

the Sony cd5e



welcome

Congratulations on the purchase of your new phone... and welcome to Orange.

Whichever Service Plan you've chosen, all the information you need is here.

From making your first call to sending text messages, with Orange it's easy.

Before you make your first call, please take a couple of minutes to read Section 1, which will tell you all you need to know to get started.

the future's bright, the future's Orange

enjoy



the Sony cd5e

- spin through the menu single-handedly while you're on the move, with the the 'jog dial'
- change your phone settings as you change your environment using the 'manner key'
- view the menus easily with the 3D rotating graphic
- check out news, finance, sport and more, via the information menu
- see inside to check which features are available to you on your Service Plan

the Sony cd5e - makes it easy

inside

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For details of the range and cost of Orange services available, please call the Orange Literature Request Line and request a copy of the price guide. Alternatively visit the Orange website at www.orange.co.uk.

before you start

- insert your SIM Card
- fit and charge the phone's battery
- register with Orange



insert your SIM Card

The SIM Card (or Subscriber Identity Module) is a computer chip containing information about your phone and subscription.

■ about the SIM Card

The SIM Card keeps your phone numbers and anything stored in its memory. Your phone will not work without it and if you did not receive one when you bought your phone, contact your stockist or call Orange Customer Services.

■ note the SIM Card's number

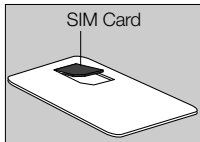
You will see a very small number written on the SIM Card, next to the golden contacts. Write down the number in the box on page 1.3. The initial 6 numbers have already been completed.

■ remove the SIM Card from its surrounding

The SIM Card is the small rectangle of plastic with the golden contacts and the cut off corner.

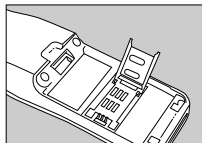
Remove it from its surround by carefully pushing it out.

The SIM Card's contacts are easily damaged, take care when handling it and try to avoid touching the golden contacts.

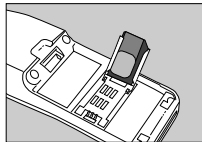


■ inserting the SIM Card

Slide the SIM Card holder to the right to unlock and lift up the tray.



Slide the SIM Card into the tray, with the golden contact facing you and the cut off corner in the location shown below. Close the tray with the SIM Card inserted and slide the SIM Card holder across to lock it.

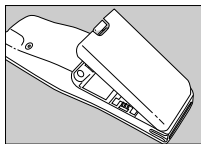


fit & charge the phone's battery

To start enjoying the freedom an Orange phone can bring, you need to fit and charge the battery.

■ fitting the battery

Slide the battery into place at the bottom first, then press it down until it clicks into place.



■ charging the battery

- 1 Plug your charger into a mains socket.
- 2 Insert the plug on the other end of the lead into the battery charger socket on the base of your phone. Refer to the photograph on the inside front cover of this guide for its location. You can make calls whilst charging as long as you have registered your phone with Orange (see page 1.3). The battery icon in the display will show 4 solid bars when the battery is fully charged. However, the first charge must be for a minimum of **10** hours in order to achieve optimum performance. Subsequent charges should be **2-3** hours if the battery is completely flat.

Rechargeable batteries have a limited lifespan and Orange recommend that you purchase a new one every year. Call the Orange Accessory Hotline on **0500 178 178** for up-to-date prices or to order accessories for your phone.

■ usage time

When your battery is running low, the battery icon in the display will flash and you will hear a 'beep' indicating that only one minute of talk time is left. The phone's battery gives up to **3.5** hours talk time and up to **5** days standby time.

■ removing the battery

- 1 Turn the phone off. Press on the button on the back of the phone and lift off the battery cover.

register with Orange

If your phone wasn't registered with Orange when you bought it, follow the instructions for your Service Plan below. Switch on your phone before you start.

When you apply to register on our Network, you and Orange agree to be bound by the Orange terms and conditions set out in this user guide. Please take time to read and consider them before you register.

During your first call to Orange Customer Services you will be asked to 'create' a password. You will be asked for this whenever you call. You should decide what you want it to be before you call.

Please have your address, SIM Card and IMEI/ Serial numbers when you call to register your Orange phone. These numbers will be on the outside of your box.

■ SIM Card number

8	9	4	4	1	2																
---	---	---	---	---	---	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--

■ IMEI number / Serial number

--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--

■ your Orange phone number

This is given to you either when you buy your phone or when you call to register.

--	--	--	--	--	--	--	--	--	--	--	--	--	--	--

■ Talk Plan, Boxed & Ready and Everyday 50 customers

Please call Orange Customer Services on **150** from your Orange phone (see the next section of this guide 'getting started' for how to use the phone) or **07973 100150** from any other phone before you make any other calls. This only applies if your phone was not registered at the time you bought it.

■ Just Talk customers

Please call **0800 0790006** from another phone to have your Orange phone credited with free talk time.

■ SIM update

An envelope symbol on the phone's display will alert you that you have a text message. This message is a SIM update and shows you are now registered. Simply read it, then delete it, and switch your phone off then on again (Please refer to **'read a text message'** in section 2 for details on how to do this). Your phone is now ready to use.

getting started

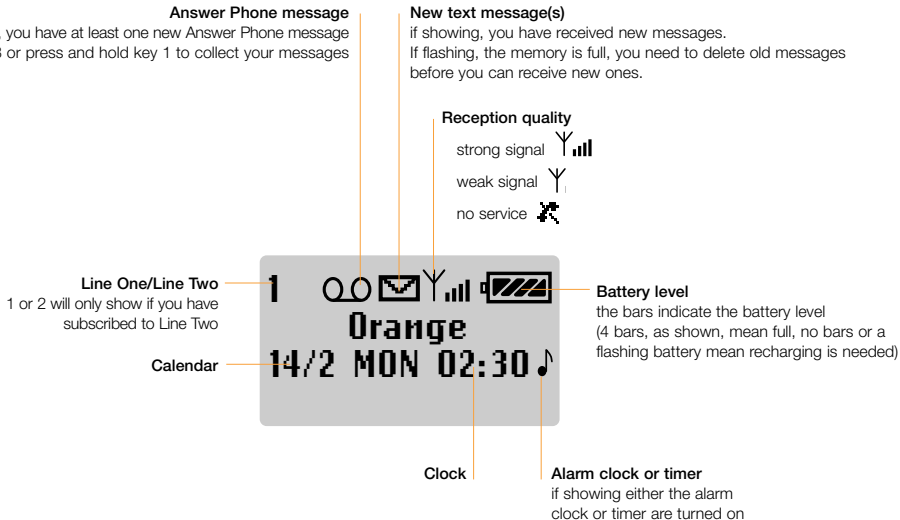
- the phone's display
- display symbols
- make & receive calls
- the jog dial and moving through menus
- explore the menu map
- things you need to know
- use your Answer Phone
- use your Phonebook
- send & read text messages
- security codes
- divert a call



2.1

















the phone's display








At a glance, the most common icons you will see on the phone's display.










display symbols

Information on display symbols at a glance.

	Keypad locked
	Text message received If flashing, the memory is full
	Answer Phone message received If flashing, the memory is full
	Battery strength If flashing, the battery level is low
	Reception quality
	Network not available If showing, no calls can be made
	Roaming When abroad your phone is searching for a local network
	You are on a call
	An incoming call is waiting to be answered
	Option (in a menu) is selected
	Option (in a menu) is not selected
	Missed call
	Calls diverted to Answer Phone, a standard rate or other mobile number
	Vibra alert is switched on
	Vibra alert and ringer are switched on
	Vibra alert and a single 'beep' are switched on

	Ringer is silent
	Ringer and all tones are switched to make no sound
	Ringer is switched to make a single beep
	The ringer volume can be changed using the jog dial
	The earpiece volume can be changed using the jog dial
	The phone is switched to mute
	The alarm clock or timer are turned on





Here are some additional symbols which may appear after you subscribe to Line Two

	Answer Phone message received on Line One
	Answer Phone message received on Line Two
	Answer Phone message Received on Line One and Line Two
	Line One is active
	Line Two is active
	Call on Line One
	Call on Line Two

make a call


Once you've registered with Orange, you're ready to make calls and start enjoying the benefits of Orange. You can use your new phone whilst it is still charging.

■ make a call

- 1 Switch on your phone by pressing the  key at the bottom of the keypad. The display will light up and show 'Welcome to Orange', then 'Orange'.
- 2 Key in the number you want to call. Always use the full area code, even if the number is in your area.
- 3 Press the  key, to correct a number if you make a mistake.
- 4 Press the green call  key to call the number. [Alternatively you can press and hold the jog dial  to call the number. See page 2.5 for information on how to use the jog dial.]

Your phone is supplied with a Personal Handsfree Kit. The Personal Handsfree Kit connects to the bottom of your phone. Simply plug it into the socket at the bottom of the phone. Use the same socket that the battery charger lead goes in. Please see inside front cover for details. You can make calls in the usual way. The button on the Personal Handsfree Kit mutes your voice when on a call.

■ end a call




Press the red  key. 'Call ended' shows in the display.

■ to redial the last number you called

The last 10 numbers you called or tried calling are held in the phone's memory.

To redial your last call:

- 1 Press the green call  key.


-  indicates a call you have made
-  indicates a call you have received
-  indicates a call you have missed

- 2 Press the  key again to call the number.


receive a call

If your phone is charging and switched on, you can receive calls straightaway.

■ receive a call



When your phone rings, press the green call  key to answer.

■ reject a call using the 'Busy' feature

If you are unable to, or do not wish to answer a call, you can divert them to your Orange Answer Phone by pressing the red  key. This allows you to listen to the message when you choose.

■ put a call on hold

During a call you may wish to speak privately to someone else, or make a second call (see page 3.6 for information on how to make a second call).

- 1 Press the  key.
- 2 To continue the call press the  key again.
- 3 Continue the call in the normal way.

■ Caller id

When your phone rings, your caller's number will be displayed if it is available from their network. If you have stored their name and number in your Phonebook, their name will be displayed instead.

In the same way, your phone number will be sent to the people you call. If you want to withhold your number, simply key **141** before the number you call or use the PREFERENCES menu on your phone, as described later. If you want your number to be permanently withheld, write to Customer Services. This will also stop you from receiving other peoples' Caller id.

Note:




This page describes the most useful features when making your first few calls. There are many other call features which are explained later in this guide.

the jog dial and moving through menus


Most of the features of the phone are accessed by navigating through the menus using the jog dial.


Take a few moments to understand how the jog dial works.

■ use the jog dial - it's quick and easy

- 1 Rotate it...  for the menu headings (the top level).
- 2 Click it...  for the second level of menus.
- 3 Press and hold it...  to go back to the main display.








Also press and hold it to enter the information menu (not currently available with Just Talk). As you also press and hold you will switch between the information menu and the main display.

From the main display, also press and hold the dial for just a moment to enter the Phonebook .







From the Phonebook press the  key to return to the main display.

■ choose your individual ring

There are 30 different ringing tones to choose from. Why not get used to the jog dial by choosing your own ringing tone. This way you can try scrolling through the menus and personalise your phone at the same time.

- 1 Rotate the jog dial  to enter the menus. You will see either, TOOLS, DIVERT, MESSAGING, REDIAL LIST, CONTROL, or PREFERENCES. Rotate the dial slowly around until you see 'PREFERENCES'.
- 2 Click the jog dial  , 'Caller ID' is highlighted.
- 3 Rotate  down to highlight 'Ringer Tone'.
- 4 Then click  to select 'Ringer Tone'.
- 5 Rotate  up or down to listen to the ringer options.
- 6 Then click  to select the one you like.
- 7 Now press the  key twice to return to the main display.

