

guide

to using your Samsung SGH-D500



welcome

This guide will get you up and running with your **Samsung D500** in no time.

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

The getting started section of this guide will take you through inserting your SIM Card and using the main features of your phone for the first time.

The guide shows you more about specific applications and services, as well as how to use your phone's more advanced features.

the future's bright, the future's Orange

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getting started

register with Orange

- 1 Find the IMEI number on the sticker inside your Samsung D500.
You may need the number in future if your phone 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.

register with Orange

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 and will be a **pay as you go** customer, call **0800 079 0006**. You can also register online at www.orange.co.uk/talkplans/payasyougo, just click on the register your phone section.

After you register

Orange will update your SIM Card over the air with a text message. When you first turn your phone on, 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 back on again to enable it to make your first call.

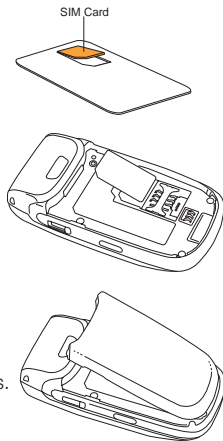
And lastly

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

- 1 Look for the plastic card that is in your Orange box. If you can't find it, the SIM Card may have already been inserted into your phone. If it is not in your phone or your box, please return to the shop that you bought the phone from and ask for a SIM Card.
- 2 Remove the SIM Card from its plastic surround by carefully pushing it out. Its contacts are easily damaged so take care when doing this and try to avoid touching them.
- 3 Remove the battery cover. Insert your SIM Card between the two grooves starting with the square end so that the cut off corner fits into the cut off corner of the surround.

The battery is built into the battery cover, so does not need to be fitted. Once you have inserted your SIM Card, slide the battery/cover onto the three contact points and press down until it clicks.



plug in and charge

- 1 Plug your charger into a mains socket.
- 2 Insert the lead into the socket on the base of your phone.
- 3 The battery indicator in the top right-hand corner of the display will show up to three bars while charging. Do not remove the battery cover while charging your phone. The first charge must be for a minimum of 4 hours in order to achieve optimum performance.



outside your Samsung D500

navigation pad

Move through the menu options and access your home links by pressing OK/ **i**.

answer a call

Answer a call or to make an outgoing call.

clear key

To clear text when writing a message or entering a contact

Infrared port



switch on/end a call

Press and hold for approximately three seconds to switch your phone on, press to end a call or press to busy a call to your Orange Answer Phone. Press to return to the Home screen at any time.

soft keys

These control how you choose a function and move through the menu.

quiet mode key

To turn your phone to silent and back again.

outside your Samsung D500

camera lens

Take photos to send as Orange photo messages or store on your phone.

microphone/headphone socket

When your phone is open, press and hold to access viewfinder and to take a photo.



mirror

Aim the camera lens for self portraits.

Flash

volume keys

Turn the volume up and down

charger socket

lock your keys

It's a good idea to lock the keypad to avoid making calls by mistake.

To **lock the keypad**, slide your Samsung D500 until it clicks together. You will see Keypad Locked in the display.

To **unlock the keypad**, slide your phone into the open position. Alternatively you can press unlock and then ok.

your Home screen

The Home screen allows you direct access to the main features of your phone.

Orange shortcuts



These symbols link you to four of the most frequently used features on your Samsung D500. These are:


- Call History
- Messages
- Calendar
- Orange World

To access these features, simply scroll to the specific icon using the navigation pad and press OK/ **i** in the centre of the pad.



soft keys

On your display you will see which features the soft keys control. From the Home screen,  will access the Menu while  accesses your Address book.

From inside the menus, the soft key functions change according to the command shown above each key. You can return to the Home screen at any time from any menu simply by pressing .

explore the menus

To access the main menu, press Menu from the Home screen. Scroll with the navigation pad to find your way around the menus. Each menu has its own set of sub-menus. To access each menu, scroll to the one you want and press Select.



Call History

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



Address Book

View and add contacts, plus set up contact groups and speed dials.



Settings

Personalise your phone to suit your lifestyle.



Camera

Take photos and record video clips; you can either send or keep them on your phone.

explore the menus



Messages

Send Orange photo messages, text messages and emails to your friends.



Orange World

Connect to Orange World for the latest updates and information on your service. Orange Plus contains special updates designed for your D500. Updates include lottery updates, weather forecasts, horoscopes and Stock Market information.



Applications

Includes games, mp3 player, voice recorder, world time, the alarm and your calculator.



Media album

View and organise all your photos, images, sounds and music.





Calendar


Record your schedule by month, week or day and set up alarms to remind you of important events and appointments.

make your first call



- 1 From the Home screen, dial the number you want to call, but don't forget to use the full area code. The screen will show the number you have entered.
- 2 Press  to make the call.
 - You can also call a contact by selecting their name from your Contacts list.
 - From the Home screen press Contacts to access your Address book. When you have found the contact you want, press OK to view the number.
 - Press  to make the call.

receive your first call

When your phone rings, press  or open the slide to answer the call.



adjust the volume

You can adjust the volume while you are on a call to hear your caller more clearly.

To **adjust the volume**:

- 1 Locate the volume control button on the left-hand side of your phone.
- 2 To increase the volume press the top arrow and to decrease it press the bottom arrow.



create your first contact

- 1 To add a new contact to your phone's memory, from the Home screen, press Menu. Using the navigation pad select Address Book, scroll to Add new contact.
- 2 Save either to phone or SIM. Enter the information for the new contact in the fields as instructed.
- 3 Type in the number you want to save and press OK.
- 4 When selecting a number from your contacts list, (press Contacts from the Home screen) a screen will appear, listing the contact name and next to the contact number an icon denoting whether this is a home, mobile, office, fax or



create your first contact

email. To swap between numbers scroll up and down using the navigation pad and press OK to select.

- 5 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 0. Press C to delete a character. Do not include spaces or brackets, ie, +447912345678.



- 6 While entering the contacts details, press # for a space and * to change between upper case and lower case. To enter a symbol or change from numerical entry to text entry press and hold the * key.

record your first video

- 1 From the Home screen press Menu and scroll to Camera.
- 2 Select Record Video to switch to your viewfinder.
- 3 To start recording a video, press OK and your phone will begin recording.
- 4 To stop recording, press OK. Zoom in and out by scrolling up and down using the Navigation pad. Flip the image upside down and back again by using the volume up key and mirror the image by using the volume down key.
- 5 You can now play the clip back. Select Play to begin your video.
- 6 To delete the clip, press Delete.




send your first video message

- 1 From the Home page press Menu and scroll to Messages.
- 2 Select MMS.
- 3 Choose Create and a screen offering you the following prompts will appear: Subject, Picture and Video, Sound and Message.
- 4 Scroll to Picture and Video and select Add media and then Videos.
- 5 Your phone will then offer you the options of creating a new video to send, one already saved or one you have downloaded.
- 6 Once you have made your selection, press Options and then select Add.
- 7 You will then return to the message screen fill in the other sections as required. Press Options and scroll to Send. Type in the number of your recipient.



receive your first video message

To read your first video message:

- 1 On the Home screen scroll to  and press OK.
- 2 Your phone will then show your list of messages.
- 3 When you receive a video message the screen will say
1 Unread MMS. Press OK to view.



take your first photograph

- 1 Press Menu, scroll to  and press OK/  . Select Take a photo. Alternatively, press and hold the camera key on the side of your phone.
- 2 Your screen automatically becomes a viewfinder which moves with you as you move your phone. Using the navigation pad, press to the left and right to control the brightness and up and down to zoom in and out. Use the volume keys to flip and mirror the image.



- 3 When you are ready to take a picture, press OK. You can also use the camera button on the right-hand side of your phone. This is useful when taking a self-portrait.
- 4 If you are unhappy with the result, press Delete to delete the picture, and press Yes to confirm.
- 5 Photos that are not deleted are automatically saved in your Media album.

send your first photo message


- 1 When you have taken your photo as previously described, press Options.
- 2 Select Send and choose how you want to send the photo – via MMS, email, infrared or Bluetooth® work through the fields entering a subject for your message and adding sound and text if you wish.
- 3 Press Options again and select Send.




- 4 Choose a recipient for your photo message, either type in the number or press options to view your phonebook.
- 5 Scroll to their number and press Select then OK.
- 6 Press Options then select Send. Your photo message is on its way.

receive your first photo message

To **read your first photo message**:

- 1 On the Home screen scroll to  and press OK.
- 2 Your phone will then show your list of messages.
- 3 When you receive a photo message the screen will say 1 Unread MMS. Press OK to view.

send your first text message

- 1 From the Home screen press Menu.  is highlighted. Press OK then select SMS, then create.
- 2 A blank screen will appear.
- 3 You can enter text on your phone immediately using predictive text (T9).



- 4 With predictive text 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. If the word does not appear on screen immediately, don't worry, that's how it works.

- To delete a single character, press C.
- To delete the entire message, press and hold C.
- Press # for a space.
- Press * and hold for a few seconds to choose from a selection of common symbols and punctuation marks.

send your first text message


- Press * to change from upper-case to lower-case.
- Press and hold # to change between ABC mode and predictive text.
- To switch between ABC mode, predictive text, number, symbolic and languages mode press Eng.




- 5 When your message is complete, press Options and select either Send and save or Send only. Enter the number or select a contact number from your phonebook by pressing Options and selecting phonebook. Once it has gone, the words Message Sent will appear on the screen.

receive your first text message

To **read your first text message**:

- 1 On the Home screen scroll to  and press OK.
- 2 Your phone will then show your list of messages.
- 3 When you receive a text message the screen will say
1 Unread SMS. Press OK to view.

visit your Orange World site

- 1 In the Home screen, scroll to  and press OK.
- 2 A list of Channels will appear in the menu.
Choose from, for instance:
 - info
 - fun
 - tools
 - Your page



- 3 Choose the link you want to explore and press OK. Orange World will open and your phone will connect. Within moments the link you chose will appear on your display.

set up your first email account

To **set up your email account**, you need to enter your email account settings.

To **set up your account details**:


- 1 From the Home screen press Menu and scroll to Messages.
- 2 Select Email and then scroll to Settings.
- 3 Scroll to Email account and select then select Account setting.

To **send your first email**:

- 1 From the Home screen press Menu and scroll to Messages.
- 2 Scroll to and select Email and then Create.
- 3 You can enter a subject then the message and finally if you want you can attach a file. Once you have finished press Options and then select send. Enter the recipients email address.

receive your first email

To **read you first email**

- 1 On the Home screen scroll to  and press OK.
- 2 Your phone will then show your list of messages.
- 3 When you receive an email the screen will say 1 Unread email. Press OK to view.


