STK
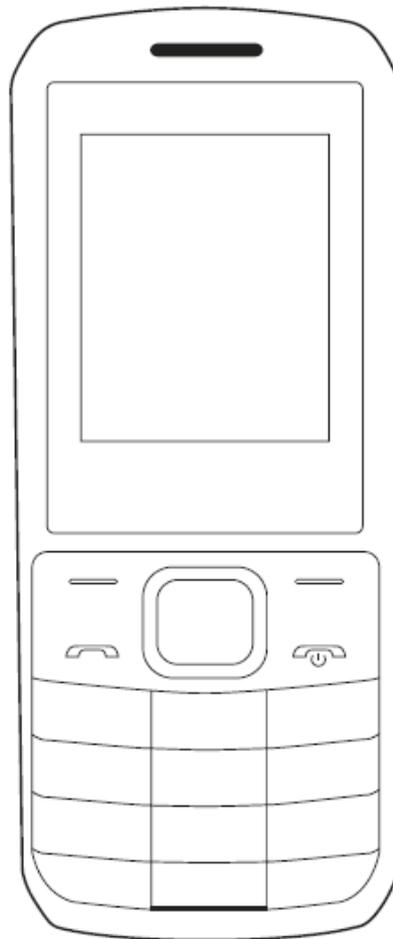
think smart

R45i User Manual

Content

STK

Welcome!

Please read this information before using your phone. We are not responsible for any damage due to any misunderstanding of the information in this manual. We reserve the right to revise and change the description of this product, software and the user manual without obligation to notify users of such revisions and changes.

This manual relates to your use of this phone and is not an approval of any accessories. Pictures are for reference only. There may be slight differences between the appearance of the phone, keys and contents of the display used in this manual and those of your phone. Please refer to your phone when using the manual. Some features introduced in this manual are network or subscription-dependent features. Please contact your service provider.

1   Safety Precautions

Read this information before using your mobile device otherwise it many result to personal injury or your device not complying with local laws.

1.1   Specific Absorption Rate (SAR) certification information

THIS DEVICE MEETS INTERNATIONAL GUIDELINES FOR EXPOSURE TO RADIO WAVES.

Your mobile is designed not to exceed the limits for exposure to radio waves recommended by international guidelines. The guidelines are developed by an independent scientific organization (ICNIRP) and include substantial safety margin designed to assure the safety of all persons, regardless of age and health.

The radio wave exposure guidelines use a unit of measurement known as Specific Absorption Rate, or SAR. The SAR Limit of USA for mobile devices is 2.0W/kg. The highest SAR values under the ICNIRP guideline for this model are (Maximum SAR for this model and conditions under which it was recorded).

Head SAR 0.294 W/Kg
Body SAR 0.747 W/Kg

Body worn SAR testing has been carried out at a separation distance of 1.5cm. To meet RF exposure guidelines during body-worn operations, the device should be positioned at least this distance away from the body.

For more information about the devices SAR certification, please contact our service center:

www.stklife.com.

1.2 ROHS Declaration

Declaration of Conformity with the requirements of the e-waste Management Rules, 2011 (adopted by Notification S.O.1035 (E) of Ministry of Environment and Forests).

The Product is in conformity with the requirements of Rule 13 of the e-waste Rules. The content of hazardous substance with the exemption of the applications listed in SCHEDULE II of the e-waste Rules:

1. Lead (Pb) – not over 0.1% by weight;

2. Cadmium (Cd) – not over 0.01% by weight;

3. Mercury (Hg) – not over 0.1% by weight;

4. Hexavalent chromium (Cr6+) – not over 0.1% by weight;

5. Polybrominated biphenyls (PBBs) – not over 0.1% by weight;

6. Polybrominated diphenyl ethers (PBDEs) – not over 0.1% by weight.

1.3 Correct disposal

(Waste Electrical & Electronic equipment) this marking on the product, accessories or literature indicates that the product and it electronic accessories (e.g. charger, headset, USB cable) should not be disposed of with household waste. This EEE is compliance with RoHS.

