

guide

to using your Samsung E800



welcome

This guide will get you up and running with your **Samsung E800** in no time. Before using your phone, please remember to **register** with Orange.

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

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

the future's bright, the future's Orange

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getting started

register with Orange

- 1 Find the IMEI number on the sticker inside your Samsung E800.
You may need the number in future if your phone is lost or stolen



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



- 3 If you are already with Orange when you register, you will be asked for your Orange password. If you are new to Orange you should have a new password ready.

- 4 Contact Orange Customer services to register.

register with Orange

If you are already with Orange and wish to register an upgraded phone, call **0800 079 0027**.

If you are new to Orange and will be **paying monthly** call **07973 100 980**. If you are new to Orange and will be a **pay as you go** customer, call **0800 079 0006**. You can also register online at orange.co.uk/payasyougo/registration

After you register

Orange will update your SIM Card over the air with a text message. When you first turn your phone on, you will see the SIM update message. You can leave it in your inbox until you are ready to delete it. Turn your phone off and back on again to enable it to make your first call.

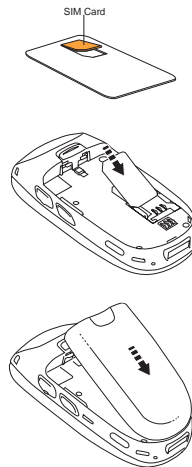
And lastly

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

insert your SIM Card

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

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



plug in and charge

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



outside your Samsung E800

volume keys

Turn the volume up and down.

clear key

To clear text when writing a message or entering a contact.

quiet mode key

To turn your phone to silent and back again.



switch on/end a call

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

charger socket

outside your Samsung E800

navigation pad

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

answer a call

Answer a call or to make an outgoing call.

Contacts key

For direct access to your Contacts homepage.



soft keys

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

accessory connector socket

outside your Samsung E800

camera key

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



headphones socket

Lift and peel back button to plug in your headphones.



outside your Samsung E800

mirror

Aim the camera lens for self portraits.



camera lens

Take photos to send as Orange Photo Messages or store on your phone.

lock your keys

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

To **lock the keypad**, slide the E800 until it clicks together. You will see Keypad Locked in the display.

To **unlock the keypad**, slide the E800 into the open position.

your Home screen

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

Orange shortcuts


These symbols link you to four of the most frequently used features on the Samsung E800. These are:


- Orange Plus
- Call history
- Messages
- Camera

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



soft keys

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

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

explore the menus

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



Call History

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



Games

Test your skills with SnowBallFight and Bubblesmile.



Phone settings

Personalise your phone to suit your lifestyle.



Camera

Take photos and either send or keep them on your phone.

explore the menus



Messages

Send Orange photo messages and text messages to your friends.



Wap

Connect to the Orange portal for the latest updates and information on your service.



Orange Plus

Orange Plus contains special updates designed for your E800. Updates include lottery updates, weather forecasts, horoscopes and Stock Market information, plus links to Contacts.



Media album

View and organise all your photos and images.





Calendar


Record your important events and set up alarms to remind you of appointments. Also includes a calculator.

- 1 From the Home screen, dial the number you want to call, but don't forget to use the full area code. The dialler screen will show you the number you have entered.



- 2 Press  to make the call.
 - You can also call a contact by selecting their name from your Contacts list.
 - From the Home screen press Contacts to access your Address book, then select Find name. When you have found the contact you want, press OK to view the number.
 - Press  to make the call.

receive your first call

When your phone rings, press  to answer the call.



adjust the volume

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

To **adjust the volume**:

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



create your first contact

- 1 To add a new contact to your phone's memory, from the Home screen, press Contacts then scroll to and select Add entry.
- 2 Enter the information for the new contact in the fields as instructed. After entering the contact number, select Save, then Phone.



- 3 Choose what type of phone number you're saving – Mobile, Home, Office, Fax. Scroll down to the appropriate type and press Select. Then enter the contact's or company's name and press OK. Your E800 will confirm that this has been saved.



- 4 When selecting a number from your contacts list, a screen will appear, listing the contact name and above the contact number an icon denoting whether this is a home, mobile, office, fax or answer phone. To swap between numbers scroll left and right using the navigation pad.

create your first contact


- 5 It may be worthwhile entering contact numbers in the international form, ie, +44 then the number minus the initial 0, so that you can use them abroad. To enter + for international calls, press and hold 0. Press C to delete a character. Do not include spaces or brackets, ie, +447912345678. While entering the contact's details, press # for a space and * to change between upper case and lower case. To enter a symbol or change from numerical entry to text entry press and hold the # key.



take your first photograph

- 1 Press Menu, scroll to  in your Home screen and press . Alternatively, press and hold the camera key on the side of your phone.
- 2 Your screen automatically becomes a viewfinder which moves with you as you move your E800. Using the navigation pad, press to the left and right to control the brightness and press the top and bottom to zoom in and out.



- 3 When you are ready to take a picture, press the soft key under . You can also use the camera button on the right-hand side of the E800. This is useful when taking a self portrait.
- 4 If you are dissatisfied with the result, press Delete to delete the picture. Your E800 will ask you to confirm this by pressing Yes.
- 5 Photos that are not deleted are automatically saved to your Media album.


send your first Photo Message

- 1 When you have taken your photo as previously described, press Options.
- 2 Select Send and work through the fields entering a subject for your message and adding sound and text if you wish.
- 3 Press Options and select Send.



- 4 Press Select then scroll to photo message and press OK.
- 5 Choose a recipient for your Photo Message and press OK.
- 6 Scroll to their mobile number and press Select then OK.
- 7 Press Send to send your message.

send your first text message

- 1 From the Home screen press Menu, scroll to  and press Short message, followed by Create.
- 2 A blank screen will appear.
- 3 You can enter text on your phone immediately using predictive text (T9).



- 4 With predictive text you only need to press the key for a letter once. So, for example, to write the word orange you would press 6, 7, 2, 6, 4 and 3. If the word does not appear on screen immediately, don't worry, that's how it works.
 - To delete a single character, press C.
 - To delete the entire message, press and hold C.
 - Press # for a space.


send your first text message

- Press * and hold for a few second to choose from a selection of common symbols and punctuation marks.
- Press * to change from upper-case to lower-case.
- Press and hold # to change between numerical and predictive text.
- To switch predictive text off press Eng and select ABC mode.



- 5 When your message is complete, press Options and select Send. Enter the number or select a contact number from your Address book by pressing Contacts. Once it has gone, the words Message Sent will appear on the next screen.

access Orange World

Select  from your phone's Home screen. When you visit the Orange wap site a screen similar to the one to the right will be at the start of your journey:



Channel Guide

You can click on Channel Guide to open a full list of features that may be useful to you or click on any of the links listed to shortcut straight to them. So, for example, if you are looking to download a new game to your phone, scroll to Games.

Your Page

Click on Your Page to set up quick links to all your favourite sites. You can easily check the results of your favourite football team or even see if your train is running late before you leave the house in the morning. You don't need to register – simply click on Your Page and follow the links.

Find

Find is a very useful feature to help you, wherever you are:



- find your nearest restaurant, pub, post office, cash point, taxi service and more
- access more than a thousand wap sites - official football club sites and their unofficial fanzines, plus celebrities and auction sites
- find a phone number, and even use Google™ search
- access your Orange Email account to keep in touch wherever you have your phone. You can also easily access other wap email services, chat with your friends and learn more about messaging services

2

making calls

making calls


choose whether you answer a call or not

When your phone rings, press  to **answer the call**. Alternatively, press  to send the call to your Answer Phone.



To **end a call** press .

redialling a number

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

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

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

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

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

making calls

To **activate automatic redial**:

- 1 From the Home screen press Menu and scroll to and select Phone settings.
- 2 Press Others, then Auto Redial and select On.

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 From the Home screen, press Menu then scroll to and select Phone settings.
- 2 Select Network services, followed by Call waiting then Voice calls. The screen will say Voice calls Active.


To **accept a new call**:

- 1 The sound of two beeps when you are on a call indicates you have a second incoming call.
- 2 To accept the new call press . The first call is automatically put on hold.

making calls

- 3 To swap between the two calls simply press Swap. You can reactivate the call whenever you want to by pressing Retrieve.

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

- 1 Put the current call on hold by pressing Hold.
- 2 Make the second call in the normal way.
- 3 Alternatively, enter the phone number that you want to dial or look it up in the Address book.
- 4 Press the  to dial the second call. The first call is automatically put on hold.

Speak to someone privately during a call

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

To **mute your call**:

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

To **unmute your call**:

Press Options then Select. The Mute icon disappears and your correspondent can hear you.

sending key tones

You can turn the key tones off or on during a call to communicate with answering machines or computerised telephone systems. When the Mute keys option is selected, your phone does not transmit key tones so you can press keys without hearing annoying key tones during a call.

making calls

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

call back a missed number

To **call back a missed call**:

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

making calls

conference calls

not available to pay as you go customers

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

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

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

To **start a conference call**:

- 1 Call someone in the usual way. The display will show a name (if the number is stored in the memory) or Call 1.
- 2 Put the first call on hold and make a second call in the usual way. Press Options and select join.
- 3 To add up to four more people, repeat step 2 then press Options and select Conference.
- 4 Press the end key to end your conference call.

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

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

- 1 Press Options and select Select 1.
- 2 Scroll to the name of the person you want to talk to using the 1 and 0 icon keys.
- 3 Press Select.
- 4 To return to the conference call, press Options, select Conference, then press OK.

making calls

removing a conference member

To **remove a conference member**:

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

making calls

keep your business and personal lives separate by using two different lines

not available to pay as you go customers

With Line 2 you can keep business and personal calls separate.

To **activate Line 2** call customer services on **150** from your Orange phone or **07973 100 150** from any other phone.

There is a one-off connection charge and you receive a reduced monthly charge on your Line 2 Service Plan. You will receive a SIM update when the service has been activated.

The following tariffs are not available on Line 2:

- Orange Everytime 20 if it includes an option to call other networks
- Orange Everytime 400
- Orange Everytime 1000
- Orange Talk 150
- Orange Talk 200
- Orange Talk 500

When you **receive a call on Line 2**, your phone will ring without you having to have Line 2 selected. You receive a separate **Answer Phone** for your Line 2 which you can also personalise. Call your Answer Phone in the usual way but remember to switch to Line 2 first.

making calls

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 customer, please call **451** from your Orange phone. While your number is hidden you will not be able to see the Caller id of any incoming calls.

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

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

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

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

making calls

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

Orange service directory

You can access a series of services available to listen to from Orange.

To **access your service directory:**

- 1 From the Home screen, press Contacts
- 2 Scroll left with the navigation pad to access your Service directory and press Select.

Scroll to the service you require and press Select.

activate the loudspeaker

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

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

- 1 Press Options and scroll up or down to highlight Loud spk. on or Loud spk.off .
- 2 Press Select to switch the loudspeaker on or off.