■ menus and how they work

- 1 Rotate  or alternatively press  to enter the top level of the menus.
- 2 Each of the top level menu headings, TOOLS, DIVERT, MESSAGING, REDIAL LIST, CONTROL, and PREFERENCES, have a second level.
- 3 Refer to the menu map on the page opposite. Move down to the second level of menus by clicking  from any of the top level menu headings.
- 4 Rotate  to scroll up and down the menu options.
- 5 Press the  key one or more times to return to the main display, alternatively press and hold .

explore the menu map

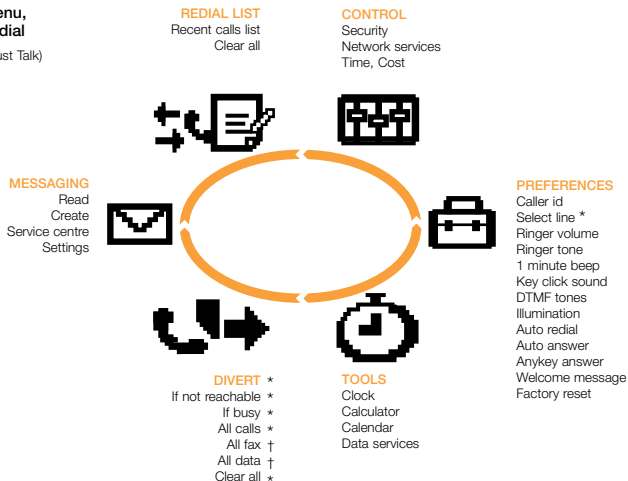
Most of the features of the phone are accessed by navigating through the menus.
Take a few moments to explore the menu map.

To enter information menu,
press and hold the jog dial

(Not currently available with Just Talk)

INFORMATION

Sport
Lifestyle
Finance




* Limited or no access with Just Talk

† These options only appear if you have fax and data services activated.

things you need to know

A few essential things you will often need to use

■ there's a quick way to modify the ring/alert

- 1 You can change your phone settings as your environment changes. Use the Manner () key. Press it once or more to move through the following 6 options. Select an option. Release the key. After a second it will flash and become the chosen selection.



The phone rings normally.
(This icon does not stay in the display)



The ringer and any keypad tones will be silenced.



The phone will vibrate only.



The phone will vibrate and ring.







The phone will vibrate and the ringer will make just one discreet 'beep'.



The ringer will make just one discreet 'beep'.

■ reminder of own number

- 1 Click  to select the Phonebook menu.
- 2 Rotate  up, to highlight 'Phonebook menu'.
- 3 Click  to select the 'Phonebook menu'. 'Own Number' will be highlighted.
- 4 Click  to see your own number.
(If you have subscribed to Line Two, that number will also be shown. Line Two is not available with Just Talk).

■ stop accidental calls

You can avoid making calls by mistake when your phone is in a pocket or handbag by locking the keys and the jog dial.


- 1 Press  followed by the (#) key. A key icon will be displayed in the top left of your display to remind you that the keypad and jog dial are locked.
- 2 To unlock, press  followed by the (#) key.

Note: When the keypad is locked you can still receive calls and make emergency calls.


use your Answer Phone

Your Orange Answer Phone is always there to take messages for you when you don't answer an incoming call, when your phone is switched off or if you are outside the Orange service area.

■ listening to your Answer Phone messages

When an Answer Phone message is left for you, the spool  symbol is displayed on your phone's display and an alert is sounded.


[If you subscribe to Line Two and have received an Answer Phone message other icons may show, see the section 'display symbols' on page 2.2].

- 1 Press and hold the **1** key, you'll see 'Calling Answer Phone'.
- 2 Listen in the earpiece. Follow the simple steps to listen to your messages. You will be given the option to store, delete or listen to them again.
- 3 Press the red  key to end the call.

Note: You can also call your Answer Phone by calling **123** from your Orange phone.

While you are listening to an Answer Phone message, by pressing the following keys you can:

- 7 - go back 10 seconds.
- 8 - pause the message.
- 9 - go forward 10 seconds.

If you cannot listen to your Answer Phone at that time, press the red  key to exit. The spool symbol will remain at the top of your display to remind you that you still have messages.

■ personalise your Answer Phone greeting

Your Answer Phone already has a standard greeting but if you prefer, you can record your own message to reassure your callers they have dialled the right number.

- 1 Call your Answer Phone, select option **3,1**, then follow the simple steps.

■ call Answer Phone from any other phone

This is ideal if you have left your Orange phone at home, or your battery has run out.

To retrieve your Answer Phone messages from any phone, call **07973 100123** and follow the simple steps.

To listen to your Answer Phone messages from any other phone you first need to set up a PIN number from your Orange phone, as described below.

■ set up Answer Phone PIN number








If others have occasional access to your phone, you can set up Answer Phone so that a PIN number has to be entered before your messages can be listened to.



- 1 Press and hold the **1** key to call your Answer Phone.
- 2 Select option **3,2** and follow the simple steps to set up a PIN number.

use your Phonebook



The Phonebook memory in your Sony cd5e can store up to 100 names and numbers so you don't have to remember any of them. Your SIM Card can store up to another 90 names and numbers.

■ store a name and number

- 1 At the main display, key in the phone number including the full area code. If you press and hold + then the country code before the area code (take out the zero of the area code), you can also use the number when calling from abroad.
- 2 Click .
- 3 Rotate  down to select 'Save' and click .
- 4 Choose whether you want to save the number to the SIM Card memory or the phone's memory. Rotate  to make your choice and click . The number you have entered is shown in the display.
- 5 Click  to confirm it is the correct number.
- 6 You will see 'Enter Name'. Press the 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 'S', press the **7** key four times. Press **0** for a space. Alternatively, press the key which contains the relevant letter and then very quickly afterwards rotate  to move along the preview bar at the bottom of the display to select the letter you want from those shown on that key.



- 7 Press  to correct a character or press and hold it to delete your entire name.
- 8 Click  to save the name.

■ make a call using your Phonebook memory





- 1 Click  to enter the 'Phonebook menu'.
- 2 Rotate  up or down to select the number you want.
- 3 Press and hold  to call the number you have selected.

■ searching for a name

The quickest way to find a name is:

- 1 Click  to enter the 'Phonebook menu'. Press the key which corresponds with the initial letter of the name you are looking for. If you press a key twice, quickly, you will go to names starting with the second letter on the key.
- 2 Press and hold  to call the number you have selected.

■ editing your phonebook

- 1 Click  to enter the 'Phonebook menu'.
- 2 Rotate  up or down to select the number you want.
- 3 Click  to view the name and number.
- 4 Click  to view Phonebook editing options, select:

■ Call

To call the number.

■ Edit

To change the name or number.

■ Delete

To permanently delete the name and number from the Phonebook.

■ Copy

To copy the entry from one memory location to another.

■ Ringer ID - to let you know who is ringing

To choose a special ring tone from the 30 available and link it to any of your Phonebook entries.

send a text message

Text messaging is an easy and fun way to keep in touch when a phone call is inappropriate – perhaps late at night, when you're on a train or in a meeting.












Your Sony cd5e has some great features to make sending text messages quick and easy. You can use or edit 5 pre-written messages and send messages using numbers directly from your Phonebook. Messages can be written using either the manual or the predictive text input method. Predictive text predicts the word you are writing, enabling you to press each letter key just once, no matter which letter on the key you need.

Pressing and holding the ***** key whilst you are writing messages will swap between predictive text and manual text input. When predictive text is active **T9** shows in the bottom right hand corner of the display.










To select from the options described below, press the ***** key for a moment, then rotate  and click  on the one you want:





abc	All lower case letters.
Abc	One upper case letter then lower case.
123	Numbers.
ABC	All upper case letters.

■ send a text message without using predictive text input

- 1 Rotate  to enter the menus. Select 'MESSAGING'.
- 2 Click , rotate  to select 'Create' and click .
- 3 'New message' is highlighted. Click .
- 4 Predictive text is the default setting, so press and hold the ***** key to turn it off. **T9** will disappear from the display.
- 5 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 'S', press the **7** key four times. Press **0** for a space. Your message can be up to 160 characters long. See page 2.14 for information on punctuation.
- 6 Press the  key to correct a character or press and hold it to delete your entire message.
- 7 When you have completed your message click .
- 8 To enter the number you want to send the message to **or** to select a number from your Phonebook, click . After selecting a number from your Phonebook click , you will see the name and number confirmed.
- 9 Click , you will see 'Send' highlighted. Click , to send the message. You will see 'Message sent'.

■ send a text message using predictive text input

- 1 Rotate  to enter the menus. Select 'MESSAGING'.
- 2 Click , rotate , to select 'Create' and click .
- 3 'New message' is highlighted. Click .
Alternatively, you can scroll to one of the pre-written messages.
- 4 Predictive text will be active. **T9** will appear in the display.
- 5 Enter your message by pressing the key which contains the letter you want - once only. You'll notice that the words on the display won't make any sense until you have keyed in the whole word. Don't worry, that is how it works. The phone may not predict the word you are entering until the last letter has been selected. You may find it easier to input text if you are not actually looking at the display. Common first names and some nouns will be predicted. If a particular series of keys could make more than one word, other alternatives are shown in the preview bar.
- 6 Rotate  to select the correct word.
- 7 Click , to select it. If you're not offered the word you want, you can enter it. Press and hold the **★** key to turn predictive text off, enter the word, then turn predictive text back on.
- 8 Press the  key to correct a character or press and hold it to delete your entire message.
- 9 When you have completed your message, .



- 10 Enter the number you want to send it to or click  to select a number from your Phonebook. After selecting a number from your Phonebook, click , you will see the name and number confirmed.
- 11 Click , you will see 'Send' highlighted. Click , to send the message. You will see 'Message sent'.

■ options when you create a text message

There are 5 pre-written messages which you can use or edit after selecting 'New message'. The pre-written messages are:

1. Understood your message.
2. Occupied now will call you later.
3. Please call me at
4. I will be minutes late.
5. Congratulations!




■ smart punctuation

Press the **1** key. The most likely punctuation will be entered in the message. Other common options are shown in the preview bar. Rotate  to select a different option, click  to select it.



■ to insert a symbol or punctuation, press the # key

You will see the options shown below.



Rotate  to highlight a row, click  to select it.


Rotate  to highlight a character within a row, click  to select it. To select a Phonebook number choose  (Phonebook).

symbols and
punctuation
accessed by
pressing
the # key

. - ' , ? ! ; : ; " 1 
+ = < > € £ \$ ¥ @ % & 
* / ? () { } [] | _ ~ ^
Ø φ Γ λ | ÷ ψ • θ ≡ §

Whilst you are entering text there are several European characters and symbols which can be entered.

All the options shown below appear in the preview bar. Rotate  to select a character, click  to use it.





key	upper case	lower case
1	. - ' , ? ! ; : ; " 1 	. - ' , ? ! ; "
2	A B C Ä Å Æ 2	a c b à ä å ç 2
3	D E F É Ø φ 3	d e f è é 3
4	G H I Γ 4	g h i i 4
5	J K L Å 5	j k l 5
6	M N O Ñ Ö Ø 6	m n o ñ ö ø 6
7	P Q R S + ψ • 7	p q r s ß 7
8	T U V Ü Θ 8	t u v ü ù 8
9	W X Y Z ≡ 9	w x y z 9
0	space + = < > Û () £ \$ ¥ @ % & 0	
*	to access the preview bar for upper/lower case/ numbers	
#	symbols and punctuation as shown in the table at the top of this page	

■ have fun with text message abbreviations

As Predictive text is the default setting you will have to turn it off first, press and hold the ***** key to turn it off. You will then be able to use these fun and simple abbreviations to help keep your messages short. Try making up your own!

Too, to, two	2	Great	GR8	What do you	WADYA
For, four	4	Late	L8	Want to	WAN2
Today	2DAY	Later	L8R	What	WOT
Tomorrow	2MORO	No-one	NO1	Kiss	X
All the best	ATB	Oh I see	OIC	Hugs & kisses	XOXO
Be	B	Please call me	PCM	Smiley face	: -)
Before	B4	Please	PLS	Baseball cap	d :)
Be seeing you	BCNU	Are	R	Surprised face	: - o
Be right back	BRB	Are you OK?	RUOK	Winking face	: -)
See you	CU	Thanks	THX	Sad face	: - (
Free to talk	F2T	Thank you	THNQ	Pig	: @)

■ customise your text messages

- 1 Rotate  to enter the menus. Select 'MESSAGING'.
- 2 Click , rotate  to select '**Settings**' and click .

The settings menu gives you the following options for outgoing text messages:

■ memory class

SIM: to save the message on the recipient's SIM Card.

phone: to save the message in the recipient's phone memory. If the phone of the recipient does not have a separate memory the message will be saved on the recipient's SIM Card.

screen: to display the message directly on the recipient's display, without saving to the SIM or the phone memory. It is not recommended to send confidential messages using the 'screen' option.