This marking on the battery, manual or packaging indicates that the batteries in this product should not be disposed of with other household waste.

1.4 EU Compliance Statement

Santok Ltd, Unit L Braintree Industrial Estate, Braintree Road, Middlesex, HA4 0EJ, UK. Santok Ltd declares that [all essential radio test suites have been carried out and that the product is in conformity to all the essential requirements the R&TTE Directive 1995/5/EC.

1.5 Using Your Phone Safely

On The Road

Using a phone while driving is illegal in many countries. Please follow local laws and drive safely at all times.

Near Sensitive Electronics

Do not use your phone near sensitive electronic equipment – particularly medical devices such as pacemakers – as it could cause them to malfunction. It can also interfere with the operation of fire detectors and other automatic-control equipment.

For more information about how your phone affects pacemakers or other electronic equipment, please contact the manufacturer or your local distributor.

Your phone may cause interference when used near TVs, radios or automated office equipment.

✈ While Flying

Your phone can cause interference with aircraft equipment. Therefore, it is essential you follow airline regulations. In addition, if airline personnel ask you to switch off your phone, or disable its wireless functions, please do as they say.

⊕ In Hospital

Your phone may interfere with the normal operation of medical equipment. Follow all hospital regulations and turn it off when you are asked to by posted warnings or medical staff.

⛽ At a Petrol Station

Do not use your phone at petrol stations. Radio Wave transmitted due to Wireless signal from your phone due to call in progress may generate sparks in fuel. In fact, it is always best to switch off whenever you are near fuels, chemicals or explosives.

💧 Around Water

Keep your phone away from water (or any other liquid). It is not a waterproof model.

✊ Making Repairs

Never take your phone apart. Please leave that to the professionals. Unauthorized repairs could break the terms of your warranty.

❋ Broken Antenna

Do not use your phone if the antenna is damaged, as it could cause injury.

👶 Around Children

Keep your mobile out of children's reach. It should never be used as a toy and it might not be good for their health.

🗐 Original Accessories

Only use the original accessories supplied with your phone or those approved by the manufacturer. Using unapproved accessories may affect performance, make the warranty void, break national regulations on the use of mobile phones, or even cause injury.

✳ Near Explosives

Turn off your phone in or near areas where explosive materials are used. Always obey local laws and turn off your phone when requested.

Emergency Calls

To make an emergency call your phone must be turned on and in an area where there is network coverage. Dial the national emergency number and press 'send'. Explain exactly where you are and do not hang up until help the has arrived or you are told to do so.

Note: *Just like all other mobile phones, this mobile phone may not necessarily support all the features described in this manual due to network or radio transmission problems. Some networks even do not support the emergency call service. Therefore, do not rely solely on the mobile phone for critical communications such as first aid. Please consult the local network operator.*
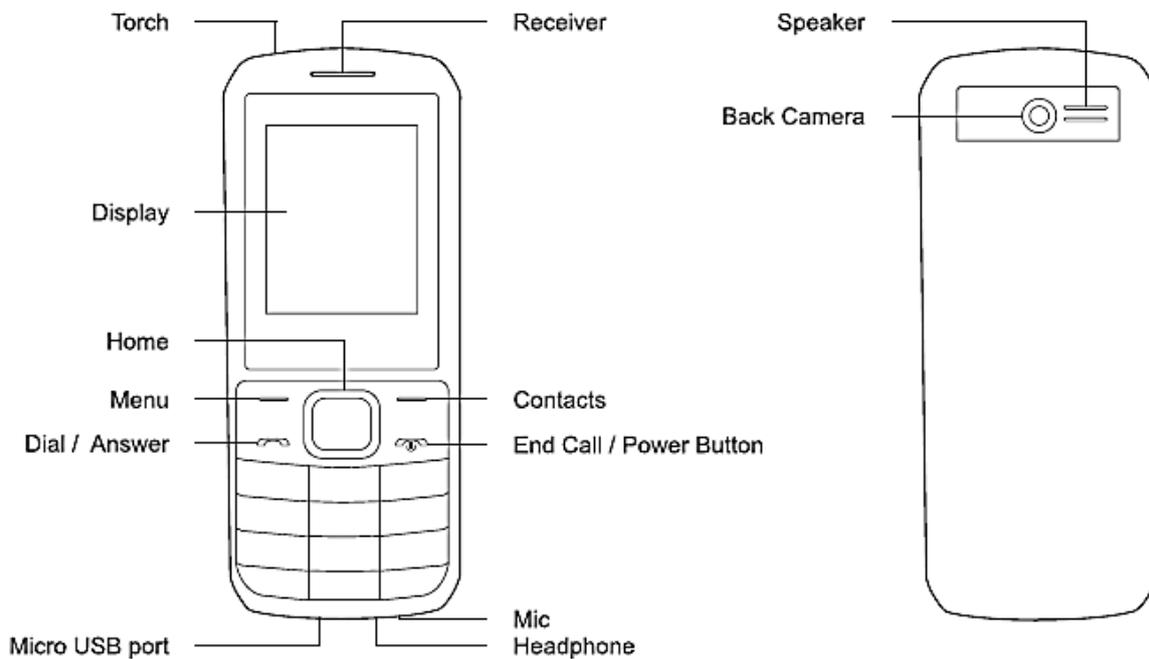
Working Temperature

