

Note: The cover has  
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# guide

to using your Sanyo S750

# welcome

Note: The cover has  
been sent separately

This guide will get you up and running with your **Sanyo S750** in no time.

Before using your phone, please remember to register with Orange. The getting started section of this guide will take you through inserting your **USIM Card** and using the main features of your phone for the first time.

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

the future's bright, the future's Orange

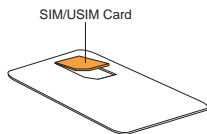
contents



getting started

## register with Orange

- 1 Find the IMEI number under the battery of your Sanyo S750. You may need the number in the future if your handset is lost or stolen.



- 2 Find the USIM Card number on the back of your USIM Card.



- 3 If you are already with Orange when you register, you will be asked for your Orange password. If you are new to Orange you should have a new password ready.
- 4 Contact Orange Customer services to register. If you are already with Orange and wish to register an upgraded phone, call 0800 079 0027. If you are new to Orange and will be paying monthly call 07973 100 980. If you are new to Orange with pay as you go call 0800 079 0006. If you are a Business Solutions customer please call 07973 100 158 to register or upgrade your phone.

## register with Orange

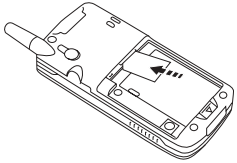
### After you register

Orange will update your USIM Card over the air with a text message. When you first turn on your phone you will see the USIM update message. You can leave it in your inbox until you are ready to delete it. Turn your phone off and on again for the update to take effect. See page 14 to learn how to turn your phone on and off.

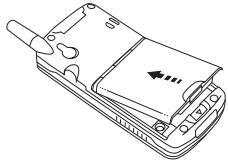
### And lastly

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

## insert your USIM Card



- 1 Insert your USIM Card by sliding it into the card slot until it clicks into place. Make sure that the gold contacts are face down.
- 2 Ensure that the gold contacts on the battery are meeting the gold contacts on the phone. Slide the battery onto the contact points and press it down until it clicks into place.

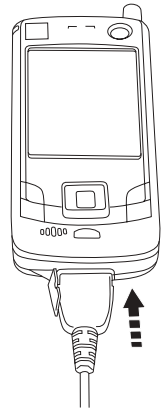


## plug in and charge

Charge the phone until the orange light goes out the first time you use the phone for optimum performance. Subsequent charges should be for approximately four hours if the battery is completely flat. You can make calls while charging as long as you have registered with Orange, although this may increase the time needed to fully charge your battery.

- 1 Firmly insert the charger into the connection terminal on the bottom of your phone.
- 2 Plug the charger into a mains socket. The charge indicator on the top of your phone will light red while the phone is charging.
- 3 To remove the charger, press the release buttons on each side of it and pull it from the phone.

**Note:** Rechargeable batteries have a limited lifespan and Orange recommends that you purchase a new one every year. Call the Orange accessories hotline on 0500 178 178 for more details.



## outside your Sanyo S750



## outside your Sanyo S750





## outside your Sanyo S750



SD Card slot

infrared port

## your Home screen

### Bluetooth®

Bluetooth® is active  
see page 90 for  
more information

### 3G

This icon shows when  
you are in 3G coverage

### Left soft key function

This opens your  
camera/video camera



### Signal strength

The more bars visible,  
the stronger the signal

### Clock

Preset to display 24-hour  
format

## your Home screen

### Infrared

Infrared is active. See page 93 for more information

### Home screen shortcut icons

Shortcut to the features you use most on your phone



### Battery strength


### Right soft key function

This opens your main menu

Your Home screen provides shortcuts to certain features available on your phone. This means you can enjoy fast and easy access to the functions you use most frequently.

### From the Home screen:

Press the navigation pad up and down to access the different shortcut menus. Press to the left or right to access the contacts list.

Press  once to start the camera, press again to start the video.

## your Home screen

Press Menu to access the following options:

- Games
- Camera
- Organiser
- Orange World
- Address Book
- Messaging
- Extras
- Media Album
- Settings.



## symbols on your display



### Antenna

The more bars shown, the stronger the signal.



### Voice and data services available



### Voice dialling and enhanced 3G data services available



### Battery level

The battery symbol appears in green when the battery is fully charged.

### Call in progress



### Voice call in progress



### Video call in progress



### All calls are diverted



### Line 1 indicator

(may not always appear)



### Line 2 indicator



### You have received a text/email/picture message



### You have received an Answer Phone Message



### All signals are off, except the alarm and timer



### The alarm clock has been set and is on



### Infrared communication is in progress



### Bluetooth® is activated



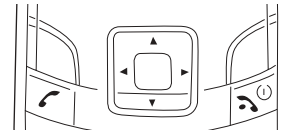
### A Java™ application is running





### A write-protected SD card is inserted.

## inside your Sanyo S750

- 1 To enter the menus, press Menu.
- 2 Use the navigation pad to move through the menus.
- 3 To make a selection, press Select or OK.



The soft keys control how you choose a function. On your display you will see what feature the soft key controls, depending on what you are doing at the time. So, for example, from the Home screen the left soft key accesses your camera and the right soft key opens the main menu.

From inside the menus, press  to return to the previous screen, or press and  to return to the Home screen.

# inside your Sanyo S750

Below are the features of the main menu. To access this menu, simply press Menu. To access an item, scroll to the one you want using the four-point navigation pad and press Select.



## Games

Play games preset on your phone.



## Orange World

Browse the internet and wap sites straight from your phone.



## Extras

Record voice memos, set the alarm clock or use the calculator.



## Camera

Take photos and make videos to send to your family and friends.



## Address Book

Open your contacts list.



## Media Album

Store all your pictures, sounds and videos in one place.



## Calendar

Keep track of your time and a record of your most important information.



## Messaging

Send and receive text, photo and video messages as well as emails.



## Settings

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

# setting up your contacts

## backup your SIM Card address book

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

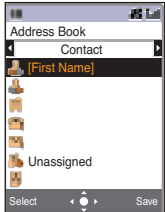
For a low, one-off charge you can purchase a Memory Mate card from any Orange shop which will backup your SIM Card address book. Then, simply return to your Orange shop regularly to have any new information backed up at no additional cost.

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

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

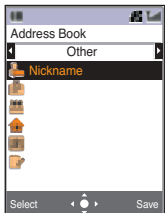
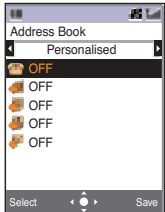
**Note:** You can also transfer your contacts list by synchronising your Sanyo S750 with your PC or by using a Bluetooth® connection to transfer contact details. See Chapter 6 for details.

## setting up your contacts







To **add a new contact**:

- 1 Insert your new USIM Card into your new phone and switch the phone on.
- 2 From the Home screen, select Address Book, and press OK, then select New Contact and press OK.
- 3 Scroll through the fields, entering the contact's details. Press OK to enter the information.
- 4 Press Save.



## making a voice call



- 1 You don't need to open an application to make a call. Simply enter the number (with full area code) using the keypad.
- 2 When the right number is displayed, press .
- 3 Press  to finish the call.


To call a number in your Address Book, press  scroll to the person you would like to talk to and press .



## receive a voice call



- 1 When you receive a call, your phone will ring or vibrate, and you will see **Incoming call** on the display.
- 2 To answer the call, press .
- 3 If you do not want to answer the call, press Divert. The caller will be diverted to your Orange Answer Phone. Press  to disconnect the incoming call.



Press , or simply open the phone if Open to talk is activated.

## make a video call



With video calling, you can see the person you are talking to on your screen while you speak to them.

To **make a video call**:

- 1 Dial the number of the person you want to call.
- 2 Press .
- 3 Press  to end the call.


learn more... about video calls on page 28



## receive a video call



When you receive a video call, your phone will ring or vibrate and the display will show Incoming Video Call.

Press  to answer the call.

Press  to reject the call.

## download and stream video clips

You can watch video clips or listen to audio clips through video/audio links on the Orange Portal, on the internet or from clips stored on your phone or SD Card. Clips can be watched using the 3G media player already installed on the phone.

To **watch a video clip or listen to an audio clip**:

Accessing the Orange portal with the S750 enables you to select from available streaming audio or video titles. You can listen to audio files or view video files without having to download the entire file.

- 1 Select the desired streaming content. The content will begin to play once a streaming connection has been established.
- 2 To adjust the volume, press the Up/Down navigation keys.
- 3 To play or pause a file, press Select then PL for play or PA for pause.

Some clips can be stored on the device so that you can listen to or watch them at any time.

## download and stream video clips


To **access a stored clip**:

- 1 To access stored clips, select Menu and Media Album.
- 2 Scroll to and select a folder.
- 3 Select the file you want to open and press OK.

**Note:** Downloaded video clips can take up a lot of phone memory. If the phone memory becomes full you should delete old clips or transfer them to an SD Card before downloading new ones.

## entering text on your phone



- 1 Press and hold \* to switch between standard and predictive text input mode
- 2 Press \* to change to upper or lower case in T9 mode or standard text input mode. The upper/lower case indicator at the bottom left of the display (abc, Abc or ABC) indicates the case you are currently using.
- 3 Press # to enter a space or press # twice to start a new line. Press and hold # to get a symbol or emoticon.
- 4 Press  to delete a character.



## entering text on your phone

### To use standard text input mode:

Repeatedly press a key the relevant number of times to get the letter that you need. So, for example, you will need to press the 4 key once for a G and the 7 key four times for an S. To insert a number, press and hold the number key.

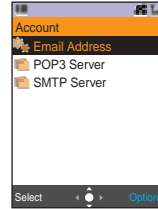
### To use predictive text mode – T9:

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


When you have finished pressing all of the keys, the word should appear on screen. Press # to accept the word, or scroll through the alternative word options using the navigation pad. When the right word appears, press #. A space will automatically be added and you can start to enter the next word.

From time to time your phone will not recognise a word from a combination of key presses. Press the downscroll key on the navigation pad before accepting the word to display a close approximation of the word. If the word is still not found in the predictive text dictionary, press Spell and spell the word using standard text input. Press Insert and the new word will be added to your predictive text dictionary.

## set up your email account



- 1 Press Menu, select Messaging and press OK.
- 2 Scroll to Message Settings and OK.
- 3 Scroll to Advanced and press OK.
- 4 Scroll to Email and press OK.
- 5 Scroll to Account and press OK.
- 6 Select Email address and press OK.
- 7 Enter your Email address and press OK.
- 8 Scroll to POP3 server and press OK.
- 9 Select Login and press OK.
- 10 Enter the POP3 Server Address, Port Number, POP3 Account Name, Password and press Save.

- 11 Press , select SMTP Server and press OK.
- 12 Select Login and press OK.
- 13 Enter the SMTP Server Address, Port Number, SMTP Account Name, Password and press Save. Your settings are now complete.

**Note:** If you do not know all the required information, contact your email service provider.

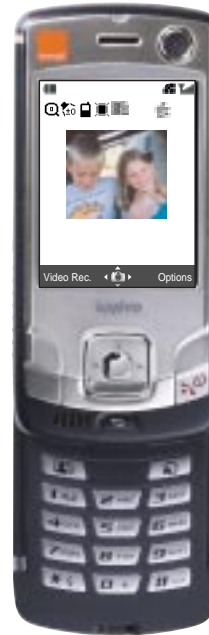
## send an email


- 1 From the Home screen, select Messaging, then New Message.
- 2 Press Edit and write your message. Press OK.
- 3 Press Options, select Send and press OK.
- 4 Press OK and enter the recipient's email address in the TO: field and press OK.
- 5 Press Options, select Send As and press OK.
- 6 Select Email and press OK.



## take photos

- 1 Slide the phone open and press Camera.
- 2 Aim the lens at the object using the display as a viewfinder.
- 3 Press OK to take the picture.



learn more... about using your camera on page 71 

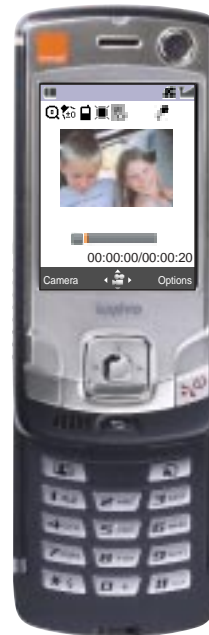
## send a photo message

- 1 When you have taken your photo, press Send.
- 2 Select Attach to Message and press OK. Your photo messaging screen will open.
- 3 Press OK twice, enter the contact's phone number and press OK. Then select subject and press OK.
- 4 Write your text and press OK.
- 5 Press OK and enter the recipient's phone number in the TO: field.
- 6 Press Options, select Send As and press OK.
- 7 Select Picture Message and press OK.



## shoot video clips

- 1 Press Camera, then wait for the camera to start.
- 2 Aim at the object using the display as a viewfinder. Press OK to start recording.
- 3 Press Stop to end and OK to save the recording.

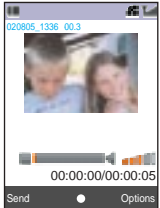


[learn more...](#) about messaging on page 70 →

[learn more...](#) about using your video recorder on page 70 →

## send a video message

When you have recorded a video clip, you can send it instantly as a video message.



- 1 When you have shot your video, press Send.
- 2 Select Attach to message and press OK. Your video messaging screen will open.
- 3 Press OK twice, enter the contact's phone number and press OK.
- 4 Scroll to and select Subject, write your text and press OK.
- 5 Press Options, select Send and press OK.

## visit a website

- 1 To begin to use the internet, press the Orange World key on the right-hand side of your phone. Alternatively, select Orange World from your main menu.
- 2 A preset list of favourites, which allows you access to services such as Orange News and Orange software, will be displayed.
- 3 Select the page that you would like to view. Your phone will connect and the page will appear on your display.
- 4 Use the shortcuts for smooth navigation.

**Note:** Orange cannot guarantee the quality of service experienced when browsing sites other than Orange-approved sites. Any queries regarding the operation of these services should be directed to the owner of the wap site or website in question.

You can also use your Sanyo S750 as an external modem to give your laptop computer access to the internet. Connect your phone to a compatible computer via Bluetooth®, the infrared port or a data cable.

[learn more...](#) about using the internet on page 88



## synchronise with your PC

Synchronising enables you to keep a copy of your contacts, appointments, tasks and notes on your PC so should anything happen to your phone, you will not lose your important data.

To synchronise your devices you will need to install the software from the CD that came with your phone.

- 1 If the autorun feature on your PC is active, your CD will automatically run once inserted into your computer. If not, you will need to manually launch the program. Install the synchronisation software by following the on-screen prompts.
- 2 Connect your phone to a compatible PC via infrared, Bluetooth® or data cable and follow the on-screen prompts to begin synchronisation.
- 3 Once you have set up your partnership you are ready to synchronise the devices.

[learn more...](#) about synchronisation on page 93 



# make calls

## make calls


### make a video call

With video calling, you can see the person you are talking to on your screen while you speak to them.

To **make a video call**:

- 1 Dial the number of the person you want to call.
- 2 Press .
- 3 Press  to end the call.

**Note:** You can only make a video call to someone else who has a video-enabled phone. Video calls can only be made while in 3G coverage. Orange Answer Phone is not available for video calling.

To **accept an incoming video call**, press  when your phone rings.

### choose from a list of options while on a video call

During a video call you can adjust display characteristics and change the image which is shown. Press Options and choose from:

- **Swap Images**  
Change the size and position of your image or the other caller's image.
- **Mute**  
Deactivate the microphone to speak to another person close by while still listening in on the phone conversation.
- **Settings**  
Zoom - zooms in or out.

## make calls

- **Image Priority**  
Selects one of three image quality settings that is transmitted to the caller.
- **Brightness**  
Increases or decreases brightness.
- **White Balance**  
Changes the white balance.
- **Backlight**  
Dims or brightens the backlight.
- **Flicker-free**  
Reduces video flickering.
- **Switch camera**  
Switch between the front and rear camera.
- **Send Video**  
Send one of the videos stored on your phone to the other caller.
- **Echo Party Voice**  
Reject the video call by sending the caller's voice back to them with a blank image.

- **Hands-free ON**  
Talk hands-free so you don't have to hold the phone while you speak.

### Video calling tips:

For a good quality video call, think about lighting.



- try not to stand with a window directly behind you, or you'll just become a dark shadow
- if possible, face the light during a video call.

Remember that there will be a short delay between making a movement and the person you're calling seeing it. If you make (or film) lots of fast movements, it might appear to be jerky at the other end.


