditions, press the red key as many times required to return to the home screen then dial 000 followed by the Call Key.

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The pictures and icons shown in the manual are for reference only. The manufacturer reserves the right to update the product at any time.