The working temperature for the phone is between 0 Degree and 40 Degree Celsius. Please do not use the phone outside the range. Using the phone under too high or too low temperature might cause problems.

At very high volume, prolonged listening to a mobile phone can damage your hearing.

2   Your phone

2.1   Phone overview

2.2   Functions of Keys

The mobile phone holds the following keys:

- Dial key (Green Colored Phone Button)

  Press it to originate a call by entering the called number or selecting a contact from the phonebook; or press it to receive an incoming call; or press it in standby state to show the latest call records. If you want to dial a call.

- End key (Red Colored Phone Button)

  Press it to end a call being dialed or end an ongoing call; or press it to exit the menu and return to the standby state. You can hold it for two or three seconds can power on/off the mobile phone.

- Direction key (Aero Key)

  Press them to scroll the options when browsing a function list. In edit state, press direction keys to navigate.

- Left and right soft key

  The bottom line on the screen displays the functions of the Left and Right soft key.

- OK key

  Press OK Key to confirm your selection.

- Number keys, * key and # key

- ✓ Press number keys 0 through 9 to input or edit state to input numbers and characters;
- ✓ In idle screen, you can press left soft key then press * to lock/unlock keypad.
- ✓ Press two times the key * to input "+" in standby interface. When the symbol "+" appears,
- ✓ Press the * key quickly to input "P" or "W","P" and "W" are used for calling the extension; "+" are used for dialing an international call.
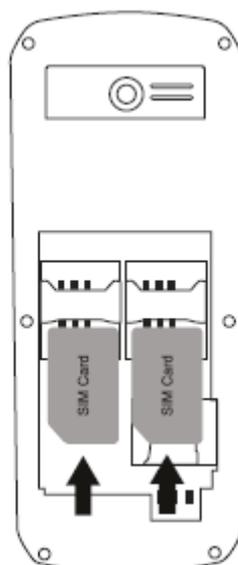
3   Getting started

3.1   Installing the SIM Card

A SIM card carries useful information, including your mobile phone number, PIN (Personal Identification Number), PIN2, PUK (PIN Unlocking Key), PUK2 (PIN2 Unlocking Key), IMSI (International Mobile Subscriber Identity), network information, contacts data, and short messages data.

Note:

After powering off your mobile phone, wait for a few seconds before removing or inserting A SIM card.

Exercise caution when operating A SIM card, as friction or bending will damage the SIM card.
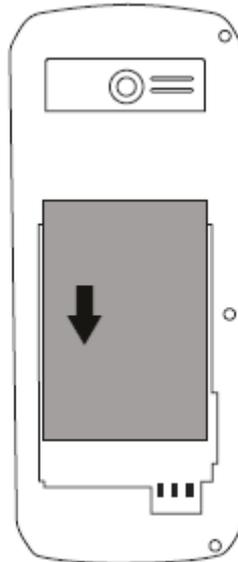
Properly keep the mobile phone and its fittings such as the SIM cards beyond children's reach.