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

making calls

reduce background noise with voice clarity

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

To **activate the voice clarity feature:**

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

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

making calls

3

manage your
contacts

manage your contacts

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

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

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

- 1 Press Contacts then select Add entry.
- 2 Enter the number using the navigation pad, then press Save and select Phone.
- 3 To save the contact to your phone memory, scroll down to the type of number you're saving (Home, Office, Mobile, Fax or Other) and press Select.

- 4 Enter the name. Press each key the relevant number of times to get the letter you need. For example, to get the letter J press the 5 key once and to get the letter S press the 7 key four times. Press # for a space.
- 5 Press C to delete a character or press and hold C to delete the entire name.

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

- 1 At the Home screen, press Contacts to open the Address book and select Find name. From your list choose a name to add additional numbers to.
- 2 Press OK. The contact's name will appear on a screen telling you it's a home, mobile, office or fax number.

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

You can store **up to 200 names** and numbers on your SIM 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 SIM Card is that if you change phones, all of the contacts on your SIM Card will move to the new phone.

manage your contacts

Press the right-hand side of the navigation pad to scroll to one of the other icons and press Options then select Edit number.

- 3 The screen will then prompt you to Enter the number.
- 4 Once you have done so, press OK and the new number will be saved.

storing a number from the Home screen

To **store a number directly:**

- 1 From the Home screen, type in the number you want to save.

manage your contacts

- 2 Press Save.
- 3 Select Phone and choose type of phone:
 - Mobile
 - Home
 - Office
 - Fax
 - Other
- 4 Enter name and press OK.
- 5 Your number is now saved.

To edit a number:

- 1 Press Contacts followed by Find name then press OK.
- 2 Press Options again and select Edit number.
- 3 Make your changes and press OK.
- 4 The screen will tell you this has been saved.

search for a contact in your Address book

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

Alternatively:

- 1 Press Contacts, then Find name.
- 2 Enter the first letter of a name you are looking for. The Address book entries are listed, highlighting any that match your letter.
- 3 If necessary, scroll up or down to find the entry you want.
- 4 Once you have, press OK.

Call the number you have selected in the usual way.

manage your contacts

delete unwanted contacts from your phonebook

- 1 Press Contacts to access your Address book, then select Find name.
- 2 Scroll to the name you wish to delete then press OK followed by Options.
- 3 Select Delete entry.
- 4 The screen will ask you to confirm that you wish this entry to be deleted. Press Yes to confirm and your E800 will confirm this has been deleted.
- 5 To delete all the names in your phonebook select Call History from the main menu and select Delete all. You can then choose whether to delete all the names in your phone or SIM Card memory.

manage your contacts

copy contacts between your phone and SIM Card

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

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

To **copy one number between your phone and your SIM:**

- 1 Press Contacts to open your Address book, then select Find name.
- 2 Press OK then Options and select Copy.
- 3 Select Copy to Phone
- 4 Scroll to preference then press OK.
- 5 Screen will say Copy completed.

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

- 1 Press Contacts to open your Address book, then using navigation pad select Copy all to phone.
- 2 Press OK then Options and select Copy.

manage your contacts

- 3 Select Copy to Phone.
- 4 Scroll to preference then press OK.
- 5 You will see Copy completed in the display.

backup your SIM Card address book

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

Memory Mate is a 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.

manage your contacts

save time using speed dialling


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

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


- 1 Press Contacts, then select Speed list.
- 2 Scroll to an empty location and press Select.
- 3 Select Edit number
- 4 Enter the contact number and press OK to save it.

editing speed-dial entries

To **edit a speed dial entry**:

- 1 Select the speed-dial entry you want to edit from the list and press Select.
- 2 Go to one of the following menu options using the navigation pad and press Select.
 - Edit number: allows you to change the number
 - Change name: allows you to change the name of the entry
 - Delete: allows you to clear the setting.
- 3 When you have finished press .

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

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

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

arrange your address book into caller groups

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

manage your contacts

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

To **create caller groups**:

- 1 From the Home screen, press Contacts.
- 2 Select Find name and scroll to the contact you wish to move to a caller group, then press OK.
- 3 Using the navigation pad, scroll right to Group and press Options.
- 4 Scroll with the navigation pad to the group name you wish to add your contact to and press Select. Your contact is now saved to that caller group, for instance, Friends.

manage your contacts

To remove a contact from a caller group:

- 1 Scroll to the contact you wish to remove from their caller group and press OK.
- 2 Using the navigation pad, scroll to Group and press Options.
- 3 Pressing the bottom of the navigation pad, scroll to No Group, and press Select.
- 4 Your contact is no longer assigned to a caller group.

set a ringtone for your Address book caller groups


- 1 Scroll to each of the contacts within a caller group.
- 2 Press OK, then use the navigation pad to scroll right to Alert and press Options, then select Melody.
- 3 Choose between the list in Default melodies and My sounds (any music you have downloaded from Contacts will be stored here) and Select. The group ringtone is now saved.

4




manage your calls

manage your calls

what happens when you get an Answer Phone message?

When someone leaves a message on your Answer Phone, the  symbol will appear on your phone's display.

listening to your Answer Phone messages

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

Answer Phone Call Return

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

To use Answer Phone Call Return:

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

use Answer Phone shortcuts to manage your messages efficiently

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

When listening to your messages press:

- | | |
|---|---------------------------------|
| 1 | to listen to your message again |
| 2 | to save your message |
| 3 | to delete your message |
| 7 | to rewind 10 seconds |
| 8 | to skip to the next message |
| 9 | to fast forward 10 seconds |

- | | |
|---|--------------------|
| # | to return the call |
| 0 | for help |

personalising your Answer Phone greeting

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

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

manage your calls

set up an Answer Phone PIN

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

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

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

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

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

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

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

manage your calls

- 4 Follow the simple steps to listen to your messages.

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

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

not available to pay as you go customers

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

Call diverts can be set up in the following ways:

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

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

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

manage your calls

For example, you can:

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

To **activate a divert**:

- 1 From the Home screen press Menu. Scroll to and select Phone settings and press Network services.
- 2 Select Call diverting. Choose from: Divert always, Unavailable or Cancel all.
- 3 You have the option of diverting Voice calls, Fax calls and Data Calls.

- 4 Press Select, then Activate. Choose to divert the call to your Answer Phone or to another number.
- 5 Enter the number to which the calls are to be diverted. Press Activate to save the divert setting.

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

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

To **cancel your diverts**:

- 1 From the Home screen, press Menu, scroll to and Select Phone settings then select Network services.
- 2 Select Call diverting then press Cancel all.
- 3 Your E800 will confirm that all call diverts are cancelled.

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

manage your calls

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.

control the numbers that can be called from your phone

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

manage your calls

To **set up fixed dialling**:

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

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

To **store fixed dialling numbers**:

- 1 When fixed dialling has been enabled, from the Home screen press Contacts to open your Address book and select Add entry.
- 2 Type in the fixed dialling number and press Save. You will be prompted to enter your PIN2 code again. Enter the code and press OK.
- 3 Enter the name of the person you wish to store to fixed dial and press OK. Then enter a SIM location number between 1 and 10 and press OK. Your fixed dialling number has now been saved.

manage your calls

Call barring can be used selectively to bar outgoing and incoming calls

The call barring password is preset to 1111. Emergency calls to 999 or 112 can be made while Call barring is on.

- 1 From the Home screen press Menu, scroll to and select Phone settings and select Network services. Select Call barring.
- 2 Select from the following Call barring options:
 - All outgoing
 - International
 - International except to home

- All incoming
- Incoming while abroad
- Cancel all

- 3 Press Select, then choose between All outgoing, Voice Calls, Fax calls and Data calls. Press Select followed by Activate.
- 4 Enter password 1111, then press OK and your phone will confirm this has been done.

manage your calls

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

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

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

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

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

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

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

manage your calls

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

find out who has called you and when


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

Press Menu, scroll to Call History and press Select.

Choose from:

- Missed calls
- Received calls

- Dialled calls
- Delete all
- Call time

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

keep an eye on how long you spend on your calls

Your E800 allows you to **keep track of the length of your calls** and, consequently, estimate how much you spend.

- 1 From the main display press Menu, scroll to and select Call History then select Call time.

manage your calls

2 Select one of the following options:

- Last call time
To see the length of the last call
- Total sent
To see the total length of all calls made since the timer was last reset.
- Total received
To see the total length of all calls received since the timer was last reset.
- Reset timers
To reset all the timers. Enter the password which is 12345 and press OK.

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

manage your calls

minute minder

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

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

- 1 Press Menu, scroll to Phone settings and select Sound settings.
- 2 Select Minute Minder:
 - Off: the phone does not beep
 - On: the phone beeps every minute

manage your calls

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messaging

messaging

text messages are fun, quick and convenient

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

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

So, for example, to write the word orange you would press 6, 7, 2, 6, 4 and 3. You will see that the word does not appear on screen immediately. Don't worry, that's how it works.

- 5 To delete a single character, press C. To delete the entire message, press and hold down C.
- 6 To send your message press Options and select Send. The next screen will ask for contact number. Type this in and press OK. Alternatively, press Contacts and select a contact number from your Address book. Your message will then be sent.

messaging

change to another text input mode

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

To **change to another mode**:

- Press the right soft key below the indicator symbol.
- Scroll to the mode you want by pressing up or down with the navigation pad.
 - ABC
 - T9
 - Symbolic
 - Number
 - Add word

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

attach a picture or sound to your text message

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

- 1 Select Messages from the Home screen and press **i**.
- 2 Type the message you wish to send.
- 3 Press Options, then scroll to and select Add media.
- 4 Choose from the following:
 - Add picture

messaging

- Add animation
 - Add melody.
- 5 From Add picture, choose either a Preset picture or a picture that you have downloaded from Orange World which is stored in My pictures. Use the navigation pad to scroll through the various picture options.
 - 6 Press Select then Options to add sound.
 - 7 Select Add media and then Add melody.
 - 8 Choose either a Preset melody or one you have downloaded from Orange World.
 - 9 Press Select and then Options.
 - 10 Type in recipient's mobile number and press OK.
 - 11 Your text message, picture/animation and melody are on their way.

send the same text message to a group of people

not available to pay as you go customers

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

To **send a group text message**:

- 1 Write your text message in the usual way and when you have finished press Options, followed by Send.
- 2 Press Contacts then scroll to the first person you want to send text to and press OK, followed by Select then Add.

- 3 Press Contacts again and go to the next person in the group, press OK, Select and Add if you wish to add any more. When the group is complete press OK and your message will be sent to all those you selected.

save time using text message templates

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

To **write a text template**:

- 1 Press Menu and scroll to and select Messages.
- 2 Select Preset messages and Select an empty slot.

messaging

- 3 A blank screen will appear for you to type your message in.
- 4 When you have finished press OK.
- 5 Your message template is now saved and is easily accessible.