## make calls


### make a phone call


To **make a call**:

- 1 Dial the number (including full area code) using the keypad.
- 2 Press .
- 3 While the call is active, press Options to open your in-call menu. Choose from:
  - End Call
  - Hands-free ON/Hands-free OFF
  - Connect to Bluetooth®/Cancel Bluetooth®
  - Mute/unmute
  - Whisper
  - Echo Party Voice.
- 4 Press Hold to put the call on hold.
- 5 Press OK to select Address Book, Extras, Calendar or Settings.
- 6 Use the navigation pad to turn the volume up or down.
- 7 Press  to end the call.

When you receive a call, your phone will ring and Incoming Call is displayed in the Home screen.

To **answer the call**, press  or open the phone. (Open to Talk must be set from the Slide Activation menu in the Settings/Phone settings menu.)



To **reject the call**, press  or shut the phone. (Close to end must be set to On from the Slide Activation menu in the Settings/Phone settings menu.)

To **divert the call**, press Divert and the call will be diverted to your Answer Phone. Press  to turn the ringtone off.



## make calls

### redialling a number

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

To **redial the phone number last called** from the Home Screen, press , select the phone number or name and press .

To **redial other numbers previously dialled**:

- 1 Press .
- 2 Scroll through the phone numbers using the navigation pad.
- 3 Press  to dial your selected number.

### take two different calls at the same time

not available to pay as you go customers


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

To **activate Call Waiting**:

- 1 Press Menu then scroll to and select Settings.
- 2 Select ..... and then Call Waiting. Then press Voice or Video Call.
- 3 Select ON and press OK.


The sound of two beeps when you are on a call indicates that you have a second incoming call.

## make calls

To **accept the new call while keeping the active call on hold**, press .

To **reject the new call**, press .

To **put an active call on hold, make a second call and then return to the original call**:

- 1 Place an active call on hold, by pressing Hold.
- 2 Enter the number that you want to call and press .
- 3 Press Swap to switch between the two calls.

**Speak to someone privately during a call**

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



To **mute your call**, press Options, select Mute and press OK.

To resume your conversation, press Options and select Unmute.


## make calls

**call back a missed number**

To **call back a missed call**:

- 1 From the Home screen, press .
- 2 Scroll right using the navigation pad to open your missed calls list.
- 3 Select the number you want to call back and press . The most recent missed call will be at the top of the list.

To **clear the calls list**:

- 1 From the Home screen, press .
- 2 Press Options and select either Delete Once, Delete Selected or Delete All and press OK.

**conference calling**

**not available to pay as you go customers**

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


To **activate Conference Calling**, call customer services on **150** from your Orange phone or **07973 100 150** from any other phone.

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



## make calls

To **start a conference call**:

- 1 Make a call in the usual way, then put it on hold by pressing Hold.
- 2 Enter the number of the next person you want to call and press .
- 3 Once they have answered, press Options and scroll to Conference and press OK.
- 4 To add more people to the conference call, press Hold and repeat steps 2, 3 and 4.

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

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

- 1 Once in the conference call, press Options, scroll to Private and press OK.
- 2 Select the person you want to talk privately to and press OK.

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

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

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

To hide your number permanently, call customer services on **150** from your Orange phone or **07973 100 150** from any other phone. If you are a pay as you go

## make calls

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

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

2

# manage your contacts


## manage your contacts

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

There are several ways to **open your address book**. Either:

- Scroll left or right in the Home screen using the navigation pad
- From the Home screen, select Address book and press OK, or
- Press Menu, scroll to Address Book and press OK, then select Contacts List.

Alternatively, pressing and holding the key corresponding to the first letter of the contact you require takes you directly from the Home screen to that section of the Address Book.

To **call an entry in your address book** scroll to the person you would like to talk to and press .

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

You can store **up to 250 names** and numbers on your USIM Card's memory. Your phone's **internal memory is dynamic**, and is shared between the features of your phone. The advantage of storing contacts on your USIM Card is that if you change phones, all of the contacts on your USIM Card will move to the new phone.

Contacts are stored on both your handset's memory and your USIM Card. Contacts numbered from 0 to 249 are stored on the USIM Card and contacts numbered from 250 to 749 are stored on the handset. Contacts numbered from 250 to 253 are Orange Network Service Numbers. Be

## manage your contacts

careful not to delete or overwrite existing numbers without first confirming.

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

- 1 From the Home screen, select Address Book, press OK and New Contact.
- 2 Scroll through the fields, entering the contact's details. Press OK to enter the information, choosing from:
  - First Name
  - Last Name
  - Company Name
  - Phone Number
  - Email Address
  - Group
  - Image
  - Contact Location
  - Nickname
  - Job Title
  - Birthday

- Address
  - URL
  - Note
  - Privacy
  - Incoming Call
  - Incoming Text Message
  - Incoming Video Call
  - Incoming Picture Message
  - Incoming Email.
- 3 Press Save.

For contacts saved on the USIM Card, some of the above items cannot be displayed.

## manage your contacts

### search for a name in your address book

The quickest way to find a name is to press and hold the key corresponding to the first letter of the contact you require, while you are in the home screen. This will take you directly to that section of your address book.

When you are in the address book, press the key that corresponds with the initial letter of the name you are looking for to search for a contact. If you press a key twice, quickly, you will go to the names starting with the second letter on the key.

You can edit the contacts in your address book.

#### To edit a contact stored on your phone:

- 1 From the Home screen, scroll left or right to open your contacts list.
- 2 Highlight the contact whose details you want to edit.
- 3 Press OK then Edit.
- 4 Highlight the field you want to change and press OK.
- 5 Make the changes and press OK then Save.
- 6 You will be asked if you want to overwrite the contact with the new details. Select Yes.

#### To delete a single contact:

- 1 From the Home screen, scroll left or right to open your contacts list.
- 2 Select the contact to delete and press Options.
- 3 Scroll to Delete and press OK.

- 4 Select Delete and press OK.
- 5 Press Yes to confirm.

#### To delete more than one contact:

- 1 From the Home screen, scroll left or right to open your contacts list.
- 2 Select the contact to delete and press Options.
- 3 Scroll to Delete and press OK.
- 4 Select Delete Multiple and press OK.
- 5 Mark the contacts to delete by highlighting them and pressing OK, then press Delete.
- 6 Press Yes to confirm.

You can **group your contacts** together and then assign different ringtones and logos to each group to help you identify who's calling.

- 1 Scroll left or right in the Home screen to open your contacts list.

## manage your contacts

- 2 Scroll to the contact you want to assign a group to and press OK.
- 3 Press Edit, scroll to the Group number field and press OK.
- 4 Select the group you want to assign the contact to and press OK.
- 5 Press Save and then Yes to confirm.
- 6 From the Home screen, press Menu, Address Book, then Address Book Settings and press OK.
- 7 Select Manage Groups and press OK.
- 8 Select the group you want to edit and press OK.
- 9 Make your changes then press Set to confirm the changes.
- 10 Press Save to complete the setting.

## manage your contacts

### it's a good idea to store important contact numbers on your USIM Card

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

#### To copy a contact to your USIM Card from your phone:

- 1 From the Home screen, press the left or right navigation keys.
- 2 Select the person whose details you want to copy.
- 3 Press Edit, then select Contact Location to change the contact number to an unused number between 0 and 249 in the Address book on the USIM Card.
- 4 Press Save.

#### To transfer a contact from your USIM Card to the handset:

- 1 From the Home screen, press the left or right navigation key.
- 2 Select the person you want to copy.
- 3 Press Edit to change the contact number to an unused number in the handset Address book between 254 and 749.
- 4 Press Save.

### synchronise your address book with the Orange website

Your Sanyo S750 allows you to synchronise the address book stored in your phone's memory with the Orange website, ensuring that you don't lose your contacts if you lose your phone or if it gets broken.

## manage your contacts

#### To store a copy of your address book on both the Orange website and your computer:

- 1 Using a computer, go to the Orange website at <http://www.orange.co.uk>.
- 2 Choose email and organise and follow the instructions to set up synchronisation on your phone.
- 3 When you have completed the setup follow the instructions on the website to synchronise your contacts from your phone.
- 4 When you have finished synchronising, your Orange online services account will have the same contacts as your phone.

You can visit the email and organise section on the Orange website to view and edit your online address book contacts and also to set up synchronisation with Outlook or Lotus Notes on your computer, so that you

have the same contacts on both your phone and computer.

**Note:** Using your phone internet browser you can also visit email&organise in Orange World.

### backup your USIM Card address book

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

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

## manage your contacts

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

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

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

**when I save a contact in my address book, where are the details stored?**

You can store up to 250 names and numbers on your USIM Card's memory. Contacts are stored between contact numbers 0 and 249 on the USIM Card. Be careful not to erase or overwrite this data accidentally. Your phone's internal memory is dynamic, and is shared between the features of your phone.

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

3

# manage your calls

## manage your calls

### Orange Directory Enquiries

Call Orange Directory Enquiries for one-step access to any numbers you need. Simply call **118 000** and tell the operator the name or place you are looking for and they will tell you the number (you can request three numbers per call). Then, they will send a text message to your phone at no extra cost, allowing you to call the number directly from the message or add it straight to your address book. Calls to Directory Enquiries are charged at 59 pence per call. If you choose to be connected via **118 000**, calls are charged at 35 pence per minute once connected.

### what happens when you get an Answer Phone message?

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

### listening to your Answer Phone messages

To listen to your Answer Phone messages, press and hold the 1 key after the message arrives. Listen to the simple steps to save, listen to or delete messages. You can save messages that you have listened to for up to seven days.

## manage your calls

### use Answer Phone shortcuts to manage your messages efficiently

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

When listening to your messages press:

- 1** to listen to your message again
- 2** to save your message
- 3** to delete your message
- 7** to rewind 10 seconds
- 8** to skip to the next message
- 9** to fast forward 10 seconds
- #** to return the call
- 0** for help.

### Answer Phone Call Return

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

To use Answer Phone Call Return:

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

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

## manage your calls

### personalising your Answer Phone greeting

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

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

### listen to your email

You can use Answer Phone to listen to your Orange email. Choose option 4 from the main menu and follow the simple steps. You can listen, delete and record replies to your emails. Replies are sent as email attachments. Calls to Orange email are charged at twenty pence per minute.

### set up an Answer Phone PIN

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

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

- 1 Call your Answer Phone by pressing and holding the 1 key.
- 2 Select option 3, then option 2.

## manage your calls

- 3 Enter your chosen Answer Phone PIN which should be between 4 and 10 digits long, followed by the # key.
- 4 Press 1 to save your Answer Phone PIN.

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

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

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

- 1 Call +447973 100 123 from any phone.
- 2 Enter your Orange number followed by the # key.

- 3 Enter your Answer Phone PIN followed by the # key.
- 4 Follow the simple steps to listen to your messages.

**Note:** The cost to call your Answer Phone depends on your Service Plan.

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

answer fax is not available to pay as you go customers

Call Divert allows you to divert different types of calls to different numbers. So, you might choose to divert fax calls to your office fax machine, but voice calls to your Answer Phone. The availability of this facility depends upon the network that you are using.



## manage your calls

You can choose between the following divert options:

### ■ All Incoming

Divert all voice calls.

### ■ In Call

Divert calls when you are already on the phone.

### ■ When No Answer

Divert calls when your phone is turned off or when you are unreachable.

### ■ When Out of Network

Divert calls when you are outside the service network.

To **activate call divert**:

- 1 Press Menu then scroll to and select Settings.
- 2 Select Call Settings and then Call Divert.
- 3 Choose either Voice or Video Call and press OK.
- 4 Select either All Incomings, In Call, When No Answer or When Out of Network.

- 5 Select On and OK.
- 6 Enter the desired phone number and press OK.

To **cancel call divert**:

Repeat steps 1 to 4 as above, select OFF and press OK.

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

## speed dialling

Speed dialling allows you to call eight of your most frequently used numbers by pressing just one key. These numbers are stored in keys 2 – 9.

## manage your calls

### control the numbers that can be called from your phone


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

To **add fixed dialling numbers**:

- 1 Press Menu then scroll to and select Settings.
- 2 Select Call Setting then Fixed Dialling Number.
- 3 Press List and enter your PIN2 code.
- 4 Press Options then select New and press OK.
- 5 Enter the contact's name and press OK. Then enter the phone number and press OK twice.

To **assign a number to a speed dial key**:

Enter the contact number from 2 to 9 in the Address Book.

To **make a call using speed dialling**, press the relevant speed dial key you have set up, then press and hold .

To **edit your speed dial numbers**:

Edit the desired number in Contacts that corresponds to the speed dial number you have assigned it.

- 1 From the Home screen, press ◀ or ▶ to access the Contacts list.
- 2 Highlight the contact whose number you wish to edit, press OK then Edit. Make your changes press OK, then press Save to confirm.

## manage your calls

To **activate or deactivate fixed dialling**:

- 1 Press Menu then scroll to and select Settings and press OK.
- 2 Press Call Settings, then Fixed Dialling Number.
- 3 Select ON or OFF and press OK.
- 4 Enter the PIN if you are prompted to do so.

**Note:** If no Fixed Dialling numbers are registered on the USIM Card, this function is not available. Also, you can delete numbers by pressing Options then selecting Delete One, Delete Selected or Delete all and pressing Yes to confirm.

Call barring can be used selectively to bar outgoing and incoming calls. The call barring password is preset to 1111. Emergency calls to 999 or 112 can be made while Call barring is on.

To **activate call barring**:

- 1 Press Menu then scroll to and select Settings.
- 2 Go to Call Settings then scroll to Call Barring. Select Block Outgoing Calls or Block Incoming Calls and press OK.
- 3 Choose whether to bar:
  - **All outgoing calls**  
Bars all outgoing calls.
  - **Int'l except to Home**  
All international phone calls except to your Home phone number are barred.
  - **International calls**  
Bars all outgoing international calls.
  - **All incoming calls**  
Bars all incoming calls.
  - **Incoming when roaming**  
Bars all incoming calls when you are abroad.

## manage your calls

**keep an eye on how long you spend on your calls**


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

- 1 Press Menu, scroll to Extras and press OK.
- 2 Scroll to Call Time and press OK.
- 3 Select Total Call Time or Call Time and press OK.

**Note:** If you want to confirm the current settings of both call barring services, select Check Setting in step 2, or, if you want to set a new password for roaming under another service network, select Set password in step 2 above.

**find out who has called you and when**

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

- 1 Press  to open your Dialled calls list.
- 2 Scroll right to open your Missed calls list or scroll left to open your Received calls list.

4

# messaging




### explore a new world of messages with photo and video messaging

Video Messaging is the latest way to share your life. Shoot a video with your S750's digital video recorder and send it immediately by multi media message.

Video clips and photos are automatically saved to your phone's Media Album.

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



### shoot a video

- 1 Press Camera, wait for it to start up then press again.
- 2 Aim at the object using the display as a viewfinder.
- 3 Scroll left or right to adjust the brightness of the picture.
- 4 Scroll up or down to zoom in and out.
- 5 Press  to adjust the white balance.
- 6 Press  to change the image size. Press \* to switch the flash on or off.
- 7 Press OK to start. Press  to stop and then OK to save the recording.

### take a photo

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

#### To take a photo:

- 1 Press Camera.
- 2 Aim at the object using the display as a viewfinder.
- 3 Scroll left or right to adjust the brightness of the picture.
- 4 Scroll up or down to zoom in and out.
- 5 Press  to adjust the white balance.
- 6 Press  to change the image size.
- 7 Press \* to switch the flash on or off.
- 8 Press OK to take the picture.

#### To take a self-portrait:

- 1 Press Options, scroll to Switch camera and press OK.
- 2 Select Front and press OK.
- 3 Press OK to take the photo.

**Note:** If the phone is closed, you can only use the front camera lens.

### send your photo and video messages

You can send photos and videos as soon as you have taken them – simply press Send and enter the phone number of the person you want to send the photo or video to.

To **send a photo or video you have just taken**:

- 1 When you have taken the photo or shot the video, press Send.
- 2 Select Attach to Message and press OK. Your Multi Media Messaging screen will open.
- 3 Press OK twice and enter the recipient's phone number and press OK. Select subject and press OK, enter the text message and press OK.

**text messages are fun, quick and convenient**

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

- 1 Press Menu, scroll to Messaging and press OK.
- 2 Select New Message and press OK.
- 3 Select Text Message(SMS) and press OK.
- 4 Enter the recipient's phone number in the To: field.
- 5 Enter your message and press OK.
- 6 Press Send.