Installation

- Press and hold the power key for a while to power off the mobile phone.
- Take the back cover above the battery away and take the battery away.

- Insert the SIM Card into the SIM Card slot lightly with the corner cutting of the card aligning to the notch of the slot and the gold plate of the card facing download, till the SIM card cannot be further pushed in.
- With the metallic contacts of the battery facing the metallic contacts in the battery slot, press the battery down until it locks into place (refer the image below).

3.2   Using code

The mobile phone and the SIM cards support sorts of passwords, in order to prevent the phone and the SIM cards from being misused. When you are prompted to input any of the codes mentioned below, just input the correct code and then press the OK key. If you input a wrong code, clear it and then input the correct code.

- **Phone lock code**

The phone lock code may be set to prevent your mobile phone from being misused. In general, the manufacturer provides this code along with the mobile phone. The manufacturer sets the initial phone lock code to 1234. If the phone lock code is set, you need to input the phone lock code when powering on the mobile phone. You can change the phone lock code at any time. Please do remember New phone lock code in case if you have changed it. It is very important to remember or keep note of your PIN securely because if the PIN is forgotten your phone will not allow options to be used without entering correct Phone lock code.

- **PIN**

The PIN (Personal identification number, 4 to 8 digits) code prevents your SIM card from being used by unauthorized people. In general, the network operator supplies the PIN with

SIM card. If PIN check is enabled, you need to input the PIN each time when you power on your mobile phone. The SIM card will be locked if you input wrong PIN code for three times. Unlocking methods as follows if you have locked the SIM PIN:

✓   Input the correct PUK according to the screen tips to unlock the SIM card.

✓   Then input the new PIN and press the OK key.

✓   Input the new PIN again and then press the OK key.

✓   If the input PUK is correct, the SIM card will be unlocked and the PIN will be reset.

Note: *The SIM card will be locked if you input wrong PIN code for three times. To unlock the SIM card, you need to input the PUK. In general, the PUK can be obtained from the network operator.*

- **PUK**

The PUK code (Personal Unlocking Key) is required to change a blocked PIN. It is supplied with SIM card. If not, contact your network operator. If you input wrong PUK code for 10 times, SIM card will be invalid. Please contact the network operator to replace the SIM card.
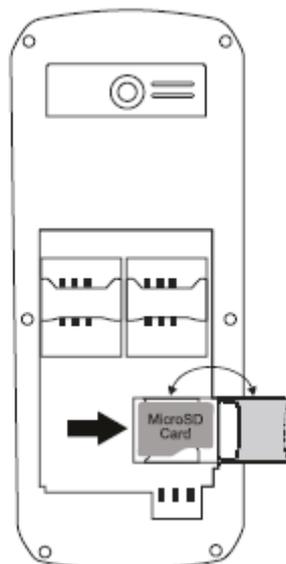
- **Barring code**

A barring code is required for setting the call barring function. You can obtain this code from the network operator to set the call barring function.

3.3   Installing T-Flash Card (Micro SD card)

The T-Flash card is a pluggable mobile storage card inside the mobile phone.

To install the T-Flash card, open its latch, place its indented side downward metal enclose, insert the card into the card slot & Close its latch.

Note: *The T-Flash card is a miniature object. Keep it out of the reach of children for fear that children swallow it!*

3.4   Charging the Battery

The lithium battery delivered with the mobile phone can be put into use immediately after being unpacked. Before using the device for the first time, you must charge the battery to full. Your mobile phone can monitor and display the battery state.

3.4.1   Battery level indication

- Normally the remaining energy of the battery is indicated by the battery level icon at the upper right corner of the display screen.
- When the battery energy is insufficient, the mobile phone prompts "Battery Low". If you have set an alert tone, an alert tone will be given off when the battery level is too low.
- A charging animation appears when the battery is being charged. When the charging is complete, the animation disappears.