■ validity period

You can specify how long messages are stored in the service centre by selecting: 1 hour, 6 hours, 24 hours, 1 week, 4 weeks. The default validity period is 24 hours.

■ result report

Choose 'Result report' and select 'On' if you would like to receive confirmation that your messages are transmitted to the recipient successfully.

Alternatively, when sending an important text message to another mobile phone, add 'RCT' to the beginning of the message. This requests a confirmation text message to be sent back to your phone when the text message is delivered.






■ message format

Choose 'Message format' if you would like to specify how your message is transmitted: SMS (text message), email, Fax, Telex, Voice (if available).

read a text message

When someone sends you a text message, you can store it, reply to it, forward it to someone else and edit it.




■ reading a new text message

- 1 When you receive a text message  is displayed on your screen and you will hear a multiple 'beep'. Rotate  to enter the top level menus and choose 'MESSAGING'. Click  to select it.
 - 2 'Read' is highlighted, click  to select it.
 - 3 Rotate  to scroll through the messages.
- The icon indicates the type of message:





- ↓ received message (unread).
- ⇄ received message (read).
- ↑ created message (stored on the SIM).
- ! message stored only in the phone's memory. It will be deleted if you turn off the phone.

after you have read a message there are 4 options to choose from:




■ reply

Click  to select it. The message you are replying to appears on the display. Rotate  to scroll though it and edit it. Click  when the message is ready. Then select from 'Send', 'Save', or 'Cancel'.





■ forward

Click  to select it. The message you are forwarding to appears on the display. Rotate  to scroll though it and edit it. Click  when the message is ready. Enter the number or click  to enter your Phonebook.

■ delete

Click  to select it. The message you are deleting appears on the display. Rotate  to select 'Yes' or 'No'. Click  to confirm.



■ call back

Click  to select it. 'Call' is highlighted. Rotate  to select 'Call' or 'Save'. If you select 'Call' and click  the caller's number shows. Click  to call it.

■ save the sender's number to your Phonebook









You can copy the sender's number to your Phonebook, by selecting 'Save' in the call back procedure described above.

■ reading stored messages

To access stored messages Rotate  to enter the menus and choose 'MESSAGING'. Click  to select it then choose 'read'.

■ to change your PIN2 code (4-8 digits)

To change your SIM Card PIN2 code to a different number you first have to 'Enable' it as described above.

- 1 Rotate  to enter the menus. Select 'CONTROL'.
- 2 Click  'Security' is highlighted, click  again.
- 3 'PIN' is highlighted.
- 4 Rotate  to select 'PIN2'. Click .
- 5 Enter your current (Old) PIN2 (1111 if you haven't changed it before). Click .
- 6 Enter your new choice of PIN2 code. Click .
- 7 Verify your new PIN2 code by entering it again.
- 8 Click . You will see 'New PIN2 code accepted'. Make a note of it below.

PIN2 code

■ PUK Code (8 digits)

If you enter an incorrect PIN code three times in a row, your SIM Card will be blocked. Call Orange Customer Services for details on how to unblock it. Do not attempt to guess your PUK code – if you enter incorrectly 10 times in a row you will permanently block your SIM Card.

PUK code









■ PUK2 Code (8 digits)

If you enter an incorrect PIN2 code three times in a row, your SIM Card will be blocked. Call Orange Customer Services as above.

PUK2 code

■ Security Code (4 digits)

This code is preset on the phone to **1111**. You will be required to enter this code if you want to unlock call barring and limit calls to or from the phone.




- 1 Rotate  to enter the menus. Select 'CONTROL'.
- 2 Click  'Security' is highlighted, click  again.
- 3 'PIN' is highlighted.
- 4 Rotate  to select 'Network PWD'. Click .
- 5 Enter your current (Old) PWD (1111 if you haven't changed it before). Click .
- 6 Enter your new choice of PWD code. Click .
- 7 Verify your new PWD code by entering it again.
- 8 Click . You will see 'Network PWD registered'. Entering the wrong security password 5 times in a row will stop the phone being useable for five minutes.

Security Code

divert a call

If you like, you can divert incoming calls to another number. This can be anywhere you want – home, office or wherever it's convenient for you. Call divert, other than to Orange Answer Phone is not available with Just Talk.

■ divert your calls

- 1 Rotate  to enter the menus. Select 'DIVERT'.
- 2 Click  and then rotate  to view the divert options described below.

■ If not reachable

Diverts incoming calls when your phone is switched off or out of network coverage.

■ If no reply

Diverts incoming calls if you do not answer the call after a certain period of time.

■ If busy

Diverts incoming calls when you are on your phone.

■ All calls

Diverts all incoming calls. The phone will not ring.

■ All fax*

Diverts all fax calls.


■ All data*

Diverts all data calls.

■ Clear all

Clears all active diverts.

When you want to divert a call you will be asked which of three actions you wish to take.

- 3 Click  to choose one of the three actions below.

■ Set

Gives you the option of directing calls to Orange Answer Phone, or another phone number.


■ Clear

Cancels the divert.

■ Check status

Tells you where calls are currently diverted to. **(07973 100123** is Orange Answer Phone).

- * Only appears if Fax and Data has been enabled on your Service Plan. For more information on Orange Fax and Data please refer to section 4. Fax and Data are not available with Just Talk.

The call divert symbol  is displayed to remind you that all calls are diverted. It will remain until you have cancelled all diverts.

Note: You may wish to divert your calls to Orange Messenger or Orange Assistant or use Orange Every Phone. See section 4 for details of these Orange additional services.



more you can do

- personalising your phone
- information services
- organise your Phonebook
- options during a call
- Conference Calling
- using Line Two
- your personal organiser
- monitoring your calls
- special security options









personalising your phone

Set up your Sony cd5e to suit your lifestyle.







■ welcome message when you turn on your phone

You can personalise your phone by creating a message which shows on the display every time you switch it on.

- 1 Rotate  to enter the menus.
Choose 'PREFERENCES' and click  to select.
- 2 Rotate  to choose 'Welcome Message', and click  to select.
- 3 Rotate  to choose 'On'.
- 4 Enter the message you would like to show when you turn on the phone.
- 5 Click  to confirm. Your message will show next time you switch on your phone.

■ adjust the ringer volume


You can adjust the volume of the ringer to suit your different circumstances during the day.

- 1 Rotate  to enter the menus.
Choose 'PREFERENCES' and click  to select.
- 2 Rotate  to choose 'ringer volume', and click  to select, then rotate  to choose the volume you require.
- 3 Click  to confirm.

(a quicker way to adjust the ringer volume is by using the manner key, see page 2.7 for more information).







■ adjust the earpiece volume

Adjust the earpiece volume whilst you are on a call, or listening to your Answer Phone messages.

- 1 Rotate  to increase or decrease the volume.

■ anykey answer







You can answer your phone by pressing any key on the keypad.

- 1 Rotate  to enter the menus.
Choose 'PREFERENCES' and click  to select.
- 2 Rotate  to choose 'Any key answer', and click  to select.
- 3 Rotate  to choose 'On'.
- 4 Click  to confirm. Next time your phone rings you can answer it by pressing anykey, except:

 ,  ,  ,  ,  .





■ handsfree answering

This is very useful when you are in a car as the phone will automatically answer for you.

- 1 Rotate  to enter the menus.
Choose 'PREFERENCES' and click  to select.
- 2 Rotate  to choose '**Auto answer**', and click  to select.
- 3 Rotate  to choose '**On**', click  to select.
Next time your phone rings (when a Car Kit or Personal Handsfree Kit are attached), your phone will ring just once, before answering automatically.







■ 1 minute beep

You can set your phone to make a small 'beep' every minute whilst you are on a call.

- 1 Rotate  to enter the menus.
Choose 'PREFERENCES' and click  to select.
- 2 Rotate  to choose '**1 minute beep**', choose '**On**' and click  to confirm.





■ to make a tone each time you press a key.

Keypad tones help you confirm that keys have been pressed properly avoiding 'wrong numbers'.

- 1 Rotate  to enter the menus.
Choose 'PREFERENCES' and click  to select.
- 2 Rotate  to choose '**Key click sound**', and click  to select.
- 3 Rotate  to choose '**Key click**', click  to select.
Next time you dial, you will hear the keypad tones.






■ touchtones (DTMF - Dual Tone Multi Frequency)

DTMF tones are sounds of different frequencies which your phone can make. These enable your phone to access automated banking services machines and other telephone equipment which responds to them.

- 1 Rotate  to enter the menus.
Choose 'PREFERENCES' and click  to select.
- 2 Rotate  to choose '**DTMF tones**', choose '**On**' and click  to select.

■ save power whilst making daytime calls

You can turn the light in the phone's display off.

- 1 Rotate  to enter the menus.
Choose 'PREFERENCES' and click  to select.
- 2 Rotate  to choose '**Illumination**', click  to select.
Choose '**Off**' and click  to select.



■ restore factory settings

Use this function with caution!

The settings you have saved on your phone will be lost if this feature is activated. Select this option to restore all your phone's settings to those set when it was new. The phone numbers you have entered in its memory will remain.

1 Rotate  to enter the menus.


Choose 'PREFERENCES' and click  to select.

2 Rotate  to choose '**Factory reset**', choose '**Yes**' and click  to select.

Your phone will turn off and back on again during the resetting process.


■ own number sending

You can decide whether or not you want your own number to be displayed to the person you are calling.

1 Rotate  to enter the menus.

Choose 'PREFERENCES' and click  to select.


2 '**Caller ID**' is highlighted, click  to select.

3 Choose from '**Off**' or '**Default**' (Default is on, unless you have called Orange Customer Services and asked for your number to be permanently withheld, in which case the default setting is also off). Click  to confirm.


information services

The Information menu gives you access to a wealth of information including sports results, news headlines, financial data, weather reports and lottery results. (Not currently available with Just Talk).

You can request information whenever you like by using the Information menu on your Orange phone. This sends a text message to Orange, requesting information, which is then returned in the form of a text message.

To view the information menu press and hold .

■ Sport

- 1 Click  to select. Choose from 'Football', 'Rugby', 'Cricket', 'Racing', 'Motorsport', 'Tennis', 'Golf' and 'All sport'.
- 2 Follow the on-screen prompts to request information remembering to scroll through all the options and entering codes when asked to do so. e.g. The code for Fulham Football Club is **FFC**. If you do not enter a team/course code and leave the screen blank before you press 'OK' you receive general news on the sport menu you entered (e.g. football).

■ Lifestyle

- 1 Choose from 'News', 'Business', 'Lottery', 'Lucky No', 'Horoscopes', 'Weather' and 'Joke'.
- 2 Follow the on-screen prompts as before. e.g. The code for Aquarius is **AQUAR**.

■ Finance

- 1 Choose from 'Stocks', 'Futures', 'Indices' and 'Forex' then press 'OK' to select the one you want.
- 2 Follow prompts e.g. The code for Orange shares is **ORA**.

Options available for most menus include:

- **Latest.** Sends the most up-to-date information in the form of a single text message.
- **All future.** Requests that you are automatically updated by regular text messages rather than continuously using the menus on your phone.
- **No more.** Cancels the 'All future' option.
- **Add to menu.** Enables you to customise the list by naming and adding your current selection.
- **Get info.** Requests information be sent immediately.

Note: When prompted for a 'Title' you will need to enter a code. A list of codes is available by calling the Orange Literature Request Line on **07973 973970** and requesting the 'Explore the Information menu' booklet. Alternatively, visit the Orange website at www.orange.co.uk/information.









organise your Phonebook

How to store a name and number in your Phonebook is explained in detail in section 2.10.

Below is information on how to use the Phonebook easily and efficiently.

■ copy between memories or delete entries








You can copy names and numbers from your SIM Card memory to the phone's memory or vice versa. You can delete all the entries from either the SIM Card or the phone's memory.

- 1 Click  to enter the Phonebook. 'Answer Phone' will be highlighted. Rotate  up to choose 'Phonebook menu', click  to select.
- 2 Rotate  down to choose 'Copy all', click  to select.
- 3 Rotate  to choose 'SIM to phone', to copy all the numbers from your SIM Card onto your phone's memory, or 'phone to SIM'. Click  to select.
- 4 Rotate  to choose 'Yes' or 'No'.







A message will tell you 'No free area' if there is insufficient memory left, or the numbers will be transferred and a message will tell you how many 'fields' are still free in the memory.

■ give friends and family their own ringer id

You can choose a different ringing tone for different people or groups of people, such as family, friends or colleagues.