**How do I know which symbols are available on which keys?**

key	symbols
1	. , - ? ! ' @ : / 1
2	a.A.b.B.c.C 2
3	d.D.e.E..f.F 3
4	g.G. h.H.i.I 4
5	j.J.k.K.I.L 5
6	m.M.n.N.o.O 6
7	p.P.q.Q.r.R.s.S 7
8	t.T.u.U.v.V 8
9	w.W.x.X.y.Y.z.Z 9
0	+ 0

**save time using predictive text input**

Predictive text uses a dictionary to recognise certain combinations of letters to create words, allowing you to write text messages faster.

To **switch between standard and predictive text (T9)**, press and hold \*.

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

When you have finished pressing all of the keys, the word should appear on screen. Press # to accept the word or press the navigation key down to view an alternative word option. When the right word appears press #. A space will automatically be added and you can start to enter the next word.

### attach a picture or sound to your text message

You can attach a variety of text pictures, animations, melodies or video clips to your text messages to help bring them to life.

To **insert an image into a message**:


- 1 Press Menu and scroll to and select Messaging.
- 2 Select New Message and press OK. then select Text Message(MMS) and press OK.
- 3 Highlight the message field and press Options.
- 4 Select Picture and press OK.
- 5 Select Take Picture and press OK.
- 6 Press OK to take a photo.

To **attach a sound or voice message to a message**:

- 1 Follow the steps 1 to 3 above.
- 2 Select Sound and press OK.
- 3 Select either Media album to select a stored sound or Voice recorder to record a tag and attach it to a message.

**Note:** The cost of sending a text picture message is the same as that of three standard text messages.

### read a text message

When you receive a text message, your phone will sound or vibrate and the  symbol will appear, along with the words Text Message Received. To read the message, select messaging from the Home screen and press OK. Select Received Messages and press OK.

### use text templates

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

To **add a signature to the message**:

Your name, company, job title, phone number or email address can be added to your message as a signature. While writing your message, press Options, select Signature and press OK.

**Note:** To edit the signature, go to Look & Feel settings.

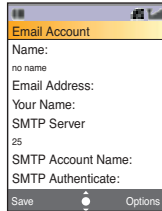
- 1 Select Personalization and press OK.
- 2 Select Edit Signature and press OK.
- 3 Press OK, make your changes, and then press OK.
- 4 Press Save.

### send and receive email from your phone

Your Orange phone allows you to send and receive emails while on the move. Before you can begin to use email with the external POP3 account on your Orange phone, you need to set up your Orange internet account using POP3 settings.

If you already have an Orange email account you can access it from your phone.

**Note:** To set up your email account, see the next page.




To **set up your email**:

- 1 Press Menu, select Messaging and press OK.
- 2 Scroll to Message Settings and press OK.
- 3 Scroll to Advanced and press OK.
- 4 Scroll to Email and press OK.
- 5 Scroll to Account and press OK.
- 6 Select Email address and press OK.
- 7 Enter your Email address and press OK.
- 8 Scroll to POP3 server and press OK.
- 9 Select Login and press OK.

What are my POP3 Orange email settings?

provider	setting
Connect using	Orange internet
Username	Enter your username
Email address	enter your email address
Reply to Address	enter a reply to address
User id	Enter your user id
Password	enter your password
Server type	POP3
POP3 server	pop.orange.net
POP3 port	110
SMTP server	smtp.orange.net
SMTP port	25
SMTP authentic	NO

- 10 Enter the POP3 Server Address, Port Number, POP3 Account Name, Password and press Save.
- 11 Press , select SMTP Server and press OK.
- 12 Select Login and press OK.
- 13 Enter the SMTP Server Address, Port Number, SMTP Account Name, Password and press Save. Your settings are now complete.

**Note:** Contact your email account provider regarding the indicated settings if you do not know them.


send and receive emails

To **send email**:

- 1 From the Home screen, select Messaging, then New Message.
- 2 Select Email and press OK.
- 3 Enter the recipient's email address in the To: field. Enter the subject if you wish.
- 4 Write your message and press OK.
- 5 Press Send.

### To open an email:

Once your email settings have been set up correctly, you will be able to receive email automatically.

- 1 From the Home screen, scroll to  and press OK.
- 2 Select Received Messages and press OK.

**Note:** Your POP3 settings are network specific. Please check with your email provider for the POP3 address of a non-Orange email account (eg Freeserve).

### more information

For more information call Orange customer services on 150 or, if you are a pay as you go customer, on 451 from your Orange phone.

For more information, or to send the settings to your handset, please visit [www.orange.co.uk/setup](http://www.orange.co.uk/setup)

# Orange Multi Media services



## Orange Multi Media services

### setting your connection

When you are outside of a 3G area, you can connect to the internet via packet switched (PS) data. PS allows you to stay connected all day while only paying for the data that you download.

Your phone also has the following connection options:

- packet switched wap for browsing wap pages only
- Orange MMS for sending and downloading photo messages
- Orange wap for a GSM connection to wap pages only

Please note that your preset bookmarks can only be viewed through an Orange PS connection. Your Sanyo S750 does not provide support for all types of internet site.

### browsing the web on the move has never been easier

Your Sanyo S750 has a built-in browser allowing you to surf the web online or download web pages to read when you're offline.

See page 88 for details on how to surf the internet.


### one click to your new Orange World

Just one click on your new S750 transports you to the latest games, ringtones and sports news from around the world.

Find your nearest cashpoint then pick out a bar to blow your wages in, or simply curl up on the sofa and read about your favourite celebrities. Or, if you're feeling lucky, why not enter one of our great

## Orange Multi Media services

competitions. Whatever your mood, you're bound to find something of interest in your Orange World, so take the leap and get exploring now!

To **enter Orange World**, press .

Orange World will open. Scroll down the page and press Select when you come to a link you want to visit.

Channels enables Orange to suggest links that will be of interest to you; the suggestions we make are based on your phone and the day of the week. For example, on a Saturday we may suggest sport to give you quick access to football results.

Use Channels to personalise your phone by downloading new ringtones, wallpapers, or the latest games, including some of the biggest games around such as Fifa Football and Tiger Woods Golf. You can even send

Purple Ronnie greeting cards to give a surprise message to your friends. You can also access services from other providers such as the BBC and the RAC.

### create your own Orange World

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

You can add or delete links to Your Page using the simple options provided.

## Orange Multi Media services

A suggestion for a link that might be useful will also appear at the top of the Orange homepage each time you begin browsing.

### find your way using Orange World

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

For example, use Orange World to find the nearest cash point to the pub you arranged to meet your friends in. Once you're there, use the Find feature to track down or locate your nearest cinema, and grab a cab number to organise a lift there. It's simple,

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

### share information with Orange World

Once you're familiar with Orange World, why not let a friend know what they're missing out on using the Mail and Messages menu? Click Your Orange Email to access an orange.net email account, which you can use on wap and the internet. You can register for an orange.net email account at [www.orange.co.uk](http://www.orange.co.uk). You can also access a list of alternative email providers, such as Freeserve and Yahoo by clicking Other email services.

### read your emails

Your Sanyo S750 gives you direct access to your Orange Email and email from other providers. You can be alerted on receipt of new messages and also listen to your Orange Email by dialling 123. Register at [www.orange.co.uk](http://www.orange.co.uk) from any PC with internet access.

### Orange organise

With Organise you can organise practically everything: contact details, appointments and general tasks. Register at [www.orange.co.uk](http://www.orange.co.uk) and benefit from the following services:

- **Free email alerts**  
Receive a text message on your Orange phone to alert you to emails you've received.

## Orange Multi Media services

- **Calendar and tasks**

Receive a text message to remind you of dates and events that are important to you.

- **Address Book**

Be automatically informed if any of your contacts change their details, or send an email to all your contacts to check that the information you have for them is up to date.

- **Synchronise**

Synchronise your contacts, events and tasks between your phone, PC and Orange services website account.

**Note:** For more information about synchronising Orange please download the user guide from the Orange website synchronisation pages.

## Orange Multi Media services

### bookmark your favourite sites

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

To **bookmark a site**:

- 1 Open the web page you would like to bookmark.
- 2 Press Options, scroll to Save to Bookmarks and press OK.

To **go to a bookmark**:

- 1 Press Options, select Bookmarks and press OK.
- 2 Select the bookmark you want to go to and press OK.

### choose from a list of options while you are browsing

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

The full list of options is as follows:

- **Bookmarks**  
Opens your list of saved bookmarks.
- **Save to Bookmarks**  
Allows you to create shortcuts to your favourite sites.
- **Enter URL**  
Allows you to enter the address of a site that you wish to visit.
- **URL History**  
The list of your previously visited sites.
- **Send**  
Attaches the web address of the current page to a message.

## Orange Multi Media services

### empty your cache

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

To **empty your cache**:

- 1 Press Options, scroll to Browser Data, press Clear cache and then OK.

- **Details**  
Displays detailed information on the current web page.
- **Browser Data**  
Clears all caches, cookies and records of accessed URLs.
- **Advanced**
  - Browser Settings
  - Update
  - Save Items
  - Saved Page
  - Save this Page
  - Copy Text
  - Send Link
  - About.

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

## Orange Multi Media services

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

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

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

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

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

To cancel an alert dial 277 and follow the prompts.

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

access information direct from your phone's Orange World menu

- 1 Press Menu, scroll to Orange World and press OK.
- 2 Orange World is highlighted. Press Select.
- 3 Select Information and choose from the following topics:
  - Sport
  - Lifestyle
  - Finance
- 4 You will be offered a further list of options. Scroll to the one you want and press Select.

## Orange Multi Media services

if you prefer to listen to the news rather than read it, simply call 177

When you call 177 you can listen to up-to-date information on a variety of subjects including Lotto results, the weather in your local area, your horoscope and a selection of topical information from around the UK.

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

**Note:** You will be charged a set price of 40p per minute to call 177.

- 5 Choose from the following three options:

- **Latest**

Sends you a single text message with the latest information.

- **All future**

Requests that you are sent regular updates on your chosen subject.

- **No more**

Cancels the All future option.

- 6 Select Get info.

**Note:** You will be charged your normal Service Plan rate for each text message received.

## Orange Multi Media services

### access Orange internet from your PC

With Orange internet you can access all these features:

- Personal email address and free email alerts. When you're out and about, you can receive a text message on your Orange phone to alert you to emails you've received.
- Personal diary and free alerts. Receive a text message on your Orange phone as a reminder of dates and events that are important to you.
- Send 30 free text messages when online every month to phones on any network.
- Receive information as a text message on your Orange phone on the latest news, weather, sport, directory, entertainment and lifestyle updates.

### register with Orange internet

To register with Orange internet just visit [www.orange.co.uk/register](http://www.orange.co.uk/register)

### manage your Orange phone account online

not available to pay as you go customers

- Check how many inclusive minutes you have remaining
- View your latest bill
- Set up a Direct Debit or pay by credit card securely
- Change your Service Plan

6

your phone's  
additional  
features

## your phone's additional features

### Orange Answer Fax

not available to pay as you go customers

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

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

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

### send and receive items without wires using Bluetooth®

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

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

To synchronise with your PC, you will also need to install software on your PC from the CD that came with your phone (see page 95 for more details on how to do this).

## your phone's additional features

To **send information via Bluetooth®**:

- 1 Press Menu, choose from Address Book then Contacts List to send contact information (Vcard), or select Calendar with a specific day to send a to do list (VtoDO) or select Extras and Notes, then Note to send a note (Vnote).
- 2 Press Options then OK.
- 3 Select Send via Bluetooth™ and press OK.
- 4 Select either Send or Send Multiple and press OK.
- 5 When you have finished press Execute then Yes.
- 6 Press Search then OK.

**Note:** If you have already registered your phone proceed to the next step.

- 7 Select your chosen device from the list and press OK.
- 8 Enter the Bluetooth® password when prompted and press OK. Transmission will begin.

**Note:** Unavailable devices are unselectable.

To **receive an item via Bluetooth®**:

- 1 Press Menu, scroll to Settings and press OK.
- 2 Scroll to Connectivity and press OK.
- 3 Scroll to Bluetooth® and press OK.
- 4 Select Data Reception Mode, press OK then Yes. The other device can then start transmitting the data and you will be able to receive it.
- 5 Press Save once the data has been received.

## your phone's additional features

### To add a Bluetooth® headset to your phone:

You can connect your phone to a Bluetooth® headset to enable you to make and receive calls handsfree. Make sure Bluetooth® is enabled on your phone and that your headset is switched on before you try to connect the two devices.

Read your Hands-free/Headset user manual before starting.

- 1 Press Menu and select Settings then Connectivity.
- 2 Select Bluetooth® then Hands-free/Headset.
- 3 Select Connect to Hands-free and press Search. Your list of devices will appear.
- 4 Press OK, select your headset from the list and press OK.

### To adjust your Bluetooth® settings:

- 1 Press Menu and select Settings.
- 2 Select Connectivity, then Bluetooth® and Bluetooth® Setting.
- 3 Work through the settings, making changes where necessary.

### transfer data using infrared

You can use the infrared port of your phone to communicate wirefree™ with other infrared devices.

You can send contacts, business cards, calendar entries and ringtones from one handset to another.

**Note:** SD Card data cannot be sent via infrared.

## your phone's additional features

To connect two phones via infrared you may need to enter an authentication password when prompted.

### To send media album folders via infrared:

- 1 Open the list of Media Album folders.
  - 2 Press Options, select Send via Infrared and press Select.
  - 3 Choose from:
    - Send
    - Send Multiple
    - Send All.
  - 4 Press Execute if you select more than one folder or Yes to start sending.
- Note:** Ensure the receiving device is activated.

### To activate the infrared port to receive an item:

- 1 Press Menu then scroll to and select Settings.
- 2 Select Connectivity.
- 3 Select Infrared and press OK.
- 4 Select Receiving mode, OK and then press Yes.

If the data transfer is not started shortly after activation, the connection is cancelled and needs to be started again.

**Note:** Do not point the infrared beam at anyone's eye or allow it to interfere with other infrared devices.

This device is a Class 1 Laser product. Two devices linked by infrared should not be more than one metre apart.

## your phone's additional features

### synchronise your phone with your PC

Synchronisation helps you keep on top of things as it ensures your important personal information is organised and up to date on your phone. With synchronisation your contacts, events and tasks will be available to you wherever you are on your phone or on your PC.

You can choose how you would like to synchronise your phone and PC, so that the same data appears on both your phone and computer.

**Note:** For WindowsMe users. Although this product's device driver appears as unrecognised (?) when viewing from the OS Device Manager, there is no problem using this device driver on your computer. When removing the USB cable. After you have clicked on [\[task tray icon\]](#) to stop the

device, remove the USB cable after the confirmation dialog appears.

**Caution:** Do not disconnect the USB cable while using this function.

- **Desktop sync**  
Synchronise your phone directly with a compatible PC using Bluetooth®, infrared or a data cable.
- **Mobile sync**  
Synchronise your phone with the Orange website.

## your phone's additional features

### desktop sync your Sanyo S750 with your PC

You can synchronise your S750 with other compatible devices using Bluetooth® wireless technology, the infrared port or a cable.

Synchronising enables you to keep a copy of your contacts, appointments, tasks and notes so should anything happen to your phone, you will not lose important data.

To synchronise your devices you will need to install the software from the CD that came with your phone.

- 1 If the autorun feature on your PC is active, your CD will automatically run once inserted into your computer. If not, you will need to manually launch the program. Install the synchronisation software, following the on-screen prompts.
- 2 Connect your phone to a compatible PC via infrared, Bluetooth® or data cable,

and follow the on-screen prompts to begin synchronisation.

- 3 Once you have set up your connection you are ready to synchronise your devices.

**Caution:** Do not disconnect the USB cable while using this function.

To **synchronise remotely with internet programs:**

- 1 Select Connectivity from the Settings menu and scroll to and select Bluetooth®.
- 2 Select Dial-up and press OK. Press Yes to confirm.



## your phone's additional features

### organise your phone with the Media Album

Your Media Album contains folders where your photos, video clips, sounds, themes and games are stored. You can create, move, manage, and copy your own folders. You can also edit photos and video clips that you have taken, resize your images and zoom in and out of them. (All must be checked with handset.)

To **move a file to another folder**:

- 1 Highlight the file, for instance a photo or video clip, and press Options.
- 2 Select Move to Other Folder or Copy to Other Folder and press OK.

- 3 You can choose to:
  - **Move**  
Use the navigation pad to select then press OK.
  - **Move Multiple**  
Use the navigation pad to select then press OK.
  - **Move All**
  - **Copy**
  - **Copy Multiple**  
Use the navigation pad to select then press OK.
  - **Copy All**  
Select your folder and press Execute.

To **delete a file**:

- 1 Open the file that you want to delete and press Options.
- 2 Select Delete and press OK.
- 3 Press Yes, when prompted to delete one.