1

making calls

making calls

choose whether you answer a call or not

When your phone rings, press  to **answer the call**.

Alternatively, press  to busy the call to your Answer Phone.



To **end a call** press .

redialling a number

If you call someone and get disconnected or forget to tell them something, you can call them straight back by redialling the last dialled number.

To **redial the phone number last called** press  twice.

To **redial other numbers that were previously dialled**:

- 1 Press .
- 2 Scroll through the list of phone numbers and highlight the one you're looking for.
- 3 Press  to dial your selected number.

You can also set up Automatic Redial so that your phone continually redials a number if it has been unable to establish a connection.

making calls

take two different calls at the same time

not available to pay as you go customers


When you are on a call, answer a second call without ending the first call.

To **activate call waiting**:

- 1 From the Home screen, press Menu then scroll to and select Settings.
- 2 Select Network services, followed by Call waiting then Voice calls. When activate is highlighted press OK and the screen will confirm.

making calls


To **accept a new call**:

- 1 The sound of two beeps when you are on a call indicates you have a second incoming call.
- 2 To accept the new call press . The first call is automatically put on hold.
- 3 To swap between the two calls simply press Swap. You can reactivate the call whenever you want to by pressing Retrieve.

To **make a call while you have a call in progress**:

- 1 Put the current call on hold by pressing Hold.
- 2 Make the second call in the normal way; enter the

phone number that you want to dial or look it up in the Address book.

- 3 Press the  to dial the second call. The first call is automatically put on hold.

Speak to someone privately during a call

Sometimes you may need to say something to another person that you don't want your caller to hear. In these cases, you can **mute your call** and preserve your privacy.

To **mute your call**:

- 1 Press Options and select Mute.

making calls

- 2 The Mute icon appears on the bottom line of the display and your caller can no longer hear you.

To **unmute your call**:

- 1 Press Options then Select Unmute, the icon disappears and your correspondent can hear you.

sending key tones

You can turn the key tones on or off during a call to communicate with answering machines or computerised telephone systems. When the Mute keys option is selected,

your phone does not transmit key tones so you can press keys without hearing annoying key tones during a call.

To communicate with answering machines or computerised telephone systems, the Send keys option must be selected.

call back a missed number

To **call back a missed call**:

- 1 Your screen will display 1 Missed Call. Press the call key to see the caller's information.
- 2 Press the call key again to call the number back.

making calls

conference calls

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 the number is stored in the memory) or Call 1.
- 2 Put the first call on hold and make a second call in the usual way. Press Options and select Join, then press OK.
- 3 To add up to four more people, repeat step 2 then press Options and select Conference.
- 4 You can add incoming callers by answering the call, pressing Options and selecting join.
- 5 Press the end key to end your conference call.

Note: If you are abroad the availability of this service depends on the network you are using. You are charged your standard service plan rate for each call you make.

To **talk to one conference member privately**:

- 1 Press Options and select Select 1, press OK.
- 2 The list of call participants appears. Scroll to the name of the person you want to talk to using the navigation pad.
- 3 Press Select, when the Private option is highlighted press OK.
- 4 To return to the conference call, press Options, select Join, then press OK.

making calls

removing a conference member

To **remove a conference member**:

- 1 Press Options and select Split, then press OK.
- 2 Scroll up or down to find the participant you want to remove and press Select.
- 3 Scroll down to the Remove option and then press OK.
- 4 The call continues but without that conference member.
- 5 End the multi-party call by pressing the End key.

making calls

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.

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 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.

If you call Answer Phone from Line 2 but have no messages, you will automatically be connected to your Line 1 Answer Phone if you have messages.

To **switch between Line 1 and Line 2**:

- 1 Press Menu and scroll to and select Settings.
- 2 Scroll to Network services, scroll down to Active line and press Select.
- 3 Choose between Line 1 and Line 2 and press Select to confirm your choice.

making calls

Note: Line 2 does not support Fax and Data. You can receive but not send text messages from Line 2.

know who is calling you, or hide your number when you make a call

Your Caller id identifies you to a person you are calling and identifies a caller to you.

To hide your number when calling another person, simply dial **141** before the number.

To hide your number permanently, call customer services on **150** from your Orange phone or **07973 100 150** from any

making calls

other phone. If you are a pay as you go customer, please call **450** from your Orange phone. While your number is hidden you will not be able to see the Caller id of any incoming calls.

Note: If you are abroad, the availability of the services described in this section depends on the network that you are using.

activate the loudspeaker

You can use the loudspeaker when making and receiving calls, without the headset.

To **turn the loudspeaker on and off:**

- 1 Press OK during a call to switch on the loudspeaker, during a call.
- 2 Press OK to switch off the loudspeaker off.

Note: you cannot activate the loudspeaker when you have connected a headset to the phone.

reduce background noise with voice clarity

You can significantly reduce the background noise during a call with the voice clarity feature which makes received sound clearer.

making calls

To **activate the voice clarity feature:**

- 1 During a call press Options and scroll up or down to highlight Voice clarity on or Voice clarity off.
- 2 Press Select to activate or deactivate voice clarity.

Note: You cannot activate voice clarity when using the loudspeaker or the handsfree car kit.

manage your contacts

manage your contacts

store the names and numbers of your friends, family and colleagues in your Address book

To **open your Address book** press Contacts. This opens your Address book at the first alphabetical entry.

To **add a new entry to your Address book:**

- 1 From the Home page press Menu then select Address book, scroll to Add new contact.
- 2 Either save to Phone or Sim. Enter your contacts name. Press each key the relevant number of times to get the letter you need. For example, to get the letter J press the

5 key once and to get the letter S press the 7 key four times. Press # for a space.

- 3 Using the navigation pad scroll down to the type of number you're saving (Home, Office, Mobile, Fax, Email or Other).
- 4 Press C to delete a character or press and hold C to delete the entire name.
- 5 Then press Options and select save.

When I save a contact in my phonebook where are the details stored?

You can store **up to 200 names** and numbers on your SIM Cards memory. You can save **1000** numbers on your phone's memory.

The advantage of storing contacts on your SIM Card is that if you change phones, all of the contacts on your SIM Card will move to the new phone.

manage your contacts

To **add extra numbers to a name:**

- 1 On the Home screen, select Contacts to open the contact list. From your list choose a name to add additional numbers to.
- 2 Press OK. A screen will appear showing numbers already saved. To add more press options and select edit.
- 3 Scroll down to the type of number you're adding (Home, Office, Mobile, Fax, Email or Other).
- 4 Once you have entered the number, press OK and the new number will be saved.

manage your contacts

storing a number from the Home screen

To **store a number directly**:

- 1 From the Home screen, type in the number you want to save.
- 2 Press Save. You can either save to Phone or Sim.
- 3 Select Phone and choose the type of number:
 - Mobile
 - Home
 - Office
 - Fax
 - Other
- 4 Enter the name and press OK. Your number is now saved.

To **create a name card for yourself**:

Once you have created a name card you can send it to your contacts via MMS, SMS, Bluetooth or Infrared:

- 1 From the Home screen press Menu, select Address book and scroll to My name card.
- 2 Insert the details as you would for a contact.
- 3 Once saved, press Options to access the Send menu.

To **edit a number**:

- 1 Press Contacts find the name you wish to edit then press OK.

manage your contacts

search for a contact in your Address book

The quickest way to find a name is to open your Address book then press the key that corresponds with the initial letter of the name you are looking for. If you press a key twice, quickly, you will go to the names starting with the second letter on the key.

- 2 Press Options and select Edit.
- 3 Make your changes and press OK.
- 4 The screen will tell you this has been saved.

store you own number

This is a memory aid. You can use it to store your own numbers, so they are always at hand.

- 1 From the Home screen press Menu, scroll to Address book and select Own number.
- 2 Select an empty space, press Options select edit and insert name and number as prompted. Press OK.

manage your contacts

delete unwanted contacts from your Address book

- 1 Press Contacts to access your Address book.
- 2 Scroll to the name you wish to delete then press OK followed by Options. Select Delete.
- 3 The screen will ask you to confirm that you wish this entry to be deleted. Press Yes to confirm and your D500 will confirm this has been deleted.
- 4 To delete all the names in your Address book select Address book from the main menu. Scroll down to Management and select Delete all. You then have the option to delete either or both the Sim and Phone contacts.

copy contacts between your phone and SIM Card

It's a good idea to copy numbers from your SIM Card to your phone.

This enables you to add extra information to, and personalise, your contacts. Then, when you upgrade your phone you can easily copy key information to your SIM Card and move your contact details to your new phone.

To **copy all numbers between your phone and your SIM:**

- 1 Press Menu from Home screen and select Address book, scroll to Management.

- 2 Select Copy all to phone.
- 3 You will be asked to confirm.

backup your SIM Card address book

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

Memory Mate is a service which ensures 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.

manage your contacts

For a low, one-off charge you can purchase a Memory Mate card from any Orange shop which will backup 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 contacts

save time using speed dialling


You can set up to eight speed-dial entries which can then be called simply by pressing the associated number key.

To **set up a speed dial entry**:


- 1 Press Menu from the Home page and Select Address book.
- 2 Scroll to Speed Dial and select an empty location.
- 3 Press Options, select Add and choose a contact from your contact list.
- 4 Press OK to save it.

editing speed-dial entries

To **edit a speed dial entry**:

- 1 Select the speed-dial entry you want to edit from the list and press Options.
- 2 Go to one of the following menu options using the navigation pad and press Select.
 - Change: allows you to change the contact
 - Remove: removes the contact.
- 3 When you have finished press .

To **make a call using speed dialling**:

From the Home screen press the number key (2 to 9) assigned to the speed dial entry and press . You can also press and hold the number key.

Note: The 1 key is reserved for your Orange Answer Phone.

arrange your address book into caller groups

You can organise the contacts stored on your phone into groups, so that you can set your phone to alert you to calls or messages from this group in a personalised way.

manage your contacts

Only contacts saved to your phone memory can be put into groups.


To **create caller groups**:

- 1 From the Home screen, press Menu and select Address book.
- 2 Scroll to Group, press Options and Select Add.
- 3 Assign a name to the group, i.e. friends and press OK.


To **add a contact to a caller group**:

- 1 From the Home screen press Contacts and scroll to the contact you wish to add to a caller group and press OK.

manage your contacts

- 2 Using the navigation pad, scroll to  and press OK.
- 3 Using the navigation pad, scroll to the name of the group you wish to add a member to and press OK.