- 1 Click  to enter the Phonebook. 'Answer Phone' will be highlighted. Rotate  to choose the Phonebook entry you want to give a special ringer identity, click  to select. The number and name will show in the display, click  to confirm.
- 2 Rotate  down to choose 'Ringer ID', click  to select.
- 3 Choose the ring you want for that Phonebook entry and click  to select.




■ to edit, delete or copy a Phonebook entry

- 1 Click  to enter the Phonebook. 'Answer Phone' will be highlighted. Rotate  to choose the Phonebook entry you want to edit or delete, click  to select. The number and name will show in the display, click  to confirm.
- 2 Rotate  down to choose 'Edit', 'Delete' or 'Copy'. Choose the appropriate one and click  to select.


options during a call

When you're on a call, a number of features are available on your phone to help you get the most from it.

options during a call

By pressing the  key during a call, you can access one of the following 4 options. When you have entered the call options menu, rotate  down to select one of the options shown below, then press  to confirm the highlighted option.

Call hold (not available with Just Talk)





Whilst this option is selected you can use  to enter the Phonebook. You can look up a number or even make another call.



indicates the call is active




indicates the call is on hold

Swap between calls by pressing  and  to confirm 'Swap'. Select 'Replace' and use  to confirm when you want to end the active call. To end both calls at the same time press the red  key.


End all calls

Select this option to end all active calls simultaneously.

■ **Send DTMF string** To use telephone banking services or to control an answering machine, you need to use codes. These are sent as tone signals (known as DTMF tones or touch tones).

■ **Mic Off/Mic On** Choose this option to mute and unmute the microphone. You can also press  at any time during a call to mute/unmute the microphone.


making a second call (not available with Just Talk)

Whilst you are on a call you can make a second call simply by dialling the number and pressing the  key. You can swap between calls as described in call hold on this page.

taking a second call (not available with Just Talk)

If you receive a second call when already on a call, your phone will 'beep' to indicate you have a call waiting. 'Swap' and 'Busy' appear as menu items.

3.7

Click  to select '**Swap**' if you want to put the active call on hold and connect the waiting call.

or: press  and rotate  to select one of the following options.

- **Swap** to alternate between the active call and the call on hold.
- **Replace** to end the active call and retrieve the call waiting.
- **Busy** to indicate to the calling party that your line is engaged.
- **End all calls** to end all calls and accept the waiting call.
- **Mic off/Mic on** This mutes or unmutes the microphone, enabling you to talk privately without the person you are calling being able to hear.








Conference Calling

When you need to speak to more than one person, why not use Conference Calling and talk to up to 5 other people at the same time. Not available with Just Talk.

■ activate Conference Calling

Call Customer Services to activate Conference Calling on your Orange 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.

■ start a conference call

- 1 Make or receive the first call in the usual way.
- 2 Make another call by simply dialling the second number whilst you are still on the first call. Alternatively, if you receive a call you will hear a double 'beep' on the line, press the  key to receive the second call.
- 3 Swap between the first two calls by pressing  selecting 'Swap' and clicking .
- 4 Join the first two calls in a conference by pressing , selecting 'Join' and .
- 5 Mute by pressing , selecting 'Mic off/Mic on' and clicking .
- 6 Make another call by simply dialling the number whilst you are still in the conference. Join the new caller as described above.

■ ending the conference

Individuals can drop out of the conference at any time by ending their call. If the person who started the conference call finishes the call, the conference will end.

- 1 To end the conference press  select 'End all calls' and , or press the  key.

Note: You are charged for each of the calls you make in order to set up a conference, and these are charged at your normal Service Plan rate. You are not charged for calls made by anyone else who has rung you to join a conference.



using Line Two

You can subscribe to have two lines on your phone, one for personal calls and one for business use, for example. Please call Orange Customer Services to have Line Two activated. (Not available with Just Talk).

■ line for outgoing calls


If you have Line Two activated on your account you can switch between Line One and Line Two.

■ line selection

Press and hold the **#** key, rotate  to select one of the lines and click  to confirm. You will know which line is selected as the number of the line will show in the display.

- **Active line.** Any changes to phone settings or call diverts only apply to the selected line. To change settings on the other line, you must select it first. Calls made are always charged to the active line. For incoming calls, both numbers are able to take calls. When the phone rings, it will temporarily switch to the other line if it is not already active.
- **Line One and Line Two Answer Phone.** Orange provides a separate Answer Phone for each line and will automatically direct unanswered calls to the respective Answer Phone for that line. You can personalise each with different recorded greetings. If you need to ring either Answer Phone at any other time, make sure you select the correct line first.

Listen to your messages in the usual way.












- **Receiving a second call on the other line.** When you are already on a call on one line and a second call comes in on the other line, you will hear a 'double beep' in the earpiece. The number of the caller will show, or the name of the caller, if they are in your Phonebook. Two new menu items '**Swap**' and '**Busy**' will appear in the display. Rotate  to select '**Busy**' to send the second call to Answer Phone, or '**Swap**' to take the call. See 'options during a call' on page 3.6 for information on managing two calls.

Note: While it is possible to have two voice lines on your phone, Line Two does not have the ability to support Orange Messaging or Fax and Data. These are only available on Line One.

your personal organiser



You can use your phone's clock as a daily alarm clock, the timer for sporting activities and the currency converter on holiday.

■ setting the date and time

- 1 Rotate  to enter the menus. Choose 'TOOLS' and click  to select.
- 2 'Clock' is highlighted. click  to confirm.
- 3 Rotate  down to choose 'Set' and click . Use the keypad numbers to enter the day, month and year.
- 4 Press the  key to correct a number if you make a mistake.
- 5 Click  to confirm.
- 6 Use the keypad numbers to enter the time as a 24 hour clock.
- 7 Click  twice to confirm. When you have set the clock it will automatically show in the display. If you DO NOT want it to show, rotate  up, to highlight 'Display', click  to select, choose 'Off' and click  to select.


■ setting the alarm clock



The alarm clock will ring even if your phone is switched off.


- 1 Rotate  to enter the menus. Choose 'TOOLS' and click  to select.

- 2 'Clock' is highlighted. click  to confirm.





- 3 'Alarm' is highlighted, click  to confirm.

Choose 'Daily', if you want the alarm clock to ring at the same time every day. Choose 'Event', if you want the alarm clock to ring just once on a specific day. Click  to confirm your choice.

- 4 Rotate  up, to highlight 'Set', click  to confirm.








- 5 Use the keys to enter the time as a 24 hour clock. Click  to confirm your choice.

The alarm will ring at the specified time.

The alarm rings for about 40 seconds. To turn it off press any key except , , , .








NOTE: The volume of the alarm is determined by the ringtone volume setting, see page 3.1.

■ setting the timer

- 1 Rotate  to enter the menus. Choose 'TOOLS' and click . 'Clock' is highlighted. click  to confirm.
- 2 Rotate  to choose 'Timer', and click  to select.
- 3 'Set' is highlighted, click  to select. Set the time delay you require, click  three times to 'Start' the timer. Press any key to stop the alarm.





■ save the battery by using Auto Sleep

To turn your phone off at a set time every day.






- 1 Rotate  to enter the menus. Choose 'TOOLS' and click .
- 2 Rotate  to choose 'Auto Sleep', and click  to select.
- 3 Rotate  up to choose 'Set', click  to confirm. Set the time you require your phone to turn itself off everyday. Click  twice to turn Auto Sleep on.



■ using the calculator

You can use your phone's calculator to add, multiply subtract and divide.












- 1 Rotate  to enter the menus. Choose 'TOOLS' and click .
- 2 Rotate  down to choose 'Calculator', and click  to select.

The jog dial is used to determine addition (+), subtraction (-), multiplication (x) and division (÷). There is also a memory (M) function and a recall (R) function. The keypad is used to enter the numerals.

- 3 Enter the number. Rotate  to select +, -, x, ÷. Enter the second number, Rotate  to select =. Click .
- 4 Press the  key to correct a number if you make a mistake. Press and hold  to start a new calculation.






You can use the  key to enter a decimal point. Press  to switch from positive to negative numbers.

■ currency calculator

- 1 Rotate  to enter the menus. Choose 'TOOLS' and click .
 - 2 Rotate  down to choose 'Calculator', and click  to select.
 - 3 Enter the value you want to convert.
 - 4 Rotate  and highlight  to enter the currency calculator.
 - 5 Rotate  and highlight  to enter the currency exchange rate.
 - 6 Enter the value you want to convert.
 - 7 Select  to convert to the current exchange rate,  to convert to your home exchange rate or  to return to the standard calculator.
 - 8 Press the jog dial for the result of the conversion.
- note:** If no currency exchange rate is set you will be prompted to set it. Once you set it you can skip steps 3 and 5.

■ calendar

The calendar enables you to view different dates.







- 1 Rotate  to enter the menus. Choose 'TOOLS' and click .
- 2 Rotate  down to choose '**Calendar**', and click  to select.
- 3 Rotate  to scroll through the months and days of the year.

■ data services (not available with Just Talk)








You can send and receive faxes and data when the phone is connected to an EasyCom or PC Card.

■ selecting a fax or data setting

Switch the 'Speech then fax' setting to Off to send a fax. When the phone is not connected to an EasyCom or PC Card accessory, Off should also be selected.

- 1 Rotate  to enter the menus. Choose 'TOOLS' and click .
- 2 Rotate  down to choose '**Data services**', and click  to select.
- 3 '**Speech then Fax**' will be selected, click  to select, then choose '**Off**' and click  to confirm.

■ selecting a serial speed

- 1 Rotate  to enter the menus. Choose 'TOOLS' and click .
- 2 Rotate  down to choose '**Data services**', and click  to select.
- 3 Rotate  down to choose '**Serial Speed**', and click  to select.
- 4 Rotate  down to choose from:

115.2 kbps

57.6 kbps

38.4 kbps

19.2 kbps

9.6 kbps

9.6 - 115.2 kbps




You will need to use an Easycom or PC card to do this. Select 9.6-115.2 kbps for automatic detection of the serial speed. In order for the phone to detect the serial speed correctly, enter an 'AT' command, where after the phone responds with 'OK'. For a list of 'AT' commands, please refer to the operating instructions supplied with the PC Card or EasyCom accessory.

monitoring your calls

Your phone keeps a record of all recent calls you have made, received and missed, so it's easy to retrieve numbers and stay organised.

You can get quick access to up to 10 of the last incoming calls, 10 missed calls as well as up to 10 of the last outgoing calls. Entries will automatically drop off the end of the list as new entries are made.

■ view the recent calls list

- 1 Press the green call  key. The 'REDIAL LIST' icon will appear, followed by the list.
- 2 Rotate  to scroll through the list.
- 3 Click  once any of the entries to find the number of the caller (only if they are in your Phonebook), the date and the time of the call.

▲ indicates a call you have made


▼ indicates a call you have received

↕ indicates a call you have missed

■ to call a number in the list




Press the green call  key.

■ to save the number of a caller to your Phonebook


Click  twice. 'Call' will be highlighted.



Select 'Save' click  to confirm. Select 'SIM' or 'Phone' and click  to confirm.

■ erase the recent calls list

- 1 Press the green call  key. The 'REDIAL LIST' icon will appear, followed by the list.
- 2 Rotate  down to 'Clear All'. Click . The 'REDIAL LIST' is erased.

■ missed call

If you missed a call the  symbol shows in the display.








- 1 Press the green call  key. The 'REDIAL LIST' icon will appear, followed by the list.
- 2 Press the green call  key again to call the missed call.

special security options




There are several ways of ensuring that only authorised people use your phone.



■ fixed dial numbers (FDN)

If you need to lend your phone to a friend or family member, you can place a restriction on whom they are able to call. There is a facility to create a 'fixed dial number' directory of 10 entries. The person you are lending your phone to can only call entries in the directory. Calls to 999 can be made when fixed dialling is on.

- 1 Click  to enter the Phonebook, 'Answer Phone' is highlighted.
- 2 Rotate  up to 'Phonebook menu', and click .
- 3 Rotate  down to 'FDN Phonebook', and click .
- 4 'New FDN entry', is highlighted. Click  to make an entry.
- 5 Enter your PIN2 number (which is 1111 if you have not yet changed your PIN2 number). Click . Follow the display prompts to enter names and phone numbers of the people you want on the directory.