To **use a text template**:

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

messaging


- 4 Press Options, then Send.
- 5 A blank screen will appear for you to type the recipient's mobile number, or alternatively, press Contacts to select a number from your Address book. When you have done this press OK.
- 6 The screen will tell you it is Sending.

to read a text message

- 1 When you receive a text message the words 1 NEW SMS are shown on your display. To read your message immediately, press View.
- 2 To delete the message while reading it, press Options and select Delete.

- 3 All messages will be stored in your Inbox. When reading a message, press Options to choose from the following:
 - Delete
Delete the message.
 - Message reply
Send a text message reply to whoever sent the message.
 - Call back
Call the number of the phone that the message was sent from.
 - Cut address
Copy the number and save it to your phonebook.

- Send
Send the message and any attachments in it on to another friend.
- Edit
Edit the message content before reusing.
- Extract media
Save attachments from the message in your Media box. See the previous page for details of how to reuse these attachments in your messages.
- Transfer
Move the message from the phone memory to SIM memory or vice versa.

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

messaging

Orange Photo Messaging

Orange Photo Messaging

explore a new world of messages with Photo Messaging

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

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

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

take a photo

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

zoom in on your subject and adjust brightness levels

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

take a self portrait

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

Orange Photo Messaging

To take a self portrait:

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

Orange Photo Messaging

options when you take a photo

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

- Send
Send your image plus text and sound.
- Rename
Allocate your image a name or number.
- Go to my photo
View all the photos you have taken as thumbnails. Press View to see a photo at full size and Multi to return to the thumbnails.

- Set as
Use a photograph to personalise your phone background, or as a caller ID.
- Protection
Ensure that photos you treasure cannot be accidentally deleted.
- Properties
This lists the name, file size and date of your photo.

Orange Photo Messaging


send a photo message

To **send a photo message**:

- 1 Take a photo as previously described then press Options and then Send.
- 2 The photo message screen will open.
- 3 Scroll through the fields, adding sound and text where applicable.
- 4 Press Opt then select Preview and the text and photo that you are about to send will appear on the following screen.
- 5 Press Send then Select.

- 6 Select Number and type in the recipient's number, or Address book to select a recipient stored on your phone, then press OK.
- 7 If necessary type in recipient's mobile number then press OK.
- 8 The number will appear highlighted on the next screen.
- 9 Press Send. Your photo and message will be on its way.

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

- 1 Press Menu, scroll to  and press Select.
- 2 Select My photos.
- 3 All the pictures you have taken will appear as thumbnails. Select the one you want to send using the navigation pad then press Options.

Orange Photo Messaging

- 4 Select Send and then work through the fields adding sound and text where applicable.
- 5 Press Opt then select Send.
- 6 Press Send then Select.
- 7 Select Number and type in the recipient's number, or Address book and select a recipient stored on your phone, then press OK.
- 8 If necessary type in recipient's mobile number then OK.
- 9 The number will appear highlighted on the next screen.
- 10 Press Send. Your photo and message will be on its way.


using the camera options

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

To **access your camera options**:

- 1 Press Menu, scroll to camera to access your camera options and select Take photos.
- 2 When the viewfinder is activated, press the right soft key to list the following options:
 - **Mode:** This enables you to take a picture in various modes. Once you change it the indicator appears at the top left of the display.

Orange Photo Messaging

- **Normal shot:** you can take a picture in the normal mode.
- **Multi-shot:** allows you to take action stills. Select speed and the number of pictures you want to take. When you press the  soft key or the Camera key on the right-hand side of the phone, the phone automatically takes and saves the pictures successively as many times as you set. The Mobile (128x120) size will be set by default.
- **Night mode:** this option allows you to take a picture of the best quality in poor lighting.
- **Capture only:** you can take pictures without review.
- **Frame:** this option allows you to use a frame on the picture. Press the navigation key to find the frame format you want to use. You can preview the image with the frame format you want to use. You can preview

the image with the frame format by pressing Preview. The Mobile (128x120) size will be set by default.

- **Effects:** this option allows you to apply special effects to the picture. Press Up or Down using the navigation pad to find the tone you want to use. Choose from the following:
 - Gray
 - Negative
 - Sepia
 - Emboss
 - Sketch.

To deactivate the effect setting, select Off.

- **Rotation:** this option allows you to flip the image vertically or reverse it as a mirror image.

Orange Photo Messaging

- **Timer:** you can select the delay time. When you press the capture key, the phone takes the picture after the specified time. When you exit the camera mode or select Off in the Timer menu, the timer is off.
- **Settings:** this option allows you to change the settings for taking a picture. This option is synchronised with the Settings Menu.
- **Photo size:** sets the image size to one of VGA (640x480), QVGA (320x240), QQVGA (160x120) and Mobile (128x120). The selected image size displays on the capture screen.
- **Photo quality:** Allows you to select the image quality from Superfine, Fine, Normal and Economy. The option you select appears on the top of the display.
- **Shutter sound:** allows you to select a sound when you press the shutter or the camera key on the right side of the phone.
- **Flash light:** allows you to set the camera flash to activate automatically or not.
- **Manual:** to switch the camera flash on or off, you have to press the 0 key in the capture mode.
- **Automatic:** when you press the shutter or the camera key on the right side of the phone, the phone uses the camera flash automatically.

Orange Photo Messaging

- **Default name:** allows you to change the default prefix name of the picture.
- **Help:** this option shows you the functions of the navigation pad and the volume keys in the capture mode.

have a look at the photos you have taken

To view your photos:

- 1 Press Menu, scroll to messages and Select My photos.
- 2 Scroll through using the navigation pad.
- 3 View the selected picture as an enlargement.
- 4 Press Multi to go back to the multiple view mode, or press Options.

browse your photo albums

To view your albums:

- 1 Press Menu, scroll to messages and select My albums. This feature allows you to store your pictures as a photo album.
- 2 Select one of the albums. It shows the pictures saved in the album.

Orange Photo Messaging

receive a photo message

You can receive and view photo messages on your Samsung E800.

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

Orange Multi Media services

Orange Multi Media services

one click to your new Orange World


Just one click on your new E800 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 competitions. Whatever your mood, you're bound to find something of interest in your Contacts, so take the leap and get exploring now!

To **enter Orange World** press Menu, scroll to Orange World and select the homepage.

Once connected, the homepage lists the following:

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

Choose an option and press . Another list of options appears. Scroll to what you are looking for and press OK. Why not start by visiting All channels?

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

Orange Multi Media services

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

create your own Orange World

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

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

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

Orange Multi Media services

find your way using Orange World

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

For example, use Orange World to find the cash point nearest to the pub you arranged to meet your friends in. Once you're there, use the **Find** feature to find the local cinema, and grab a cab number to organise a lift there. It's simple, quick, and above all convenient. Try it now to see what you could be doing tonight.

Orange Directory Enquiries

The new number for Directory Enquiries is 118 000. So save 118 000 to your phone now, and it'll be there the next time you're out and about and need a number in a hurry.

Otherwise, it's the same convenient service from Orange. Simply call 118 000 and tell the operator the name or place you are looking for and they will tell you the number (you can request three numbers per call). Then, they will send a text message to your phone at no extra cost, allowing you to call the number directly from the message or add it straight to your phonebook.

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.

Orange Multi Media services

share information with Orange World

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

read your Orange Emails

Your E800 gives you direct access to your **Orange Email** as well as alerting you on receipt of new messages. Register at www.orange-today.co.uk from any PC with Internet access to set up your free email account. You will be provided with a username and password, which you can use to sign in. Sign-in requires your registered username and password, not your email address.

To **check your Orange Email**:

- 1 Open Contacts.
- 2 Scroll to Mail and messages and press Options.
- 3 Follow the on-screen prompts.

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

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

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

To **go to a bookmark**:

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

choose from a list of options while you are browsing

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

The full list of Options is as follows.

- **Home**
This takes you to the Contacts homepage.
- **Bookmarks**
Allows you to create a shortcut to your favourite sites.
- **Open link**
Enables you to enter a wap address directly. Please note that Orange cannot guarantee the quality of service.

Orange Multi Media services

Any queries regarding the operation of these services should be directed to the wap sites in question.

- **Add bookmark**
Saves the address of the wap site you are browsing as a bookmark so you can access it easily in the future.
- **Go to address**
Allows you to enter the address of a site that you wish to visit.
- **Appearance settings**
Adjust the way you view information.
- **Download settings**
To download additional settings.
- **Use number**
Call or save the number displayed.

Orange Multi Media services

■ Reload

Reload the current page, refreshing any information that may have changed.

■ Clear the cache

Delete the information in the cache.

■ Security info

Review your security settings.

■ Quit

To end your wap session.

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

empty your cache

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

To **empty your cache:**

- 1 Scroll to Clear Cache and press Select.
- 2 Press Yes to confirm.

reset your wap settings

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

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

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

Orange Multi Media services

What are my GPRS wap settings?

Option	Setting
Connection name	Orange GPRS
Data bearer	GPRS
Access point name	orangewap
Username	-
Prompt password	No
Password	-
Authentication	Normal
Gateway IP address	192.168.71.35
Homepage	http://wap.orange.co.uk/r/same800/home/
Connection security	Off
Session mode	Permanent

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

Orange Multi Media services

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.

access information direct from your phone's Orange Plus menu

- 1 Select Menu, then scroll to and select Orange Plus.
- 2 Scroll to and select Information. Choose from the following topics:
 - Sport
 - Lifestyle
 - Finance
- 3 Press Select. On the next screen is a list of options. Scroll to the one you want and press Select.

- 4 The information you have requested will return very shortly in the form of a text message.

- **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.

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

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**.

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. This is not available to some pay as you go customers.

register with Orange Internet

To register with Orange Internet just visit

www.orange.co.uk/register

Orange Multi Media services

manage your Orange phone account online

not available to pay as you go customers

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

personalise
your phone

personalise your phone

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

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

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

- 1 From the Home screen press Menu, scroll to Phone settings and press Select.
- 2 Scroll to Sound settings. Select Incoming calls.

- 3 Choose from.
 - **Default melodies**
Choose a ringtone to alert you to incoming calls from a list of pre-installed options
 - **My sounds**
Any ringtones that you've downloaded will automatically appear in this list. Select one to replace the pre-installed ringtone.
 - **Ring volume**
Set the volume of the ringtone. Use the 1 and 0 icon keys to adjust the volume.
 - **Alert type**
Choose how you would like to be alerted to incoming calls. Choose from Melody, Vibrations and Vibration then Melody.

personalise your phone

To change your incoming message alert:

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

To set your keypad tone:

- 1 Press Menu, scroll to and select Sound settings and select Key tone.
- 2 Choose from Off, Water drop, Ping pong, Drum, Tone and Beep and press Select.

personalise your phone

silence your phone when appropriate

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

To **deactivate Quiet mode**, hold down the # key from the Home page again.

slider tone

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

To **activate the slider tone**:

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

adjust your other sound settings

Enjoy total control over the sound settings on your phone.