To **remove a contact from a caller group**:

- 1 Press Menu from the Home screen and select Address book. Select the contact you wish to delete from a caller group.
- 2 Scroll to  and press OK.
- 3 Using the navigation pad, scroll to Not Assigned and press OK. Your contact is no longer assigned to a caller group.


set a ringtone for your Address book caller groups

- 1 From the Home screen open Contacts.
- 2 Scroll to each of the contacts within a caller group and press OK.
- 3 Scroll with the navigation pad until you reach the bell icon.
- 4 Press OK twice and choose a ringtone from Default Melodies, downloaded sounds or Music and press OK. The group ringtone is now saved.


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.

listening to your Answer Phone messages

To listen to your Answer Phone messages press  when the message first arrives, or press and hold the 1 key. Answer Phone messages that have not been listened to will be saved for up to 21 days. You can save messages that you have listened to for up to seven days.

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 callers 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

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
- 0 for help

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, followed by Option 1 again.
- 2 Record your greeting followed by the # key.
- 3 Press 2 to save it.

manage your calls

set up an Answer Phone PIN

For added Answer Phone security, you can set your Answer Phone to request a PIN (Personal Identification Number) each time you want to listen to your messages.

To **set up an Answer Phone PIN**:

- 1 Call your Answer Phone by pressing and holding the 1 option.
- 2 Select Option 3, then Option 2.
- 3 Enter your chosen Answer Phone PIN which should be between 4 and 10 digits long, followed by the # key.
- 4 Press 1 to save your Answer Phone PIN.

listen to your Answer Phone messages from any other phone and while abroad

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

To **access your Answer Phone messages from any other phone or while abroad**:

- 1 Call +447973 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.

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. The availability of this facility depends upon the network that you are using.

manage your calls

Call diverts can be set up in the following ways:

- **Divert always:** all calls are diverted.
- **Busy:** calls are diverted if are on another call
- **No reply:** calls are diverted if you do not answer the phone.
- **Unreachable:** calls are diverted if you are not in an area covered by your service provider.
- **Cancel all:** all call diverting options are deactivated.

You can specify individual call diverting options for each of the following call types:

- Voice calls only
- Fax calls only (not available when Line 2 is in use)
- Data calls only (not available when Line 2 is in use)

manage your calls

For example, you can:

- 1 Systematically divert fax calls to your office fax machine.
- 2 Divert voice calls to your colleague if you are already using the phone.

To **activate a divert**:

- 1 From the Home screen press Menu. Scroll to and select Settings and select Network services.
- 2 Select Call diverting. Choose from: Divert always, Busy, No reply, Unreachable, Unavailable or Cancel all.
- 3 Press Select, select either Voice or Data calls then scroll right to Activate. Choose to divert the call

to your Answer Phone or to another number.

- 4 Enter the number to which the calls are to be diverted. Press OK to save the divert setting.

To **check the divert status of a call type**:

- 1 From the Home screen press Menu. Scroll to Settings, press Select then scroll to Network services and select Call diverting.
- 2 Select the type of divert you want to check and then select the call type.
- 3 The status of the divert will be displayed.

manage your calls

To **cancel your divers**:

- 1 From the Home screen, press Menu, scroll to and select Settings then select Network services.
- 2 Select Call diverting then press Cancel all.
- 3 Your phone will confirm that all call divers are cancelled.

Note: There is no charge to set up or cancel a divert. You are charged your normal Service Plan rate and, if you are calling or diverting your calls abroad, the rate will vary depending on the service provider you are using.

more information

For more information call Orange customer services on 150 or, if you are a pay as you go customer, on 450 from your Orange phone.

control the numbers that can be called from your phone

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 phonebook, while **Call barring** blocks certain types of call. Before you can use fixed dialling, you must **set up a fixed dialling list**.

manage your calls

To **set up fixed dialling**:

- 1 From the Home screen press Menu, scroll to and select Settings then select Security.
- 2 Scroll to and select FDN mode, then select Enable.
- 3 You will be asked to enter your PIN2 code. This is preset to 1111.
- 4 Enter the code and press OK. The screen will say FDN enabled.

Once fixed dialling has been turned on, you can **store fixed dialling numbers**.

To **store fixed dialling numbers**:

- 1 When fixed dialling has been enabled, you can add contacts in the usual way.
- 2 However, you will be prompted to enter your PIN2 code again. Enter the code and press OK.
- 3 Enter the name of the person you wish to store to fixed dial and press OK. Then enter a SIM location number between 1 and 10 and press OK. Your fixed dialling number has now been saved.

manage your calls

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 From the Home screen press Menu, scroll to and select Settings and select Network services. Select Call barring.
- 2 Select from the following Call barring options:
 - All outgoing
 - International
 - International except to home: when you are abroad calls can only be made to numbers within the country and your home country.

- All incoming
 - Incoming while abroad: calls can not be received when using your phone outside of your home service area.
 - Cancel all: all barring settings are deactivated.
 - Change barring password
- 3 Press Select, then choose between All outgoing, Voice Calls and Data calls. Press Select to activate.
 - 4 Enter password 1111, then press OK and your phone will confirm this has been done.

manage your calls

keep track of who has called you, even if they don't leave a message on your Answer Phone

Missed call alert is a free Orange service that enables you to know who has called you, even when your phone is switched off.

Imagine that you have your phone switched off for a couple of hours. During this time several people call you but they don't leave a message. Whereas previously you would not have known who called, Orange can now send you a text message listing the last 3 numbers and when they called.

If the same person calls more than once you will only receive one notification of their call.

You do not receive a text message notification if your phone is on and you have a missed call as you will see Missed call in the display and the number will be stored in your phone. In order to **get the best out of this service**, please ensure that Call Waiting is activated on your phone.

If the caller has withheld their number you will not receive a text message notification of the call.

You can **turn this service off or on** by calling your Answer Phone. Select option 3, then option 7 and follow the prompts.

manage your calls

Note: You will not receive a missed call alert if your Answer Phone is turned off.

find out who has called you and when


Each time you make, receive or miss a call, your phone takes a note. At any time you can access a list of the last 20 missed, dialled or received calls, to keep track of who you're talking to and when.

Press Menu, scroll to Call History and press Select.

Choose from:

- All Calls
- Dialled calls

- Received calls
- Missed calls
- Delete all
- Call time

Alternatively, you can press  to view your call log and a list of the last 20 calls.

manage your calls

keep an eye on how long you spend on your calls

Your Samsung D500 allows you to keep track of the length of your calls and, consequently, estimate how much you spend.

1 From the Home Screen press Menu, scroll to and select Call History then select Call time.

2 Select one of the following options:

- **Last call time**

To see the length of the last call.

- **Total sent**

To see the total length of all calls made since the timer was last reset.

- **Total received**

To see the total length of all calls received since the timer was last reset.

- **Reset timers**

To reset all the timers. Enter the password which is 00000000 and press OK.

Note: For billing purposes the length of calls and service may be rounded off and subsequently differ slightly from the information supplied by this feature.

manage your calls

keep track of time with the minute minder

This option allows you to decide whether or not the phone beeps every minute during a call to keep you informed of the length of your call.

To **access and set your minute minder:**

1 Press Menu, scroll to Settings and select Sound settings. Then scroll to Extra tones.

2 Press OK to switch minute minder on or off

Off: the phone does not beep

On: the phone beeps every minute

4

messaging and email

messaging and email

text messages are fun, quick and convenient

When a phone call is inappropriate, or you only want to convey a short and simple message you can send a text message.

- 1 From the Home screen press Menu and select Messages. The screen will show a list of options. Press SMS, then Create. Alternatively, scroll to messages on the Home screen and press OK then select New SMS.
- 2 A blank screen with a flashing cursor will be displayed. You can now write your text message.
- 3 To enter text using predictive (T9) mode you only have to press each key once to get the character you want.

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.

- 4 To delete a single character, press C. To delete the entire message, press and hold down C.
- 5 To send your message press Options and select Send and save or Send only. The next screen will ask for contact number. Type this in or press Options and select phonebook. Once you have added the contact press Options and select send.

messaging and email

change to another text input mode

When you are writing a message the text input mode indicator is shown at the bottom of the screen.

To **change to another mode**:

Hold the right soft key below the indicator symbol. Scroll to the mode you want by pressing up or down on the navigation pad.

- ABC mode
- T9 mode
- Symbolic
- Number
- Add word

- Language select
- Press Select to confirm your choice of text input mode.

attach a picture or sound to your text message

You can send and receive text picture messages from your phone to other compatible phones which use text picture messaging, even when you are abroad.

- 1 Select Messages from the Home screen, select New SMS and press OK.
- 2 Type the message you wish to send.
- 3 Press Options, then scroll to and select Add media.

messaging and email

- 4 Choose from the following:
 - Picture
 - Animation
 - Melody.
- 5 From Picture, choose either a Preset picture or a picture that you have downloaded from Orange World which is stored in My pictures. Use the navigation pad to scroll through the various picture options.
- 6 To add a sound press Options, scroll to Add media and then select Melody.
- 7 Choose either a Preset melody or one you have downloaded from Orange World which are stored in My melody.
- 8 Press Select and then Options and scroll to Send.

- 9 Type in recipients mobile number and press OK. Your text message, picture/animation and melody are on their way.

send the same text message to a group of people

not available to pay as you go customers


Need to change the time or venue of your meeting? Save time by sending a group text message to all concerned letting them know the new arrangements.

To **send a group text message:**

messaging and email

- 1 Write your text message in the usual way and when you have finished press Options, followed by Send.
 - 2 On the Send screen press Options and select phone book.
 - 3 Choose and select contact. Back on the send screen scroll to the next available To: field, Options, select Phonebook and choose the next person you wish to add. When the group is complete press OK and your message will be sent to all those you selected.
- 1 From the home screen press Menu and select Messages. Scroll to MMS and select create.
 - 2 Enter you message using the prompts on screen. Choosing from a subject, picture and video, sound and adding a message. Once you finished press Options and select Send
 - 3 Either type in the number for recipient or press Options to view your phone book

To **View a Multimedia message:**

When you receive a new multimedia message,  will appear. Press View.

send Multimedia Messages

Multimedia messages can contain images, video clips, audio clips or a combination of these. Using MMS your phone can send and receive multimedia messages.

messaging and email

create drafts to send at a later date

Saving a message as a draft allows you to go back to the message at a later date to add more information and then send it.

To **save as a draft**:

- 1 Write your SMS in the usual way.
- 2 Once you have finished press Options and scroll to save message. Save to Phone or SIM.
- 3 This message is now saved in your Draft folder.

save time using text message templates

Text templates save you having to key in messages that you send frequently.