## your phone's additional features

### save information to your SD Card

If your phone's memory becomes full, or you want to use information saved on your phone in another device, you can save files and items to your SD Card (Supports SD Cards up to 512 MB).

To **insert your SD Card in your phone**:

- 1 Open the cover of the SD Card slot on the top rear of your phone.
- 2 Insert the card with the label facing towards the front.
- 3 Push the card until it clicks into place. Close the cover and turn your phone on.

To **remove the SD Card**:

- 1 Ensure that the phone is switched off.
- 2 Open the cover of the SD Card slot.
- 3 Push the card slightly in then release. The card will spring out from the card slot.
- 4 Pull out the card and close the cover.

To **save data from your SD Card to your phone**:

- 1 Highlight the desired file.
- 2 Press Options and select Move to handset.
- 3 To copy data to your phone, select Copy to Handset.

You can also use your SD Card in another SD Card compatible device.

## your phone's additional features

### make a sound recording

With the sound recorder you can record your own memos.

To **make a recording**:

- 1 Press Menu, scroll to Extras and press OK.
- 2 Scroll to Voice Recorder and press OK.
- 3 Select Record and press OK. The phone is now in voice recorder mode.
- 4 Press Record to start recording.
- 5 Press Stop to end recording.

To **listen to your recording**:

- 1 From the Home screen press Menu, scroll to Extras and press OK.
- 2 Scroll to Voice Recorder and press OK.
- 3 Select Play and press OK. Then select the Melody & Ringtones folder and press OK.
- 4 Select a data file and press OK.

### print out photos directly from your phone

You can connect your phone to your PC using a USB cable to transfer and print the photos that you have taken with your phone's camera.

## your phone's additional features

To **print your photos**:

- 1 Connect your phone to your printer using the USB cable, making sure you are in the Home screen.
- 2 The message USB connected will appear, followed by a menu on your phone's display.
- 3 Select Print Mode from the menu and press OK.
- 4 Press Yes to complete the connection. You will see the layout menu in your display.
- 5 Choose the image layout you want to print and press OK.
- 6 Press Print and follow the on-screen prompts.

**Caution:** Do not disconnect the USB cable while using this function.

7

personalise  
your phone

## personalise your phone

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

You can change the way that you are alerted to messages and incoming calls.

change the way your phone behaves in seconds

A profile is a phone setting that determines how your phone behaves when, for example, you receive new text messages or Answer Phone messages.

You can **choose a profile from seven preset options:**

- 1 Press the Back key.
- 2 Choose from the following and press OK:
  - Normal
  - Silent
  - Custom
  - Car
  - Meeting
  - Loud
  - Outdoor.

Once you have selected a suitable profile, you can customise it to behave in a certain way.

## personalise your phone

download ringtones and wallpapers

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

You can also download new sounds and pictures using Orange World on your phone, and using Photo Messaging you can exchange photos and sounds with your friends to use on your phone. See page 80 for more information on downloads.

When you download images or sounds from Orange World, they are stored in your Media Album.

change your wallpaper

Your phone comes with a number of pictures, which you can set as wallpapers. You can also use photos you take with your phone as wallpapers.

- 1 Press Menu and select Settings, then Display and Wallpaper and press OK.
- 2 Select either Original or Media Album press OK.
- 3 Scroll through the folders and select the image you want to use and press OK twice.

# manage your time

## manage your time

### set the time and date

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

- 1 Press Menu, scroll to Settings and press OK.
- 2 Scroll to Phone Settings and press OK.
- 3 Select Set Time & Date and press OK.
- 4 Select Time & Date and press OK.
- 5 Set the current date and time and press OK.

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

- 1 Press Menu, scroll to Extras and press OK.
- 2 Scroll to Alarm Clock and press OK.
- 3 Select an entry and press OK.
- 4 Select ON and press OK to set the alarm clock. The following fields will appear:
  - Set Alarm Time

- Repeat
  - Snooze Mode
  - Alarm Tone
  - Alarm Tone Volume
  - Alarm Image
  - Vibration
  - Alarm Priority.
- 5 Select any item from the list to edit and then press OK to add the information.
  - 6 Press Save and then OK.

**Note:** Your alarm will sound even if your phone is switched off.

### use your phone's Organiser to remind yourself of important events

Your Sanyo S750 has a built-in Organiser, which has a calendar, ToDo list and notes functions, so you need never miss a deadline or appointment again. You can view monthly, weekly and daily calendar

entries and even manually attach photo and video clip data to calendar entries. You can also send a calendar entry to one of your contacts.

To **add appointments to specific days using your calendar**:

- 1 Press Menu, then select Calendar and press OK.
- 2 Press Options then select Schedule List and press OK.
- 3 Press Options, select New and press Select. Your new Schedule entry will appear.
- 4 Enter your Schedule information, adding the date and time using the keypad or the navigation pad.
- 5 Press Set and then Save to save your entry.

## manage your time

### synchronise your calendar with the Orange website

Your Sanyo S750 allows you to synchronise your calendar with the Orange website, ensuring that you stay organised using your phone and computer.

To **store a copy of your calendar on both the Orange website and your computer**:

- 1 Using a computer go to the Orange website at <http://www.orange.co.uk>
- 2 Choose email and organise and follow the instructions to set up synchronisation on your phone.
- 3 When you have completed the setup, follow the instructions on the website to synchronise your calendar from your phone.

## manage your time

- 4 When you have finished synchronising, your Orange online services account will have the same events as your phone.

You can visit the email and organise section on the Orange website to view and edit your online calendar and also to set up synchronisation with Outlook or Lotus Notes on your computer, so that you have the same calendar on both your phone and your computer.

**Note:** Using your phone's internet browser you can also visit Organise in Orange World.

You can keep track of phone calls you need to make or tasks that you need to do in your ToDo list. Choose to add a new task or use an old one as a template by copying and editing it. You can also set a reminder for a task.

You can tailor your calendar to meet your needs by adjusting the settings so your week starts on a day to suit you. You can set a profile switch so that your phone reminds you to change the profile if you don't want your phone to ring, for instance if a meeting is about to start, and also turn your reminders on and off.

### synchronise your ToDo list with the Orange website

Your Sanyo S750 allows you to synchronise your ToDo list with the Orange website, ensuring that you stay on top of your workload.

**To store a copy of your ToDo list on both the Orange website and your computer:**

- 1 Using a computer, go to the Orange website at <http://www.orange.co.uk>

## manage your time


- 2 Choose Organise and follow the instructions to set up synchronisation on your phone.
- 3 When you have completed the setup, follow the instructions on the website to synchronise your tasks from your phone.
- 4 When you have finished synchronising, your Orange online services account will have the same tasks as your phone.

You can visit the email and organise section on the Orange website to view and edit your online ToDo list/tasks and also set up synchronisation with Outlook or Lotus Notes on your computer, so that you have the same list of ToDo items on both your phone and your computer.

**Note:** Using your phone's internet browser you can also visit Organise in Orange World.

If you need to remember something, make a note in your phone. You can save up to ten notes. You can also send a note to one of your contacts.

**To use the calculator:**

- 1 Press Menu, scroll to Extras and press OK.
- 2 Scroll to Calculator and press OK.
- 3 Use the number keys to enter digits.
- 4 Use the navigation keys to add, subtract, multiply and divide.
- 5 Press \* to enter a decimal point.
- 6 Press OK to perform the calculation and  to clear the screen.

## manage your time

To **use the notepad**:

- 1 Press menu and scroll to and select Extras
- 2 Select Notes and press OK.
- 3 Select Note and press OK.
- 4 Select Unregistered Item, and select Edit from Options.
- 5 Write your note and press OK.

9

have fun on  
your phone



## have fun on your phone

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

With several exciting games to choose from you can have hours of fun on your phone. Your phone supports Java™ games, meaning you can download new games via wap to play whenever you have a spare

### Different appointment types

<b>Memo</b>	Write a text memo.
<b>Call</b>	Remind yourself to make an important call.
<b>Meeting</b>	Remind yourself of an important meeting.
<b>Voice memo</b>	Record a voice memo.
<b>Birthday</b>	Use this to keep track of family and friends' birthdays.
<b>Holiday</b>	Enter holiday dates.

moment. There are already two exciting games preset on your phone.

To **start a game from the application list:**

- 1 Press Menu, scroll to Games and press OK.
- 2 Select Java™ Games and press OK.
- 3 Select an application and press OK.

starting or downloading Java™ games from the Orange World homepage or other wap enabled homepage

- 1 Press Menu and scroll to and select Games.
- 2 Select More Games.
- 3 Connect to the Orange World homepage or other wap enabled homepage and then select download to start the desired Java™ application by following the on-screen instructions.

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

## have fun on your phone

video clips

You can watch video clips through video links on the Orange portal, from the internet or from clips stored on your phone or SD Card. Clips can be played using the 3G media player already installed on your phone. To access clips, follow the step-by-step instructions below.

To **watch a video clip:**

The video will have to download to your phone before it can play. The length of time it takes to download will depend on the length of the clip. Some clips can be stored on your phone so that you can watch them at any time.

## have fun on your phone

### To access a stored clip:

You can also use your media player to stream music and video clips from a website. When you are browsing and select a link for streaming, your Media player will open automatically. You can save these streaming links as bookmarks in your phone.

### To play back saved music:

- 1 Press Menu, scroll to Extras and press OK.
- 2 Select Media Player
- 3 Select Play video (Play Audio) and press OK.
- 4 Select a video (audio) file from the All Videos (All Audios) folder or a Playlist folder of your own making and press OK.

### To access clips from the Video channel:

- 1 Select Video from the main portal page to open your video channel. A list of categories will appear.
- 2 Select a category and then a video clip.
- 3 You will be given the option to view a clip request. The clip request shows more information about the clip including details of the full title, price, date and file size of the clip. Press Cancel if you do not want to see this information.
- 4 There may also be a delivery option to either download or stream the clip.
  - **Streaming**  
When the clip is requested, the clips start to play immediately. The clip cannot be stored.
  - **Download**  
When the clip is requested, the clip is fully downloaded to the device before it can be played. The clip is stored on the

phone and is accessible from the Media album folder.

- 5 To view a downloadable clip, press Yes when Use now? appears in the display.

**Note:** Downloadable clips are automatically saved to the phone. You can view the clip straightaway or at a later time.

- 6 To playback a saved video clip, select Video from the Media Album menu. A list of clips will appear. Select the video that you would like to watch. It will start playing automatically.

**Note:** Downloaded video clips can take up a lot of phone memory. If the phone memory becomes full, you should delete old clips before downloading new ones.

## have fun on your phone

To access clips from the internet or from links on the Orange portal, go straight to step 3.

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# International services

## International services

### Orange International services for pay monthly customers

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

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

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

**Note:** The availability of this service will be dependent on the partner network supporting Text Messaging and Multi Media Messaging.

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

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

## International services

pay monthly check list before you travel

- 1 Call Customer Services on 150 from your Orange phone or 07973 100 150 from any other phone to activate your phone so you can make and receive calls abroad. Roaming needs to be activated at least 24 hours before travelling abroad and it only has to be activated once.
- 2 If you want to use Answer Fax abroad you must have it activated on your account at least 24 hours before you leave the UK. Call 150 from your Orange phone or 07973 100 150 from any other phone for details. The availability of this service is dependent upon the partner network which you are logged into.
- 3 If you have Line 2 we recommend that you divert all Line 2 calls to your Orange

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

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

\*includes the Canary and Balaeric islands.

## International services

Answer Phone before you leave, as this service is not available while you are abroad.

- 4 Remove any temporary bars on international calls using the menu options on your phone.
- 5 Set up any divers on your Orange phone before you leave the UK as you will not be able to do it when you are abroad. Refer to chapter 3 for more information on call divers.
- 6 Make sure you pack your charger and a three-pin adaptor so you can charge your phone while abroad.
- 7 Make sure that the frequently used numbers in your address book are saved with the international dialling codes you need, ie, +44 minus the leading zero from the area code for calls back to the UK.

**Note:** The availability of Orange products

and services when roaming is dependent upon the partner network.

### Orange International services for pay as you go customers

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

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

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

you can stay in touch around the world.

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

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

### pay as you go check list before you travel

- 1 Remove any temporary bars on international calls using the menu options on your phone.
- 2 Top-up your Talk Time by:
  - **Credit or debit card**  
Register your card 72 hours before

## International services

you go and you can then call 450 from your Orange phone to top-up your talk time.

- **Orange Top-up Swipe Card**  
Before you go, use your Orange Top-up Swipe Card to top-up; in the UK they're available in any Orange shop and wherever you see the Top-up symbol.
- **Orange vouchers**  
Buy £20 and £50 vouchers from any Orange shop or high street stockist.

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

- 3 Make sure you pack your charger and a three-pin adaptor so you can charge your phone while abroad.
- 4 Make sure that the frequently used numbers in your address book are

## International services

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

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

### stay in touch in many countries by switching networks

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

To **select the network area (Roaming):**

- 1 Press Menu, scroll to Settings and press select, then Phone settings.

- 2 Scroll to Select Network and press OK.
- 3 Press Select Network.
- 4 Press OK, select UMTS/GMS Dual, GSM Only, or PCS Only and press OK..
- 5 Select Auto or Manual and press OK.

#### ■ Auto

The selection of network service operators depends on the setting in the Edit preferred list.

#### ■ Manual

You will be required to select a network service operator from the list.

For more information call Orange customer services on 150 or, if you are a pay as you go customer, on 451 from your Orange phone.

## International services

### using your Answer Phone abroad

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

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

### using GPRS abroad

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

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

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

ensure your  
phone is  
secure

## ensure your phone is secure

### Orange Care

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

With Orange Care you get:

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

To get Orange Care call **150** free from your Orange phone.

**Note:** Orange Care includes insurance and warranty that is subject to terms and conditions and exclusions as stated in chapter 11.

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

### protecting your phone

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

- Don't leave your phone unattended in a public place.
- Don't leave your phone in a vehicle. If this can't be avoided, please make sure it's locked in the boot or locked in the glove compartment.

## ensure your phone is secure

- Never loan your phone to someone else.

### How to claim:

- Report the loss, theft or damage to Orange as soon as possible within 24 hours of discovery.
- Loss, theft or malicious damage claims must be reported to the police immediately (or as soon as possible within 24 hours of discovery).
- To make a claim or to have your phone barred to prevent unauthorised use simply call Orange customer services on **07973 100 150**, or if you are abroad call **+44 7973 100 150**.
- To speed up your claim make a note of the key facts before calling, eg, time of theft, where you lost it, how it got damaged and what the damage is, steps taken to recover your phone and

any other relevant details. You must provide any assistance and/or information that Orange reasonably requests in connection with the replacement of your phone.

- Remember, if your phone is stolen or maliciously damaged we need a crime reference number or a lost property number if it is lost.
- Once your claim is agreed, Orange will despatch your replacement phone. Please see section 13.1 in the Orange Care terms and conditions for more information.



## ensure your phone is secure

### ensure that only authorised people can use your phone

If your phone's USIM Card PIN is activated a four-digit PIN (Personal Identification Number) will be requested each time you switch your phone on. This PIN is preset to 1111. To increase your phone's security you can change the PIN to a number only you know.

If you enter an incorrect PIN 3 times in a row, the PIN will become locked. Enter the Personal Unblocking Key (PUK) when requested and then enter a new PIN twice to activate the USIM Card. Please contact your network provider for further information on PIN and PUK.

### What if I enter the wrong PIN?

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

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

Do not attempt to guess the PUK code. If you enter your PUK code incorrectly 3 times in a row, you will permanently block your USIM Card and you may have to return your phone to Orange.

## ensure your phone is secure

### the security code protects your phone against unauthorised use

#### To activate your USIM Card PIN:

To turn your phone on once USIM Card PIN is activated, enter the four-digit number and press OK.

#### To change your USIM Card PIN:

- 1 Press Menu then scroll to and select Settings, then Security settings followed by Set PIN.
- 2 Select Change PIN and press OK.
- 3 Select PIN1 or PIN2 and press OK.
- 4 Enter the current PIN code and press OK.
- 5 Enter your new PIN code and press OK.
- 6 Enter your new PIN again to confirm and press OK.

The security code is preset to 9999 and is a lock on your phone rather than your USIM Card. This means that anyone putting a new USIM Card into your phone would not be able to use it without the security code.