To **adjust additional sound settings**:

- 1 Press Menu, scroll to Phone settings and select Sound settings.
- 2 Choose from:
 - Connection tone
 - Key tone
 - Minute minder

personalise your phone

- 3 Press On or Off. When the check box is marked, the tone is switched on.

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

- 1 Press Menu, scroll to Phone settings and select Sound settings.
- 2 Scroll to Power On/Off and press Select.
- 3 Choose from Off, Classical or Future and press Select.

personalise your caller groups

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

personalise your phone

To **personalise your caller groups**:

- 1 Press Contacts then scroll right with your navigation pad to select Management.
- 2 Select Group setting
- 3 Scroll to highlight the caller group you wish to personalise and press Select. Choose from:
 - Melody
Set a ringtone to alert you to calls from contacts in this group.
 - Change name
Change the group's name
 - View image
Review the picture that is associated with the group.

make the display your own

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

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

Press Menu, scroll to Phone Settings and select Display.

Choose from:

- Wallpaper
Choose your wallpaper from the preset list of options. Any images you've downloaded will automatically appear in the list. Press Select twice to set your wallpaper. Choose whether your phone displays text by pressing Yes or No at the prompt.

- Skin
Set how the menu is displayed. Choose from one of four patterns.

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

To **change the main display**:

Choose from:

- Backlight
Select whether the backlight is used and set a time for the backlight to stay on.

personalise your phone

- LCD Brightness
Select the display you wish to change the contrast for. Adjust the contrast by scrolling up and down with the navigation pad.

change the language used on your phone

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

personalise your phone

To **change to another text mode:**

- 1 Press Menu, scroll to messages then select Short message, followed by Create.
- 2 Press T9/Eng and the following options will appear:
 - ABC mode
 - T9 mode
 - Symbolic
 - Number
 - Add word
 - Language selection
- 3 Press Language selection. This option allows you to change the text input into:
 - English

- Deutsch
- Francais
- Italiano
- Nederlands.

- 4 Press Select to confirm the language.

set a greeting message

You can add a greeting message to display when you switch your phone on.

To **set your greeting message:**

- 1 Press Menu and select Phone settings.

personalise your phone

- 2 Scroll to and select Greeting Message.
- 3 Press and hold C until the previous message is deleted.
- 4 Key in your new greeting message as you would a text message and press OK.

assign a ringtone or a photo to your contacts

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

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

- 1 From the Home screen open Contacts and select Find name.

- 2 Scroll to the contact you want and press OK.
- 3 Scroll right with the navigation pad until you reach Alert.
- 4 Select Melody and choose a ringtone from Default Melodies or My sounds.

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

- 1 From the Home screen open Contacts and select Find name.
- 2 Scroll to the contact you want and press OK.
- 3 Scroll right with the navigation pad until you reach Graphic.
- 4 Press Options.
- 5 Make your selection from the list and press Select.

personalise your phone

download applications

Your phone is preconfigured with Java™ technology. This allows you to download Java™ games and applications to your phone via wap, which you can then use and update wherever you are.

To **download a Java™ application**:

- 1 Press Menu, scroll to Orange World and press Select.
- 2 To download an application, press select at one of the download links. Your wap browser will open the desired page. Select an application to download. You will be

advised of charges prior to downloading a Java™ application.

- 3 Press Open to open an application that has been downloaded to your phone.

manage your time


connect to another device wirefree using infrared

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

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

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

To **activate the infrared port**:

- 1 Ensure that the infrared ports of the sending and receiving devices are pointing at each other and are within one metre of each other.
- 2 Activate the infrared port on your phone by pressing Menu, scrolling to and selecting Phone settings, then selecting Others. Select Infrared activation and press On to activate. When  blinks, your phone is trying to connect to the other device, or the infrared connection has been lost. If data transfer is not started within one minute of activation, the connection is cancelled and needs to be started again.
- 3 When the user of another phone sends you names and numbers via infrared, you will receive them as text messages.

manage your time

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

manage your photos and sounds with the media album

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

- 1 Press Menu and scroll to Media album. The following options are available:

- Photos
This allows you to view all the photos in My photos
- Images
Choose from a range of preset images or view images received from other sources, such as Orange World sites. When you view an image, press View, then Options to Send, Rename, Delete, Set as wallpaper or access the Properties of your selected image.
- Sounds
This option allows you to listen to the recorded voices and melodies received from other sources.
 - Voices
Listen to the recorded voices.

manage your time

- **My Sounds**
A list of melodies to choose from.
- **Delete all**
This option deletes all the photos, images and sounds in the Media album. Decide whether to delete from Photos, Images and Sounds and press Select (Select again/View) then Options, followed by Delete. Press Yes to confirm.
- **Memory status**
This allows you to see how much memory your images and sounds are using.

- 2 When you have chosen a voice or sound, press Options to Send, Rename, Delete, Set as ringtone (only available in My sounds) or view the Properties.

When you are viewing a photo or image, the Options key will access the following:

- **Send:** allows you to send it via a message.
- **Rename:** allows you to rename it.
- **Delete:** allows you to delete it.
- **Set as wallpaper:** allows you to set it as wallpaper on your phone.
- **Properties:** allows you to see how much memory it's using.

manage your time

keep track of important events using your phone's calendar

The Calendar feature enables you to:

- write a memo
- view the calendar
- make a To do list
- set the current date and time and find out what time it is in various cities around the world
- set the alarm so that the phone rings at a specific time
- use your phone as a calculator, unit convertor, timer or stopwatch

To **write a memo:**

- 1 Press Menu, scroll to and select Calendar and Select New memo.
- 2 A blank screen will appear for you to type on.
- 3 When you have finished press OK.
- 4 You can then save it to:
 - **Scheduler**
General schedule events, like appointments or meetings.
 - **To do list**
Tasks you need to do can be saved here.
 - **Call**
Calls you need to make

manage your time

■ Anniversary

Anniversaries to be remembered, such as weddings, birthdays or other special days.

Note: You can save up to 25 items to each category – 100 in total.

When you have finished press  to exit.

use the calendar to organise your life

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

To **add information to your calendar:**

- Using the navigation pad, scroll left and right to move to another day.
- Scroll up or down to move to another week.
- Hold up or down to move to previous or next month
- Hold left or right to move to previous or next year.

Once you have your date, Options will give you the following:

- **Add memo:** allows you to add a new memo on the day
- **Go to date:** allows you to enter a particular date and then schedule an event on that date.
- **View all:** shows all the events that you've scheduled.

manage your time

- **Delete day:** deletes the scheduled event on the selected day.
- **Delete all:** deletes all the events scheduled.

set the time and date

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

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

- 1 Press Menu, scroll to Calendar and press Select.
- 2 Select Clock then Set time.
- 3 Change the time using the navigation pad and the keypad. When you have finished, press OK and the screen

will read Time set and the next screen will give you the option to change the date.

- 4 Make any changes as necessary and press OK to save them. You will then see Date set in the display.

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

- 1 Press Menu, scroll to Calendar and select Alarm. The following options appear on the next screen.
 - Morning Call
 - Alarm 1
 - Alarm 2
 - Auto power

manage your time

- 2 Select one of them followed by Options and the following list appears on the next screen:
 - Alarm day
 - Alarm time
 - Alarm tone
 - Remove alarm
- 3 Select Alarm day and a list of options will appear on the next screen. Make your selection and press OK.
- 4 The next screen will show Alarm time. Set time then press OK. The display will say Saved.
- 5 Select a tone for your alarm or Remove alarm which deactivates it.

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

keep on top of figures on the move

Your phone has a handy calculator and converter.

The calculator performs basic arithmetic functions, such as addition, subtraction, multiplication and division.

To perform a calculation:

- 1 Press Menu, scroll to and select Calendar then select Calculator.

manage your time

- 2 Enter the first number using the number keys.
Press the * key to enter a decimal point (.) or the # key to enter the appropriate arithmetic symbol: + (add), - (subtract), * (multiply), / (divide), % (per cent).
- 3 Enter the second figure.
- 4 Repeat steps 2 and 3 if necessary.
- 5 Press Equals to see the result which will appear in the answer box.

Note: The result is rounded to six decimal places.

The converter allows you to convert from one currency unit to another.

To convert a value:

- 1 To convert a currency, length, weight, volume, area or temperature, press Menu, scroll to Calendar and select Conversion.
- 2 Scroll down to the type of conversion to be performed and press Select.
- 3 Using the navigation pad select the original by pressing left or right, or bottom to move the To field.
- 4 Press OK to view the result which will appear in the answer box.

manage your time

keep track of important events

Your E800 has a timer feature so that you can set the phone to sound an alarm at a specific time.

To **set the timer**:

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

Note: The timer uses power from the battery and this reduces the E800's operating time. When Quiet mode is activated there is no sound.

stopwatch

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

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

To **set the stopwatch**:

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

manage your time

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.

manage your time

10

games

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

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

SnowBallFight

- 1 Press Menu and scroll to Games.
- 2 Select Applications then SnowBallFight and press Launch.
- 3 Press any key twice to go to the first menu screen. At the first screen, press # to play a game, or press * to access the main menu of this game.

Before you start press * for the following options:

- **Play:** allows you to start a new game or a saved game. Saved game allows you to continue from the beginning of last stage you played.
- **Instructions:** shows you the explanation of control keys, offense items and defense items.
- **Configuration:** allows you to turn the sound and vibration on or off and select the game speed from 1 to 5.
- **Quit:** quits the game and returns to the downloads menu screen.

Use the following key presses to control your movements while you are playing any of the games:

Key Commands

- 4/6 or Left/Right: move left or right
- 2,5 or Up, i: control the distance at the first press and throw the snowball at the next press.
- 8 or Down: use the special attack depending on your mana.
- 3: enters item mode to use your item. Select the item you want to use by pressing the 2,5, Up or i key: control the distance at the first press and throw the snowball at the next press.

BubbleSmile

This is an arcade puzzle game.

- 1 Press Menu and scroll to and select Games.
- 2 Select Applications then Bubblesmile and press Launch.

Key Commands

- 2, 4, 6, 8 or navigation pad: moves the band up, down, left or right.
- 1: rotate the bubbles in the band anticlockwise
- 3: rotate the bubbles in the band clockwise

games

- **Continue:** allows you to continue the last game you played. The menu is only available when a game has already been played.
- **High score:** shows you the high score table.
- **How to play:** explains the game's instructions
- **Option:** allows you to set the sound to on or off

wap games

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

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

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

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

security

Orange Care

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

With Orange Care you get:

- Worldwide cover against loss, theft, accidental or malicious damage and phone 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 at up to £5 per month.