3.4.2   Using a travel adapter

- Install the battery into the mobile phone before charging the battery.
- Connect the adapter of the travel charger with the charging slot in the mobile phone. Ensure that the adapter is fully inserted.
- Insert the plug of the travel charger to an appropriate power outlet.
- During the charging, the battery level grid in the battery icon keep flickering till the battery is fully charged.
- It is normal when the battery becomes hot during the charging period.
- The battery icon does no longer flicker when the charging process ends.
- Connect the supplied/recommended charger to the charging slot of the mobile phone and insert the plug of the charger to appropriate power outlet.

Note: *Ensure that the plug of the charger, earphone, and that of USB cable are inserted in the right direction (as shown in the diagram below). Inserting them in a wrong direction may cause charging failure or other problems.*

Before charging, ensure that the standard voltage and frequency of the local mains supply match the rated voltage and power of the travel charger.

3.4.3   Using the Battery

The performance of a battery is subject to multiple factors: radio network configuration, signal strength, ambient temperature, chosen functions or settings, phone fittings, and the voice, data or other application mode you choose to use.

To guarantee the optimal performance of your battery, please stick to the following rules:

- Use only the battery provided/ recommended by the suppliers. Otherwise, damages or even injuries could be caused during the charging. It might also intrude upon the warranty and guaranty conditions.

- Power off the mobile phone before removing the battery.

- The charging process lasts a longer time for a new battery or a battery not in use for long. If the battery voltage is too low to enable the mobile phone to be powered on, charge the battery for a longer time. In this case, the battery icon does not flicker until a long time after the battery enters the charge status.

- During the charging, ensure the battery is placed in a room temperature environment or in an environment close to room temperature.

- Immediately stop using the battery if the battery produces odor, overheat, cracks, distort or has other damage, or if the electrolyte leaks.

- The battery wears out with use. A longer charging time is required as the battery is put into use for a long time. If the total conversation duration decreases but the charging time increases even though the battery is properly charged, purchase a standard battery from the OEM or use a battery approved by our company. Using

any poor-quality fittings will cause harm to your mobile phone or even incur danger!

Note: *To guarantee your personal safety and protect the environment, do not litter the battery! Return the old battery to the mobile phone manufacturer or place it in specified battery reclamation areas. Do not litter any battery with other rubbish.*

Warning: *Short-circuits of the battery may cause explosion, fire, personal injury or other severe consequences!*

3.5   Powering On/Off the Mobile Phone

- Hold the End key for a while to power on the mobile phone. A power-on animation appears on the display screen.
- Input the phone lock code and press the OK key if the mobile phone prompts you to input the phone lock code. The original code is 1234.
- Input the PIN and press the OK key if the mobile phone prompts you to input the PIN. The PIN is provided by the network operator for new opening SIM card.
- Enter the standby interface.
- To power off the mobile phone, hold the End key for a while.

3.6   Linking to the Network

After the SIM card and the mobile phone are successfully unlocked, the mobile phone automatically searches for an available network. After finding a network, the mobile phone enters the standby state. When the mobile phone is registered in the network, the name of the network operator is displayed on the screen. Then you can dial or receive a call.

3.7   Dialing Calls

In the standby interface, press Dial-pad enter virtual dial pad, press number keys to input the area code and the telephone number, and then press the dial key to dial a call.

3.8   Using the Headset

It would enter headset mode automatically when you insert headset to the slot. Make sure of inserting it at the bottom of the slot, or you can't use it normally.

4   Input method

This mobile phone provides English input, smart English input and Numeric input method. You can use these input methods when editing the phonebook, short messages, files and greeting text.

4.1 Key for Input Methods

After you enter an edit window such as a window for editing the phonebook, short messages or the memorandum, an icon is displayed to indicate the current input method:

Numeric input: "123"

English input: "ABC, abc, Abc"

4.2 To Shift Entry Methods

Press the # key to switch between input methods.