■ to restrict phone use to numbers in the FDN Phonebook

- 1 Rotate  to enter the menus. Choose 'CONTROL'
- 2 Click . 'Security' is highlighted, click  to confirm.

- 3 Rotate  down to choose 'FDN Phonebook', and click  to select.

- 4 Enter your PIN2 number, click  to confirm.

- 5 Select 'On', click  to confirm.



Access the the Phonebook will be barred.

Calls can only be made to numbers in the FDN Phonebook. Calls to 999 and 112 can be made.

■ call barring

If you are concerned that your phone may occasionally be used by unauthorised people you can bar certain calls from being made or received. When call barring is on, calls to 999 and 112 can be made.

- 1 Rotate  to enter the menus. Choose 'CONTROL'

- 2 Click . 'Security' is highlighted, click  to confirm.

There are 2 options in this menu:

- **Limit Calls Out** Outgoing calls cannot be made.
- **Limit Calls In** Incoming calls cannot be made.



Orange additional services

- Every Phone
- Messenger
- Assistant
- Fax and data
- Answer Fax
- Information Services
- Line Two
- calling abroad from the UK
- Accessories



getting more out of Orange

These extra services are designed to help you get even more from Orange, helping you to manage your life more easily.

■ **Orange Every Phone** (not available with Just Talk)

If you forget your Orange phone, or it's battery runs out, you can forward all your incoming calls to any UK standard rate phone number or Orange number with just one call.

- Set up your PIN number first by calling **330** from your Orange phone.
- Call **330** from your Orange phone or **07973 100330** from any other phone and follow the recorded instructions to activate and cancel Orange Every Phone.

■ **Orange Messenger** (not available with Just Talk)

This is an alternative to Answer Phone for when you can't take your calls. Divert your calls to Orange Messenger on **07973 100124**, where an operator will take your messages then relay them to your phone as text messages. For more information on Orange Messenger please call the Orange Literature Request Line and ask for Orange Answering Services Explained.

- Use the call DIVERT menu.

■ **Orange Assistant** (not available with Just Talk)

When you can't take calls, divert them to Orange Assistant, a personal answering service where all callers are greeted in your name. An operator will take messages then relay them to your phone as text messages. For more information on Orange Assistant please call the Orange Literature Request Line and ask for Orange Answering Services Explained.

- The number of messages Orange Assistant can receive and relay to you is unlimited.
- Use the call DIVERT menu.

■ **Orange Fax and Data** (not available with Just Talk)

With no additional monthly charge and with no connection fee, the Orange Fax and Data service gives your notebook computer the power to become a mobile office or workstation. Connected to an increasing number of Orange phones, your notebook computer can send and receive faxes and email, connect to your office computer systems, access databases or networks and much more – whenever you're away from the office. All calls are charges as

part of your chosen Service Plan outside of your inclusive minutes. With Everyday 50 you can choose whether off-peak Fax and Data calls can be counted as inclusive minutes or not.


■ **Orange Answer Fax** (not available with Just Talk)

Like an Answer Phone for your faxes, enabling you to receive faxes when you're out and about. When you receive a fax you are notified by text message. Simply call Answer Phone on **123** from your Orange phone (or **07973 100123** from any other phone) and follow the simple steps to send your fax to any convenient fax machine of your choice.

- For more information on Orange Answer Fax please call the Orange Literature Request Line. Alternatively, call Orange Customer Services to be given your own Answer Fax number to start using straightaway.

■ **Orange Information Services** (not currently available with Just Talk)

You can access a wealth of information including financial news, share prices, traffic news and sports headlines, weather reports, the National Lottery, horoscopes and a London tourist guide by:

- 1 Using the Information menu on your Sony cd5e phone
To view the information menu press and hold .
- 2 Calling **177** from your Orange phone and select your chosen information.

■ **Line Two** (not available with Just Talk)

You can have a second line on the same phone, with a separate phone number. Ideal if you want to keep business and personal calls separate. The two lines can even be billed to separate addresses so it's easier to see the calls being made on each line. To activate Line Two, contact Customer Services.

If you subscribe to Line Two you will have extra menus on your phone.

■ **calling abroad from the UK**

By using your Orange phone to call abroad you get even more for your money. You could save up to 20% compared with BT's standard charges, when calling from the UK. What's more, you don't have to be tied to a fixed line when you want to make a call. And, when you compare our prices with other UK mobile networks – such as Vodafone or Cellnet standard rates – the savings using Orange are even greater.

■ **Orange Accessories**

A phone charger and Personal Handsfree Kit come as standard with your Orange phone. Please visit your local Orange stockist or call the Orange Accessory Hotline free on **0500 178178** for information on the range of accessories available for your Orange phone.



using your phone abroad

- activating Roaming
- checklist before you travel
- network selection
- paying for your calls and text messages



using your phone abroad



Not only does Orange offer you the largest digital network in the UK, it also enables you to talk around the world. So when you want to stay in touch abroad – use Orange. (Not available with Just Talk).

With Orange you can keep talking when you travel abroad. Orange now has Roaming agreements with networks all around the world including every Roaming digital network in the EU. The list is growing all the time, so you can use your phone in more places than you might think. Please note that Just Talk customers are not currently able to use their phone abroad.

■ activating Roaming

To have Orange International Roaming activated on your phone call Orange Customer Services. There is no subscription charge but subject to a credit check, a deposit may be required. Please call Customer Services or see the Orange website for the latest information on where you can use your phone abroad and call charges.

■ checklist before you travel

- 1 Call Customer Services on **150** from your Orange phone or **07973 100150** from any other phone then select **3,3,1,6** to have your account enabled with Orange International Roaming.
- 2 Set up your Answer Phone PIN number at least

24 hours before you go abroad, so you can listen to your messages as usual when you're overseas.

Note: this is a new PIN number, it is not your SIM Card PIN number or your phone's access number.



- 3 Make sure the frequently used numbers in your phone memory are saved with the international dialling codes you need, e.g. **+44**, minus the leading zero from the area code, for calls back to the UK.
- 4 Consider subscribing to **Orange Assistant**. This is an additional network service that provides an Orange operator to answer all your calls in person and saves you money by sending a text message to your Orange phone. Please call Customer Services for details.
- 5 Consider applying for an **Orange Global Calling Card**. This could be vital if your phone is lost, stolen, damaged or if your battery fails. Call our partners **World Telecom** on Freephone **0800 2792939** for more details.
- 6 Set up any divers before you leave the UK as you will not be able to do it when you are abroad.
- 7 Remove any temporary bars on international calls you may have set before you leave the UK by using the menu options on your Orange phone.

- 8 If you wish to use Answer Fax abroad, you must have it activated on your account at least 24 hours before you leave the UK. Please call **156** from your Orange phone (or **07973 100156** from any other phone) for details.
- 9 If you wish to use Every Phone abroad you must set up your Every Phone PIN number before you leave the UK. Just call **330** from your Orange phone and follow the simple steps.
- 10 Remember your charger and take a 3 pin adaptor if necessary. Consider buying an extended battery from your local Orange stockist or the Orange Accessories Hotline on **0500 178178**.
- 11 Always pack your phone in your hand luggage – not your main luggage – for maximum security and safety.
- 12 Switch off your phone before you board a plane.
- 13 You may like to advise potential callers that when you are abroad, they may hear a different ringing tone or be connected to a recorded message in a foreign language if you are out of coverage.

■ network selection

Your phone automatically changes to the correct network when you are abroad.

■ manual selection of a network when abroad

- 1 Rotate  to enter the menus. Choose 'CONTROL' and click .

- 2 Rotate  down to 'Network services', and click .
 - 3 'Select network' is highlighted. Click  to confirm.
- Other network selection options are:

■ auto network

Use this option to turn on or off the automatic network selection. If you choose a network from the list in the menu Select Network, you will automatically turn off the Auto Network feature.

■ priority list

Choose Priority List to edit the automatic network selection priority list. This feature is helpful for example to prioritise roaming partners, etc.

Add to add a network operator to the list.

Move to adjust the order in which the names appear in the list.

Delete to remove a network operator from the list.

■ paying for your calls and text messages

Your call charges when you're abroad are based on the normal call charges and charging structure of our partner network. Prices will be subject to regular change and are converted to Sterling at the prevailing exchange rate for that month. Orange charges calls by the second, but our partner networks may not.

receiving a call

When you receive a call while abroad, your caller will pay the normal charge for a call to Orange. You will then

be charged for the international part of the call. This includes calls to your Answer Phone.

This is now more affordable due to our reduced international call charges - up to 20% less than BT.

Note: Calls made and received when you are abroad will not use any of your inclusive minutes. Some networks may charge you to receive a call or text message.

your bill

All calls made overseas will appear in Sterling, as normal, on your monthly bill. However, you may find that if you make calls near your billing date, the Orange part of the call will appear on one bill, with your international call charges appearing on your next bill. This is because details of your calls when abroad can take longer to reach the Orange billing system from our partner networks overseas. For more information about call charges, please visit our website at www.orange.co.uk or call Orange Customer Services, then select option **3,3,1,6**.

reducing call costs

By diverting all calls to Orange Assistant or Orange Messenger you may be able to reduce your call costs when you're overseas. Your calls can be answered in person by an Orange operator, and messages quickly

relayed to your phone in the form of text messages. If you divert all calls, you won't have to pay for the international part of any call to you (as you normally would when abroad) as no attempt is made to reach your Orange phone. Using either of these services also enables you to select messages you want to respond to straight away, and leave those that can wait until later.

Alternatively, you can use your Orange Answer Phone. You will be charged for the international part of the call when messages are left on your Answer Phone. To retrieve your Answer Phone messages while abroad you will pay the cost of an international call to the UK. However, you can retrieve them at the usual rate when you return to the UK.

Note: Not all Roaming networks support text messaging.

reference

- safety ■ paperwork ■ Care – phone insurance and warranty ■ Care terms and conditions
- Orange Just Talk terms and conditions ■ Orange terms and conditions



use your phone safely

Orange believe your phone should give you the freedom and flexibility to communicate, whenever and however you want. Please read this section to ensure you always use it safely.

■ everyday use of your phone

Hold your phone as you would any other telephone, with the antenna pointed up and over your shoulder. 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.

■ using your Orange phone in a vehicle

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

- 1 Orange recommend that you do not use your phone when driving, unless you are using a Personal Handsfree Kit or car kit.
- 2 If you need to make or receive a call and you have a Personal Handsfree Kit or car kit, make sure it is done sensibly using speed dial or voice activation where possible, and keeping calls brief and to a minimum.

- 3 If you don't have a Personal Handsfree Kit or car kit, stop and park your vehicle safely before using your phone, although never on a motorway slip road even if it is urgent.
- 4 Do not store or carry inflammable liquids, gases or explosive materials in the same compartment as your phone, it's parts or accessories and always store your phone safely and securely. Orange recommend that you use a phone holder in your car to secure your phone safely.

Remember: Always give your full attention to driving.

There is a Personal Handsfree Kit and car kit available for most Orange phones which you can purchase by calling the Orange Accessory Hotline or visit your local stockist.

■ car kit installation

Only qualified personnel should install or service the car kit in a vehicle.

- 1 For vehicles equipped with an air bag, remember that an air bag inflates with great force. Do not install a

car kit or place other objects in the area over the air bag or in the air bag deployment area.

- 2 Faulty installation or service may be dangerous and may invalidate any warranty which may apply to the unit.
- 3 Always replace a blown fuse with a fuse of the same type and size. Never use a fuse of a higher rating.
- 4 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 airbag systems etc). Always consult your vehicle manufacturer and the manufacturer of any equipment that has been added to the vehicle.

■ emergency calls

Emergency calls are made in the UK by dialling 999 or 112. Certain features which restrict or bar outgoing calls, may affect emergency calls, either permitting them whilst in use, or prohibiting them until the feature

is disabled. Please refer to specific feature functions.

one-touch emergency dialling

If your phone supports pre-programmed 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 – depending on the type of restriction you have chosen, and the type of barring option you have selected.

Note: One-touch emergency dialling does not operate when certain other features are in use (such as Keyguard, Locking and others).

Your Orange phone, like any mobile phone, operates using radio signals, mobile and landline networks as well as user-programmed functions which cannot always guarantee connection in all conditions. Therefore you should never rely solely upon any 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.

Remember: A valid SIM Card must be inserted in your phone in order to make emergency calls. Just Talk customers do not need to have talk time available.