To **write a text template**:

- 1 Press Menu and scroll to and select Messages.
- 2 Choose Text template and select an empty slot, press Options and select Edit.
- 3 A blank screen will appear for you to type your message in.
- 4 When you have finished press OK.

messaging and email

- 5 Your message template is now saved and is easily accessible.

To **use a text template**:

- 1 Press Menu then scroll to Messages. Select SMS followed by Create to open a new message. Then press Options. Scroll down to Text template and press Select.
- 2 Go to the Text template you wish to send and press Select.
- 3 Your message will then appear on the screen for you to edit as necessary. Press Options, then Send

- 4 The send screen will appear for you to type the recipients mobile number, or alternatively, press Options then Phonebook to select a number from your Address book. When you have done this press OK.
- 5 The screen will tell you it is Sending.


messaging and email

to read a text message

- 1 When you receive a text message the words 1 NEW SMS are shown on your display. To read your message immediately, press View.
- 2 To delete the message while reading it, press Options and select Delete.
- 3 All messages will be stored in your Inbox. When reading a message, press Options to choose from the following:
 - **Reply**
Send a text message reply to whoever sent the message.
 - **Send**
Send the message and any attachments in it on to another friend.

- **Call back**
Call the number of the phone that the message was sent from.
- **Edit**
Edit the message content before reusing.
- **Delete**
Delete the message.
- **Cut media**
Save attachments from the message in your Media box. You can then use these items in future messages.
- **Cut address**
Copy the number and save it to your phonebook.
- **Transfer**
Move the message from the phone memory to SIM memory or vice versa.

- **Block Number**
Allows you to add the senders number to your filtering list folder.
- **Protection**
Protects you from accidentally deleting the message

Note: When your Inbox is full,  will flash on your phone's display. You will not be able to receive new messages until you have deleted an old one.

messaging and email

setting up your email account

Your Orange phone allows you to send and receive emails while on the move. Before you can begin to use email with the external POP3 account on your Orange phone, you need to set up your Orange Internet account using POP3 settings. To do this, go to www.orange.co.uk and follow the on screen prompts.

messaging and email

To **setup your POP3 email account:**

- 1 From the Home screen press Menu and select Messages and then scroll to Email.
- 2 Scroll to Settings and then Email account.
- 3 Select Account settings.
- 4 Select an empty account or Orange email if you have an Orange Email address.
- 5 Enter in your settings.

what are my POP3 email settings?

provider	setting
Account name	enter your account name
Username	enter your username
Email address	enter your email address
SMTP server	smtp.orange.net
SMTP port	25
Protocol type	POP3
POP3 server	pop.orange.net
POP3 port	110
User id	enter your user id
Password	enter your password

messaging and email


send and receive emails

Stay in touch wherever you have your phone using email.

To **send email:**

- 1 From the Home screen press Menu and select Messages.
- 2 Scroll to and select Email and then create.
- 3 You can then enter in a subject and your message.
- 4 Once you have finished press Options and you can then send the email. If you have further information to add you can either save it as a Draft or in My folder .

To **receive email:**

- 1 On the Home screen scroll to  and press OK.
- 2 Your phone will then show your list of messages.
- 3 When you receive an email the screen will say 1 Unread Email. Press OK to view.

adding an attachment

You can also add attachments to your emails.

messaging and email

To **add an attachment**:

- 1 From the Home screen press Menu and select Messages.
- 2 Scroll to and select Email and then Create.
- 3 Write your email as before. When you have finished scroll down and select File attach, press Options and select Add.
- 4 Press OK in the File attach screen.
- 5 Using the Navigation pad scroll right to choose between attaching images, videos, music or sounds.
- 6 Choose what you want to attach by pressing select and the selection from that choice will appear.
- 7 Once you have made your choice press Options and select Add. Your file is now attached to your email

- 8 The attachment will be sent with your email.

changing your send settings

- 1 From the Home screen press Menu and select Messages then scroll to Email.
- 2 Scroll to Settings and then select Send settings and the following options will appear:
 - **Send copy to self**
Sends a copy of the email to your own inbox.
 - **Delivery confirm**
Informs you whether or not your email has been successfully deliver.

messaging and email

changing your receive settings

- 1 From the Home screen press Menu and select Messages then scroll to Email.
 - 2 Scroll to Settings and then select Receive settings and the following options will appear:
 - **Check interval**
Allows you to select how often you phone checks for new emails.
 - **Read reply**
This allows you to send a read-reply to the sender.
 - **Retrieve option**
Choose between headers only or normal.
- **Read Confirm**
This allows your phone to send a request for a reply to your recipient.
 - **Priority**
Allows you to select the level of priority of your emails.
 - **Include signature**
Allows you to attach your name, phone number, a simple memo or tag line at the end of your email.
- 3 Once you are happy with your Sending settings press Options and select Save.

messaging and email

- **Delete option**

When deleting emails, choose to delete them from both the phone and your inbox Immediately or during your next connection

- **Reject if over**

Choose between 100KB - 300KB.

more information

For more information call Orange customer services on **150** or, if you are a pay as you go customer, on **450** from your Orange phone.

Photo Messaging

Photo Messaging

explore a new world of messages with Photo Messaging

Photo Messaging changes the way you message, allowing you to send and receive text and photos in one message to other mobile users and even to an email address.

You can send photo messages to other phones that support Photo Messaging and also to phones which do not (all the features will only be available if it is a Photo Messaging enabled phone). A non-Photo Messaging phone will receive a text message containing a website address and the recipient can view the message on the website. You can also send photo messages to email addresses.

Note: Photo Messaging and its availability depend upon which network/service provider you are using when abroad.

take a photo

- 1 Press Menu and select Camera, then press Take a photo. Alternatively you can press the camera button on the right hand side of your phone.
- 2 Position your phone so that the viewfinder, which is the main display of your phone, shows the subject you wish to photograph.
- 3 Press either OK or the camera button on the right-hand side of the phone to take a photo.

zoom in on your subject and adjust brightness levels

You can zoom in on your subject by pressing the top of the navigation pad and zoom out by pressing the bottom. To increase/decrease brightness levels press the right- and left-hand side of the navigation pad.

take a self portrait

When you want to share your life with your friends, use the handy mirror on the back of your phone to help you frame self portraits.

Photo Messaging

To take a self portrait:

- 1 Select Camera from the main menu or press and hold the camera button on the side of your phone.
- 2 With the phone open, turn it over so that the back is facing you.
- 3 Use the mirror to frame your photograph and press the camera button to take the picture.
- 4 To review your photo, turn the camera over and your photo will be on the screen. Select Options or Delete as appropriate.

Photo Messaging

options when you take a photo

After you have taken your photo press Options for the following:

- **Take another**
Returns to capture mode.
- **Send**
Send your image plus text and sound.
- **Set as**
Use a photograph to personalise your phones background, or as a caller ID.
- Go to **Photo album**
View all the photos you have taken as thumbnails

or place the photo in an album.

- **Rename**
Allocate your image a name or number.
- **Protection**
Allows you to protect the photo from being deleted.
- **Properties**
Shows you information about the photo.


send a photo message

To **send a photo message**:

- 1 Take a photo as previously described then press Options and then Send, choose how you want to send it.

Photo Messaging

To **send a photo you have stored on your phone**:

- 1 Press Menu, scroll to  and press Select.
- 2 Select Photos or My photos.
- 3 All the pictures you have taken will appear as thumbnails. Select the one you want to send using the navigation pad then press Options.
- 4 Select Send, choose how you want to send. Work through the fields adding sound and text where applicable.
- 5 Press Options then select Send.
- 6 On the Send page by pressing Options you will be able to access the following menu: Send, Phonebook, Change recipient, save message or Back.

- 2 The photo message screen will open.
- 3 Scroll through the fields, adding sound and text where applicable.
- 4 Press Options then select Preview and the text and photo that you are about to send will appear on the following screen.
- 5 Press Options then Send.
- 6 Type in the recipients number, or press Options and select Phonebook to select a recipient stored on your phone, then press OK.
- 7 Select Options then Send. Your photo and message will be on its way.

Photo Messaging

- 7 To send you can either type in the recipients number, or go to your phonebook and select a recipient stored on your phone, then press OK.
- 8 The number will appear highlighted on the next screen.
- 9 Press Options and then Send. Your photo and message will be on its way.

using the camera options

There are a series of camera options on your phone to allow you to get the most out of your camera and personalise your shots.

To **access your camera options:**

- 1 Press Menu, scroll to Camera to access your Camera options and select Take a photo.
- 2 When the viewfinder is activated, press the left soft key to list the following options:
 - **Shooting Mode**
This enables you to take a picture in various modes. Once you change it the indicator appears at the top left of the display.
 - **Effects**
This option allows you to apply special effects to the picture. Press Up or Down using the navigation pad to find the tone you want to use.

Choose from the following:

- Black and white
- Negative
- Sepia
- Emboss
- Sketch.

To deactivate the effect setting, select Off.

- **Frames**

This option allows you to use a frame on the picture. Use the navigation key to find the frame format you want to use. You can preview the image with the frame format you want by pressing view
The Mobile (128x120) size will be set by default.

Photo Messaging

- **Timer**
You can select the delay time. When you press the capture key, the phone takes the picture after the specified time. When you exit the camera mode or select Off in the Timer menu, the timer is off.
- **Go to Photo album**
Allows you to view the photos stored in photo menu or in the My photo menu.
- **Settings**
This option allows you to change the settings for taking a picture. This option is synchronised with the Settings Menu.
- **Flash**
Allows you to turn the flash on or off.

Photo Messaging

■ Camera short cuts

This option allows you to change the settings for taking a picture. This option is synchronised with

have a look at the photos you have taken

To **view your photos**:

- 1 Press Menu, scroll to Camera and select Photos.
- 2 Scroll through using the navigation pad.
- 3 Press Options and select view to see the picture as an enlargement.
- 4 Press Back to go back to the multiple view mode.

receive a photo message

You can receive and view photo messages on your Samsung D500.

To **read a new photo message** press View when the message first arrives.

6

Video Messaging

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 D500 built-in video camera, then save it to your phone to watch any time you like.

To **record a video clip**:

- 1 Press Menu from the Home screen and scroll to Camera. Select Record Video.
- 2 You can zoom in and out by scrolling up and down on the navigation pad. The volume key up flips the image upside down, while the volume key down mirrors

the image. You can also amend the brightness by scrolling left and right on the navigation pad.

- 3 To begin recording, press OK. To stop recording, press OK.
- 4 You can now play the clip back. Using the navigation pad scroll to the play button on the bottom of the screen and press OK. If you don't delete it, it is automatically saved to your Video Clips Multimedia Album.