4.3 Numeric Input

You can input numbers with the numeric input method. Press a number key to input the corresponding number.

4.4 English input and numeric input

The keyboards for English input and numeric input are defined in the following table:

Key	Character or Function	Remarks
Number key 1	. , - ? ! ' @ : # $ /_ 1	
Number key 2	ABCabc2	
Number key 3	DEFdef3	
Number key 4	GHIghi4	
Number key 5	JKLjkl5	
Number key 6	MNOmno6	
Number key 7	PQRSpqrs7	
Number key 8	TUVtuv8	
Number key 9	WXYZwxyz9	
Number key 0	0	
# key	Press it to switch between input methods	
Left direction key	Press it to move to the left	
Right direction key	Press it to move to the right	
Left soft key	Equivalent to OK or Options	
Right soft key	Equivalent to Back or Clear	
End key	Press it to return to the standby interface	

English input

- Each key is used to represent multiple characters. Quickly and continuously press a key till the character you want appears. Input the next character after the cursor moves.

- Press the # key to switch between input methods

- To input a blank, switch to the English input mode (in upper or lower case) and then press number key 0.

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- To clear wrong inputs, press the **Right soft** key.

4.5   Inserting a Symbol

Press * key to enter the Select symbol interface, use direction keys or number keys to select a symbol you want.

5   Using the Menus

5.1   Internet

You can use the function to view web pages and search for information on the web before you connecting to the Internet. When you open Internet, your home page opens. The web address (URL) of the current page is displayed at the top of the window.

This function enables you to view the Internet. Your phone will ask you with existed way. You can start to view only by starting corresponding way.

Note: Consulting the local network operator for related fee and specific setup.

5.2   Phonebook

The mobile phone can store up to 300 telephone numbers. The telephone numbers that a SIM card can store depends on the storage capacity of the SIM card. The telephone numbers stored in the mobile phone and in the SIM cards form a phonebook. The phonebook search function enables you to view contacts. You can search a contact as required from the phonebook. Select this option, in the edit interface, input the name of the contact you want to search or the first letter(s) of the name. All the contacts meeting the search condition are listed. Press the Up and Down direction keys to browse the contacts and select contact. Press right direction key to view other groups: family, friends, business, classmates and so on.

5.3   Call logs

- All calls

  All calls logs will be in the list.

- Missed calls

  You can view a list of the latest missed calls.

  Note: When the mobile phone indicates that some calls are missed, you can select Read to enter the missed calls list. Navigate to a missed call and then press the Dial key to dial the number that originated that call.

- Dialed calls

  You can view the latest dialed calls. Choose dialed calls and then select a dialed call

to delete, save, dial, or edit (or send a short message to it).

- Received calls

  You can view the latest received calls. Choose received calls and then select a received call to delete, save, dial, or edit (or send a short message to it).

- Rejected Calls

  You can view the latest rejected calls. Choose rejected calls and then select a rejected call to delete, save, dial, or edit (or send a short message to it).

- Delete all

  You can delete all the latest call records.

- Call timers

  Choose Call timers to view the last call time, the total time of all dialed calls, the total time of all received calls and the total time of call history or to reset all the time.

- GPRS counter

  You can view the data of last sent, last received, all sent and all received.

5.4 Multimedia

- Camera

  The phone is provided with a camera, which supports the photographing functions. In the capture interface, roll the phone to align the camera to the picture and then press OK key to capture photos. Pictures will be saved in the file system of the memory card.

- Video Recorder

  This function enables you to record dynamic pictures. In the capture interface, press OK key to capture videos clip.

- Audio player

  You can use this function to play audio files. By pressing the direction key you can control the playing process of audio player: play/pause (OK key), switch to last song/next song （press left or right direction key), fast forward (press and hold right direction key) and rewind (press and hold left direction key). In audio player interface, you can press up and down direction keys to control volume.

- Video player

  Use this function to play video files. By pressing the direction key can you control the playing process of video player: play/pause (OK key, switch to last song/next video (press up or down direction key). In video player interface, you can press left and right direction keys to control volume.