■ 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.

pacemakers

Pacemaker manufacturers recommend that a minimum separation of 20cm (6 inches) be maintained between a handheld phone and a pacemaker to avoid potential interference with the pacemaker. Users with pacemakers therefore:

- 1 Always keep your phone at least 20cm (6 inches) from your pacemaker when the phone is switched on.
- 2 Do not carry your phone in your breast pocket.
- 3 Use the ear opposite to the pacemaker to minimise interference.
- 4 Switch off your phone immediately if you suspect that interference is being caused.

hearing aids

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

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 check the regulations of the healthcare facilities, which generally request that all mobiles are switched off on entry.

aircraft safety

Switch off your phone before boarding any aircraft. The use of any mobile phone in an aircraft may be dangerous to the operation of the aircraft, disrupt the mobile 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.

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; below deck on boats; chemical transfer or storage facilities; areas where the air contains chemicals or particles, such as grain, dust or metal powders; areas with signs about explosive atmospheres or where blasting operations are in progress.

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.

■ phone and battery care

- 1 Do not paint your phone as this can clog its moving parts and prevent operation.
- 2 Use only the supplied or an approved replacement antenna. Unauthorised antennae, modifications or attachments could damage the phone and may violate regulations governing use of mobile phones.
- 3 Always keep SIM Cards out of children's reach.
- 4 Use your phone battery only for its intended purpose, and never use any charger or battery which is damaged or worn out.
- 5 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.
- 6 Batteries must be recycled or disposed of properly, and must not be disposed of in municipal waste. Never dispose of batteries in a fire.
- 7 When you unplug your phone from its charger, grasp and pull the plug, not the power cord.
- 8 For good operation times, discharge a NiMH battery from time to time by leaving your phone switched on until it turns itself off.
- 9 Do not attempt to open the casing on your phone or its battery.
- 10 Do not drop, knock or shake it.
- 11 Do not use harsh chemicals, cleaning solvents, or strong detergents to clean it. Wipe it with a soft cloth slightly dampened in a mild soap-and-water solution.
- 12 Do not store it in hot areas. High temperatures can shorten the life of electronic devices, damage batteries, and warp or melt certain plastics.
- 13 Do not store it in cold areas. When the phone warms up (to its normal temperature), moisture can form inside the phone, which may damage electronic circuit boards.
- 14 If your phone, battery, charger or any accessory is not working properly, contact Customer Services, who will assist you.

paperwork

Orange believes in offering you a superb service that's as flexible as you need it to be.

■ **14-day phone return** (not available with Just Talk)
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. Simply fill in the form supplied with your phone and take it 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 Just Talk) 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 condition 19.2 in the terms and conditions (14.2 for Just Talk).

Please call Orange Customer Services 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**

(not applicable with Just Talk)

Direct Debit is the easiest way to pay your Orange bills, combining control with peace of mind. You'll still be sent a detailed monthly statement but you won't have to remember to send a cheque every month. Plus, you'll have 10 days after the bill date if you've any queries regarding your bill before your account is debited.

To set up a Direct Debit simply call Orange Customer Services on **152** from your Orange phone (or **07973 100152** from any other phone). Please have your bank account details ready quoting reference number **03** and we'll do the rest.

■ **personal access information/change authority form**

It can sometimes be useful to enable someone else to have access to your account, for example if you have more than one Orange phone in your name. Please call Customer Services who will send you a form to authorise access and allow changes on your account.

■ **Price Guide**

For details of the range of Orange Services please call the Orange Literature Request Line and request a copy of the price guide. Alternatively visit the Orange website at www.orange.co.uk.

Care – phone insurance and warranty

Care gives you complete peace of mind. So you can always stay in touch.

Talk Plan customers receive our Care package worth £60 as standard, whilst Everyday 50, Orange Value Promise Plan and Boxed & Ready customers can buy Care separately. Just Talk customers can purchase Care for up to 60 days after registration, for a one-off cost of £50 for one year's cover. Care is subject to certain conditions which are explained in this section.

■ Care includes:

- 12 months worldwide phone insurance (covering loss, theft, accidental or malicious damage)
- 24 hour phone replacement service direct to any address in the UK
- 3 year warranty on all new phones – if connected to a Talk Plan.

■ 12-months phone insurance

If your phone is lost or stolen you must report the loss to the local police and obtain a crime reference number and call Orange Customer Services. Reporting the loss to Orange will ensure that your phone is barred from making any further calls. After the initial 12 months you can renew Orange Care which offers the same level of cover as provided in your first year.

■ 24-hour phone replacement

With a valid claim, Orange will supply with you another phone within 24 hours in the UK. If your new phone is ever lost, stolen, accidentally or maliciously damaged simply call Customer Services to arrange a replacement phone within 24 hours. If your phone is lost or stolen while you are abroad, a replacement will not be sent until you return to the UK. To obtain your replacement phone when you are back in the UK, you must contact Customer Services and quote your crime reference number. If you will be out of the UK for more than 30 days, please let Orange Customer Services know before you go. Please refer to the Care terms and conditions.

Note: Care insurance and warranty cover applies only to Talk Plan customers or to customers who have subsequently purchased Care.

■ 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.

Care terms and conditions

■ 1 interpretation

- 1.1 In these terms and conditions Insurance refers to the provisions of clause 2 and Warranty to the provisions of clause 3. 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.
- 1.3 To check whether your chosen service package includes Orange Care or requires Orange Care to be purchased as an optional extra please call 150 from your Orange phone or 07973 100150 from any other phone. Just Talk customers can purchase Orange Care by calling 450 from your Orange phone.

■ 2 insurance - lost stolen and damaged phones

- 2.1 The Insurance has been arranged for account holders of Orange Personal Communications Services Limited (Orange) with a reputable insurance company (the Insurer) whose details are available on request.
- 2.2 Orange is authorised by the Insurer to collect premiums (where relevant) to accept or decline claims and to issue replacement phones under the Insurance on behalf of the Insurer.
- 2.3 If your phone (including the battery charger and antenna originally supplied with the phone) is lost or stolen you will be entitled to a replacement phone free of charge if you comply in all respects with these terms and conditions and provided:
 - a the phone was not left unattended in a public place
 - b the loss/theft is reported to the police and Orange as soon as possible but in any event within 8 hours of discovery
 - c you are able to supply Orange with a crime/lost property reference
 - d if the phone was left in an unattended vehicle, the vehicle itself was securely locked and the phone contained in the locked boot or locked glove compartment
 - e antennae lost or stolen independently of your phone will be replaced free of charge once only.
- 2.4 If your phone (including the battery charger and

antenna originally supplied with the phone) is maliciously or accidentally damaged so that it is no longer operable then you will be entitled to have the phone repaired or replaced free of charge if you comply in all respects with these terms and conditions and provided:

- a it has been used in accordance with the operating instructions
- b any repairs which may have been, or are to be undertaken have been arranged by Orange
- c any damage caused maliciously or by vandalism must be reported to the police and a crime reference supplied to Orange as soon as possible but in any event within 8 hours of occurrence
- d where damage is sustained, the customer must supply details of the event giving rise to the damage
- e damaged antennae will be repaired or replaced free of charge once only.

■ 3 warranty – defective materials or workmanship

- 3.1 If your phone (including the battery charger and antenna originally supplied with the phone) becomes defective due to faulty materials or workmanship Orange will (at its option) repair or replace it at no charge provided that:

- a it has been used in accordance with the operating instructions
 - b any repairs which may have been, or are to be undertaken have been arranged by Orange
 - c you have complied with the foregoing terms and conditions
 - d This Warranty is an extra benefit and is additional to your statutory rights.
- 3.2 Batteries only have a 12 month warranty.

■ 4 term and payments – service packages inclusive of Orange Care

- 4.1 Where you are connected to a service package which includes Orange Care the Insurance and Warranty will come into force when you register the phone on the Orange Network. The Insurance will remain in effect for a period of 12 months and (subject to clause 3c) the Warranty for a period of 3 years, unless you switch to a different service package as indicated in clause 7b.
- 4.2 Insurance cover may be purchased separately once the initial period of 12 months has expired.
- 4.3 Where phones share a Talk Plan then each phone will be covered separately.

■ 5 term and payments – monthly billed service packages with optional Orange Care

- 5.1 Where you are connected to a service package 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 insurance certificate will be sent to you within 30 working days after the end of the month in which cover becomes effective.
- 5.2 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. Late payment will result in suspension of cover under these terms.
- 5.3 Premiums may be varied at any time but 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.
- 5.4 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.
- 5.5 Where phones share a Talk Plan then Orange Care must be purchased separately for each phone.

- 5.6 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.
- 5.7 Orange may negotiate renewals of the Insurance policy on your behalf and may change Insurer and vary the terms of the policy from time to time but if your rights under the policy are restricted or removed you may terminate Orange Care on 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.

■ 6 term and payments – Just Talk

- 6.1 When you are connected to Just Talk which requires Orange Care to be purchased as an optional extra the premium must be paid in advance.
- 6.2 The policy only applies to approved and branded Orange Just Talk phones and may be purchased within 30 days of you first registering your phone on the Orange network. 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 to allow for cheque clearance the policy will come into force when you receive formal notification from Orange. Such notification may (at the option of Orange be by letter or short message sent to your phone). The insurance and warranty within the policy will each have a term of 12 months. Your insurance certificate will be sent to you within 30 working days after the end of the month in which cover becomes effective.

- 6.3 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.

■ 7 switching between monthly billed service packages

- 7.1 In the event that you wish to switch from one monthly billed service package to another, both of which include Orange Care, or, from one monthly billed service package to another, both of which require Orange Care to be purchased as an optional extra, then Orange Care will continue unaffected.
- 7.2 In the event that you wish to switch from a monthly

billed service package which includes Orange Care to a monthly billed service package which requires Orange Care to be purchased as an optional extra, the inclusive Orange Care will automatically cease.

- 7.3 In the event that you wish to switch from a monthly billed service package which requires Orange Care to be purchased as an optional extra to a monthly billed service package 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 4a calculated from the day your phone was first registered on the Orange network.

■ 8 eligibility

- 8.1 Your phone is only covered by Orange Care and will only be replaced whilst that phone is registered and connected in your name on the Orange network.
- 8.2 A replacement phone will not be issued nor any repair undertaken if any sums of money due by you to Orange or the Insurer are unpaid.
- 8.3 Your phone will only be replaced if at the time of the loss theft or damage it was being used by you; any person officially notified to Orange by you as a user; immediate family normally resident at your address; any person who Orange reasonably

believes has your authority to use the phone or any person in your employ.

- 8.4 In the case of a service package with inclusive Care and a monthly billed service plan for which optional Care has been purchased, your phone is covered worldwide. However, if it is lost or stolen whilst you are abroad you must report the loss or theft to the relevant local authority and to Orange as soon as reasonably practicable. A replacement phone will not be sent to you until you return to the United Kingdom.
- 8.5 In the case of Just Talk your phone is covered in the UK only.

■ 9 exclusions

- 9.1 A replacement phone will not be supplied where loss, theft, or damage relates to:
- normal wear and tear, atmospheric or climatic conditions, depreciation, confiscation or detention
 - failure due to improper repair, maintenance and modifications
 - war and hostilities
 - loss destruction or damage in Northern Ireland due to civil commotion or unlawful or wanton act committed maliciously in connection with any unlawful association
 - air pressure waves and radio-active contamination

- fraudulent claims
 - any loss of use or consequential loss
 - breakdown or interruption of network service
 - wilful act by you or at your direction or instigation
 - disregard of manufacturer's instructions or operating instructions
 - cosmetic damage
 - failure to take reasonable care
 - failure to make reasonable efforts to recover a lost or stolen phone.
- 9.2 Loss or theft of a phone from temporary premises is covered only where there is evidence of forcible and violent entry or exit.

■ 10 general

- 10.1 You must take reasonable care of your phone. In circumstances where there is reason to believe you may not have done so your claim may be referred to a loss adjuster and no replacement will be issued unless and until he/she confirms your claim.
- 10.2 You must provide such assistance and information as Orange may reasonably request in connection with the replacement of your phone.
- 10.3 A replacement phone may be refused, or you may be charged for a replacement, where there is

reason to believe you have failed to comply with any of these terms and conditions.