## ensure your phone is secure

### What are the security codes for?

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

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

# 12

# reference

## safety

**1 network services**

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

**2 everyday use of your phone**

Hold your phone as you would any other telephone, with the antenna pointing up and over your shoulder. If your phone has an extendible antenna, extend it fully. Do not touch the antenna unnecessarily when the phone is switched on, as this will affect call quality and may cause the phone to

operate at a higher power level than is needed. As with any other radio transmitting equipment, you are advised that for the satisfactory operation of your phone and for your own safety, you should use your phone only in the normal operating position.

**3 using your Orange phone in a vehicle**

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

- Orange recommend that you do not use your phone when driving, unless you are using a wired personal handsfree kit or personal handsfree car kit.
- If you need to make or receive a call and you have a personal handsfree kit or personal handsfree car kit, make sure it is done sensibly using speed dialling or voice activation where possible, and

keeping calls brief and to a minimum.

- If you don't have a personal handsfree kit or personal handsfree car kit, stop and park your vehicle safely with the engine off before using your phone, although never on a motorway slip road or hard shoulder even if it is urgent.
- Do not store or carry inflammable liquids, gases or explosive materials in the same compartment as your phone, its parts or accessories and always store your phone safely and securely.
- You should always use a phone holder in your car to secure your phone safely. Never place the phone on the passenger seat or where it can break loose in a collision or sudden stop.

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

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

**4 car kit installation**

- Only qualified personnel should install or service the personal handsfree car kit or the phone in a vehicle. Faulty installation or service may be dangerous and may invalidate any warranty which may apply to the unit.
- For vehicles equipped with an air bag, remember that an air bag inflates with great force. Do not place objects, including both installed or portable wireless equipment, in the area over the air bag or in the air bag deployment area. If a personal handsfree car kit is improperly installed and the air bag inflates, serious injury could result.
- Check regularly that all mobile phone equipment in your vehicle is mounted

and operating properly.

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

## 5 fuse replacement

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

## 6 emergency calls

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

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

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

### To make an emergency call:

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

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

## 7 one touch emergency dialling

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

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

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

**Note:** When using voice dialling you must say the name exactly as you said it when you recorded it, which may be difficult in,

for example, a noisy environment or during an emergency. Do not rely solely upon voice dialling in all circumstances.

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

## 8 operating environment

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

## 9 pacemakers

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

## 10 hearing aids

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

## 11 other medical equipment

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

## 12 aircraft safety

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

mobile telephone network, and is illegal.

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

## 13 explosive materials

- You are advised to switch off your phone when at a petrol station or other refuelling point. You must observe restrictions on the use of radio equipment in fuel depots (fuel storage and distribution areas); chemical plants or where blasting operations are in progress.
- Areas with a potentially explosive atmosphere are often but not always clearly marked. They include: below deck on boats; chemical transfer or storage facilities; vehicles using liquefied petroleum gas (such as propane or

butane); areas where the air contains chemicals or particles, such as grain, dust or metal powders; and any other area where you would normally be advised to turn off your vehicle engine.

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

#### 14 general safety information

- When changing your phone's cover, always switch off the power and disconnect the phone from the charger or any other device. Always store the phone with the covers attached. Never use a phone without a cover.
- Remember to always make backup copies of all important data.

- Your phone must be switched on to access games, ring tone composer, calendar, calculator, wap, infrared, timer and other similar features. Do not switch your phone on when mobile phone use is prohibited or when it may cause interference or danger.
- The information or services you have accessed using wap are stored in the cache of your phone, which is a memory used to store data temporarily. You should empty the cache of your phone after each use to ensure that any confidential information cannot be accessed by anyone using your phone.
- Parts of the phone are magnetic. Metallic materials may be attracted to the phone. Always secure the phone in its holder because metallic materials may be attracted by the earpiece. Do not place credit cards or other magnetic storage media near the phone, because

information stored on them may be erased.

- Always switch your phone off in any facility where posted notices so require.

#### 15 phone and battery care

**Warning:** Use only batteries, charger and accessories approved for use with this particular phone model. The use of any other types may invalidate any approval or warranty applying to the phone, and may be dangerous.

- Do not charge the battery when either of your phone's covers are removed.
- Keep the phone and all its parts and accessories out of children's reach.
- Your phone is not water resistant. Keep it dry. Precipitation, humidity and all types of liquids or moisture can contain minerals that will corrode electronic circuits.
- Do not use your phone in dusty, dirty

areas. Its moving parts can be damaged.

- Your phone is powered by a rechargeable battery. Note that a new battery's full performance may only be achieved after two or three complete charge and discharge cycles.
- The battery can be charged and discharged hundreds of times but it will eventually wear out. When the operating time (talk time and standby time) is noticeably shorter than normal, it is time to buy a new battery.
- Temperature extremes may affect the ability of your battery to charge: allow it to cool down or warm up first.
- Never use any charger or battery which is damaged or worn out.
- Always unplug the charger when not in use. Do not leave the batteries connected to the charger for longer than a week, since overcharging may shorten its lifetime. If left unused, a fully charged

battery will discharge itself over time.

- Do not paint your phone as this can clog its moving parts and prevent operation.
- Only use the antenna supplied or an approved replacement antenna. Unauthorised antennae, modifications or attachments could damage the phone and may violate regulations governing use of mobile phones.
- Keep all USIM Cards out of children's reach.
- Use your phone battery only for its intended purpose, and never use any charger or battery which is damaged or worn out.
- Never allow the battery terminals to short circuit, as this can cause damage to the battery or to the connecting object (a short circuit can occur if a metallic object such as a coin, clip or pen causes direct connection between

the + and - terminals of the battery).

Therefore, always take adequate precautions when carrying a spare battery in a purse or pocket.

- Batteries must be recycled or disposed of properly and according to your local regulations, and must never be disposed of in household waste. Never dispose of batteries in a fire.
- When you disconnect the power cord of any accessory, including the charger, grasp and pull the plug, not the cord.
- For good operation times, discharge an NiMH battery from time to time by leaving your phone switched on until it turns itself off.
- Do not attempt to open the casing on your phone or its battery. Non-expert handling may damage it.
- Do not drop, knock or shake the phone. Rough handling can break the internal circuit boards.

- Do not use harsh chemicals, cleaning solvents, or strong detergents to clean your phone. Wipe it with a soft cloth slightly dampened in a mild soap and water solution.
- Do not store it in hot areas. High temperatures can shorten the life of electronic devices, damage batteries and warp or melt certain plastics.
- Do not store your phone in cold areas. When it warms up (to its normal temperature) moisture can form inside the phone which may damage electronic circuit boards.

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

## radio waves and your phone

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

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

The SAR value for your Sanyo S750 is 0.840w/kg. (0.776 w/kg according to FCC requirements.)

**Note:** The SAR value for your phone has been provided to Orange by the manufacturer. By acting as facilitator

for conveying this information to our customers, Orange is fulfilling its duty as a responsible retailer.

## paperwork

### 14-day phone return

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

### data protection

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

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

### direct debit

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

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

### allowing access to your Orange account

It can sometimes be useful for someone else to have access to your account, for example if you have more than one Orange phone in your name. As an account holder

you can choose to allow information only access and access which will allow changes to be made. Please call customer services who will send you a form.

### Orange useful booklets

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

## Orange Care terms and conditions

### 1 interpretation

- 1.1 In these terms and conditions Insurance refers to the provisions of clause 3 and Warranty to the provisions of clause 7, together Insurance and Warranty are referred to



as Orange Care.

- 1.2 Orange Care is subject at all times to the provisions of these terms and conditions and does not apply and cannot be purchased in relation to any second line activated on your Orange phone. (Orange Care only applies to approved and Orange branded phones).
- 1.3 To check whether your chosen service plan includes Orange Care or requires Orange Care to be purchased as an optional extra please call 150 from your Orange pay monthly phone or 07973 100 150 from any other phone. Small Business customers should call 345 from their Orange phone or 07973 100 345 from any other phone and Business Solutions customers should call 158 from their Orange phone or 07973 100 158 from any other phone. Pay as you go

customers can purchase Orange Care by calling 450 from their Orange phone or 07973 100 450 from any other phone.

## 2 insurance terms

- 2.1 Orange Personal Communications Services Limited (Orange) is monitored by HSBC Insurance Brokers Limited which is a member of the General Insurance Standards Council.
- 2.2 Orange is authorised by the insurer to collect premiums, to accept or decline claims, to arrange repairs and issue replacement phones on behalf of the insurer. For the purposes of this Insurance "phone" means handset, standard battery, USIM card and charger, originally supplied as part of the standard package.
- 2.3 The Insurance is arranged with an authorised insurer whose details are

available upon request to HSBC Insurance Brokers Limited, Quay West, Trafford Wharf Road, Manchester, M17 1PL.

- 2.4 The following paragraphs describe the conditions and cover provided under the terms of this Insurance which forms part of a master policy arranged by HSBC Insurance Brokers Limited on behalf of Orange. This Insurance is subject to the terms and conditions of the master policy, a copy of which can be obtained from HSBC Insurance Brokers Limited. Requests should be made in writing, stating your Orange phone number.
- 3 cover for lost stolen and damaged phones**
- Your phone which must be in your possession or in the possession of an authorised user is insured worldwide

subject to the terms and conditions of the Insurance policy (see clause 6.14 in respect of conditions outside the United Kingdom). If your phone (or parts there of) is lost, stolen or damaged you will be entitled to a replacement or repair "free of charge" subject to payment of the administration fee as detailed in clause 9.6, subject to compliance with all the following terms and conditions of the policy. For your information an authorised user is the Orange registered customer, other users officially notified to Orange by the customer and authorised by Orange, the registered customer's spouse/partner, members of his/her immediate family, all of whom would normally reside at the registered customer's address and employees of the registered customer who use the phone with permission of the customer.

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

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

#### 4 exclusions

- 4.1 A replacement or repair will not be provided under the terms of the Insurance where the loss or damage is caused by or consists of:

- 4.1.1 normal wear and tear or deterioration, depreciation, rusting or oxidation, atmospheric or climatic conditions or other gradually operating cause;
- 4.1.2 confiscation or detention;
- 4.1.3 improper maintenance, repair or modification;
- 4.1.4 defective materials or workmanship covered by the manufacturer's warranty;
- 4.1.5 breakdown of or interruption to the network service;
- 4.1.6 loss of use or consequential loss of any kind;
- 4.1.7 cosmetic damage which does not impair the normal functions of the phone;
- 4.1.8 loss of or theft of items left unattended in a public place;

- 4.1.9 theft of items from an unattended vehicle unless the item was in a locked boot or locked glove compartment and the vehicle itself was securely locked;
- 4.1.10 any wilful act, neglect or failure to take reasonable care by you or any authorised user or any wilful act or neglect carried out at the direction or instigation of you or any authorised user;
- 4.1.11 disregard of manufacturer's and/or operating instructions;
- 4.1.12 damage resulting from pressure waves caused by aircraft or other aerial devices travelling at sonic or supersonic speeds;
- 4.1.13 war and hostilities;
- 4.1.14 loss, destruction or damage in Northern Ireland due to civil commotion unlawful or wanton

- act committed maliciously in connection with any unlawful association;
- 4.1.15 radioactive contamination;
- 4.1.16 loss or theft of a phone from temporary premises is covered only where there is evidence of forcible and violent entry or exit.
- 4.2 A replacement or repair will not be provided if:
  - 4.2.1 Orange has reason to believe you have made a fraudulent claim;
  - 4.2.2 you do not make reasonable efforts to recover any lost or stolen items;
  - 4.2.3 the phone is not registered and connected to the Orange network in your name;
  - 4.2.4 at the time of loss, theft or damage the phone was not being used or in the possession of you or an authorised user.

## 5 premium payment

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

## 6 general

- 6.1 It is a condition of this policy that the replacement of any phone will only be made with an Orange product. Wherever possible, reasonable efforts will be made to ensure that the replacement phone is of the same or similar specification.
- 6.2 Replacement phones may be supplied from refurbished stock that have been tested and are fully functional.
- 6.3 In the event of a claim you are only entitled to repair or replacement (at the option of Orange) of your phone. There is no entitlement to any

monetary settlement under the terms of the Orange Care Insurance policy.

- 6.4 The Insurance period will be unaffected by the replacement of your phone and will continue to apply from the date the Insurance first came into force.
- 6.5 Should you find a phone that you have reported lost or stolen before you have received a replacement, you must report this to Orange immediately so that the delivery of the replacement can be cancelled. If you fail to do so we reserve the right to impose a charge for any attempt to deliver the replacement.
- 6.6 When a replacement phone has been supplied due to accidental or malicious damage the original phone must be returned to Orange.
- 6.7 When a replacement phone has been supplied because of loss or theft, if

the original phone is subsequently recovered it must be returned to Orange as it is the property of the insurer.

- 6.8 If there is reason to believe that you have not taken reasonable care of your phone any claim may be referred to Chartered Loss Adjusters in order to carry out a special investigation into the circumstances of the claim. No free replacement or repair will be provided unless and until the adjusters confirm your claim is acceptable under the terms of the policy
- 6.9 If Orange believes that you have persistently failed to take reasonable care of your phone your cover will be cancelled.
- 6.10 Orange may at its option require you to return your phone for examination before a replacement is supplied.

- 6.11 If Orange has reasonable cause to believe you have made a fraudulent claim your cover will be cancelled.
- 6.12 You must provide any assistance and/or information that Orange reasonably requests in connection with the replacement of your phone.
- 6.13 A replacement item will be refused or you will be charged for any replacement if you have not complied with the terms of the Insurance policy and of Orange Care.
- 6.14 If your phone is lost or stolen or maliciously damaged whilst you are abroad you must report the loss or theft to the relevant local authority and to Orange as soon as possible but in any event as soon as reasonably practicable after you discover loss theft or malicious damage. A replacement phone will not be sent to you until you return to the United Kingdom.
- 6.15 Where a replacement phone is issued under the warranty the original phone must be returned to Orange.
- 6.16 You may be charged the recommended retail price of any battery charger or antenna returned to Orange which is shown not to be that originally supplied with the phone or of any phone returned to Orange which is shown to have been deliberately damaged.
- 6.17 If your phone is lost or stolen, or maliciously or accidentally damaged so that it is no longer operable and such loss, theft or damage falls outside these terms and conditions then Orange may entirely at its discretion agree to sell you a replacement phone at prevailing replacement phone prices. The charge for any replacement phone so supplied will be applied to your

Orange account.

- 6.18 Orange will use its reasonable endeavours to dispatch any replacement phone to you within 24 hours of agreeing to issue such replacement, however, for reasons beyond our control this may not always be possible.
- 6.19 Orange will arrange with you a place and time period for any replacement phone to be delivered, on payment of the administration fee detailed in clause 9.6. We reserve the right to impose a delivery charge if you are unavailable for the delivery as agreed.
- 6.20 Any replacement phone received under either clause 3 or clause 7 will not attract a further period of Insurance or warranty. For the avoidance of doubt (subject to the provisions of clause 6) the periods stated in clauses 8.1, 9.1 and 10.2 as

appropriate will continue to apply from the date such cover originally came into effect.

- 6.21 Any claim accepted under Orange Care purchased as an optional extra with your Pay Monthly service plan will be subject to an administration fee. See clauses 9.6, 9.6.1, and 9.6.2. for details.

## **7 warranty - defective materials or workmanship**

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

- 7.1.2 any repairs which may have been, or are to be undertaken have been arranged by Orange;
- 7.1.3 you have complied with the foregoing terms and conditions;
- 7.1.4 the Orange phone is registered and connected to the Orange network in your name;
- 7.2 This Warranty is an extra benefit and is additional to your legal rights;
- 7.3 Batteries only have a 12-month warranty.

## **8 term & payments - Service Plan inclusive of Orange Care**

- 8.1 Where you are connected to a service plan which includes Orange Care the Insurance and Warranty will come into force when you register the phone on the Orange network. The Insurance and Warranty will remain in effect for a period of 12 months, unless you

switch to a different service plan as indicated in clauses 11.2 and 11.6.

- 8.2 Orange Care cover may be purchased separately once the initial period of 12 months has expired.
- 8.3 Where phones share an Orange Group service plan then each phone will be covered separately.

## **9 term & payments – pay monthly Service Plan with optional Orange Care**

- 9.1 Where you are connected to a service plan which requires Orange Care to be purchased as an optional extra the Insurance and Warranty will come into force 24 hours after you call to request cover or 24 hours after we receive your written request for cover and will each have a minimum term of 12 months. Your confirmation of Insurance cover will be sent to you within 30 working

days after the end of the month in which cover becomes effective.