- FM radio

You can use the application as a traditional FM radio with automatic tuning and saved channels. Before using it, you can insert the earphone as antenna to get better effect. In FM radio interface, left or right direction key to search channels manually, press OK key to play/pause the playing process of the current channel.

- Sound recorder

  The phone support WAV and AMR. The AMR takes the compression algorithm. So in the same memory condition, it has longer recording time than WAV.

- Image viewer

  You can view the pictures in the T-card by this function. Press the direction key to choose them and left soft key edit the pictures. Press right soft key to return last interface.

5.5 Message

If the short message memory is full, a blinking message icon appears on the top of the screen. To normally receive short messages, you need to delete some of the existing short messages.

If the destination user has received the short message you sent and the short message delivery report function is activated, the phone will give off a message report alert tone.

- Write message

  Access this menu to create a text message.

- Inbox

  Received Messages are listed in this menu.

- Outbox

  The messages that are sent but failed are stored in the Outbox.

- Drafts

  Draft messages are listed in this menu.

- Sent box

  Sent messages are listed in this menu.

- Security inbox

  You can use this function to prevent others reading your received messages. The original code is 1234.

- Templates

  You can create pre-defined messages in this interface.

- Broadcast message

  This network service enables you to receive a variety of text messages, such as broadcast messages about weather forecast or road conditions. At present, few

networks provide this service. Please consult the network operator.

- Voice mail server

   You can set voice mail through this function.

5.6   File manager

The phone supports the memory card. The capacity of the memory card is selectable. You can use the file manager to conveniently manage various directories and files on the memory card or the phone.

Choose my files to enter the root directory of the memory. The root directory will list the default folders, new folders and user files. When the mobile phone is powered on for the first time or when you have not changed the directory, the root directory contains the default folders only.

5.7   C Fun

There are two games in the list, Brick N Ball and Tweety Bird; you can play each three times for free. You also can use the Mycelkon through this option after connecting to the network.

5.8   Settings

5.8.1   Call Settings

- **Dual-SIM settings**: You can set standby mode, reply by original SIM, set SIM name and set dual SIM call divert through this function.
- **Call diverts**: this network function enables you to forward incoming calls to another number you have previously specified.
- **Call waiting**: After you choose Activate, the mobile phone will contact the network. A moment later, the network will make a response and send a message to acknowledge your operation. If the call waiting function is activated, the network will alert you and the mobile phone screen will display the incoming call number if others are calling you while you are already in a conversation.
- **Call barring**: The call barring function enables you to bar calls as needed. When setting this function, you need to use a network barring code, which can be obtained from the network operator. If the code is wrong, an error message will be prompted on the screen. After selecting a call barring option, continue to select Activate or Deactivate. The mobile phone will prompt you to input the call barring code and then contact the network. A moment later, the network will make a response and send the operation results to the mobile phone.
- **Hide ID**: You can select hide ID, display own ID and or display ID by network.

- **Others**: You can set call time minute reminder, auto redial, reject by SMS, Any-key answer and Auto record voice call through this function.

5.8.2 Phone settings

- **Date & time**: set the time, set the date, Set the date format, the time format and update time of the location.

  Note: *If you remove the battery from the mobile phone or if the battery energy was exhausted a long time ago, you may need to reset the date and time when re-inserting the battery or powering on the mobile phone after recharging.*

- **Language settings**: Select the display language and writing language for the mobile phone.

- **Shortcut settings**: Select preferred function as shortcut on screen direction key as needed

- **Auto power on/off**: Set the time when the mobile phone will be automatically powered on or off.

- **Power management**: you can turn on this option to save power and you also can make some settings

- **Restore factory settings**: You can cancel the setting you set. The original code is 1234.

5.8.3 Display settings

Users can access this item to set Wallpaper, idle display, brightness, Backlight, keypad backlight time and animation effect etc.