To get Orange Care call 434 free from your Orange phone.

Your Plan customers must purchase care separately, from as little as £5 per month.

Note: Orange Care includes insurance and warranty which is subject to terms and conditions and exclusions as stated in chapter 13.

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

Protecting your phone

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

- Don't leave your phone unattended in a public place.
- Don't leave your phone in a vehicle.
If this can't be avoided, please – make sure it's locked in the boot or locked in the glove compartment.
- Never loan your phone to someone else.

How to claim:

- Report the loss, theft or damage to Orange as soon as possible.
- 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 100 250**.
- 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.

Small Business customers opening an Orange account receive Orange Care free of charge. Small Business customers will receive a free replacement of lost, stolen

and damaged phones sent out within 24 hours of our acceptance of your claim.

manufacturer's warranty

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

ensure that only authorised people can use your phone

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

To activate your SIM Card PIN:

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

What if I enter the wrong PIN?

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

Call customer services on **07973 100 150** if you are a pay monthly customer or **07973 100 451** 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 10 times in a row, you will permanently block your SIM Card and you may have to return your phone to Orange.

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

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

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

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

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

To **change your SIM Card PIN:**

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

security code protects your phone against unauthorised use

The security code can be set to activate when a different SIM Card is used in your phone, to prevent unauthorised use. The security code is preset to 12345.

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

What are the security codes for?

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

security feature	preset code
SIM Card PIN (PIN1)	1111
Fixed dialling (PIN2)	1111
Call barring	1111
Lock code	12345

International services

International services

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

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

*includes the Canary and Balaeric islands.

Orange International services for pay monthly customers

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

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

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

International services

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 ringtone when they call you or they might hear a recorded message in a foreign language if you are out of coverage.

pay monthly check list before you travel

- 1 Call customer services on **159** from your Orange phone or **07973 100 159** from any other phone to activate your phone so you can make and receive calls abroad. Roaming needs to be activated at least 24 hours before travelling abroad and it only has to be activated once.
- 2 If you want to use Answer Fax abroad you must have it activated on your account at least 24 hours before you leave the UK. Call **150** from your Orange phone or **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.

International services

- 3 If you have Line 2 we recommend that you divert all Line 2 calls to your Orange Answer Phone before you leave as this service is not available while you are abroad.
- 4 Remove any temporary bars on international calls using the menu options on your phone.
- 5 Set up any diverts on your Orange phone before you leave the UK as you will not be able to do it when you are abroad. Refer to chapter 4 for more information on call diverts.
- 6 Make sure you pack your charger and a three-pin adaptor so you can charge your phone while abroad.
- 7 Make sure that the frequently used numbers in your phonebook are saved with the international dialling codes you need, ie, +44 minus the leading zero from the area code for calls back to the UK.

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

Orange International services for pay as you go customers

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

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.

International services

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

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

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

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

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

pay as you go check list before you travel

- 1 Remove any temporary bars on international calls using the menu options on your phone.

International services

2 Top-up your Talk Time by:

- Credit or debit card

Register your card 72 hours before you go and you can then call 450 from your Orange phone to top-up your talk time.

- Orange Top-up Swipe Card

Before you go, use your Orange Top-up Swipe Card to top-up; in the UK they're available in any Orange shop and wherever you see the Top-up symbol.

- Orange vouchers

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

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

3 Make sure you pack your charger and a three-pin adaptor so you can charge your phone while abroad.

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

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

International services

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

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

- 1 From the main display press Menu and scroll to Phone settings and select Network services.
- 2 Select Network selection. Choose Automatic for your phone to automatically select a local network.
- 3 Select Manual to choose from a selection of local networks.

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

using your Answer Phone abroad

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

- 1 Simply press and hold the 1 key.
- 2 You will be connected to your Answer Phone.
Now just press:
1 to listen to your message
2 to send a message

International services

- 3 to change your personal options
- 7 to listen to your emails

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

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

using GPRS abroad

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

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

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

safety

1 network services

The mobile phone described in this guide is approved for use on the Orange network.

A number of features included in this guide are called Network Services. These are special services that you can arrange through Orange. Before you can take advantage of the Network Services, you must subscribe to them through Orange. Instructions for these services are included in this guide.

2 everyday use of your phone

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

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

3 using your Orange phone in a vehicle

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

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

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

Remember: Always give your full attention to driving. There is a personal handsfree kit and personal handsfree car kit available for most Orange phones which you can purchase separately by calling the Orange Accessories Hotline on **0500 178 178** or by visiting your local stockist.

4 car kit installation

- Only qualified personnel should install or service the personal handsfree car kit or the phone in a vehicle. Faulty installation or service may be dangerous and may invalidate any warranty which may apply to the unit.
- For vehicles equipped with an air bag, remember that an air bag inflates with great force. Do not place objects, including

both installed or portable wireless equipment, in the area over the air bag or in the air bag deployment area.

If a personal handsfree car kit is improperly installed and the air bag inflates, serious injury could result.

- Check regularly that all mobile phone equipment in your vehicle is mounted and operating properly.

Your mobile phone is a low power radio transmitter and receiver. When it is switched on, it receives and sends out radio frequency (RF) signals. Most modern electronic equipment is shielded from RF signals. However, RF signals may affect improperly installed or inadequately shielded electronic systems in motor vehicles (eg electronic fuel injection, electronic anti-lock braking, electronic speed control

or air bag systems, etc). Check with the manufacturer or its representative regarding your vehicle. You should also consult the manufacturer of any equipment that has been added to your vehicle.

5 fuse replacement

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

6 emergency calls

If your phone offers the features listed below, and if you have restricted or barred outgoing calls from your phone, calls to

emergency numbers (999 or 112 in the UK) may still be possible. The features are:

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

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

To **make an emergency call**:

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

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

7 one touch emergency dialling

If your phone supports preprogrammed one touch emergency dialling, using the 9 key to call the emergency number may not be possible when you have restricted or barred outgoing calls from your phone. This depends on the type of restriction you have chosen, and the type of barring option you have selected. One touch emergency dialling does not operate when certain other features are in use (such as keypad locking and others).

Note: Official emergency numbers (e.g 999, 112 or other official emergency number) may vary by location. However, only one official emergency number is programmed into your phone, which may be incorrect if you are using your phone

overseas. Please check with our Partner Network abroad for the emergency number that is used in that location. Your Orange phone, like any mobile phone, operates using radio signals, mobile and fixed line networks which cannot always guarantee connection in all conditions. Therefore never rely solely upon your mobile phone for essential communication such as medical emergencies. Do not hang up during an emergency call until you are told to do so by the operator.

Note: When using voice dialling you must say the name exactly as you said it when you recorded it, which may be difficult in, for example, a noisy environment or during an emergency. Do not rely solely upon voice dialling in all circumstances.

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

8 operating environment

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

9 pacemakers

- Pacemaker manufacturers recommend that a minimum separation of 16 cm (6 inches) be maintained between a handheld phone and a pacemaker to avoid potential interference with the pacemaker. These recommendations are consistent with the independent research of and recommendations of Wireless Technology Research.

Users with pacemakers should therefore:

- Always keep your phone at least 20 cm (8 inches) away from your pacemaker when the phone is switched on.
- Never carry your phone in your breast pocket.

- Use the ear opposite to the pacemaker to minimise the potential for interference.
- Switch off your phone immediately if you suspect that interference is being caused.

10 hearing aids

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

11 other medical equipment

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

12 aircraft safety

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

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

13 explosive materials

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

other area where you would normally be advised to turn off your vehicle engine.

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

14 general safety information

- When changing your phone's cover, always switch off the power and disconnect the phone from the charger or any other device. Always store the phone with the covers attached. Never use a phone without a cover.

- Remember to always make backup copies of all important data.
- Your phone must be switched on to access games, ring tone composer, calendar, calculator, wap, infrared, timer and other similar features. Do not switch your phone on when mobile phone use is prohibited or when it may cause interference or danger.
- The information or services you have accessed using wap are stored in the cache of your phone, which is a memory used to store data temporarily. You should empty the cache of your phone after each use to ensure that any confidential information cannot be accessed by anyone using your phone.

- Parts of the phone are magnetic. Metallic materials may be attracted to the phone. Always secure the phone in its holder because metallic materials may be attracted by the earpiece. Do not place credit cards or other magnetic storage media near the phone, because information stored on them may be erased.
- Always switch your phone off in any facility where posted notices so require.

15 phone and battery care

Warning: Use only batteries, charger and accessories approved for use with this particular phone model. The use

reference

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.

reference

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 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 SIM Cards out of children's reach.
- Use your phone battery only for its intended purpose, and never use any charger or battery which is damaged or worn out.
- Never allow the battery terminals to short circuit, as this can cause damage to the battery or to the connecting object (a short circuit can occur if a metallic object such as a coin, clip or pen causes direct connection between the + and -

reference

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

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

reference

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 Samsung E800 is 0.842W/kg.

Note: The SAR value for your phone has been provided to Orange by the manufacturer. By acting as facilitator for conveying this information to our customers, Orange is fulfilling its duty as a responsible retailer.

paperwork

14-day phone return

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

data protection

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

Please call Orange customer services on **07973 100 150** or, if you are a pay as you go customer, on **07973 100 451** if you do not wish to receive any marketing

materials related to Orange and its services, or if you do not wish us to pass on your details to any other reputable organisations for sales and marketing purposes.

direct debit

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

If you're a pay as you go customer you can combine control with peace of mind, topping up from as little as £10 a month

to £100. You can change or cancel your Direct Debit anytime, just give 14 days notice. To set up a Direct Debit payment call **450** from your Orange phone.

allowing access to your Orange account

It can sometimes be useful for someone else to have access to your account, for example if you have more than one Orange phone in your name. As an account holder you can choose to allow information only access and access which will allow changes to be made. Please call customer services who will send you a form.

Orange useful booklets

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

Orange Care terms and conditions**1 interpretation**

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

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

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

2 insurance terms

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

- 2.3 The Insurance is arranged with an authorised insurer whose details are available upon request to HSBC Insurance Brokers Limited, Quay West, Trafford Wharf Road, Manchester, M17 1PL.
- 2.4 The following paragraphs describe the conditions and cover provided under the terms of this Insurance which forms part of a master policy arranged by HSBC Insurance Brokers Limited on behalf of Orange. This Insurance is subject to the terms and conditions of the master policy, a copy of which can be obtained from HSBC Insurance Brokers Limited. Requests should be made in writing, stating your Orange phone number.

3 cover for lost stolen and damaged phones

Your phone which must be in your possession or in the possession of an authorised user is insured worldwide subject to the terms and conditions of the Insurance policy (see clause 6.14 in respect of conditions outside the United Kingdom). If your phone (or parts thereof) is lost, stolen or damaged you will be entitled to a replacement or repair “free of charge” subject to payment of the administration fee as detailed in clause 9.6, subject to compliance with all the following terms and conditions of the policy. For your information an authorised user is the Orange registered customer, other users officially notified to Orange by the customer and authorised by Orange, the registered customer’s spouse/partner, members of his/her

immediate family, all of whom would normally reside at the registered customer’s address and employees of the registered customer who use the phone with permission of the customer.