- 9.2 Premiums will be invoiced monthly by Orange on behalf of the Insurer on your Orange account and must be paid along with your Orange charges.
- 9.3 Premiums may be varied at any time and will be effective 90 days after you have been notified in writing or other durable form, unless the premium is varied at the annual renewal date of the policy. If your premium is increased you may terminate this policy on not less than 10 days notice (before your bill date). If you do not give notice within one month of notification of any increase you will be taken to have accepted the increase.
- 9.4 In the event that any tax payable on premiums should be increased or any new tax imposed then such increase or new tax may be passed onto you.

- 9.5 Where phones share an Orange Group service plan then Orange Care must be purchased separately for each phone.
- 9.6 Any claim accepted under Orange Care will be subject to an administration fee charged to your account in advance of any repair or replacement being undertaken. Details of the current administration fee are available on request from Orange and are published in our periodically updated price guide. The administration fee is subject to change and is payable in respect of all accepted claims made under Orange Care with the exception of those set out in clause 9.6.1.
  - 9.6.1 The administration fee will not be payable in respect of a claim for defective material or workmanship of a new phone

(including standard battery and charging unit but excluding reconditioned and/or second hand phones) where the defective material or workmanship has been brought to Orange's attention within 6 months of the date of purchase of the phone.

9.6.2 For the avoidance of doubt the administration fee is not refundable.

9.7 You may terminate Orange Care on or after the minimum term by giving not less than 10 days notice before a bill date. As a concession, if you are also terminating your Orange account then you may terminate Orange Care within the minimum term and it will not be necessary for the notice to expire on your bill date but in such event you will not be entitled to a refund of any

premiums paid.

9.8 Orange will negotiate renewals of the Insurance policy on your behalf and may change Insurer. The Insurer and Orange may vary the terms of the policy from time to time but will give you 90 days notice of any such changes. If your rights under the policy are restricted or removed you may terminate Orange Care on giving not less than 10 days notice ending on an invoice date. If you do not give notice within one month of notification of any changes you will be taken to have accepted the changes.

## 10 term and payments – pay as you go Service Plan

10.1 When you are connected to a pay as you go service plan which requires Orange Care to be purchased as an optional extra the premium must be

paid in advance.

10.2 The policy only applies to approved and branded Orange pay as you go phones and may be purchased for any phone within the current pay as you go range. If you pay by credit card or debit card the policy will come into force 24 hours after your call to request cover. If you pay by cheque then the policy will come into force within 24 hours of clearance of your cheque. The Insurance and warranty within the policy will each have a term of 12 months. Your confirmation of Insurance cover will be sent to you within 30 working days after the end of the month in which cover becomes effective.

10.3 You may request that the policy is terminated at any time during the 12 month period in which event Orange will refund to you a pro rata proportion

of the premium for the balance of each complete month remaining of that period unless you have already made a claim on the policy in which event no refund will be due.

## 11 switching between Service Plans

11.1 In the event that you wish to switch from one pay monthly service plan to another both of which include Orange Care, or, from one pay monthly service plan to another both of which require Orange Care to be purchased as an optional extra then Orange Care will continue unaffected.

11.2 In the event that you wish to switch from a pay monthly service plan which includes Orange Care to a pay monthly service plan which requires Orange Care to be purchased as an optional extra the inclusive Orange Care will automatically cease.

- 11.3 In the event that you wish to switch from a pay monthly service plan which requires Orange Care to be purchased as an optional extra to a pay monthly service plan which includes Orange Care then from the date such switching takes effect you will be covered by Orange Care for the unexpired balance (if any) of any period under clause 8.1 calculated from the day your phone was first registered on the Orange network.
- 11.4 In the event that you wish to switch from a pay as you go service plan for which Orange Care has been purchased to a pay monthly service plan which requires Orange Care to be purchased as an optional extra Orange Care will automatically cease. Orange will refund to you a pro rata proportion of the premium for the balance of each complete month remaining of that

period unless you have already made a claim on the policy in which event no refund will be due.

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

Care will automatically cease but in such event you will not be entitled to any refund of premiums paid.

## 12 claims

- 12.1 To make a claim under this Insurance you should call 150 from your Orange pay monthly phone or 07973 100 150 from any other phone if you are a pay monthly customer. Pay as you go customers should call 451 from their Orange phone or 07973 100 451 from any other phone. Small Business customers should call 345 from their Orange phone or 07973 100 345 from any other phone and Business Solutions customers should call 158 from their Orange phone or 07973 100 158 from any other phone. Your claim will be handled fairly and promptly.
- 12.2 In certain circumstances, particularly

where there is a dispute over your claim Orange may refer the matter to independent Chartered Loss Adjusters for investigation and review.

## 13 complaints

- 13.1 If you have any queries or complaints regarding this Insurance you should in the first instance address this to Orange. Call 150 from your Orange pay monthly phone or 07973 100 150 from any other phone. Pay as you go customers should call 451 from their Orange phone or 07973 100 451 from any other phone. Small Business customers should call 345 from their Orange Phone or 07973 100 345 from any other phone and Business Solutions customers should call 158 from their Orange phone or 07973 100 158 from any other phone.
- 13.2 If your queries or complaints regarding

this Insurance are not satisfied, you can in the second instance write to Product Insurance, Orange PCS, Senhouse Road, Darlington, DL1 4YG.

13.3 If you are not satisfied with the way a complaint has been dealt with you should write to HSBC Insurance Brokers Limited, Quay West, Trafford Wharf Road, Manchester, M17 1PL.

13.4 If you remain dissatisfied, HSBC Insurance Brokers as a member of the General Insurance Standards Council is also a member of a registered independent dispute resolution scheme. They will advise you how you can contact this scheme.

13.5 Insofar as general Insurance products are concerned Orange is monitored by HSBC Insurance Brokers Limited who are members of the General Insurance Standards Council.

## pay monthly terms and conditions

### 1 definitions

The following words and expressions shall have the following meanings:

#### Accessories

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

#### Account

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

#### Age Restricted Services

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

#### Bar

a block placed by us on some or all of the Services you normally use (except for calls

to emergency services). It may include us restricting the Service whereby you will automatically be re-directed into Orange when you attempt to make an outgoing call from your Device

#### Billing Date

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

#### Charges

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

#### Connection

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

#### Content

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

#### Contract

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

#### Customer Communication

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

#### Deposit

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

#### Device

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



**Line One and Line Two**

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

**Minimum Term**

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

**Network**

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

**Orange Additional Services**

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

Plans or outside Service Plans.

**Orange**

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

**Price Guide**

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

**Registration**

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

**Roaming**

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

**Services**

Network and other Services, including

Orange Additional Services, provided or procured by us for you to use.

**Service Plan**

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

**USIM**

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

**Suspension**

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

**User**

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

**2 your Contract and the Minimum Term****your Contract runs for at least the Minimum Term**

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

**what happens when the minimum term ends**

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

### 3 provision of Services

#### what we aim to provide in the UK

- 3.1 We will take all reasonable steps to make the Services available to you at all times. The Services are only available within the range of the base stations that make up our Network. We cannot guarantee a continuous fault-free service. Please note that:
- 3.1.1 the quality and availability of Services may sometimes be affected by factors outside our control, such as local physical obstructions, atmospheric conditions, other causes of radio interference, features or functionality of your Device, the number of people trying to use the network at the same time, and faults in other telecommunication networks to

which the Network is connected

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

- 3.2 When you move outside the Orange enhanced service area this may result in:
- 3.2.1 the call being terminated if you are on a video call
- 3.2.2 the speeds at which data is downloaded being affected.
- 3.3 Any coverage maps are our best estimate but not a guarantee of service coverage, which may vary from place to place.

#### Services may sometimes be affected by maintenance and upgrading

- 3.4 The Network and the Services may from time to time require upgrading, modification, maintenance or other

works. These may result in some or all of the Services becoming temporarily unavailable. In such cases, we'll do everything we can to keep the period of non-availability to a minimum. However, some interruption may be inevitable.

#### suspension of Services

- 3.5 We may suspend some or all of the Services you use, without giving you notice, if:
- 3.5.1 we have good reason to believe that you haven't complied with one or more of the terms of your Contract
- 3.5.2 you don't pay your bill within the time stipulated in Condition 6.2; we reserve the right to place a Bar on some or all of the Services from your Device (with the exception of calls to

the emergency services). This Bar will remain in force until you've paid everything you owe us. At our discretion, we may charge you for Reconnection and removal of the Bar

- 3.5.3 a complaint has been made against you. The complaint will be thoroughly investigated, and Services will remain suspended until we know the results of that investigation. Any complaint you make will similarly be thoroughly investigated
- 3.5.4 we have good reason to believe that your mobile phone number is being used for fraudulent or improper purposes
- 3.5.5 we suspect on reasonable grounds that information has been supplied to us without the knowledge of the person

named or that an application is unauthorised or contains false particulars

3.5.6 you notify us that your Device has been lost or stolen

3.5.7 we are required by the emergency services or other government authorities to suspend your Services.

3.6 You will remain liable for all monthly or other periodic Charges during any period of Suspension.

#### **suspension of Orange Additional Services**

3.7 We reserve the right to change, suspend or withdraw part or all of any Orange Additional Service on giving reasonable notice.

#### **monitoring the Services you use**

3.8 For the purposes of good management and security and to make sure we follow your instructions correctly and to improve our service to you through training of our staff, or to monitor instances of unsolicited messages we may monitor or record communications. Where we have good reason to believe such communication is unsolicited you agree we may but are not obliged to block such communication.

#### **roaming Services outside the UK**

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

3.10 If you use Services from a country

outside the UK your use of the Services may be subject to different laws and regulations that apply in that other country. Orange is not liable for your failure to comply with those laws or regulations.

#### **Storage and transmission of information on our Network**

3.11 We may establish limits concerning the use of the Services, for example the maximum size of an email message that may be sent or receive and the maximum capacity allocated to you for storage of Content on the Network which you access via the Services.

3.12 You agree that Orange has no responsibility for the deletion, corruption or failure to store any Content maintained or transmitted by the Network.

3.13 While Orange has no responsibility to monitor the use of the Services if you exceed the use limits we reserve the right to refuse to store or send Content on your behalf.

#### **access to the Services and Content**

3.14 Under no circumstances will Orange, or any of the other parties involved in the provision of Orange Content, be liable for any losses, damages, costs or expenses arising from or in any way connected with any errors, defects, interruptions, malfunctions or delays in Content or the provision of Content. Orange agrees to rectify any such problems in the Content which are notified to Orange as soon as Orange reasonably can. If you do notice a fault or error in the Content, please notify the fault to Orange.

3.15 Orange accepts no liability for the loss, late receipt or non-readability of any download, transmission or other communications. The Content, which is obtained from a large range of sources, is supplied to you on an “as is” basis and Orange does not warrant that the Content is of satisfactory quality, fit for a particular purpose, suitable, reliable, accurate, complete, secure or is free from error.

#### **access to the third party services and the internet**

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

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

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

#### **Age Restricted Services**

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

#### **4 your rights to terminate this Contract**

##### **terminating your Contract after the Minimum Term**

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

##### **terminating your Contract during the Minimum Term**

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

- 4.2.1 all Charges that are due, plus
- 4.2.2 a lump sum equivalent to the total of all the monthly or other periodic Charges still remaining on your initial Minimum Term agreement (except in the circumstances set out in Conditions 4.3 and 15.1). You'll be entitled to a rebate of 5% of that total if you terminate your

Contract up to and including the first day of the last month of the Minimum Term.

**terminating your Contract because Orange has changed its terms**

- 4.3 You may also terminate your Contract if we vary its terms, resulting in an excessive increase in the Charges or changes that alter your rights under this Contract to your detriment. In such cases you would need to give us at least 14 days' written notice prior to your Billing Date (and within one month of us telling you about the changes). However this option does not apply if:
- 4.3.1 we have increased the Charges by an amount equal to or less than the percentage increase in the All Items Index of Retail Prices published by the Central

Statistical Office in the Monthly Digest of Statistics in any 12-month period; or

- 4.3.2 the variations we have made have been imposed on us as a direct result of new legislation, statutory instrument, government regulation or licence; or
- 4.3.4 the variation relates solely to an Orange Additional Service, in which case you may cancel that Orange Additional Service in accordance with Condition 15.1.

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

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

- 4.4.1 make arrangements for you to be supplied with equivalent Services by another network at no extra cost to you, or
- 4.4.2 accept written notice from you that you wish to terminate your Contract. In such cases we will refund any pre-paid Charges that have not been used up.

**termination of your Contract by Orange**

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

- 4.5.3 we have good reason for believing that any information you have given us is false or misleading
- 4.5.4 you become insolvent within the meaning of Section 123 of the Insolvency Act 1986, or bankrupt, or make any arrangement with creditors or go into liquidation or become subject to an administration order or a receiver is appointed over any of your assets or if we have good reason for believing that you are unable to pay the Charges
- 4.5.5 in addition, we may terminate your Contract at any time after the Minimum Term has expired by giving you at least one month's written notice.

**termination of your contract by Orange without written notice**

- 4.6 We reserve the right to terminate your contract immediately at any time in respect of any or all of the Devices owned by you, in whole or in part without notice to you if
- 4.6.1 we have good reason for believing that you have breached Conditions 6.4.2, 6.4.3, 6.4.4, or 6.4.5, 6.4.8, 6.4.9, 6.4.10, or 6.4.11 or
- 4.6.2 you haven't complied with one or more of the terms of your Contract and do not correct the breach within 7 days of being asked by us in writing to do so.

**termination and Line Two**

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

**5 effect of Termination of the Agreement**

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

**what to do after Termination of your Contract**

- 5.2 Termination of your Contract is subject to you paying us any money you owe us and us paying you any money we owe you. After termination, it is your responsibility to cancel any direct debits, standing orders, credit card

mandates or other authorisations you may have given for periodic payments to be made to us by third parties.

**6 your responsibilities**

**when your payments are due**

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

- 6.1.1 You will be responsible for paying all Charges on your Account, whether or not they have been accrued by you personally. You will also be responsible for any extraordinary costs incurred in administering your Account, including collecting any payments. If your Service has been Disconnected, either at your request or ours, you will remain responsible for paying any outstanding Charges.
- 6.1.2 You must make your payment when you receive your invoice and by one of the payment methods stated on your invoice subject to clause 6.3. However we may also submit an interim bill or require an immediate payment if we think you have

exceeded a reasonable limit on your Account.

#### penalties for overdue payments

- 6.2 If payment is not made within 14 days of its due date, we may charge interest on all sums outstanding at the rate of 2% above the base rate of National Westminster Bank. This interest will be charged on a per annum basis calculated daily.
- payment methods
- 6.3 Ordinarily we will accept payment of Charges by credit card, debit card, cheque, direct debit and electronic transfer, but we reserve the right to refuse any payment method if we have reasonable cause to believe such payment will be dishonoured.
- 6.3.1 We reserve the right to charge an administration fee each month for payments not made by direct debit.

- 6.3.2 We may arrange for invoices to be issued by a third party on our behalf. Invoices issued by such third party shall be binding on you and payment of such invoices in full to the third party will be a valid discharge of your liability to pay such invoices under this Agreement.

#### things that you agree to do

- 6.4 Recognising that good management and security of the Services is important to all Orange customers, you agree that you will:
- 6.4.1 provide whatever proofs of your identity and address we consider reasonably necessary from time to time. While photocopy or fax copies are usually acceptable we do reserve the right to request the original document

- 6.4.2 keep confidential, and not disclose to any third party, your Account password or any personal identification code, number or name issued by us permitting access to the Services
- 6.4.3 not use the Services for any improper, immoral, fraudulent or unlawful purposes or for the sending of any communication or storing any data which is of an offensive, abusive, indecent, obscene or menacing nature
- 6.4.4 not cause, nor knowingly allow others to cause, any nuisance, annoyance or inconvenience, whether to us or to any of our customers, by any means including the use of the Network for persistently sending unsolicited

- communications without reasonable cause
- 6.4.5 not act in a way, whether knowingly or otherwise, which will impair the operation of the Network or any part of it, or put it in jeopardy
- 6.4.6 use only Devices and Accessories approved for use with the Network, and comply with all relevant legislation or regulation relating to their use
- 6.4.7 comply with any reasonable instructions issued by us which concern your use of the Services, and co-operate with us in our reasonable security and other checks (which may include us making phone calls to you)
- 6.4.8 not send or upload anything that is copyright protected

- (unless you have permission) or which in any way breaches the intellectual property rights of any third party
- 6.4.9 not copy, modify, store, forward, publish or distribute the Services or their Content without our express permission
- 6.4.10 only use Content for your own personal use and not for any commercial purposes or distribute it commercially
- 6.4.11 not to re-sell, re-supply or otherwise distribute the Services or Devices without the prior written agreement of Orange
- 6.4.12 not to circumvent the Age Restricted Service mechanisms.