5.8.4 Security

This function provides you with related settings about safety use

- **PIN:** To activate PIN lock, you need to input the correct PIN code. If you set PIN lock to On, you need to input the PIN each time you power on the mobile phone. In the case you input a wrong PIN for three consecutive times; you need to input the PIN Unblocking Key (PUK). The PUK is used to unlock and change the locked PIN. To obtain the PUK, contact the network operator.

- **Modify PIN2**: To change PIN2 code of PIN code.

- **Phone locked**: The function enables you to lock/unlock the phone. Entering password to switch on or off the phone. Password is required when the phone is locked. The initial password is 1234.

- **Modify the cell phone password**: to change phone password.

- **Privacy settings**: You can set password to protect your privacy, the initial password

is 1234.

- **Auto keypad lock**: The function enables you to lock/unlock the keypad. Set the auto locking time, 5s, 15s, 30s, 1min and 5mins are available.
- **Lock screen by end-key**: You can select to turn on/off this function.
- **Mobil tracker**: You can set password to protect your cell phone.
- **Fixed dialing**: you can only dial the number in the list.
- **Blacklist:** The number that you add to blacklist cannot call you.

5.8.5 User Profiles

The mobile phone provides multiple user profiles, so that you can customize some settings to adapt to the specific events and environments.

Customize the user profiles according to your preference and then activate the user profiles. The user profiles fall into five scenarios: General, Silent, Indoor, Earphone, and Bluetooth. In the standby mode long press # can switch scenarios.

5.8.6 Connections

Contact the network operator to obtain the following network services:

- **Network account:** You can manage network account through this function.
- **GPRS Service:** You can select to turn on/off this function.
- **Data connection settings**: The default setting is connecting when needed.
- **Network selection:** Set Network selection mode to Automatic or Manual. Automatic is recommended. When Network selection mode is set to Automatic, the mobile phone will prefer the network where the SIM card is registered. When Network selection mode is set to Manual, you need to select the network operator's network where the SIM card is registered.

5.9 Organizer

5.9.1 Alarm

You can set three alarms through this function.

5.9.2 Calendar

Once you enter this menu, there is a monthly-view calendar for you to keep track of important appointments, etc. Days with events entered will be marked.

5.9.3 Bluetooth

You can transfer data, such as music to other device using Bluetooth. Search the device and receive/transfer data. The received data is automatically stored in the directory.

5.9.4 Calculator

The calculator can add, subtract, multiply and divide.

5.9.5 World clock

You can view and set your phone time by choose different time zones.

5.9.6 E Book

Through this function you can read the e-book in your memory card, if there are some.

5.9.7 Torch

You can turn on/off the flashlight by this function.

5.9.8 STK

STK service is the tool kit of SIM card. This phone supports the service function. The specific items are depended by SIM card and network. Service menu will be auto added to the phone menu when supported by network and SIM card.

6 Appendix

Appendix 1：Troubleshooting

If you find exceptions when operating the mobile phone, restore the factory settings and then refer to the following table to solve the problem. If the problem persists, contact the distributor or service provider.

Fault	Cause	Solution
SIM card error	The SIM card is damaged.	Contact your network service provider
	The SIM card is not in position.	Check the SIM card
	The metal face of the SIM card is polluted.	Clean the SIM card with a clean cloth
Poor received signal quality	Signals are obstructed. For instance, radio waves cannot be effectively transmitted nearby a high building or in a basement.	Move to a place where signals can be effectively transmitted

	Line congestions occur when you use the mobile phone in high-traffic hours	Avoid using the mobile phone in high-traffic hours
The mobile phone cannot be powered on	The battery energy is exhausted.	Charge the battery
Calls cannot be dialed	Call barring is activated	Cancel call barring
The mobile phone cannot connect the network	The SIM card is invalid	Contact your network service provider
	The mobile phone is not in a service area of the GSM network	Move to the network operator's service area
	The signal is weak	Move to a place where the signal quality is high
The battery cannot be charged	The charging voltage does not match the voltage range indicated on the charger	Ensure the charging voltage matches the voltage range indicated on the charger
	An improper charger is used	Use the charger specially designed for the mobile phone
	Poor contact	Ensure the charger plug is in good contact with the mobile phone