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

- Pressing Options on the Record screen gives the following options:

- **Effects**
A choice of off, grey, negative, sepia, emboss or sketch.
- **Timer**
A choice of off, 3 sec, 5 sec or 10 sec.
- **Go to Video Album**
Allows you to view Video clips or My video clips.
- **Settings**
Allows you to adjust the mode, size, quality, audio and default name of you video.
- **Flash**
Choose either on or off.

Video Messaging

- **Camcorder short cuts**
This option allows you to change the settings for recording a video.

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

To **view a video clip**:

Once you have recorded a video clip it will be saved to your Video clips. Press Menu and select Camera and scroll to Video clips to choose from the following:

Video Messaging

- **Play**
Plays selected video clip.
- **Send**
Allows you to send selected video clip via MMS, Email, Bluetooth or Infrared.
- **Move to my video**
- **Rename**
Rename the video clip so that it is easier to locate in the Multimedia Album.
- **Delete**
Allows you to delete the selected video clip.
- **Delete All**
Deletes all the video clips other than ones you have protected.

- **Protection**
Protects you from accidentally deleting favourite video clips by locking them. To unlock a video clip, select Protection again and the clip will automatically be unlocked.
- **Properties**
Allows you view the properties of video clips, ie. video name and memory size.

sending video messages


- 1 From the Home page press Menu and scroll to Messages.
- 2 Select MMS.

Video Messaging

- 3 Choose Create and a screen offering you the following prompts will appear:
 - **Subject**
Allows you to create a title for your message.
 - **Picture and Video**
Allows you to add or create pictures and videos to your message
 - **Sound**
Allows you to create sounds or use pre-recorded sounds to add to your message (not video messages).
 - **Message**
Here you can type in you any message you wish to send.

- 4 Scroll through the options and add as many or as few as you wish.
- 5 Once you have made your selection, press Options and then select Add.
- 6 You will then return to the message screen, fill in the other sections as required. Press Options and scroll to Send. Type in the number of your recipient or press Options to choose a contact from your Address book.

receiving video messages

- 1 When you receive a video message it will be placed in your Inbox and  will appear on your Home screen.

Video Messaging


- 2 To read the message select Message on your Home screen.
- 3 To open the video, press Menu then Play.

my video clips

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

one click to your new Orange World

You can use your Orange phone for so much more than just texting and talking. With Orange World you can get the information you need when you need it, from cinema listings to football scores and train times to finding your nearest cashpoint.


If you've got a few moments to spare, Orange World will keep you entertained with the latest games, music and celebrity gossip, or you could treat yourself to a new ringtone or wallpaper.

For more information on Orange World and other multimedia features call Orange customer services

on 150 and ask for the Orange World 'How to' guide, or visit www.orange.co.uk/orangeworld.

To **enter Orange World** press Menu, scroll to Orange World and select the homepage. Once connected, the homepage lists the following:

- Channels – Film, News, Travel & Journey, All Channels.
- Find – A mobile site, Find things nearby, Go to Find Your Page, Email and organise
- You & Orange

Choose an option and press . Another list of options appears. Scroll to what you are looking for and press OK.

Orange multi media services

create your own Orange World

The great thing about using Orange World is that you can constantly update it to suit your interests. When you first enter Orange World, spend a minute or two completing the Orange World wizard, which will ask you about your interests in order to provide the most relevant services to you. To set up your Orange World wizard, click the link under **Your Page**.

Once you have finished personalising, use the **Your Page** link to quickly go to services that are of interest to you.

Why not start by visiting All channels?

All channels enables Orange to suggest links that you'll enjoy. The suggestions we make are based on your phone and the day of the week. For example, on a Saturday we may suggest sport to give you quick access to football results.

Use **All channels** to personalise your phone by downloading new ringtones, wallpapers, or the latest games, including some of the biggest games around such as Fifa Football and Tiger Woods Golf. You can also access services from other providers such as the BBC and the RAC.

Orange multi media services

You can add or delete links to Your Page using the simple options provided. A suggestion for a link that might be useful will also appear at the top of the Orange homepage each time that you begin browsing.

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.

Orange multi media services

find your way using Orange World

There's nothing more annoying than being lost or not having the right number to hand. You can now put these frustrations behind you with a dedicated **Find** feature which will show you where you are or take you to a list of sites, such as Time Out, to help you find the information you need to keep working or partying.

For example, use Orange World to find the cash point nearest to the pub you arranged to meet your friends in. Once you're there, use the **Find** feature to find the local cinema, and grab a cab number to organise a lift there.

It's simple, quick, and above all convenient. Try it now to see what you could be doing tonight.

share information with Orange World

Once you're familiar with Orange World, why not let a friend know what they're missing out on using the **Mail and Messages menu**? Click **Your Orange Email** to access an orange.net email account, which you can use on wap and the Internet. You can register for an orange.net email account at www.orange.co.uk. You can also access a list of alternative email providers, such as Freeserve and Yahoo!

Orange multi media services

read your Orange Emails

Your D500 gives you direct access to your **Orange Email** as well as alerting you on receipt of new messages.

Register at www.orange-today.co.uk from any PC with Internet access to set up your free email account. You will be provided with a username and password, which you can use to sign in. Sign-in requires your registered username and password, not your email address.

To check your Orange Email:

- 1 On home page scroll to messages icon and press OK.
- 2 Scroll to unread Email and press OK.
- 3 Follow the on-screen prompts.

bookmark your favourite sites

When you find a site that you like you can bookmark it. This means that when you want to visit the site in the future you can shortcut to it from the Orange homepage.

To bookmark a site:

- 1 Select an empty location and press Select.
- 2 Enter the address and press OK to save it.
- 3 Enter the name of the bookmark and press the OK.
- 4 The name of the site will now appear under the Bookmark screen for future access.

Once you have stored an address, the following options are available when you select.

- **Go:** allows you to access the site directly.
- **Edit:** allows you to change the name and URL of the bookmark.

Orange multi media services

- **Delete:** allows you to delete the bookmark.

To go to a bookmark:

- 1 Press Menu, then Bookmark.
- 2 Select the name of the bookmark you wish to access and press Select, then Go.

choose from a list of options while you are browsing

You can **access the Options menu** at any time by pressing Options.

Orange multi media services

The full list of Options is as follows.

- **Home**
This takes you to the Contacts homepage.
- **Bookmarks**
Allows you to create a shortcut to your favourite sites.
- **Open link**
Enables you to enter a wap address directly.
Please note that Orange cannot guarantee the quality of service.
Any queries regarding the operation of these services should be directed to the wap sites in question.
- **Add bookmark**
Saves the address of the wap site you are browsing as a bookmark so you can access it easily in the future.

- **Go to address**
Allows you to enter the address of a site that you wish to visit.
- **Appearance settings**
Adjust the way you view information.
- **Download settings**
To download additional settings.
- **Use number**
Call or save the number displayed.
- **Reload**
Reload the current page, refreshing any information that may have changed.
- **Clear the cache**
Delete the information in the cache.

- **Security info**
Review your security settings.
- **Quit**
To end your wap session.

Note: The Options menu is dynamic in that its content may vary according to which wap site you are visiting.

Orange multi media services

what are my GPRS wap settings?

Option	Setting
Connection name	Orange GPRS
Data bearer	GPRS
Access point name	orangewap
Username	-
Prompt password	No
Password	-
Authentication	Normal
Gateway IP address	192.168.071.035
Homepage	http://wap.orange.co.uk/
Connection security	Off
Session mode	Permanent

Note: You do not need to enter anything in the Username and Password fields. Your Access point name is case sensitive.

Orange multi media services

empty your cache

Your phone has a cache to temporarily store wap files. To ensure your phone remains confidential should it be used by anyone else, or to free up memory space, you may wish to empty it periodically.

To **empty your cache**:

- 1 While browsing WAP press Options then scroll to Clear Cache and press Select.
- 2 Press Yes to confirm.

reset your wap settings

In the unlikely event that you lose your wap settings, this menu option allows you to set up five proxy servers:

- 1 Copy your settings from the box on page 113.
- 2 Press OK.
- 3 With GSM setting you can change the proxy settings.

Note: You do not need to change the browser settings in most cases.

set up text alerts for sports results, horoscopes, news and lottery numbers

Need a giggle at a quirky news story? Want to find out how your local football team is doing? Set up Orange text alerts to stay updated on the subjects that interest you.

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

You will receive a text, or multimedia, message every time there's an update on the subject you've chosen.

Orange multi media services

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

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

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 multi media services

Orange Plus

Orange Plus Information is a way to request text messages on:

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

How much does it cost?

Text messages to request information are free. Receipt of each Orange Information text message costs 12p.

To **access Orange Information:**

- 1 Press Menu, scroll to Orange Plus and press Select.
- 2 Scroll to Orange Plus and press Select. 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 information
Requests information be sent to your phone immediately
 - Add to menu
Your 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, Applications, scroll to Orange Plus and press Select.

Orange multi media services

- 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. Choose Dial 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.

Orange multi media services

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.
- 4 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 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 then choose Voucher.
- 4 Enter your Orange Top-up Voucher number and press OK.
- 5 You will receive a message asking if you want to proceed. Scroll to read the full message and press OK. Choose Yes to proceed.
- 6 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:

Use this to Top-up your talk time with a nominated credit or debit card.

To use the Top-Up service you will first need to nominate your card with Orange. To register call 450 and choose option 1.

- 1 Press the Menu key and select Orange Plus.
- 2 Choose Payasyougo then choose Top-up.
- 3 Select credit or debit card as appropriate
- 4 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.
- 6 A message will appear confirming the Orange Top-up Swipe Card number (scroll to read the full message), and asks 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 choose

Orange multi media services

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.

An Orange Top-Up Swipe Card enables you to Top-up your talk time at any registered outlet. For more information please see www.orange.co.uk

your account online

Your Account is a great way to manage your Orange account online. Simply go to www.orange.co.uk and click on 'your account' on the left of the screen.

If you're a pay monthly customer, managing your Orange account has never been more straightforward. Through our easy to use website you can now;

- view and change your talk plan
- view your current bill and the two previous
- view your remaining inclusive minutes
- pay your bill by setting up a direct debit, or by using your credit or debit card
- display your Personal Unlocking Key (PUK) code – this will be required should your phone become blocked due to entering the incorrect PIN code three times in a row.

Orange multi media services

If you're a pay as you go customer, there is now an easier way to manage your pay as you go phone. You now have the freedom to do all your phone tasks online:

- top-up your credit using your credit or debit card, or an Orange voucher
- view your remaining credit
- view, register and delete the details of your Orange Top-up swipe cards
- display your Personal Unlocking code – this will be required should your phone become blocked due to entering the incorrect PIN code three times in a row.