## 7 multiple users

- 7.1 Where there are one or more Users other than you under your Contract, you remain responsible :
- 7.1.1 for ensuring the Services are used in accordance with this Contract; and
- 7.1.2 for all Charges incurred to your Account by those Users.

## 8 Line Two - limitations on usage

### Suspension of Services

- 8.1 If we Suspend Services on Line One, Services on Line Two will automatically be Suspended also.

### electronic messages

- 8.2 It is not possible to send electronic messages on Line Two. This shall include but not be limited to, text, video and multi media messages.

### Service Plan

- 8.3 You may not have a higher Service Plan on Line Two than you have on Line One.

## 9 information supplied by you

### the details you give us must be correct

- 9.1 By applying for Registration or for Orange Additional Services, you undertake to provide your correct name, address and other factual information. You also confirm that:
- 9.1.1 the person stated to be authorised to sign for a company or firm is duly authorised
- 9.1.2 any individual applying as a member of a company is of full contractual capacity and is able both to pay for the Services he or she has requested and to

- meet his or her other obligations under your Contract
- 9.1.3 You will also tell us if your details change.

### what happens if we suspect the details you give us aren't correct

- 9.2 If we suspect, on reasonable grounds, that information has been supplied to us without the knowledge of the person named, or that an application is unauthorised or contains false particulars, we may delay Connection or Suspend Services to your Device while we investigate further. Following our investigation, we will Connect or reinstate the Services unless we have grounds to terminate. You acknowledge that you will have no claim against us in respect of any delay or Disconnection caused as a result of the operation of this Condition.



## 10 credit assessments

### your application is subject to credit status

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

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

10.2 We will also check your details with a fraud prevention agency who will record details of any false or inaccurate information provided by you where we suspect fraud. We or other organisations may use and search these records to:

10.2.1 help make decisions about credit and credit related services, for you and members of your household

10.2.2 help make decisions on motor, household, credit, life and other insurance claims, for you and members of your household

10.2.3 trace debtors, recover debt, prevent fraud, and to manage your Accounts or insurance policies

10.2.4 check your identity to prevent money laundering, unless you furnish us with other satisfactory proof of identity.

10.3 We may also disclose details of how you conduct your Account to such agencies. The information will be used by other credit grantors for making credit decisions about you and the other members of your household, for fraud prevention, debt recovery, money laundering prevention, tracing debtors and Account management. For these purposes we or they may

make further searches. Although these searches will be added to your record they will not be shared by others.

10.4 Please contact us if you would like details of these credit reference and fraud prevention agencies from whom we obtain and to whom we pass information about you. You have a legal right to this information.

## 11 deposits

### deposits are held for 12 months

11.1 We may request a Deposit from you:

- before Connection
- before making Orange Additional Services available to you, or
- before reinstating the Services after Suspension, or.
- if you fail to pass any credit assessments which we reasonably

consider to be necessary from time to time

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

## 12 USIM Card

### **it's your responsibility to keep your USIM Card safe**

- 12.1 Any USIM Card we supply to you remains our property, but it is your responsibility to keep it safe. USIM Cards are easily damaged and should be handled with care. We will replace free of charge any USIM 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 USIM Card from you at any time to enhance or maintain the quality of the Services.

### **what to do if your USIM Card is lost, stolen or damaged**

- 12.2 You must inform us immediately if the USIM 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 USIM Card as soon as reasonably practicable, but we reserve the right to charge you for doing so.

### **your USIM Card and other networks**

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

## 13 directory and Caller id

### **what to do if you want your number to remain private**

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

## 14 Devices

### **your Device is not a part of your Contract**

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

## 15 changes to your Contract

### **we reserve the right to make changes to your Contract**

15.1 When you Register you are asked to choose a Service Plan and to indicate which Orange Additional Services you require. You may switch to a higher Service Plan at any time. You may switch to a lower Service Plan as often as you like after 6 months following your Connection to the Network. In the event you do switch Service Plan and add to or cancel Orange Additional Services you must give us not less than 10 days' notice before your Billing Date (subject to the terms of any promotional offers you have accepted). We do, however, reserve the right to vary the terms of this Contract from time to time and to make changes to your Service Plan.

We acknowledge that if we do increase the Charges, withdraw Orange Additional Services or introduce new mandatory Charges - or if your contractual rights are affected to your detriment - you may terminate your Contract in accordance with Condition 4.3. If you do not give notice within one month of our notifying you of any change(s), you will be taken to have accepted the change(s).

15.2 In exceptional circumstances a government authority may require the reallocation or change of phone numbers in which case we may have to change your mobile phone number for the Services

### **new services**

15.3 We are continuously enhancing our existing Services as well as adding

new services, particularly Orange Additional Services. Charges for, and any special terms and conditions attached to, Orange Additional Services will be notified in Customer Communication. The terms of your Contract, including Charges current on the date when you take up the offer of any Orange Additional Service, will apply to it, subject to any special promotional offer made by us and accepted by you.

## 16 Customer Communication

### **please read all the information we send you**

16.1 We update our Customer Communication from time to time. Information on various topics is mailed to Customers with their monthly billing statements and is available on request

from us. You are asked to read your Customer Communications and to keep those which are mailed to you until they are superseded. We regard you as having been given any information if it is:

- a) included in a mailing addressed to you
- b) by voicemail, email text or other form of electronic message sent by us to your Device
- c) communicated directly by any means.

## 17 assignment of Contract and change of ownership of Device

### **your Contract is personal to you**

17.1 Your Contract is personal to you and you may not assign it. However, we may at our discretion (not to be unreasonably withheld) allow you to:

- a) nominate a User other than yourself while you remain primarily liable to us under your Contract
- b) terminate your Contract on short notice if you have transferred title to your Device to a new customer who has Connected the Device to our Network.

17.2 We may assign our rights to your Contract only if such assignment is on terms which are at least as advantageous to you as those set out in your Contract.

## 18 liability

### circumstances in which neither of us accepts liability

18.1 Except as provided in this Condition 18, neither party shall be liable to the other, whether in contract or tort nor otherwise, for any loss or damage

which is:

- a) not the fault of the other party
- b) indirect and/or not reasonably foreseeable
- c) loss of business, profits, savings, revenue, use or goodwill, or for any loss or corruption of data whether caused to the other party through any breach of your Contract or any matters arising under it. Neither party excludes liability for negligent acts or omissions causing death or personal injury to any person.

### maximum liability of Orange

18.2 Subject to Condition 18.1, we limit our legal liability up to a maximum of three thousand pounds per claim or a series of related claims for any loss or damage which is:

- a) direct financial loss
- b) direct physical damage to or loss of

property resulting from our breach of contract or negligence while providing Services.

### factors beyond our control

- 18.3 We will not be liable to you if we are unable to perform an obligation or provide the Services to you because of any factor outside our control, including but not limited to Acts of God, industrial action, default or failure of a third party, war, terrorist act, governmental action, or by any act or decision made by a court of competent jurisdiction.
- 18.4 Subject to Condition 18.1, your liability is limited to payment of all outstanding Charges due in accordance with the provisions of your Contract.

## 19 general

### changes to your Contract

19.1 Subject to Condition 15, your Contract may be varied or amended only by the express mutual agreement of both parties. A party seeking to rely on such variation or amendment must produce evidence of the other party's agreement to it.

### disclosure of information to third parties

19.2 You agree to the disclosure to any telecommunications company, debt collection agency, credit reference agency, credit or fraud monitoring scheme, security agency or credit provider of:

- a) any information relating to your Contract, including your personal financial information and details of

how you have performed in meeting your obligations under your Contract

- b) any disclosure as may be within our Data Protection Act registration
- c) any disclosure required as a result of an order of any court of competent jurisdiction or by statutory authority.

#### Your information

19.3 Orange or its Group companies will use your information which you provide to us together with other information for administration, marketing, credit scoring, customer services, tracking your Device and web use preferences, and profiling your purchasing preferences. We will disclose your information to our service providers and agents to help us with these purposes. We will keep

your information for a reasonable period after your contract with us has finished in case you decide to use our Services again and we may contact you about our Services during this time.

19.4 You consent to us sharing your information with other companies in the Orange Group and companies outside the Orange Group who are our business partners. They or we may contact you by mail, telephone, electronic messaging services, fax or email to let you know about any goods, services or promotions which may be of interest to you. Please call customer services if you do not wish to receive such information from us, or if you do not wish to receive information from our business partners, but remember that this will preclude you from receiving any of our

special offers or promotions or those of our business partners.

- 19.5 By registering your Device on the Network you consent to our transferring your information to countries which do not provide the same level of data protection as the UK if necessary for providing you services you require. If we do make such a transfer, we will put a contract in place to ensure your information is protected.
- 19.6 You have a right to ask for a copy of your information (for which we charge a small fee) and to correct any inaccuracies.
- 19.7 When you give us information about another person you confirm that they have appointed you to act for them, to consent to the processing of their personal data, and to the transfer of their information abroad and to

receive on their behalf any data protection notices.

19.8 For details of the Orange Group of Companies please visit our website.

#### delivering communications to you

19.9 All notices to be served in accordance with your Contract must be served by post or facsimile. We can in addition serve notice to you by voicemail, email text or other form of electronic message. They will be deemed served 48 hours after they are sent, or on earlier proof of delivery. All invoices and notices served by post will be sent to the address given by you on Registration unless you notify us of a change to this address. Any waiver, concession or extra time we may allow you is limited to the specific circumstances in which it is given and does not

affect our rights in any other way.

### disputes between you and us

19.10 You may request that disputes between you and us are referred to arbitration under our Code of Practice for Consumer Affairs. We will supply a copy of our Code of Practice for Consumer Affairs to you on request.

### miscellaneous

19.11 If either party delays or does not take action to enforce their rights under the contract this does not prevent either party from taking action later.

19.12 If any of the terms in this contract are not valid or legally enforceable the other terms will not be affected. We may replace any term that is not legally effective with a similar term that is.

### Orange company details

19.13 Our Company Registration Number is 2178917 and our Registered Office is at St James Court, Great Park Road, Almondsbury Park, Bradley Stoke, Bristol, BS32 4QJ.

### governing law

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

## pay as you go terms and conditions

### 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 pay as you go as published in our periodically updated list of charges (defined herein as 'Price Guide')

#### Connection

the process we carry out to enable your phone to access the Services. 'Disconnection' and 'Re-connection' have a corresponding meaning.

#### 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.

#### pay as you go Voucher

a voucher representing the cash value of airtime allowing access to the Services which must be paid for in advance which expression includes airtime purchased direct from Orange by credit or debit card.

#### Network

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

#### Orange

Orange Personal Communications Services Limited, and any successor in business or assignee.

#### Phone

mobile telephone (excluding Accessories

but including charging unit and USIM which remains the property of Orange) approved by Orange for connection to its Network.

#### Price Guide

publication listing our current Charges, updated from time to time.

#### Registration

our acceptance of your application to register individual pay as you go Voucher, Register has a corresponding meaning.

#### Roaming

a service which allows you to use your Phone on other operator's networks, usually in foreign countries.

#### Services

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

#### USIM

card or other device, bearing a unique telephone number programmed to allow a Phone to access Network Services.

#### Suspension

the temporary discontinuance of Services.

#### User

you or another person notified by you to us as authorised to use your Phone.

## 2 provision of services

2.1 We will use reasonable efforts to make the Services available to you at all times. The Services are available only within the range of base stations which form the Network. Quality and availability of the Services may be affected by factors outside our control such as local physical obstructions, atmospheric conditions and other causes of radio interference or faults in other telecommunication networks to which the Network is connected.

2.2 The Network and the Services may from time to time require upgrading, modification, maintenance and other works (including but not limited to works required for security reasons), or may be affected by unforeseen events which may result in the partial or complete non availability of the Services.

We will use all reasonable efforts to provide back-up Services and to keep all such periods of non availability to a minimum but some interruption may be inevitable. You Register in the knowledge of this and accept our obligation to carry out works from time to time in the interests of all our customers.

2.3 We may from time to time tape conversations between you and our customer services for training purposes only. For the purposes of good management and security, we

may need to monitor the contents of any text message you send from time to time.

2.4 We may Suspend the Services in whole or part at any time without notice if you do not comply with any of these terms and conditions or if any money owed by you to us, whether in relation to Services or not, remains unpaid.

2.5 We shall investigate all complaints made whether by or against you and reserve the right to Suspend the Services if a complaint has been made against you pending the results of investigation of the complaint.

## 3 pay as you go Vouchers

3.1 Free airtime given to the customer on initial registration of their new pay as you go phone (if any) shall be valid for the periods set out in the Price Guide

- and/or Customer Literature current as at the date of Registration.
- 3.2 In the event that the cash value of airtime forming part of free airtime given to a Customer in accordance with 3.1 above is not used within the relevant validity period stated in Condition 3.1 such unused airtime will be forfeited.
- 3.3 Notwithstanding that you use all of a pay as you go Voucher or that the free airtime given to a Customer in accordance with 3.1 above expires your Phone will continue to be capable of receiving incoming calls for the periods set out in the Price Guide and/or Customer Literature current as at the date of expiry.
- 3.4 We will disconnect your phone if during the previous six months you have not Registered a new pay as you go Voucher or you have not made

- chargeable calls from your phone or received incoming calls on your phone. For the avoidance of doubt calls shall include but not be limited to voice calls, data calls and text messaging. On disconnection your mobile telephone number will be reassigned. On reconnection you will be assigned a new mobile telephone number.
- Any remaining credit on your pay as you go Voucher will be reinstated if you reconnect. You can reconnect your phone without having credit on your pay as you go Voucher.
- 3.5 No cash credits will be given for unused pay as you go Vouchers. Credit or Debit card payments are subject to our policy on acceptance in force from time to time.

#### **4 our rights to terminate your service**

- 4.1 We may Disconnect your phone and refuse to Re-connect it at any time in whole or in part immediately by notice in writing to you if:
- 4.1.1 you fail to comply with clause 2.4, 2.5, 5 and 6 of these terms and conditions provided that where such failure is capable of remedy you have not taken such remedial steps as we shall have required within 7 days of our giving you notice of such failure; or
- 4.1.2 for whatever reason we are unable to provide the Services.

#### **5 your responsibilities**

- 5.1 Recognising that good management and security of the Services is important to all Orange customers you agree that you will:
- 5.1.1 not use the Services for any

- improper, immoral, fraudulent or unlawful purposes or for the sending of any communication which is of an offensive, abusive, indecent, obscene or menacing nature;
- 5.1.2 not cause, nor knowingly allow others to cause, any nuisance annoyance or inconvenience whether to us or to any of our customers which shall include the use of the Network for the persistent sending of unsolicited communications without reasonable cause;
- 5.1.3 not act in a way, whether knowingly or otherwise, such that the operation of the Network or any part of the Network will be jeopardised or impaired;
- 5.1.4 only use a Phone and



Accessories approved for use with the Network and comply with all relevant legislation or regulation relating to its use;

- 5.1.5 comply with any reasonable instructions issued by us which concern your use of the Services and co-operate with us in our reasonable security and other checks (which may include us making phone calls to you).

## 6 supplied by you

- 6.1 By applying for Registration you represent to us that the name, address and other factual information which you provide to us are correct.
- 6.2 You acknowledge that if we suspect on reasonable grounds that information has been supplied to us

without the knowledge of the person named or that an application is unauthorised or contains false particulars, for the protection of our Customers and the Network, we may delay Connection or Disconnect Services to your Phone while we investigate further. If our suspicions prove groundless we will Connect or Re-connect Services immediately. You acknowledge that you will have no claim against us in respect of any delay or Disconnection caused as a result of the operation of this Condition 6.2.

## 7 USIM Card

- 7.1 Any USIM Card we supply to you remains our property but it is your responsibility to keep it safe. USIM Cards are easily damaged and should

be handled with care. We will replace any USIM Card found to be defective by reason of faulty workmanship or design free of charge but may charge for replacing or renewing a USIM card in any other circumstances. We reserve the right to recall any USIM 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 USIM Card is damaged. We will send you a replacement USIM Card as soon as reasonably practicable but we reserve the right to charge you for doing so.
- 7.3 The software in the USIM 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 USIM Card supplied with your

Phone enables the Phone to work on our Network only. We will lift this restriction at your request, subject to our current policy relating to the same and provided you pay the current administration charge.

## 8 directory and caller ID

- 8.1 Unless you inform us otherwise when you Register your first pay as you go Voucher, we may make appropriate directory entries and our Network may allow the display of your telephone number on receiving handsets.