- 3.1 Loss, theft or malicious damage claims must be reported to the Police immediately but in any event within 24 hours of discovery of the occurrence. In respect of claims arising outside the United Kingdom please refer to Clause 6.14.
- 3.2 Your claim must be reported to Orange as soon as possible but in any event not more than 24 hours after you discover the loss, theft or damage. In respect of claims arising outside the United Kingdom please refer to Clause 6.14. To make a claim you must provide the following:

- 3.2.1 the crime reference number in respect of theft or malicious damage claims or the lost property reference number if the phone has been lost;
 - 3.2.2 full details of how the loss, theft or damage occurred; and
 - 3.2.3 any other information and evidence as may reasonably be requested by Orange regarding the cause of loss or damage.
- 3.3 Orange will arrange repair or replacement on behalf of the insurers.
 - 3.4 Lost, stolen or damaged antennas will be repaired/replaced, where appropriate, free of charge once only.

- 3.5 You or any authorised user of the phone must at all times act with due care in looking after the phone and take all reasonable precautions to safeguard it against loss, theft or damage.

4 exclusions

- 4.1 A replacement or repair will not be provided under the terms of the Insurance where the loss or damage is caused by or consists of:
 - 4.1.1 normal wear and tear or deterioration, depreciation, rusting or 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 lost theft or damage falls outside these terms and conditions then Orange may entirely at its discretion

agree to sell you a replacement phone at prevailing replacement phone prices. The charge for any replacement phone so supplied will be applied to your Orange account.

6.18 Orange will use its reasonable endeavours to dispatch any replacement phone to you within 24 hours of agreeing to issue such replacement, however, for reasons beyond our control this may not always be possible.

6.19 Orange will arrange with you a place and time period for any replacement phone to be delivered, on payment of the administration fee detailed in clause 9.6. We reserve the right to impose a delivery charge if you are unavailable for the delivery as agreed.

6.20 Any replacement phone received under either clause 3 or clause 7 will not attract a further period of Insurance or warranty. For the avoidance of doubt (subject to the provisions of clause 6) the periods stated in clauses 8.1, 9.1 and 10.2 as appropriate will continue to apply from the date such cover originally came into effect.

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

7 warranty – defective materials or workmanship

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

7.1.1 it has been used in accordance with the operating instructions;

7.1.2 any repairs which may have been, or are to be undertaken have been arranged by Orange;

7.1.3 you have complied with the foregoing terms and conditions;

7.1.4 the Orange phone is registered and connected to the Orange network in your name;

7.2 This Warranty is an extra benefit and is additional to your legal rights;

7.3 Batteries only have a 12-month warranty.

8 term & payments - Service Plan inclusive of Orange Care

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

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

8.2 Orange Care cover may be purchased separately once the initial period of 12 months has expired.

8.3 Where phones share an Orange Group service plan then each phone will be covered separately.

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

9.1 Where you are connected to a service plan which requires Orange Care to be purchased as an optional extra the Insurance and Warranty will come into force 24 hours after you call to request cover or 24 hours

after we receive your written request for cover and will each have a minimum term of 12 months. Your confirmation of Insurance cover will be sent to you within 30 working days after the end of the month in which cover becomes effective.

9.2 Premiums will be invoiced monthly by Orange on behalf of the Insurer on your Orange account and must be paid along with your Orange charges.

9.3 Premiums may be varied at any time and will be effective 90 days after you have been notified in writing or other durable form, unless the premium is varied at the annual renewal date of the policy. If your premium is increased you may terminate this policy on not less than 10 days notice (before your bill date). If you do not give notice

within one month of notification of any increase you will be taken to have accepted the increase.

9.4 In the event that any tax payable on premiums should be increased or any new tax imposed then such increase or new tax may be passed onto you.

9.5 Where phones share an Orange Group service plan then Orange Care must be purchased separately for each phone.

9.6 Any claim accepted under Orange Care will be subject to an administration fee charged to your account in advance of any repair or replacement being undertaken. Details of the current administration fee are available on request from Orange and are published in our periodically updated price guide. The administration fee is subject to change and is payable in respect of all accepted claims

made under Orange Care with the exception of those set out in clause 9.6.1.

9.6.1 The administration fee will not be payable in respect of a claim for defective material or workmanship of a new phone (including standard battery and charging unit but excluding reconditioned and/or second hand phones) where the defective material or workmanship has been brought to Orange's attention within 6 months of the date of purchase of the phone.

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

9.7 You may terminate Orange Care on or after the minimum

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

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

do not give notice within one month of notification of any changes you will be taken to have accepted the changes.

10 term and payments – pay as you go Service Plan

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

10.2 The policy only applies to approved and branded Orange pay as you go phones and may be purchased for any phone within the current pay as you go range. If you pay by credit card or debit card the policy will come into force 24 hours after your call to request cover. If

you pay by cheque then the policy will come into force within 24 hours of clearance of your cheque. The Insurance and warranty within the policy will each have a term of 12 months. Your confirmation of Insurance cover will be sent to you within 30 working days after the end of the month in which cover becomes effective.

10.3 You may request that the policy is terminated at any time during the 12 month period in which event Orange will refund to you a pro rata proportion of the premium for the balance of each complete month remaining of that period unless you have already made a claim on the policy in which event no refund will be due.

11 switching between Service Plans

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

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

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

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

- 11.6 In the event you switch from a pay monthly service plan inclusive of Orange Care to a pay as you go service plan Orange Care will automatically cease.
- 11.7 In the event that you wish to switch from a pay monthly service plan for which Orange Care has been purchased as an optional extra Orange Care will automatically cease but in such event you will not be entitled to any refund of premiums paid.

12 claims

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

12.2 In certain circumstances, particularly where there is a dispute over your claim Orange may refer the matter to independent Chartered Loss Adjusters for investigation and review.

13 complaints

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

customers should call **345** from their Orange Phone or **07973 100 345** from any other phone and Business Solutions customers should call **158** from their Orange phone or **07973 100 158** from any other phone.

13.2 If your queries or complaints regarding this Insurance are not satisfied, you can in the second instance write to Product Insurance, Orange PCS, Senhouse Road, Darlington, DL1 4YG.

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

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

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

pay monthly terms and conditions

1 definitions

The following words and expressions shall have the following meanings:

Accessories

products approved by Orange which you use in conjunction with your phone.

They include (without limitation) batteries, chargers, car kits, headsets and carry cases.

Account

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

Bar

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

Charges

all charges for Services, as published in our periodically updated Price Guide.

These include any reasonable administration charges.

Connection

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

Contract

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

Customer Literature

printed matter published by Orange which provides information on Orange Services.

It may be distributed with new Phones or in mailings to some or all Orange Customers.

Deposit

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

Line 1 and Line 2

Line 1 is the primary means by which you have access to the Services. Line 2 is a second line on the same phone with its own phone number.

Minimum Term

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

Monthly Billing Date

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

Network

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

reference

Orange Additional Services

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

Orange

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

Phone

a mobile telephone (excluding Accessories, but including the charging unit and SIM which remains the property of Orange) which is approved by Orange for connection to its Network.

Price Guide

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

Price Plan

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

Registration

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

Roaming

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

reference

2 your Contract and the Minimum Term

your Contract runs for at least 12 months

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

what happens when the minimum term ends

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

Services

Network and other Services, including Orange Additional Services, provided or procured by us for you to use.

SIM

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

Suspension

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

User

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

3 provision of Services

what we aim to provide in the UK

3.1 We will take all reasonable steps to make all Services available to you at all times. The Services are only available within the range of the base stations that make up our Network. However, please note that:

3.1.1 the quality and availability of Services may sometimes be affected by factors outside our control - such as local physical obstructions, atmospheric conditions, other causes of radio interference, and faults in other telecommunication networks to which the Network is connected.

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

Services may sometimes be affected by maintenance and upgrading

3.2 The Network and the Services may from time to time require upgrading, modification, maintenance or other works. These may result in some or all of the Services becoming temporarily unavailable. In such cases, we'll do everything we can to provide alternative Services and to keep the period of non-availability to a minimum. However, some interruption may be inevitable.

suspension of Services if you break your Contract

3.3 We may suspend some or all of the Services you use, without giving you notice, if we have good reason to believe that you haven't complied with one or more of the terms of your Contract.

3.3.1 If you don't pay your bill within the time stipulated in Condition 6.2, we reserve the right to place a Bar on all outgoing calls from your Phone (with the exception of calls to the emergency services). This Bar will remain in force until you've paid everything you owe us. At our discretion, we may charge you for Re-connection and removal of the Bar.

3.3.2 We also reserve the right to Suspend Services if a complaint has been made against you. The complaint will be thoroughly investigated, and Services will remain suspended until we know the results of that investigation. Any complaint you make will similarly be thoroughly investigated.

suspension of Orange Additional Services

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

monitoring the Services you use

3.5 For the purposes of good management and security, we may need to monitor the contents of any text message you send from time to time. We may also tape conversations between you and our customer services for training purposes.

roaming Services outside the UK

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

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

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

terminating your Contract during the Minimum Term

4.2 You may terminate your Contract before the Minimum Term has expired if you pay us:
4.2.1 all Charges that are due, plus

4.2.2 a lump sum equivalent to the total of all the monthly Charges still remaining on your initial Minimum Term agreement (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 eleventh month of the Minimum Term.

terminating your Contract because Orange has changed its terms

4.3 You may also terminate your Contract if we vary its terms, resulting in an excessive increase in the Charges or changes that alter your rights under this Contract to your detriment.

In such cases you would need to give us at least 14 days' written notice prior to your Monthly Billing Date (and within one month of us telling you about the changes). However, this option does not apply if:

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

4.3.3 the variation relates solely to an Orange Additional Service, in which case you may cancel that Orange Additional Service in accordance with Condition 15.1.

termination of your Contract by Orange

4.4 We may terminate your Contract immediately at any time in respect of any or all the Phones owned by you,

in whole or in part, by giving you written notice if:

4.4.1 you fail to pass any credit assessments which we may reasonably consider to be necessary from time to time;

4.4.2 you fail to pay any of your bills from Orange on time;

4.4.3 we have good reason for believing that any information you have given us is false or misleading;

4.4.4 you become insolvent within the meaning of Section 123 of the Insolvency Act 1986, or bankrupt, or if we have good reason for believing that you are unable to pay the Charges

4.4.5 in addition, we may terminate your Contract at

any time after the Minimum Term has expired by giving you at least one month's written notice.

disconnection of your Service by us without written notice

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

termination of your Contract by Orange

4.6 Orange reserves the right to terminate your Contract immediately if:

4.6.1 you have failed to correct a breach of Conditions 6.4.2, 6.4.3, 6.4.4 or 6.4.5 within 7 days of being given written notice to do so

4.6.2 you have breached conditions 6.4.1, 6.4.6 or 6.4.7 and have failed to correct that breach within 7 days of being given written notice to do so.