Orange Email and other services from your PC

Register with Orange Services and you will be able to:

- Get your own Orange email address which comes with 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.)
- Organise your personal diary which comes with free text message reminders for the important dates you want to remember.
- Send 30 free text messages when online every month to phones on any network.

Orange multi media services

- Manage your Orange phone account online (not available to Pay As You Go customers): 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.

registering with Orange Services

To register with Orange Services from your PC just visit

www.orange.co.uk/register

Read your email on Orange World

Select 'Email' under 'Tools' and you can access email providers including Orange, AOL, Yahoo plus many more.

personalise
your phone

8

personalise your phone

always be alerted to a call or a text message in the most appropriate way

We have already stored sounds, pictures and animations for you to use on your phone so that you can personalise your phone straight away.

You can also download new sounds and pictures using wap on your phone, and using Photo Messaging you can send and receive photos and sounds with your friends.

- 1 From the Home screen press Menu, scroll to Settings and press Select.

- 2 Scroll to Sound settings and select Incoming calls.
- 3 Use the navigation pad to choose from.
 - **Ring tone**
Press OK to choose from Default melodies – a list of pre-installed options. Or My Sounds any ringtones that you've downloaded will automatically appear in this list. Select one to replace the pre-installed ringtone.
 - **Volume**
Set the volume of the ringtone.
 - **Alert type**
Choose how you would like to be alerted to incoming calls. Choose from Melody, Vibrations and Vibration then Melody.

personalise your phone

To change your incoming message alert:

- 1 Press Menu, select Settings, then Sound settings. Scroll to Message tone.
- 2 Choose whether to alter the alert for SMS, MMS or Email, then choose from these options:
 - **Tone**
Choose one of the alert tones preset on your phone.
 - **Alert type**
Set how your phone alerts you to new messages.
 - **Repetition**
Select the frequency with which you are reminded about new messages.

To set your keypad tone:

- 1 Press Menu, scroll to Settings and select Sound settings and select Keypad tone.
- 2 Choose from Off, Tone, Beep, Piano, Drum and press Save.

silence your phone when appropriate

If you are in a meeting or anywhere where you don't want to hear your phone ring, hold down the # key from the Home screen to **activate Quiet mode**.

To **deactivate Quiet mode**, hold down the # key.

personalise your phone

slide tone

This option allows you to choose the tone your phone makes when you slide it up or down.

To **activate the slider tone**:

- 1 To access, press Menu, scroll to Settings and select Sound settings.
- 2 Select Slide tone. Choose your tone and press Save.
- 3 To remove the tone, go to Slide tone and select Off.

adjust your other sound settings

Enjoy total control over the sound settings on your phone.

To **adjust additional sound settings**:

- 1 Press Menu, scroll to Settings and select Sound settings then scroll to Extra tones.
- 2 Choose from:
 - Minute minder
 - Connection tone
 - Alerts on call
 - Indicative tones

- 3 Press OK to switch on or off. When the check box is marked, the tone is switched on.

To **change the tone when your phone powers on or off**:

- 1 Press Menu, scroll to Settings and select Sound settings.
- 2 Scroll to Power on/off and press Select.
- 3 Choose from Off, Tone 1 or Tone 2 and press Save.

personalise your caller groups

You can assign ringtones, message alerts and pictures to contact groups you've created.

personalise your phone

To **personalise your caller groups**:

- 1 Press Menu from the home page and select Address book and scroll to Group.
- 2 Choose the Group you wish to personalise. and press Options and scroll to Edit group. Choose from:
 - **Change name**
Change the group's name.
 - **View image**
Review the picture that is associated with the group.
 - **Melody**
Set a ringtone to alert you to calls from contacts in this group.

personalise your phone

make the display your own

Change your wallpaper and menu to personalise your phone and reflect your lifestyle.

To **change your wallpaper and menu display:**

Press Menu, scroll to Settings and select Display settings. Choose from:

- **Wallpaper**
Choose your wallpaper from the preset list of options. Any images you've downloaded will automatically appear in the list. Press Select twice to set your wallpaper. Choose whether your phone displays text

by pressing Yes or No at the prompt.

- **Text Display**
Choose the positioning of text, text style and colour.
- **Skin**
Choose from one of four patterns how the menu is styled.

You can also change the way your main and external displays appear.

- **LCD Brightness**
Select the display you wish to change the contrast for. Adjust the contrast by scrolling left to right with the navigation pad.

personalise your phone

- **Backlight**
Select the length of time the back light and dimming light stays lit by pressing OK in the time you want.

change the language used on your phone

When you are in a field that allows characters to be entered, the text input mode indicator will appear at the bottom of the screens display.

To **change to another text mode:**

- 1 Press Menu, scroll to messages then select SMS, followed by Create.

- 2 Hold T9/Eng and the following options will appear:
 - ABC mode
 - T9 mode
 - Symbolic
 - Number
 - Add word
 - Language select
- 3 Press Language select. This option allows you to change the text input into:
 - English
 - Deutsch
 - Francais
 - Italiano
 - Nederlands
 - Espanol

personalise your phone

- Portugues
- Turkce
- Romana
- Slocak
- Polski
- Magyar

4 Press Select to confirm the language.

assign a ringtone or a photo to your contacts

You can assign different ringtones to your contacts so you know who is calling you before you answer their call.

To **add a ringtone to a contact:**

- 1 From the Home screen open Contacts.
- 2 Scroll to the contact you want and press OK.
- 3 Scroll with the navigation pad until you reach the bell icon.
- 4 Press OK twice and choose a ringtone from Default melodies, Downloaded sounds or Music.

To **add a photo to a contact:**

- 1 From the Home screen open Contacts.
- 2 Scroll to the contact you want and press OK.
- 3 Scroll with the navigation pad until you reach the head icon.

personalise your phone

your phone via wap, which you can then use and update wherever you are.

To **download a Java™ application:**

- 1 Press Menu, scroll to Orange World and press Select.
- 2 To download an application, press select at one of the download links. Your wap browser will open the desired page. Select an application to download. You will be advised of charges prior to downloading a Java™ application.
- 3 Press Open to open an application that has been downloaded to your phone.

- 4 Press OK twice.
- 5 You can now either capture an image of the contact, use one from the photo menu, one you have downloaded or use a Default. Select one and press Save.

Note: You can only add a ringtone or a photo to a contact if the contact is saved to your phone memory.

download applications

Your phone is preconfigured with Java™ technology. This allows you to download Java™ games and applications to

additional features

additional features


connect to another device wirefree using Bluetooth® and Infrared

You can use the **Bluetooth® option** and **infrared** port of your phone to communicate wirefree with other Bluetooth® and infrared devices.

You can browse the Internet or check your emails if you connect to a laptop computer, or you can send contacts, business cards, calendar entries, ringtones and game commands from one handset to another.

Bluetooth®

Since Bluetooth® devices communicate using radio waves your phone and the other Bluetooth® devices do not need to be in line of sight, but must be within a maximum of 10m of each other.

To communicate via Bluetooth® you need to activate the Bluetooth®. Once activated the  icon will appear in the top right hand corner.

To **Activate Bluetooth®**:

- 1 Press Menu from the home page, select Settings,


scroll to Connectivity and select Bluetooth® and choose Activation On. You will then be able to set you Bluetooth® options from the following menu:

- **Activation:** Allows you to (de)activate Bluetooth®.
- **My devices:** Allows you to search for other Bluetooth® devices.
- **My phone's visibility:** Allows you to decide whether your phone can be searched for by other Bluetooth® devices.
- **My phone's name:** Allows you to change the name of your Bluetooth® device which is seen by other phones.
- **Secure mode:** Activates a security check.
- **Bluetooth® services:** Shows a list of all other Bluetooth® devices you can use.

additional features

To communicate via infrared you need to activate the infrared port.

To **activate the infrared port**:

- 1 Ensure that the infrared ports of the sending and receiving devices are pointing at each other and are within one metre of each other.
- 2 Activate the infrared port on your phone by pressing Menu, scrolling to and selecting Settings, then selecting Connectivity. Select Infrared and press On to activate. When  blinks, your phone is trying to connect to the other device, or the infrared connection has been lost. If data transfer is not started within one minute of

additional features

activation, the connection is cancelled and needs to be started again.

- 3 When the user of another phone sends you names and numbers via infrared, you will receive them as text messages.

Note: Do not point the infrared beam at anyone's eye or allow it to interfere with other infrared devices. This device is a Class 1 Laser product. Two devices linked by infrared should not be more than 1 metre apart.

manage your photos and sounds with the media album

Your Media album stores various media items from other sources, such as photos, downloaded images and sounds.

- 1 Press Menu and scroll to Media album. The following options are available
 - **Images**
This allows you to view all the photos in Photos, My photos and downloaded images and photos.
 - **Videos**
View your video clips, my video clips, previously downloaded videos and current streaming videos.

additional features

viewing a photos or image, the Options key will access the following:

- **Music**
Listen music stored or downloaded on your phone, Send to other contacts or set as ringtone.
 - **Sounds**
A list of previously recorded voice clips and downloaded sounds on you phone.
 - **Memory status**
Allows you to view how much memory your images and sounds are using.
- 2 When you have chosen a video, music or sound press Options to Play, Send, Move to my video clips, Rename, Delete, Set as ringtone (only available in My sounds), Protect, or view the Properties. When you are
- **List**
Allows you to view the selected image.
 - **Send**
Allows you to send it via a message.
 - **Move to my photo**
Allows you to move photos to an album.
 - **Set as wallpaper/caller ID**
Allows you to set it as wallpaper or caller ID on your phone. (for music or sound only).
 - **Edit**
Allows you to edit photo by adding emoticons and frames.

additional features

- **Slide show**
Allows you to view images in a show by setting 1 sec or 3 sec for image to last on screen.
- **Rename**
Allows you to rename it.
- **Delete**
Allows you to delete the selected image.
- **Delete all**
Allows you to delete all images.
- **Protection**
Protects you from deleting the image, music, sound.
- **Properties**
Allows you to see how much memory it's using.

keep track of important events using your phone's calendar

The **calendar feature** enables you to:

- **Month view**
Allows you to view the calendar and enter important information on specific dates.
- **Week view**
Allows you to view and create new information for the current week, detailing important events by time and day.
- **Day view**
Allows you to view and create schedules for 'today'.

additional features

- **Schedule**
Allows you to view and create scheduled events.
- **Anniversary**
Allows you to view and create anniversaries.
- **Miscellaneous**
Allows you to view and create miscellaneous information into your phone.
- **To do**
Create a to do list.
- **Missed alarm events**
View missed alarms events.
- **Memo**
Allows you to view and create new memo's.

