

Solving Problems

Before contacting the after-sales service, perform the following simple checks. They may save you the time and expense of an unnecessary service call.

When you switch your phone on, the following messages appear

Insert SIM Card

- Check that the SIM card is correctly installed.

Phone Locked

- The automatic locking function has been enabled. You must enter the phone's password before you can use the phone.

Enter PIN

- You are using your phone for the first time. You must enter the Personal Identification Number supplied with the SIM card.
- The option requiring that the PIN be entered each time the phone is switched on was enabled. You must enter your PIN and then disable this option if so required.


Enter PUK

- The PIN code was entered wrongly three times in succession and the phone is now blocked. Enter the PUK supplied by your network operator.


Solving Problems**"No service" is displayed**

- The network connection was lost. You may be in a weak reception area (in a tunnel or surrounded by buildings). Move and try again.
- You are trying to access an option for which you have not taken out a subscription with your service provider. Contact the service provider for further details.

You have entered a number but it was not dialled

- Have you pressed the  key?
- Are you accessing the right cellular network?
- You may have set an outgoing call barring option.

Your correspondent cannot reach you

- Is your phone switched on ( pressed for more than one second)?
- Are you accessing the right cellular network?
- You may have set an incoming call barring option.


Your correspondent cannot hear you speaking

- Have you switched off the microphone (**Mute** appears)?
- Are you holding the phone close enough to your mouth? The microphone is located in the bottom centre of the phone.

Solving Problems**The phone starts beeping and "***Warning** Battery Low" flashes in the display**

- The battery is insufficiently charged. Replace the battery and recharge it.

The audio quality of the call is poor

- Check the signal strength indicator in the display (); the number of bars after it indicates the signal strength from strong (||||) to weak (|).
- Try extending the antenna, moving the phone slightly or moving closer to a window if you are in a building.

No number is dialled when you recall a phonebook entry

- Check that the numbers have been stored correctly, by using the Phonebook Search feature.
- Re-store them, if necessary.

If the above guidelines do not enable you to solve the problem, take a note of:

- The model and serial numbers of your phone
- Your warranty details
- A clear description of the problem

Then contact your local dealer or SAMSUNG after-sales service.

Using the Batteries

Your phone is powered by a rechargeable Li-ion standard battery.

The following batteries are also available (ask your SAMSUNG dealer for further details):

- BTI210G slim battery
- BTS210G standard battery
- BTE210G long-life battery

Precautions When Using Batteries

- Never use any charger or battery that is damaged in any way.
- Use the battery only for its intended purpose.
- If you use the phone near the network's base station, it uses less power; talk and standby times are greatly affected by the signal strength on the cellular network and the parameters set by the network operator.
- Battery charging times depend on the remaining battery charge and the type of battery and charger used. The battery can be charged and discharged hundreds of times, but it will gradually wear out. When the operation time (talk time and standby time) is noticeably shorter than normal, it is time to buy a new battery.
- If left unused, a fully charged battery will discharge itself over time.
- Use only Samsung-approved batteries and recharge your battery only with Samsung-approved chargers. When a charger is not in use, disconnect it from the power source. Do not leave the battery connected to a charger for more than a week, since overcharging may shorten its life.
- Extreme temperatures will affect the charging capacity of your battery: it may require cooling or warming first.
- Do not leave the battery in hot or cold places, such as in a car in summer or winter conditions, as you will reduce the capacity and life-time of the battery. Always try to keep the battery at room temperature. A phone with a hot or cold battery may temporarily not work, even when the battery is fully charged. Li-ion batteries are particularly affected by temperatures below 0 °C (32 °F).
- Do not short-circuit the battery. Accidental short circuiting can occur when a metallic object (coin, clip or pen) causes a direct connection between the + and - terminals of the battery (metal strips on the back of the battery), for example when you carry a spare battery in a pocket or bag. Short-circuiting the terminals may damage the battery or the object causing the short-circuit.
- Dispose of used batteries in accordance with local regulations. Always recycle. Do not dispose of batteries in a fire.