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

- 4.7 If, for reasons beyond our control, we are no longer able to provide Network Services, we will either:
- 4.7.1 make arrangements for you to be supplied with equivalent Services by another network at no extra cost to you; or
 - 4.7.2 accept written notice from you that you wish to terminate your Contract. In such cases we will refund any pre-paid Charges that have not been used up.

termination and Line 2

- 4.8 Termination of your Contract for any reason connected with Line 1 will result in automatic termination of Line 2.

5 after Termination

what to do after Termination of your Contract

- 5.1 Termination of your Contract is subject to you paying us any money you owe us and us paying you any money we owe you. After termination, it is your responsibility to cancel any direct debits, standing orders, credit card mandates or other authorisations you may have given for periodic payments to be made to us by third parties.

6 your responsibilities

when your payments are due

- 6.1 Ordinarily we will invoice you monthly in advance for monthly charges which are non-refundable, and monthly in arrears for call and message charges but we reserve the right to amend the invoicing period and submit interim invoices to you. The Connection charge will be included on your first invoice. Charges in respect of Services not supplied directly by us 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 billing statement.

- 6.1.1 You will be responsible for paying all Charges on your Account, whether or not they have been accrued by you personally. You will also be responsible for any extraordinary costs incurred in administering your Account, including collecting any payments. If your Service has been Disconnected, either at your request or ours, you will remain responsible for paying any outstanding Charges.

penalties for overdue payments

6.2 If payment is not made within 14 days of its due date, we may charge interest on all sums outstanding at the rate of 2% above the base rate of National Westminster Bank Limited. This interest will 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.

things that you agree to do

6.4 Recognising that good management and security of the Services is important to all Orange customers, you agree that you will:

6.4.1 provide whatever proofs of your identity and address that we consider reasonably necessary from time to time.
Whilst photocopy or fax copies are usually acceptable we do reserve the right to request the original document;

6.4.2 keep confidential, and not disclose to any third party, your account password or any personal identification code, number or name issued by us permitting access to the Services;

6.4.3 not use the Services for any improper, immoral, fraudulent or unlawful purposes or for the sending of any communication which is of an offensive, abusive, indecent, obscene or menacing nature;

6.4.4 not cause, nor knowingly allow others to cause, any nuisance, annoyance or inconvenience, whether to us or to any of our customers, by any means including the use of the Network for persistently sending unsolicited communications without reasonable cause;

6.4.5 not act in a way, whether knowingly or otherwise, which will impair the operation of the Network or any part of it, or put it in jeopardy;

6.4.6 use only Phones and Accessories approved for

use with the Network, and comply with all relevant legislation or regulation relating to their use;

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

7 multiple users

Where there are one or more Users other than you under your Contract, you remain liable for all Charges incurred to your Account by those Users.

8 Line 2 - limitations on usage

Suspension of Services

8.1 If we Suspend Services on Line 1, Services on Line 2 will automatically be Suspended also.

text messages

8.2 It is not possible to send or receive text messages on Line 2.

Talk Plan

8.3 You may not have a higher Price Plan on Line 2 than you have on Line 1.

9 information supplied by you

the details you give us must be correct

9.1 By applying for Registration or for Orange Additional Services, you undertake to provide your correct name, address and other factual information.

You also confirm that:

9.1.1 the person stated to be authorised to sign for a company or firm is duly authorised.

9.1.2 any individual applying as a member of a company is of full contractual capacity and is able both to pay for the Services he or she has requested and to meet his or her other obligations under your Contract.

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

9.2 If we suspect, on reasonable grounds, that information has been supplied to us without the knowledge of the person named, or that an application is unauthorised or contains false particulars, we may delay Connection or Suspend Services to your Phone while we investigate further. Following our investigation, we will Connect or reinstate the Services unless we have grounds to terminate.

You acknowledge that you will have no claim against us in respect of any delay or Disconnection caused as a result of the operation of this Condition.

10 credit assessments

your application is subject to credit status

10.1 All applications for Registration and Orange Additional Services are subject to credit assessment before we can connect you to the Network. If our assessment of you does not meet our normal requirements we reserve the right to decline to Connect you or to supply Orange Additional Services. Alternatively, we may ask you to lodge a Deposit with us before we Connect you. If you believe our assessment of you is incorrect, we will review your eligibility. However, we cannot accept responsibility for the accuracy of information provided

from the databases of credit reference agencies. Nor can we accept any liability for the consequences of our declining to Connect you.

11 deposits

deposits are held for 12 months

11.1 We may request a Deposit from you:

- a) before Connection
- b) before making Orange Additional Services available to you, or
- c) before reinstating the Services after Suspension.

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

12 SIM Card

it's your responsibility to keep your SIM Card safe

12.1 Any SIM Card we supply to you remains our property, but it is your responsibility to keep it safe. SIM Cards are easily damaged and should be handled with care. We will replace free of charge any SIM Card found to be defective through faulty design or workmanship. In any other circumstances, however, we may charge for replacing it. We reserve the right to recall any SIM Card from you at any time to enhance or maintain the quality of the Services.

what to do if your SIM Card is lost, stolen or damaged

12.2 You must inform us immediately if the SIM Card supplied to you is lost, stolen or damaged. You will remain liable for all Charges incurred until you do so. We will send you a replacement SIM Card as soon as reasonably practicable, but we reserve the right to charge you for doing so.

your SIM Card and other networks

12.3 The SIM Card supplied with your Phone enables the Phone to work on our Network only - with the exception of Phones which can access Roaming

Services. However, after the Minimum Term we will lift this restriction at your request, provided all your payments of Charges are up to date and you pay the current administration charge.

The software in the SIM Card and the Phone is either owned by or licensed to Orange which grants you a non-exclusive 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 directories, and our Network will allow the display of your Orange number on receiving handsets. If you prefer not to allow either of these options, please let us know in writing.

14 phones

your phone is not a part of your Contract

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

15 changes to your Contract

we reserve the right to make changes to your Contract

15.1 When you Register you are asked to choose a Price Plan and to indicate which Orange Additional Services you require. You may switch between Price Plans and add to or cancel Additional by giving us not less than

10 days' notice before your Monthly Billing Date (subject to the terms of any promotional offers you have accepted).

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

new services

15.2 We are continuously enhancing our existing Services as well as adding new services, particularly Orange Additional Services. Charges for, and any special terms and conditions attached to, Orange Additional Services will be notified in Customer Literature.

The terms of your Contract, including Charges current on the date when you take up the offer of any Orange Additional Service, will apply to it, subject to any special promotional offer made by us and accepted by you.

16 customer literature**please read all the information we send you**

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

You are asked to read your Customer Literature and to keep it until it is superseded. We regard you as having been given any information if it is either:

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

17 assignment of Contract and change of ownership of phone**your Contract is personal to you**

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

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

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

18 liability**circumstances in which neither of us accepts liability**

18.1 Except as provided in this Condition 18, neither party shall be liable to the other, whether in contract or tort or otherwise, for any loss or damage which is:

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

maximum liability of Orange

- 18.2 Subject to Condition 18.1, we limit our legal liability up to a maximum of three thousand pounds per claim or a series of related claims for any loss or damage which is:
- a) direct financial loss.
 - b) direct physical damage to or loss of property resulting from our breach of contract or negligence while providing Services.

factors beyond our control

- 18.3 We will not be liable to you if we are unable to perform an obligation or provide the Services to you because of any factor outside our control, including but not limited to Acts of God, industrial action, default or failure of a

third party, war, governmental action, or by any act or decision made by a court of competent jurisdiction.

your maximum liability

- 18.4 Subject to Condition 18.1, your liability is limited to payment of all outstanding Charges due in accordance with the provisions of your Contract.

19 general**changes to your Contract**

- 19.1 Subject to Condition 15.2, your Contract may be varied or amended only by the express mutual agreement of both parties. A party seeking to rely on such variation or amendment must produce evidence of the other party's agreement to it.

disclosure of information to third parties

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

- 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.

delivering communications to you

- 19.3 All notices to be served in accordance with your Contract must be served by post or facsimile. We can in addition serve notice to you by text message. They

will be deemed served 48 hours after they are sent, or on earlier proof of delivery. All invoices and notices served by post will be sent to the address given by you on Registration unless you notify us of a change to this address.

Any waiver, concession or extra time we may allow you is limited to the specific circumstances in which it is given and does not affect our rights in any other way.

disputes between you and us

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

Orange company details

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

governing law

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

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.

Literature

printed matter providing information on Services published by Orange and distributed with new Phones or in mailings to Customers, whether or not supplied automatically to all Customers.

pay as you go Voucher

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

Network

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

Orange

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

Phone

mobile telephone (excluding Accessories but including charging unit and SIM which remains the property of Orange) approved by Orange for connection to its Network.

Price Guide

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

Registration

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

Services

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

SIM

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

Suspension

the temporary discontinuance of Services.

User

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

2 provision of services

- 2.1 We will use reasonable efforts to make the Services available to you at all times. The Services are available only within the range of base stations which form the Network. Quality and availability of the Services may be affected by factors outside our control such as local physical obstructions, atmospheric conditions and other causes of radio interference or faults in other telecommunication networks to which the Network is connected.
- 2.2 The Network and the Services may from time to time require upgrading, modification, maintenance and other works (including but not limited to works required for

security reasons), or may be affected by unforeseen events which may result in the partial or complete non availability of the Services.

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

- 2.3 We may from time to time tape conversations between you and our customer services for training purposes only. For the purposes of good management and security, we may need to monitor the contents of any text message you send from time to time.

- 2.4 We may Suspend the Services in whole or part at any time without notice if you do not comply with any of these terms and conditions or if any money owed by you to us, whether in relation to Services or not, remains unpaid.
- 2.5 We shall investigate all complaints made whether by or against you and reserve the right to Suspend the Services if a complaint has been made against you pending the results of investigation of the complaint.

3 pay as you go Vouchers

- 3.1 Free airtime given to the customer on initial registration of their new pay as you go phone (if any) shall be valid for

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

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

4 our rights to terminate your service

- 4.1 We may Disconnect your phone and refuse to 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 SIM Card

7.1 Any SIM Card we supply to you remains our property but it is your responsibility to keep it safe. SIM Cards are easily damaged and should be handled with care. We will replace any SIM Card found to be defective by reason of faulty workmanship or design free of charge but may charge for replacing or renewing a SIM card in any other circumstances. We reserve the right to recall any SIM Card from you at any time to enhance or maintain the quality of the Services.