- **Memory status**
Allows you to view how much memory your events and schedules are using.

use the calendar to organise your life

The calendar helps you keep track of schedules, calls that you need to make, tasks that you need to do and anniversaries. You can set the alarm to ring when the time and date set for a schedule is reached.

To **add new information to your calendar**:

- 1 Press Menu, scroll to and select Calendar and Select

additional features

Month view or Week view.

- 2 Press Options and select chosen date and time.

The following menu will appear:

- **View**

Displays stored information for that day/ time.

- **Create**

Allows you to add new schedule, anniversary, miscellaneous and to do.

- **Month view/View week**

Switches to the month/week view menu.

- **Go to today**

Allows you to go to the current day.

- **Go to date**

Allows you to go to a specific date.


- **Delete**

Allows you to delete entries before a date or day.

- **Delete all**

Allows you to delete all scheduled items.

- 3 Select Create and choose what event you are saving.
- 4 Using the navigation pad scroll to input the data you need, including subject, details, start date, start time, end date, end time, location, alarm and repeat.

Note: You can save up to 25 items to each category – 100 in total. When you have finished press  to exit.

additional features

Today's event, Schedule, Anniversary, Miscellaneous and To do all allow you to:

- **Create New**

Allows you to insert new events to your calendar.

- **Month View**

Returns to the calendar screen allowing to check days and dates.

- **Week View**

Returns to the week screen allowing you to check days, dates and times.

To **write a new memo:**

- 1 Press Menu, scroll to Calendar and select Memo.
- 2 Press Options, and select Create.
- 3 Use the keypad to type in your memo and press Options then Save.
- 4 You can then view previously stored memos and selecting one you then have the choice of editing, creating a new memo, deleting or deleting all.

additional features

set the time and date

Note: Before setting the time, you must specify your time zone in the Set world time option.

To **set your phone's time and date:**

- 1 Press Menu, scroll to Settings and press Select.
- 2 Select Time and Date.
- 3 Using the navigation pad and the keypad select correct time and date. Press OK and the screen will confirm save.

To **set your phone's alarm clock:**

- 1 Press Menu, scroll to Applications and select Alarm. The following options appear on the next screen.
 - Morning Call
 - Alarm 1
 - Alarm 2
 - Auto power.
- 2 Select one of them and the following list will appear on the next screen:
 - Alarm on/off
 - Alarm time
 - Am/Pm

- Choose day(s) of the week
- Alarm tone.

- 3 Using the navigation pad scroll left or right to switch alarm on or off.
- 4 Once on scroll down to set time, am/pm, days of the week and date.
- 5 Press save to set alarm.

Once an alarm has been set, an alarm clock will appear on the top line of the display. To stop the alarm when it rings, press any key.

additional features

keep on top of figures on the move

Your phone has a handy calculator and converter. The calculator performs basic arithmetic functions, such as addition, subtraction, multiplication and division.

To **perform a calculation:**

- 1 Press Menu, scroll to and select Applications then select Calculator.
- 2 Enter the first number using the number keys. Press the * key to enter a decimal point (.) or the # key to enter the appropriate arithmetic symbol: + (add), - (subtract), * (multiply), / (divide), % (per cent).

additional features

- 3 Enter the second figure.
- 4 Repeat steps 2 and 3 if necessary.
- 5 Press Equal to see the result which will appear in the answer box.

Note: The result is rounded to six decimal places.
The converter allows you to convert from one unit to another.

To **convert a value:**

- 1 To convert a currency, length, weight, volume, area or temperature, press Menu, scroll to Applications and select Converter.

- 2 Using the navigation pad and keypad enter original in conversion From field.
- 3 Move to conversion To field and select choice
- 4 Result will appear automatically in box.

World Time

It is now possible to check the world time on you phone.

- 1 Press Menu from Home page and scroll to Applications
- 2 Select World Time. Using the navigation pad scroll across the map of the world to check time.

additional features

keep track of important events

Your D500 has a timer feature so that you can set the phone to sound an alarm at a specific time.

To **set the timer:**

- 1 Press Menu, scroll to Applications and select Timer.
- 2 Press Set and use the navigation pad to enter the length of time you want to count down from in hours and minutes and press OK.
- 3 Press OK and the clock will automatically start counting down.
- 4 To stop the timer when it rings, press any key.

- 5 To stop the timer before the end, press OK.

Note: The timer uses power from the battery and this reduces the D500's operating time. When Quiet mode is activated there is no sound.

stopwatch

This feature can be used just like a stopwatch to measure times for various sports like running or swimming and up to four stopwatches can be used.

The precision of the stopwatch is one hundredth of a second. The maximum measurement time is 10 hours.

additional features

To **set the stopwatch**:

- 1 Press Menu, scroll to Applications and select Stopwatch.
- 2 To start, press OK.
- 3 To stop the first stopwatch, press OK. Repeat this for the other stopwatches.
- 4 Press Reset to reset the watches.

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

voice recorder

It is now possible to record voice memo's on your phone which you can save for your own purposes or send to other contacts.

To **record a voice memo**:

- 1 Press Menu from the Home screen and select Applications.
- 2 Scroll to Voice recorder and select.
- 3 You can record a voice memo either by pressing OK or by pressing Options and selecting record. Speak into the microphone to record a clear message.

- 4 You can stop recording by pressing Stop. The phone will automatically stop recording when the recording time expires.
- 5 To play back the memo or resume press OK.
- 6 By pressing options the following menu will appear:
 - **Play**
Allows you to play back you memo.
 - **Send**
Allows you to send your memo via MMS, Email, Bluetooth®, infrared.
 - **Rename**
Allows you to change the name of your memo.

additional features

■ Delete

Allows you to delete the memo you have just recorded.

■ Protection

Protects you from accidentally deleting an important memo.

■ Properties

Displays the name, size and format of a memo.

To **check settings before you record a memo:**

- 1 From the Home screen press Menu and select Applications.
- 2 Scroll to Voice Recorder, select and press Options

- 3 Scroll to Settings and the following options will appear, use your navigation pad to select choices:
 - Recording time: allows you to change recording time.
 - Volume: allows you to select a volume level
 - Default name: allows you to name your memo.
 - Equalizer value: allows you to change your equalizer settings.
- 4 Press save once you have finished.

To **listen to a voice memo:**

- 1 From the Home screen press Menu and select Applications.

- 2 Scroll to Voice Recorder select and press Options on the play screen.
- 3 Scroll to Voice list and select.
- 4 Using the navigation pad scroll through voice memos already recorded and choose the one you want to listen to and press Options then Play. This will then play your voice memo.
- 5 Once you have listened to your voice memo, by pressing Options you will see the following menu, play, send, rename, delete, protection, properties.

additional features

plug-in speaker

Plug-in speaker gives enhanced sound quality from your D500. Once attached you can enjoy your sounds at a much greater volume.

To **attach plug-in speaker:**

- 1 Remove the cover from the headphone socket.
- 2 Attach your plug-in speaker into the socket.

Note: Remove after use and replace the cover.

10

games and music

games and music

when you have time to spare, why not test your gaming skills against your phone?

With exciting games to choose from you can have hours of fun on your phone.

To **access games**:

- 1 Select Menu from your Home screen.
- 2 Scroll to and select Applications.
- 3 Select Java World then Downloads. Select from the list of Games.

wap games

You can access a great selection of games on your phone using your Orange World connection. These games are different to the downloadable games as they require you to be connected while you are playing.

To **play games using your Orange World connection**:

- 1 Select the Orange World icon in your Home screen.
- 2 Open the Games link.
- 3 Open the Games option and you will see a list of games that you can play. Once you have chosen which game

To play you can open the Instructions option to learn about the game.

Note: You will be charged the standard wap service charge while you are connected and playing games.

games and music

MP3 player

You can now enjoy listening to and downloading music onto you phone.

To **open MP3 player**:

- 1 From the Home screen press menu and select Applications.
- 2 Scroll to MP3 player, press Options and the following menu will appear:
 - **Play**
Plays the selected file.

games and music

- **Send**
Allows you to send via MMS, Email, Infrared or Bluetooth®.
- **Open play list**
Opens your file of saved tracks.
- **Set as**
Either ringtone or caller ID.
- **Delete**
Allows you to delete tracks.
- **Settings**
Allows you to choose from repeat track, play order, volume, volume key unlock.

To create a play list:

- 1 From the home page press menu and select Applications.
- 2 Scroll to MP3 player and on the play screen press Options.
- 3 Scroll to Open play list and press Options on a track.
The following menu will appear:
 - **Play**
Plays the selected track.
 - **Add to play list**
Allows you to add all of your tracks to a play list or just the selected one.

games and music

- **Move list**
Allows you to move the selected file to the position you want.
- **Remove**
Allows you to delete the selected file.
- **Remove all**
Allows you to delete all files.
- **Properties**
Allows you to view the name and size of a file.

To Play an MP3 File:

- 1 From the Home page press Menu and select Applications.
- 2 Scroll to MP3 Player, select and then on the play screen press Options.
- 3 Select Open play list and choose the track you wish to listen to. Press options, then play.
- 4 On the play screen you will have the following options: stop/play, rewind, fast forward, and repeat.

Note: Use the volume keys to adjust the volume.

games and music

plug-in speaker

Please see page 151 for more details.

security

Orange Care

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

To **get Orange Care** call **150** free from your Orange phone if you pay monthly, or **450** if you are a pay as you go customer.

Note: Orange Care includes insurance and warranty which is subject to terms and conditions and exclusions as stated in the reference chapter. You should read these carefully.

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

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.
- Don't leave your phone on transport, for instance buses, planes or trains.

How to claim:

- Report the loss, theft or damage to Orange as soon as possible, but in any event within 24 hours of discovery.
- Loss, theft or malicious damage claims must be reported to the police immediately (or as soon as possible within 24 hours of discovery).
- To make a claim or to have your phone barred to prevent unauthorised use simply call Orange customer services.

- 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 accepted and the administration fee of £15 is paid, Orange will despatch your replacement phone. Please see the Orange Care terms and conditions for more information.

- Small Business customers opening an Orange account receive Orange Care free of charge for the first 12 months. Small Business customers will receive a free replacement for their lost, stolen and damaged phones, sent out within 24 hours of our acceptance of your claim.

manufacturer's warranty

If you do not have Orange Care you still receive a 12-month manufacturer's warranty which covers you against phone faults. Please call 0208 391 0168 for more details.

what if I enter the wrong PIN?