## 9 phones

- 9.1 Your Phone and Accessories are acquired by you outside of the operation of these terms and conditions and, as between you and

- Orange, are your property.
- 9.2 Any insurance or warranty relating to your Phone must be purchased by you separately of these terms and conditions. Any insurance or warranty arranged by us of which you may previously have had the benefit will no longer be valid.
- 9.3 You must inform us immediately in the event that the USIM Card or your Phone is lost or stolen. In order to take advantage of the provisions of Condition 9.4 you may inform us if at any time your Phone requires repair.
- 9.4 Upon receipt of notification under Condition 9.3 we may at your request Suspend Services for a maximum period of 30 days whilst you make arrangements to obtain an alternative phone.
- 9.5 In the event that you fail to make a request as permitted by Condition 9.4

then any current pay as you go Voucher will lapse when you report the loss or theft of your Phone or if you do so make a request on the expiry of the 30-day period if you do not during that period request the re-instatement of the pay as you go Voucher.

## 10 changes

- 10.1 We reserve the right to vary these terms and conditions and the Charges from time to time.

## 11 customer literature

- 11.1 We update our Customer Literature from time to time. You are asked to read your Customer Literature and to keep it until it is superseded. We regard you as having been properly

notified of any information if it is either included in a mailing addressed to you or in a text message sent by us to your Phone. You are asked to ensure that when contacting Orange customer services with queries you rely on current Customer Literature.

- 11.2 Orange cannot accept responsibility for offers related to the provision of its Services made elsewhere than in its own advertisements or publications or for any promises, representations, waivers, indulgences or other purported variations of these terms and conditions unless confirmed in writing by an authorised employee of Orange.

If you are in any doubt as to whether any statement or representation is properly authorised you should contact Orange customer services immediately.

## 12 assignment and change of

### ownership of phone

- 12.1 For your security, we will not knowingly Re-connect a Phone owned by you to our Network at the request of someone other than you unless it is at least six months since you last Registered a pay as you go Voucher or the person requesting Re-connection is able to correctly identify your account password.
- 12.2 We may assign our rights and obligations under these terms and conditions only if such assignment is on terms which are at least as advantageous as those set out herein.

**13 liability**

13.1 Except as provided in this Condition 13, neither party shall be liable to the other, whether in contract or tort or otherwise, for any loss or damage which is:

13.1.1 not the fault of the other party;

13.1.2 indirect and/or not reasonably foreseeable.

13.1.3 loss of business, profits, savings, revenue, use or goodwill whether caused to the other party through any breach of your Contract or any matters arising under it.

Neither party excludes liability for negligent acts or omissions causing death or personal injury to any person.

13.2 Subject to Condition 13.1, we limit our legal liability up to a maximum of three thousand pounds per claim or a series

of related claims for any loss or damage which is:

13.2.1 direct financial loss.

13.2.2 direct physical damage to or loss of property resulting from our breach of contract or negligence while providing Services.

13.3 We will not be liable to you if we are unable to perform an obligation or provide the Services to you because of any factor outside our control, including but not limited to Acts of God, industrial action, default or failure of a third party, war, governmental action, or by any act or decision made by a court of competent jurisdiction.

13.4 Subject to Condition 13.1, your liability is limited to payment of all outstanding Charges due in accordance with the provisions of your Contract.

**14 general**

14.1 Subject to Condition 10 these terms and conditions may only be varied or amended only by the express mutual agreement of both parties and the party seeking to rely on such variation or amendment must produce evidence of the other party's agreement to it.

14.2 You agree to the disclosure to any telecommunications company, debt collection agency, credit reference agency, credit or fraud monitoring scheme, security agency or credit provider of:

14.2.1 any information relating to your Contract, including your personal financial information and details of how you have performed in meeting your obligations under your Contract;

14.2.2 any disclosure as may be within our Data Protection Act registration.

14.2.3 any disclosure required as a result of an order of any court of competent jurisdiction or by statutory authority.

14.3 All notices under these terms and conditions will be sent to the address given by you on Registration unless you notify us of a change to this address. Any notice from us to you will be deemed served 48 hours after posting or an earlier proof of delivery.

14.4 All notices to be served in accordance with these terms and conditions must be served by text message, electronic mail or by post or facsimile.

14.5 Any waiver, concession or extra time we may allow you is limited to the specific circumstances in which it was given. It does not affect our rights

under these terms and conditions in any other way.

- 14.6 You may request that certain disputes between you and us are referred to arbitration under our Code of Practice for Consumer Affairs, except for all disputes concerning the operation of Condition 10 of these terms and conditions which shall always be referred to arbitration. We will supply a copy of the Code to you on request.
- 14.7 Our Company Registration Number is 2178917 and our Registered Office is at St James Court, Great Park Road, Almondsbury Park, Bradley Stoke, Bristol, BS32 4QJ.
- 14.8 The operation of these terms and conditions shall be interpreted in accordance with the Laws of England and Wales.

## downloadable games terms and conditions

### 1 eligibility

- 1.1 Each downloadable mobile phone game from Orange Games ("the Game") is open to any UK resident age 16 years or over who has phone of a type which is both listed on the [orange.co.uk/games](http://orange.co.uk/games) website and registered on the Orange network in the United Kingdom ("the Phone").
- 1.2 Only one player can be registered for the Game per phone.
- 1.3 By downloading the Game the player agrees to be bound by these Terms and Conditions
- 1.4 You can only download the Game in the United Kingdom, the Game may be downloaded in some foreign countries, however this is dependent

on this service being supported by the foreign network.

### 2 cost

- 2.1 The cost of downloading each Game in its basic form is currently charged at £1.50. For certain games, additional levels or stages may be available for download and these will be charged at 50p per level or stage, any downloading of the Game outside the UK will be subject to additional charges.
- 2.2 The charges for submitting your high score are based on messages sent from the player's phone, which are currently charged at 10p per message whilst in the UK. This charge will apply even if you have SMS remaining in a monthly or other bundle. Any submission of high score whilst

outside the UK will be subject to additional charges at the foreign network rates. Similar charges may apply in respect of certain actions such as unlocking an individual character or feature.

- 2.3 Orange reserves the right to change these costs, and will publish any changes on [www.orange.co.uk/games](http://www.orange.co.uk/games) Any continued use of the Game after such publication means that you will be deemed to have accepted such changes. You will only be charged for complete downloads. If your download should not be completed you will not be charged.

### 3 the prizes

Certain Games may have prizes for those with highest scores, or who win

tournaments. Details of any such prizes will be displayed at [www.orange.co.uk/games](http://www.orange.co.uk/games) Orange's decisions regarding prize winners shall be final and no correspondence will be entered into by Orange. Details of winners will be made available by Orange on written request. You must not enter into any unlawful, inaccurate, vulgar or inappropriate detail at the point of registration for the prizes.

#### 4 conditions attaching to Prizes

Prizes are not transferable. All prize descriptions not illustrative and not definitive. Further details available on written request submitted to Orange with a stamped self-addressed envelope.

Orange reserves the right to offer an alternative prize of equal or greater value at any time. The prizes may themselves be

subject to other terms and conditions, depending upon their nature. No cash alternative is available in whole or part.

#### 5 general

- 5.1 Under no circumstances will Orange or any of the other parties involved in the provision of the Game, be liable for any losses, damages, costs or expenses arising from or in any way connected with any errors, defects, interruptions, malfunctions or delays in the provision of the Game. We agree to rectify any such problems in the Game which are notified to us as soon as we reasonably can. If you do notice a fault or error in the Game, please notify Orange customer services.
- 5.2 Orange accepts no liability for the temporary non-availability of its

network, loss, late receipt or non-readability of any transmission or other communications.

- 5.3 Orange reserves the right to amend these Terms and Conditions from time to time. Any alteration or addition to these Terms shall take effect immediately once posted on [www.orange.co.uk/games](http://www.orange.co.uk/games). Any continued use of the Game after such publication means that you will be deemed to have accepted such changes.
- 5.4 We reserve the right to cease provision of the Game at any time.
- 5.5 Only one Game may be stored on your phone at any time, in addition to the Game already stored on your phone at the time it is registered to the Orange network.
- 5.6 The downloading of the Game is subject to availability and may be

affected by the volume of users from time to time or by network congestion. Orange's Standard Network Terms and Condition continue to apply in parallel with these Terms and Conditions.

- 5.7 You must only use the Game for your own personal use, and not for any commercial purpose.
- 5.8 You agree only to access, download and use the Game in accordance with Orange's security measures relating to its network and billing, and the source code of the Game, and will not attempt to circumvent such security measures.

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## Orange Value Promise Terms and Conditions

### 1 Definitions

#### Competitor tariff

A popular published, currently available, monthly paid contract digital tariff available in the UK from O2 (UK) Limited (formerly British Telecommunications Mobile Communications Ltd), Vodafone Retail Ltd & T-Mobile (formerly One 2 One). For the avoidance of doubt this excludes O2 (Online) Limited tariffs.

#### OVP

Orange Value Promise

#### Service Plan

The scale of charges for using a mobile phone

#### Additional Services

Optional services which cost extra whether they are supplied in conjunction with

competitor tariffs or outside competitor tariffs

### 2 Scope

2.1 OVP applies to Competitors' tariffs for voice, answerphone, standard wap and standard person to person text messaging on other UK digital networks. It includes standard data calls at 9.6 kb per second. OVP excludes High Speed Data at 28.8 kb per second and GPRS calls.

2.2 Services will provide generally the same functionality of the Competitor's product but specifications may differ. Competitor's own branded e-commerce and Additional Services are not offered with OVP

2.3 For a list of current OVP tariffs please visit [www.orange.co.uk/cgi-bin/ovp/costs.pl](http://www.orange.co.uk/cgi-bin/ovp/costs.pl)

2.4 Once our Competitors close an OVP equivalent tariff for new connections, we may at our choice withdraw the OVP Plan for new connections and close the Service Plan to customers switching Service Plan.

2.5 We reserve the right to discontinue a currently available or a 'closed' OVP Plan and move existing customers to the nearest equivalent currently available Service Plan. We will write to the account holder to notify such changes.

2.6 OVP Plans are not available on Orange Line Two.

2.7 OVP does not apply to pay as you go, pay up front or shared tariffs.

2.8 OVP does not offer discounted rates or schemes for calls between nominated or frequently called numbers.

2.9 OVP does not apply to Competitor's

promotional tariffs but we reserve the right to offer a competitor's promotional tariff and may, from time to time, offer our own promotional variants of OVP Plans.

2.10 We reserve the right not to offer any Competitor tariff containing elements of services or functions that the Orange Network does not currently offer or to omit those elements of services or functions.

### 3 Charges

3.1 We will make reasonable endeavours to ensure that OVP Plan charges are the equivalent of the Competitor tariff published charges.

3.2 In the event that a Competitor makes any changes to a Competitor tariff, subject to the provisions of these terms and conditions we will make

- reasonable endeavours to implement any published changes to existing OVP Plans as soon as is reasonably practical.
- 3.3 If you are connecting to Orange on an OVP Plan you will be charged the equivalent of the Competitor's standard connection charge.
- 3.4 We reserve the right to apply Competitor's charges for changing OVP Service Plan.
- 3.5 Subject to point 3.4 above, you may switch between Orange Value Promise Service Plans, Orange Talk Plans or other Orange Service Plans
- 3.6 You may switch between OVP Plans or to an Orange Talk Plan by giving us at least 5 days notice before your Monthly Billing Date.
- 3.7 OVP Plans will replicate the charging structure & minimum call charges of the Competitor's tariff including, but

not limited to, service charges for itemised billing, non-direct debit payment, access charges for short message service, and charges for calls to Customer Service, 0800 & 0500 numbers

- 3.8 International direct dialled and Roaming calls will be charged at standard Orange rates

#### **4 Charges for Mobile to Mobile calls**

- 4.1 OVP Plan charges, for calls entirely on the Orange Network, will be the equivalent of the Competitor's tariff charges for calls made entirely on their network, subject to point 2.8 above. These are known as 'On Net calls'.
- 4.2 OVP Plan charges, for calls made to phones on the Competitor's network, will be the equivalent of the Competitor tariff charges for calls

made from their Network to phones on the Orange Network, subject to point 2.8 above. These are known as 'Mobile to Mobile Off Net calls'. For example, if 'Y tariff', on 'network X', charges 25p per minute to call another mobile phone on its network and charges 50p per minute to call a mobile phone on any other network, the OVP equivalent Plan will charge 25p per minute to call another Orange phone and 50p per minute to call a mobile phone on 'network X' or any other mobile network.

#### **5 Other Benefits**

- 5.1 OVP offers rollover on minutes and text messages on all OVP Plans with an inclusive bundle where the competitor tariff offers rollover on minutes or text messages. Rollover on

minutes or text messages is not available on Service Plans with an inclusive value bundle. Unused inclusive minutes and/or text messages from one month may be rolled over for use in the next. If the rolled over minutes and/or text messages are not used in that month they will be lost. We reserve the right to offer rollover as a promotion on certain OVP plans where rollover is not offered by the competition.

5.2 The Orange Network Performance Promise applies to OVP Plans, subject to its terms and conditions.

#### **6 Insurance Products & Orange Care**

- 6.1 Competitors' insurance products are not offered under OVP.
- 6.2 Orange Care is not included in any OVP Plan, but you may purchase it

separately. If you do not purchase Orange Care then you will only get the benefit of the manufacturer's warranty on a new phone.

## 7 Final Points

- 7.1 We reserve the right to move each phone on an OVP Plan to a separate account and to bill you separately for each such phone.
- 7.2 Service is subject to the Orange Terms & Conditions for the supply of Network Services, a copy of which can be found at the back of your Orange phone user guide.
- 7.3 We reserve the right to vary these terms & conditions at any time. Please call Orange Customer Services to confirm the current terms & conditions.

## Declaration of conformity

We, SANYO Electric Co., Ltd. of 1-1 Sanyo-cho, Daito City, Osaka Japan, declare under our sole responsibility that the product S750 complies with the requirements of Article 3.1(a), 3.1(b) and 3.2 of the R&TTE 1999/5/EC Directive, which is based on the following standards, if used for itsintended use.

Applied standards: EN 50360, EN 50361, EN 60950, EN 301 489-1, EN 301 489-7, EN 301 489-17, EN 301 489-24, EN 301 511, EN 301 908-1, EN 301 908-2, EN 300 328-2



## FCC Notice

This device is compliant with Part 15 of the FCC (Federal Communications Commission) regulations which is internationally recognised. Operation

is subject to the following conditions:

- (1) This device may not cause harmful interference, and (2) This device must accept any interference received, including interference that may cause undesired operation.

To maintain compliance with FCC radio frequency exposure requirements, body worn operations are restricted to belt clips, or similar accessories that contain no metallic components and that provide at least 1.5 cm separation between the device, including its antenna whether extended or retracted, and the user's body. Use of non-Orange approved accessories may violate FCC radio frequency exposure requirements. For more information about radio frequency exposure, please visit the FCC website at [www.fcc.gov](http://www.fcc.gov).

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5,267,262	5,568,483	5,337,338
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reference

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## contact Orange

Orange Customer Services are available 24 hours a day, seven days a week, 365 days a year.

Alternatively, visit the Orange website at [www.orange.co.uk](http://www.orange.co.uk) for more details.

The three-digit numbers can be called from any phone by adding the prefix 07973 100.

### pay monthly customers

Customer Services	150†
Billing Enquiries	152†
International Calling Helpline	159
Orange Multi Media	177* or 277*
Registration	980
Orange Care	150
Lost or Stolen	07973 100 250†

### pay as you go customers

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

### Orange Business Solutions customers

businesses with 1-49 employees	345
businesses with 50+ employees	158

### all Orange customers

Operator Services	100†
Orange Accessories Line	0500 178 178
Directory Enquiries	118 000*
International Directory Enquiries	118 880*
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.

Note: The cover has been sent separately

### helpful booklets

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

- Services and Charges
- Orange Care
- Orange Value Promise
- Terms and Conditions
- How to use Answer Phone and manage your calls
- How to get fun, news and information on your phone
- How to send messages, photos and more
- How to use your phone abroad and call internationally

### further information

[www.orange.co.uk](http://www.orange.co.uk)  
[www.orange.co.uk/business](http://www.orange.co.uk/business)

Visit the Orange website to find out more about Orange products and services, buy accessories from the Orange shop and if you are a pay as you go customer register with Orange online.

## Note: The cover has been sent separately

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. July 2004.

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### **Orange Personal Communications Services Limited.**

PO Box 10

Patchway

Bristol

BS32 4BQ

[www.orange.co.uk](http://www.orange.co.uk)

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