- 10.4 Orange or the Insurer may cancel cover under these terms if there is reasonable cause to believe a fraudulent claim has been made or where it is believed you have persistently failed to take reasonable care of your phone.
- 10.5 In the event of multiple claims by you, Orange or the Insurer reserves the right to require you to return your phone to Orange for detailed investigation before a replacement phone may be authorised.
- 10.6 Where a replacement phone is issued under the Warranty or under the Insurance as a result of accidental or malicious damage then the original phone must be returned to Orange. Any lost or stolen phone for which a replacement has been issued which is subsequently recovered is the property of the Insurer and must be returned to Orange immediately.
- 10.7 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.
- 10.8 Your entitlement under these terms and conditions

is for a replacement phone. You will not be entitled to any cash in the event of a claim.

- 10.9 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.
- 10.10 Wherever possible the replacement phone will be the same make and model as the lost, stolen, damaged or faulty phone. However from time to time due to stock availability this may not be possible and in such circumstances the replacement phone will be of a similar specification and all reasonable efforts will be made to ensure that any replacement phone is compatible with any accessories which you own.
- 10.11 Orange will use its reasonable endeavours to supply 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.
- 10.12 Orange will arrange with you a place and time period for any replacement phone to be delivered

free of charge but we reserve the right to impose a charge if you are unavailable as agreed.

- 10.13 Should you find a phone which you have reported as lost and stolen before you have received a replacement phone you must report it to Orange immediately so that delivery of the replacement can be cancelled. If you fail to do so and an attempt is made to deliver a replacement phone we reserve the right to impose a charge for that delivery.
- 10.14 Replacement phones may be refurbished stock but such phones will be fully tested and functional before despatch.
- 10.15 Any replacement phone received under either clause 2 or clause 3 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 in clauses 4a, 5a and 6b as appropriate will continue to apply from the date such cover originally came into effect.

Just Talk terms and conditions

Whether you want the definition of charges, connection or customer literature, or the complete low down on your contract, you'll find it all here. Either read it in one go or call on it when you choose.

1 definitions

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 Just Talk 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.

Customer 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.

Just Talk 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) 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 Just Talk Vouchers. Register has a corresponding meaning.

Services

Network and other services, provided by us and made available for your use.

SIM

A 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 Just Talk Vouchers

- 3.1 Free airtime given to the Customer on initial registration of their new Just Talk 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 Just Talk 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 do not Register a new Just Talk 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 Re-connection you will be

assigned a new mobile telephone number. Any remaining credit on your Just Talk Voucher will be reinstated if you Re-connect. You can Re-connect your Phone without having credit on your Just Talk Voucher.

- 3.5 No cash credits will be given for unused Just Talk 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 services

- 4.1 We may Disconnect your Phone and refuse to Re-connect it at any time in whole or in part immediately by notice in writing to you if:
 - 4.1.1 you fail to comply with any 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 information 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 Just Talk 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 Just Talk 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 Just Talk 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 6 months since you last Registered a Just Talk 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 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.

Orange terms and conditions

Whether you want the definition of charges, connection or customer literature, or the complete low down on your contract, you'll find it all here.

1 definitions

The following words and expressions shall have the following meanings:

Accessories

Products approved by Orange which you use in conjunction with your Phone. 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.

Bar

A block placed by us on some or all of the Services you normally use (except for calls to emergency services).

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 a corresponding meaning.

Contract

The terms and conditions described in this leaflet which are binding on both you and Orange for each Phone you connect to the Orange network.

Customer Literature

Printed matter published by Orange which provides information on Orange Services. It may be distributed with new Phones or in mailings to some or all Orange Customers.

Deposit

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

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 Phone with its own Phone number.

Minimum Term

The period of 12 months commencing on the date of Registration.

Monthly Billing Date

The day in each month on which your billing statement will be issued after you have been connected.

Network

The public telecommunications system by which Orange makes Services available in the United Kingdom.

Orange Additional Services

Optional Services (including Roaming and International Calling) which cost extra whether they are supplied in conjunction with Price Plans or outside Price Plans.

Orange

Orange Personal Communications Services Limited, or any organisation that may succeed it as the assignee of this Contract.

Phone

A mobile telephone (excluding Accessories, but including the charging unit and SIM) which is approved by Orange for Connection to its Network.

Price Guide

A publication which lists our current Charges and which is updated from time to time.

Price Plan

A bundle of airtime and supplementary Services offered by Orange for an agreed monthly payment.

Registration

Our acceptance of your application for Services and our

record of your Customer and User data prior to Connection. "Register" has a corresponding meaning.

Roaming

An optional Service which allows you to use your Phone 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.

SIM

A Card or other device which contains your personal telephone number and which is programmed to allow you to access the Network.

Suspension

The temporary Disconnection of Services. "Suspend" has a corresponding meaning.

User

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

■ 2 your contract and the Minimum Term your Contract runs for at least 12 months

- 2.1 For each Phone you own, your Contract starts on the date of Registration and has a Minimum Term of 12 months.

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 all Services available to you at all times. The Services are only available within the range of the base stations that make up our Network. However, 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, 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.

Services may sometimes be affected by maintenance and upgrading

- 3.2 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 provide alternative Services and to keep the period of non-availability to a minimum. However, some interruption may be inevitable.

suspension of Services if you break your Contract

- 3.3 We may suspend some or all of the Services you use, without giving you notice, if we have good reason to believe that you haven't complied with one or more of the terms of your Contract
- 3.3.1 if you don't pay your bill within the time stipulated in Condition 6.1, we reserve the right to place a Bar on all outgoing calls from your Phone (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 Re-connection and removal of the Bar
- 3.3.2 we also reserve the right to Suspend Services if 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.

suspension of Orange Additional Services

- 3.4 We reserve the right to suspend, either temporarily or permanently, part or all of any Orange Additional Service on giving reasonable notice.

monitoring the Services you use

- 3.5 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. We may also tape conversations between you and our customer services for training purposes.

roaming Services outside the UK

- 3.6 Roaming relies on the telecommunications systems of foreign networks, over which we have no control. We cannot therefore offer any guarantees about roaming services.

■ 4 your rights to terminate this Contract terminating your Contract after the Minimum Term

- 4.1 You may terminate your Contract to expire at anytime after the Minimum Term by giving us at least one month's written 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 Charges still remaining on your initial Minimum Term agreement. 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 eleventh 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 Monthly Billing Date (and within one month of us telling you about the changes). However this option does not apply if: 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 Monthly 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
- 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 license
- 4.3.3 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.

termination of your Contract by Orange

- 4.4 We may terminate your Contract immediately at any time in respect of any or all the Phones owned by you, in whole or in part, by giving you written notice if:
 - 4.4.1 you fail to pass any credit assessments which we may reasonably consider to be necessary from time to time; or
 - 4.4.2 you fail to pay any of your bills from Orange on time;

- 4.4.3 we have good reason for believing that any information you have given us is false or misleading;
- 4.4.4 you become insolvent within the meaning of Section 123 of the Insolvency Act 1986, or bankrupt, or if we have good reason for believing that you are unable to pay the Charges;
- 4.4.5 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.

disconnection of your Service by us without written notice

- 4.5 If we have good reason for believing that you have breached Conditions 6.4.2, 6.4.3, 6.4.4 or 6.4.5, we reserve the right to Disconnect you from Network Services without notice. In such circumstances, we may also give you written notice that if you fail to correct this breach of Conditions within 7 days, we may terminate your Contract with immediate effect.

termination of your Contract by Orange

- 4.6 Orange reserves the right to terminate your Contract immediately if:
 - 4.6.1 you have failed to correct a breach of Conditions 6.4.2, 6.4.3, 6.4.4 or 6.4.5 within 7 days of being given written notice to do so;
 - 4.6.2 you have breached conditions 6.4.1, 6.4.6 or 6.4.7

and have failed to correct that breach within 7 days of being given written notice to do so.

termination because Orange is no longer able to provide access to our Network

- 4.7 If, for reasons beyond our control, we are no longer able to provide Network Services, we will either:
 - 4.7.1 make arrangements for you to be supplied with equivalent Services by another network at no extra cost to you
 - 4.7.2 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 and Line Two

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

■ 5 after Termination

what to do after Termination of your Contract

- 5.1 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 e.g. 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 billing statement.
 - 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.

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 Limited. This interest will accrue on a daily basis.

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.

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 that we consider reasonably necessary from time to time. Whilst 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 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 Phones 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).

■ 7 multiple users

- 7.1 Where there are one or more Users other than you under your Contract, you remain liable 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.

text messages

- 8.2 It is not possible to send or receive text messages on Line Two.

Price Plan

- 8.3 You may not have a higher Price 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.

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 Phone 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. 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. 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.

■ 11 deposits

deposits are held for 12 months

- 11.1 We may request a Deposit from you:
- before Connection
 - before making Orange Additional Services available to you; or
 - before reinstating the Services after Suspension. Deposits will be held for 12 months from the date of receipt and then refunded. 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 either by cheque or by crediting 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 Phone enables the Phone to work on our Network only - with the exception of Phones 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 Phone is either owned by or licensed to Orange which grants you a non-exclusive license 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 directories, and our Network will allow the display of your Orange number on receiving handsets. If you prefer not to allow either of these options, please let us know in writing.

■ 14 phones your phone is not a part of your Contract

- 14.1 Your Phone 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 Price Plan and to indicate which Orange Additional Services you require. You may switch between Price Plans and add to or cancel Additional by giving us not less than 10 days notice before your Monthly 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 Price 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).

new services

- 15.2 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 Literature. 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 literature please read all the information we send you

- 16.1 We update our Customer Literature 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 Literature and to keep it until it is superseded. We regard you as having been given any information if it is either:

- a) included in a mailing addressed to you
- b) in a text message sent by us to your Phone
- c) communicated directly by any means.

■ 17 assignment of Contract and change of ownership of phone

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 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 Phone to a new customer who has Connected the Phone to our Network 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 or 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 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, 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 15.2, 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:
- 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
 - any disclosure as may be within our Data Protection Act registration
 - any disclosure required as a result of an order of any court of competent jurisdiction or by statutory authority.

delivering communications to you

- 19.3 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 text message. They will be deemed served 48 hours after they are sent, or on earlier proof of delivery. All invoices and notices served by post will be sent to the address given by you on Registration unless you notify us of a change to this address. Any waiver, concession or extra time we may allow you is limited to the specific circumstances in which it is given and does not affect our rights in any other way.

disputes between you and us

- 19.4 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.

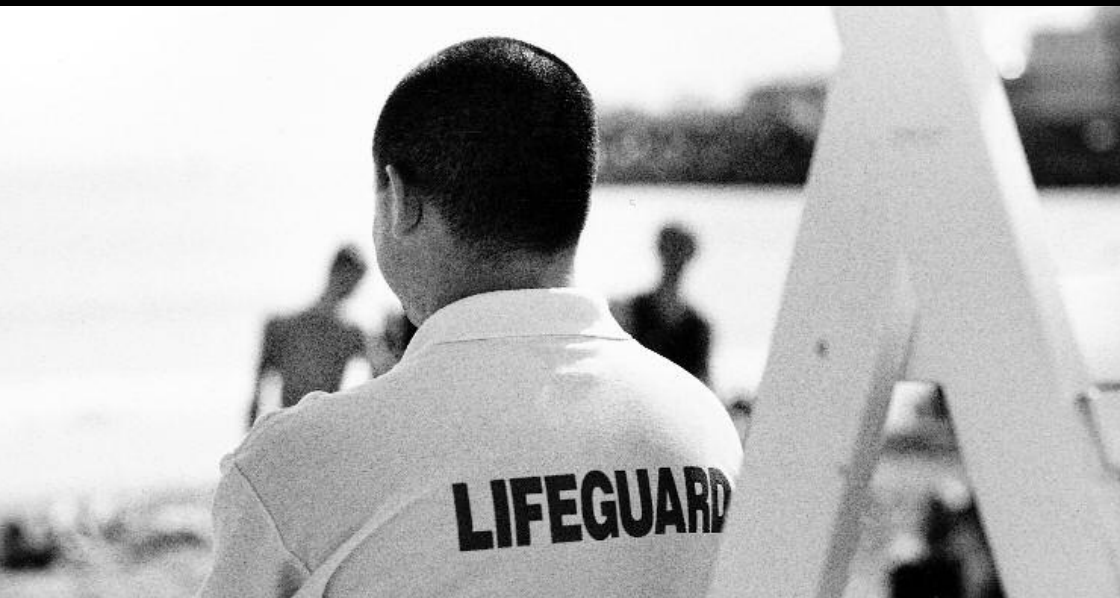
Orange company details

- 19.5 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

- 19.6 Your Contract is to be interpreted in accordance with the Laws of England and Wales.

troubleshooting and index




troubleshooting

■ can't make calls

Is your SIM Card registered?