If you enter an incorrect 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 100 450 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.

ensure that only authorised people can use your phone

If your phone's SIM Card PIN is activated a four-digit PIN (Personal Identification Number) will be requested each time you switch your phone on. This PIN is preset to 1111.

To increase your phone's security you can change the PIN to a number only you know.

To **activate your SIM Card PIN:**

- 1 Press Menu and scroll to Settings and select Security.
- 2 Select PIN check. The following options are available:

- **Disable**
the phone connects directly to the network when you switch it on.
- **Enable**
you must enter your PIN each time the phone is switched on.

Select Enable then enter your PIN followed by OK.
The screen will then say PIN Check Enabled.

To change your PIN, see the **Change PIN** instructions below.

To **turn your phone on once SIM Card PIN is activated:**

- 1 When you switch your phone on you will see Enter PIN code in the display.
- 2 Enter the code and press OK. Your phone is ready to use.

To **change your SIM Card PIN:**

- 1 Press Menu, scroll to Settings then select Security. Scroll to Security and Select Change Pin.
- 2 Enter your current PIN and press OK.
- 3 Enter your new PIN and press OK.
- 4 Confirm new PIN and press OK.
- 5 The screen will then say PIN changed.

security code protects your phone against unauthorised use

The security code can be set to activate when a different SIM Card is used in your phone, to prevent unauthorised use. The security code is preset to 00000000.

- 1 From the main display press Menu, scroll to Settings and select Security, then Phone lock.
- 2 Select Enable.
- 3 Enter the preset Security code of 00000000 and press OK.
- 4 You will now need to enter this password each time you switch your phone on.

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	00000000

security

privacy

This allows you to lock your media contents ie your multimedia messages, emails, images, videos, music and sounds.

To **enable privacy lock**:

- 1 Press Menu, scroll to Settings then select Security. Scroll to Security and Select Privacy.
- 2 Choose what parts of your media file you want to lock and select by pressing OK.
- 3 Press save then enter the preset password of 00000000.

- 4 Press OK
- 5 The screen will then say Privacy activated.

To **change your password for privacy and phone lock**:

- 1 Press Menu, scroll to Settings then select Security. Scroll to Security and Select Change password.
- 2 Enter the preset password of 00000000.
- 3 Enter you new password.
- 4 Re-enter new password to confirm and press OK.
- 5 The screen will then say Password changed.

To access the contents of this file once locked you will be asked to enter this password.

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.

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 or photo messages from abroad** by simply adding the international dial code before the number you call or text.

If you **call or send a text or photo message 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 this service will be dependent on the partner network supporting Text Messaging and Multi Media Messaging.

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

International services

a different ringtone 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. Roaming needs to be activated at least 24 hours before travelling abroad and it only has to be activated once.
- 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

International services

07973 100 150 from any other phone for details.

The availability of this service is dependent upon the partner network which you are logged into.

- 3 If you have Line 2 we recommend that you divert all Line 2 calls to your Orange Answer Phone before you leave as this service is not available while you are abroad.
- 4 Remove any temporary bars on international calls using the menu options on your phone.
- 5 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 chapter 4 for more information on call diverts.
- 6 Make sure you pack your charger and a three-pin adaptor so you can charge your phone while abroad.

- 7 Make sure that the frequently used numbers in your phonebook are saved with the international dialling codes you need, ie, +44 minus the leading zero from the area code for calls back to the UK.

Note: The availability of Orange products and services when roaming is dependent upon the partner network.

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.

International services

You can **call or send text messages or photo messages from abroad** by simply adding the international dial code before the number you call or text.

If you **call or send a text or photo message 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.

how do I know which countries I can call from and to using my Orange phone?

Call the Information line on 452 from your Orange phone or 07973 100 452 from any other phone. You can also go to www.orange.co.uk to obtain an up-to-date list of roaming destinations.

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.

International services

- 2 Let others know you are abroad so they can expect a different ringtone 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
Before you go, use your Orange Top-up Swipe Card to top-up; in the UK they're available in any Orange shop and wherever you see the Top-up symbol.

- Orange vouchers
Buy £20 and £50 vouchers from any Orange shop or high street stockist.

Note: Orange Top-up vouchers are not currently available abroad. Only UK vouchers will be redeemed.

- 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 phonebook are saved with the international dialling codes you need, ie, +44 minus the leading zero from the area code for calls back to the UK.

International services

Note: The availability of Orange products and services when roaming is dependent upon the partner network.

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

Orange has partnerships with a range of networks in a variety of countries. When you go abroad, you need to tell your phone to **select a network**.

- 1 From the main display press Menu and scroll to Settings and select Network services.
- 2 Select Network selection. Choose Automatic for your phone to automatically select a local network.

- 3 Select Manual to choose from a selection of local networks.

For more information call Orange customer services on 150 or, if you are a pay as you go customer, on 450 from your Orange phone.

using your Answer Phone abroad

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

- 1 Simply press and hold the 1 key.
- 2 You will be connected to your Answer Phone.

International services

Now just press:

- 1 to listen to your message
- 2 to send a message
- 3 to change your personal options
- 7 to listen to your emails

After you have listened to your message(s) the following options are available:

- # to return the call
- 1 to listen to the message again
- 2 to save the message
- 3 to delete the message
- 5 to send a copy of this message to another Orange user
- 7 to hear the number of the person who left this message.

using GPRS abroad

If you use GPRS abroad you may need to manually select the network you use to ensure that you are roaming on a network that supports GPRS Roaming.

Call customer services on **150** from your Orange phone, or **07973 100 150** from any other phone, to get an up-to-date list of foreign operators that support GPRS Roaming and the tariffs applicable to the service plan.

You can connect to GPRS services as if you are in the UK when you use it abroad.

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 by calling the Orange Accessories Hotline on 0500 178 178 or by visiting your local stockist.

4 car kit installation

- Only qualified personnel should install or service the

personal handsfree car kit or the phone in a vehicle. Faulty installation or service may be dangerous and may invalidate any warranty which may apply to the unit.

- For vehicles equipped with an air bag, remember that an air bag inflates with great force. Do not place objects, including both installed or portable wireless equipment, in the area over the air bag or in the air bag deployment area. If a personal handsfree car kit is improperly installed and the air bag inflates, serious injury could result.
- Check regularly that all mobile phone equipment in your vehicle is mounted and operating properly.

Your mobile phone is a low power radio transmitter and

receiver. When it is switched on, it receives and sends out radio frequency (RF) signals. Most modern electronic equipment is shielded from RF signals. However, RF signals may affect improperly installed or inadequately shielded electronic systems in motor vehicles (eg electronic fuel injection, electronic anti-lock braking, electronic speed control or air bag systems, etc). Check with the manufacturer or its representative regarding your vehicle. You should also consult the manufacturer of any equipment that has been added to your vehicle.

5 fuse replacement

- Always replace a blown fuse with a fuse of the same type and size. Never use a fuse of a higher rating.

6 emergency calls

If your phone offers the features listed below, and if you have restricted or barred outgoing calls from your phone, calls to emergency numbers (999 or 112 in the UK) may still be possible. The features are:

- Restricted dialling lists
- Call barring
- Fixed dialling lists
- Calls to closed user groups
- Keypad locking

Ensure the phone is switched on and in service. Give your location to the operator.

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.

reference

- 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.
- 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.

reference

- 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

reference

recommendations and standards. Orange believes that new and existing customers should be fully informed about SAR.

The SAR value for your SGH-D500 is 0.310w/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.

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

reference

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 thereof) 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 oxidisation, 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.

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

reference

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.

reference

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.

reference

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.

reference

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

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.

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.

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.

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.

19.8 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

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 Reconnect 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.

Declaration of conformity

For the following product:

GSM900/GSM1800/GSM1900 Tri-band Digital Portable Cellular Telephone (Product description)
SGH-D500 (Model name)

Manufactured at:

Samsung Electronics Co., Ltd, 94-1, Imsoo-Dong, Gumi City, Kyung-Buk, Korea,
730-350 (factory name, address)

to which this declaration relates, is in conformity with the following standards and/or other normative documents.

Safety: EN 60950-1:2001

EMC: EN 301 489-01 v1.3.1 (2001-09)

EN 301 489-07 v1.1.1 (2000-09)

EN 301 489-17 v1.2.1 (2002-08)

reference

SAR: EN 50360: 2001

EN 50361: 2001

Network: EN 300 328-1 v1.3.1 (2001-12)

EN 300 328-2 v1.2.1 (2001-12)

EN 301 511 v7.0.1 (2000-12)

We hereby declare that [all essential radio test suites have been carried out and that] the above named product is in conformity to all the essential requirements of Directive 1999/5/EC. The conformity assessment procedure referred to in Article 10 and detailed in Annex [] of Directive 1999/5/EC has been followed with the involvement of the following Notified Body(ies):

BABT, Claremont House, 34 Molesey Road, Walton-on-Thames, KT12 4RQ, UK

Identification mark: 0168



The technical documentation kept at:

Samsung Electronics Euro QA Lab. Blackbushe Business Park, Saxony Way, Yateley, Hampshire, GU46 6GG, UK.

2004.10. 28

Yong-Sang Park / S. Manager

(place and date of issue)

(name and signature of authorized person)

which will be made available upon request.

(Representative in the EU)

It is not the address of Samsung Service Centre. For the address or the phone number of Samsung Service Centre, see the warranty card or contact the retailer where you purchased your phone.

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 as you go customers

Customer Services (Enquiries)	450*†
Information Line	452
Literature Request Line	650*
Lost or Stolen	07973 100 450†
Orange Care	434
Orange Multi Media Registration	177* or 277*
Talk Time balance	0800 079 0006
To top up your Talk Time	453
	450†

Orange services

International Calling Helpline	159
Every Phone	330
Wildfire™ Activation Line	435
Wirefree Enquiry Line	156

* Chargeable services available with your Orange phone.

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

■ Some calls are free from your Orange phone unless you have an Orange Value Promise Service Plan.

† Charged at BT 'F' rate if you call from a BT fixed line phone.

contact Orange

helpful booklets

If you would like to receive a free booklet containing useful information on any Orange product or service call Orange Customer services on 07973 973 150 or, if you are a pay as you go customer, 451 from your Orange phone. The following booklets are available:

- Services and Charges
- Orange Care
- Orange Value Promise
- Terms and Conditions
- How to use Answer Phone and manage your calls

- How to get fun, news and information on your phone
- How to send messages, photos and more
- How to use your phone abroad and call internationally

www.orange.co.uk
www.orange.co.uk/business

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.

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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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