- 7.2 You must inform us immediately in the event that a SIM Card is damaged. We will send you a replacement SIM Card as soon as reasonably practicable but we reserve the right to charge you for doing so.
- 7.3 The software in the SIM and the Phone is either owned by or licensed to Orange which grants you a non-exclusive licence to use it for accessing the Services and not otherwise.
- 7.4 The SIM Card supplied with your Phone enables the Phone to work on our Network only. We will lift this restriction at your request, subject to our current policy relating to the same and provided you pay the current administration charge.

8 directory and caller ID

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

9 phones

- 9.1 Your Phone and Accessories are acquired by you outside of the operation of these terms and conditions and, as between you and Orange, are your property.
- 9.2 Any insurance or warranty relating to your Phone must be purchased by you separately of these terms and

conditions. Any insurance or warranty arranged by us of which you may previously have had the benefit will no longer be valid.

- 9.3 You must inform us immediately in the event that the SIM Card or your Phone is lost or stolen. In order to take advantage of the provisions of Condition 9.4 you may inform us if at any time your Phone requires repair.
- 9.4 Upon receipt of notification under Condition 9.3 we may at your request Suspend Services for a maximum period of 30 days whilst you make arrangements to obtain an alternative phone.
- 9.5 In the event that you fail to make a request as permitted by Condition 9.4 then any current pay as you go Voucher will lapse when you report the loss or theft of

your Phone or if you do so make a request on the expiry of the 30-day period if you do not during that period request the re-instatement of the pay as you go Voucher.

10 changes

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

11 customer literature

- 11.1 We update our Customer Literature from time to time. You are asked to read your Customer Literature and to keep it until it is superseded.

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

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

whether any statement or representation is properly authorised you should contact Orange customer services immediately.

12 assignment and change of ownership of phone

12.1 For your security, we will not knowingly Re-connect a Phone owned by you to our Network at the request of someone other than you unless it is at least six months since you last Registered a pay as you go Voucher or the person requesting Re-connection is able to correctly identify your account password.

12.2 We may assign our rights and obligations under these terms and conditions only if such assignment is on terms which are at least as advantageous as those set out herein.

13 liability

13.1 Except as provided in this Condition 13, neither party shall be liable to the other, whether in contract or tort or otherwise, for any loss or damage which is:

- 13.1.1 not the fault of the other party;
- 13.1.2 indirect and/or not reasonably foreseeable.
- 13.1.3 loss of business, profits, savings, revenue, use or goodwill whether caused to the other party

through any breach of your Contract or any matters arising under it.

Neither party excludes liability for negligent acts or omissions causing death or personal injury to any person.

13.2 Subject to Condition 13.1, we limit our legal liability up to a maximum of three thousand pounds per claim or a series of related claims for any loss or damage which is:

- 13.2.1 direct financial loss.
- 13.2.2 direct physical damage to or loss of property resulting from our breach of contract or negligence while providing Services.

- 13.3 We will not be liable to you if we are unable to perform an obligation or provide the Services to you because of any factor outside our control, including but not limited to Acts of God, industrial action, default or failure of a third party, war, governmental action, or by any act or decision made by a court of competent jurisdiction.
- 13.4 Subject to Condition 13.1, your liability is limited to payment of all outstanding Charges due in accordance with the provisions of your Contract.

14 general

- 14.1 Subject to Condition 10 these terms and conditions may only be varied or amended only by the express mutual agreement of both parties and the party seeking to rely on such variation or amendment must produce evidence of the other party's agreement to it.
- 14.2 You agree to the disclosure to any telecommunications company, debt collection agency, credit reference agency, credit or fraud monitoring scheme, security agency or credit provider of:
- 14.2.1 any information relating to your Contract, including your personal financial information and details of

- how you have performed in meeting your obligations under your Contract;
- 14.2.2 any disclosure as may be within our Data Protection Act registration.
- 14.2.3 any disclosure required as a result of an order of any court of competent jurisdiction or by statutory authority.
- 14.3 All notices under these terms and conditions will be sent to the address given by you on Registration unless you notify us of a change to this address. Any notice from us to you will be deemed served 48 hours after posting or an earlier proof of delivery.
- 14.4 All notices to be served in accordance with these terms and conditions must be served by text message, electronic mail or by post or facsimile.

- 14.5 Any waiver, concession or extra time we may allow you is limited to the specific circumstances in which it was given. It does not affect our rights under these terms and conditions in any other way.
- 14.6 You may request that certain disputes between you and us are referred to arbitration under our Code of Practice for Consumer Affairs, except for all disputes concerning the operation of Condition 10 of these terms and conditions which shall always be referred to arbitration. We will supply a copy of the Code to you on request.

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

14.8 The operation of these terms and conditions shall be interpreted in accordance with the Laws of England and Wales.

downloadable games terms and conditions

1 eligibility

- 1.1 Each downloadable mobile phone game from Orange Games ("the Game") is open to any UK resident age 16 years or over who has phone of a type which is both listed on the orange.co.uk/games website and registered on the Orange network in the United Kingdom ("the Phone").
- 1.2 Only one player can be registered for the Game per phone.

1.3 By downloading the Game the player agrees to be bound by these Terms and Conditions

1.4 You can only download the Game in the United Kingdom, the Game may be downloaded in some foreign countries, however this is dependent on this service being supported by the foreign network.

2 cost

2.1 The cost of downloading each Game in its basic form is currently charged at £1.50. For certain games, additional levels or stages may be available for download and these will be charged at 50p per level or stage, any downloading of the Game outside the UK

will be subject to additional charges.

2.2 The charges for submitting your high score are based on messages sent from the player's phone, which are currently charged at 10p per message whilst in the UK. This charge will apply even if you have SMS remaining in a monthly or other bundle. Any submission of high score whilst outside the UK will be subject to additional charges at the foreign network rates. Similar charges may apply in respect of certain actions such as unlocking an individual character or feature.

2.3 Orange reserves the right to change these costs, and will publish any changes on www.orange.co.uk/games Any continued use of the Game after such publication means that you will be deemed to have accepted such

changes. You will only be charged for complete downloads. If your download should not be completed you will not be charged.

3 the prizes

Certain Games may have prizes for those with highest scores, or who win tournaments. Details of any such prizes will be displayed at www.orange.co.uk/games

Orange's decisions regarding prize winners shall be final and no correspondence will be entered into by Orange. Details of winners will be made available by Orange on written request.

You must not enter into any unlawful, inaccurate, vulgar or inappropriate detail at the point of registration for the prizes.

4 conditions attaching to Prizes

Prizes are not transferable. All prize descriptions not illustrative and not definitive. Further details available on written request submitted to Orange with a stamped self-addressed envelope.

Orange reserves the right to offer an alternative prize of equal or greater value at any time.

The prizes may themselves be subject to other terms and conditions, depending upon their nature.

No cash alternative is available in whole or part.

5 general

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

5.2 Orange accepts no liability for the temporary non-availability of its network, loss, late receipt or non-readability of any transmission or other communications.

5.3 Orange reserves the right to amend these Terms and Conditions from time to time. Any alteration or addition to these Terms shall take effect immediately once posted on www.orange.co.uk/games. Any continued use of the Game after such publication means that you will be deemed to have accepted such changes.

5.4 We reserve the right to cease provision of the Game at any time.

5.5 Only one Game may be stored on your phone at any time, in addition to the Game already stored on your phone at the time it is registered to the Orange network.

- 5.6 The downloading of the Game is subject to availability and may be affected by the volume of users from time to time or by network congestion. Orange's Standard Network Terms and Condition continue to apply in parallel with these Terms and Conditions.
- 5.7 You must only use the Game for your own personal use, and not for any commercial purpose.
- 5.8 You agree only to access, download and use the Game in accordance with Orange's security measures relating to its network and billing, and the source code of the Game, and will not attempt to circumvent such security measures.

All trademarks and trade names are the properties of their respective owners. All rights are reserved by the respective owners.

Declaration of conformity

For the following product: GSM900/GSM1800 Dualband Digital Portable Cellular Telephone SGH-E800

Manufactured at: Samsung Electronics CO., Ltd, 94-1 Imsoo-Dong, Gumi City, Kyung-Buk, Korea, 730-350

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

Safety: EN 60950:2000

EMC: EN 301 489-01 v1.3.1 (2001-09)
EN 301 489-07 v1.1.1 (2000-09)

SAR: EN 50360:2001
EN 50361:2001

Network: EN 301 511 v9.0.2 (2003-03)

We hereby declare that [all essential radio test suites have been carried out and that] the above named product is in conformity to all essential requirements of Directive 1999/5/EC.

The conformity assessment procedure referred to in Article 10 and detailed in Annex[* *] of Directive 1999/5/EC has been followed with the involvement of the following Notified Body(ies):

BABT, Claremont House,
34 Molesey Road, Walton-on-Thames, KT12 4RQ, UK
Identification mark: 168

CE 0168

reference

The technical documentation kept at: Samsung Electronics Euro QA Lab which will be made available upon request.

(Representative in the EU)

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

2004.04.06



In-Seop Lee / S. Manager

** It is not the address of Samsung Service Centre. For the address or the phone number of Samsung Service Centre,

see the warranty card or contact the retailer where you purchased your phone.

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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 for more details. The three-digit numbers in Orange can be called from any phone by adding the prefix 07973 100.

pay monthly customers

Billing Enquiries	152†
Orange Care	434
Customer Services	150†
International Directory Enquiries	118 880*
Literature Request Line	07973 973 970*†
Lost or Stolen	07973 100 150†
Orange Multi Media	177* or 277*

all Orange customers

Orange Accessories Line	0500 178 178
Directory Enquiries	118 000*
Emergency Services	999 or 112
Operator Services	100†
Orange Business Customer Services	158

* Chargeable services available with your Orange phone.

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

pay as you go customers

Customer Services (Enquiries)	451*†
Information Line	452
Literature Request Line	650*
Lost or Stolen	07973 100 451†
Orange Care	434
Orange Multi Media	177* or 277*
Registration	0800 079 0006
Talk Time balance	453
To top up your Talk Time	450†

Orange services

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

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

contact Orange

www.orange.co.uk

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.

helpful booklets

If you would like to receive a free booklet containing useful information on an Orange product or service call the Orange Literature request line on 07973 973 970 from any phone or if you are pay as you go customer 650 from your Orange phone. The following booklets are available:

- Orange Explain Answer Phone
- Orange Explain Answering Services
- Orange Explain Care Terms and Conditions
- Orange Explain International Services
- Orange Explain Orange Data Access
- Orange Explain Services and Charges
- Orange Explain Text Messaging

For further information about Orange products and services please visit our website at the address below.

The information contained in this user guide is correct at the time of going to press, but Orange reserves the right to make subsequent changes to it and services may be modified, supplemented or withdrawn. June 2004.

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**Orange Personal Communications
Services Limited.**

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