You will not be able to make your first call until you have called Customer Services to register your SIM Card. Please refer to 'Register with Orange' in Section 1.

Is your phone switched on?

Press the  'On/Off' key on the bottom row of the keypad for a few seconds.

Is your battery charged?

The first charge should be for 10 hours, thereafter 2.5 for a totally flat battery.

Check the number you are calling



Use the full area code even if it is a local number. If it is a premium rate call and you are not on Just Talk, you need to call Orange Customer Services on 150 to have this service unbarred. This is subject to a credit check and a deposit may be required.

Are you in coverage?

Is 'Orange' and the antenna bar shown on the display? If in a building, move near a window where the signal may be stronger and try again. If in a car without an external

antenna, stop the car, get out and try the call again.

Did you press ?

You must press this after keying the phone number. Note: to redial the last number, or any of the last 10 numbers, press  and rotate  to move up or down through the other 10.

Did you hear a single low warning beep ?

This indicates a temporary call set-up problem. Try moving to another location or waiting, then retry.

Do you hear rapid beeps?

This means that the network is busy. Hang up and try again.

Do you hear a continuous tone?

The number you have called is unobtainable. Check it and redial.

Is there one-way speech only? Are calls dropping?


Move to an area of better coverage then continue the call. If this doesn't work, terminate the call and retry. This is more likely in cars and buildings when not using an external antenna.

There is an unusual ring tone





Ringing tones do vary from network to network, especially abroad.

■ can't receive calls

Are you in coverage?

Is 'Orange' and the strong signal icon  shown on the display? If in a building, move to a window where the signal may be stronger. If in a car without an external antenna, parking and getting out may improve the signal.


Is there a on the display?

This means that you have diverted all your incoming calls to another number. To cancel, rotate  to enter menus, select 'DIVERT' and click  to, rotate  down to 'Clear All', then click  twice.

Is there one-way speech only? Are calls dropping?

Move to an area of better coverage then continue the call. If this doesn't work, finish the call and retry. This is more likely in cars and buildings when not using an external antenna.

When I receive a call the phone doesn't ring

Is  displayed in the display?






Cancel 'Silent' by using the  key. Press it to select the  icon.

■ battery

How long should I charge my battery the first time?

For a minimum of 10 hours continuous hours. Ignore the battery full indicator on the display and continue the charge. The phone can be switched whilst charging, and calls can be made as long as your phone has been registered.

How do I conserve my battery power?

Turn off the illumination in the display, Rotate  to enter menus, select 'PREFERENCES' and click  to, rotate  down to 'Illumination', click  and select 'Off', click  to confirm. Use 'Auto sleep' to ensure your phone turns off at night.

Remember: The phone's battery gives up to 3.5 hours talk time and up to 5 days standby time. The expected battery lifetimes quoted by the manufacturers are only achievable under optimum conditions. Orange recommends purchasing a new battery every 12 months.

My phone doesn't seem to be charging

Check whether the bars on the right hand side of the display are pulsing (a delay of up to 20 seconds may occur after plugging in your charger). Remove the battery from the phone and check that the copper contacts are clean. If necessary, clean them with a pencil eraser then replace the battery. Does the 3 pin electrical socket that the charger is plugged into work with other appliances? **Note:** It is normal for the phone and charger to get warm when charging.

■ security codes

What are all the codes for?

Full details are given in Section 2. Codes are preset by the manufacturer to default settings. If you change your codes, note them down in the spaces provided at the front of this guide. If you do get into difficulties using any of the security features, call **Customer Services**.

My Security code and/or PIN have changed

Have you had a replacement phone or SIM Card? If so, the codes will change. Ring **Customer Services** if you need the security code. If you have changed the number yourself and have forgotten it, your phone may need to be returned to Orange. The other codes can be reset to the default, see section 2.






My phone won't accept the codes

Enter the code using the keys. If you have problems after 2 attempts, ring **Customer Services**.

My phone is blocked

You may have keyed an incorrect code too many times. Ring 150 to unlock your phone.

I can't change my PIN code

Check you have 'enabled' your PIN code. Rotate  to enter the menus. Select 'CONTROL'. click  to select '**Security**' and the click again. '**PIN**' is highlighted, click . Rotate  to highlight 'On', then click .

'SIM Card blocked'

This means you have entered the PIN incorrectly three times. Please call **Customer Services**. Do not enter any other codes as they may irreversibly block your SIM Card.

■ Answer Phone




What is the symbol on my display?

This means that you have one or more new messages on your Answer Phone. Either, press and hold the '1' key or call **123** from your Orange phone (or **07973 100123** from any other phone) to listen to your messages and follow the simple recorded instructions. Once you have saved or deleted the message, the spool symbol will disappear (if you made the call from your Orange phone). If you simply listen to the message, the spool symbol will remain on the display until you delete your messages.

Why does it take so long for the spool to appear and alert me to a new message?

Answer Phone attempts to send the spool symbol to your phone as soon as the message is received. If the symbol cannot be delivered (e.g. your phone is switched off or you are out of coverage) there is a cycle of retry attempts: every 6 minutes for the first hour then every 6 hours.

I don't want calls to go to my Answer Phone

If you are out of coverage or your phone is switched off, Orange automatically diverts your callers to your Answer Phone. Talk Plan and Everyday 50 customers can rotate  to enter the menus. Select 'DIVERT'. Click  and then rotate  to view the divert options. These will take priority over the Answer Phone. Alternatively, ring **Customer Services** to switch the automatic call divert to Answer Phone off permanently.

I thought Answer Phone was free but there are charges on my bill

There is no monthly charge to leave messages on the Answer Phone service (unlike many other networks) but it costs you from 10p per minute to call and listen to your messages. It is these call charges that appear on your bill. They can be included in your monthly inclusive minutes.

My Answer Phone password won't work

You must key in your Answer Phone password, the system cannot recognise a spoken voice.

I can't retrieve my messages from a fixed line phone

For your security, before you can do this you must set up a password (PIN). This can only be set up from your Orange phone in the UK. You can only retrieve messages if the phone you are calling from is a DTMF tone phone (i.e. it generates different tones when you press the different keys).

My spool symbol won't clear

Check that you have deleted or saved all previous messages. Check the spool symbol to see which line your Answer Phone message is on. You may have a message on Line Two. See 'divert a call' in Section 3.

■ **memory**

the 'recent calls list/REDIAL LIST doesn't show me the name of the last person to call me





This depends on whether the caller's phone and network was able to send its Caller id.

Can I stop sending my Caller id for certain numbers in the memory?

Yes, you can reprogramme the numbers with '141' at the beginning, or via the 'Settings' menu.

■ **call diverts** (not available with Just Talk)

Why can't I cancel the divert?

Diverts must be cancelled by rotating  to enter the menus. Select 'DIVERT'. Click  and then rotate  to 'Clear All', click  twice. You must be in coverage to enable your phone to send the 'cancel' message to the network. You must call **Customer Services** to cancel the automatic divert to Answer Phone. See page 2.10 for details.

I don't want calls to divert to my Answer Phone

If you are out of coverage or your phone is switched off,

Orange automatically diverts your callers to your Answer Phone. Talk Plan and Everyday 50 customers can use **'Call divert'**, to divert calls to another number. This will take priority over the Answer Phone. Alternatively, call **Customer Services** to switch the automatic call divert to Answer Phone off permanently.

■ **call waiting** (not available with Just Talk)

I have Call Waiting but calls divert to Answer Phone

If you don't answer your phone within the default 30 seconds, callers will be automatically transferred to your Answer Phone.

I have Call Waiting but callers are cut off

Make sure you switch between the two calls using the 'options during a call' described in Section 2.

■ **phone and display**

What is the spool symbol?

This means that you have one or more new messages on your Answer Phone. Either select **'Listen'**, press and hold the **1** key or call **123** from your Orange phone (or **07973 100123** from any other phone) to listen to your messages and follow the simple recorded instructions. Once you have saved or deleted the message, the spool symbol will disappear (if you made this call from your Orange phone). If you simply listen to the message, the spool symbol will remain on the

display until you delete messages.

What is the envelope symbol?

This shows you have received a text message. Refer to Section 2 for details about how to read or delete the message. Ensure if you delete a message that **'Erased'** is displayed.





The envelope is flashing

This means that the text message memory is full. Refer to Section 2 for details.

■ **messages**

My messages are not being received properly?

Rotate  to enter the menus. Select **'MESSAGING'**. Click  and then rotate  to **'Settings'**. Click  and select **'Message format'** then click  to confirm. Select **'SMS'**, click  and press  to return to the main display.

'Card rejected'

The SIM Card may have been blocked by repeated entry of incorrect codes and a replacement may be required. A charge may be applied. You may have inserted the wrong SIM Card into your phone.






'Insert SIM card'

Is there a SIM Card in the phone? The phone is not reading the SIM Card correctly. The SIM Card may not be inserted in the phone correctly. Try turning the phone off, check the SIM Card is securely in place and turn the phone back on.

The earpiece volume is too loud or too quiet

Rotate  during a call to increase the earpiece volume.

The ring tone is too loud or too quiet

Rotate  to enter the menus. Select 'PREFERENCES'. Click  and then rotate  to 'Ringer volume', rotate  to select volume, then click  to confirm.

■ Line Two (not available with Just Talk)

Do diverts set up on one line affect the other?

No, diverts and other phone settings such as ring tones have to be set for each line independently.

Can I have Line Two only?

No, this is not possible.

How can I tell which line an incoming call is on?

The line indicator in the top left of the screen will display either '1' or '2'.

■ roaming (not available with Just Talk)







Can I use my phone abroad?

Yes, you must call Customer Services before you travel. Please refer to Section 5 for more details.

Does Caller id work when I am abroad?

No, your number may be withheld and 'Call' will be displayed when you receive an incoming call.





How do I choose a network abroad?

Your phone automatically changes to the correct network when you are abroad. To change manually Rotate  to enter the menus. Select 'CONTROL'. Click  and then rotate  to 'Network services'. Click , 'Select network' is highlighted, click . Available networks will be shown. Select one and click  to confirm.

■ receiving fax and data calls

What if I receive a fax or data call when my laptop is not connected?





If no call diverts are set, the handset gives a beep and then displays 'Incoming fax/data call, please check PC connection'. If you see this message when you are expecting a fax or data call:





- 1 Rotate  to enter the menus. Choose 'DIVERT' and click .
- 2 Rotate  down to choose 'All Fax', or 'All Data' and click  to select.

■ Home answerphone and telephone banking

Why doesn't my phone seem to operate my home answerphone or work with telephone banking and some other telephone services?

DTMF tones are sounds of different frequencies which your phone can make. These enable your phone to access automated banking services machines and other telephone equipment which responds to them.

- 1 Rotate  to enter the menus. Choose 'PREFERENCES' and click  to select.
- 2 Rotate  to choose 'DTMF tones', choose 'On' and click  to select.

Alternatively, rotate  to enter the menus. Select 'PREFERENCES', Click , rotate  to **Factory Reset** and click  twice.

You are recommended to read the section on Factory settings before using this feature.

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useful numbers

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.

You may add the prefix **07973 100** to the 3 digit speed dials below if you call from a fixed line (excludes the Care and Equity lines). When dialling the UK from abroad remember to use the prefix **+44** and omit the first zero.

Talk Plan, Boxed & Ready and Everyday 50 customers

Customer Services	150†
Billing Enquiries	152†
International Directory Enquiries	153*
Guide Line	170†
Orange Equity	402*
Care	434
Customer Literature Line	07973 973970**
Lost or Stolen	07973 100150†
Orange Multi Media	177*

Just Talk customers

Customer Services (Voucher Registration)	450†
Customer Services (Enquiries)	451**
Guide Line	452
Minutes Balance	453
Lost or Stolen	07973 100451†
Registration	0800 0790006

all Orange customers

Operator Services	100†
Directory Enquiries	192*
Accessories Hotline	0500 178178
Emergency Services	999 or 112

* Chargeable services available with your Orange phone.

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

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

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 2000.**

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