

Frequently asked questions S50

My phone isn't working what do I do?

Check the next steps carefully before you return to your selling point.

1. Is the battery inside the phone?

Remove the cover on the backside. Do you see the battery?

No > Put the battery in the phone with the text visible.

Yes > Can you read the text on the battery?

No > The battery is upside down. Please turn it around and put it back so you can read the text on the battery.

Yes > Please proceed to step 2.

2. Is the battery charged?

No > Connect the charger to your Phone and to the power-outlet. Switch the device on. Does it start?

Yes > Problem solved.

No > We regret that your Phone is not working. Please take it back to your selling point together with the original invoice. They will help you.

My phone switches on but doesn't function, what do I do?

Probably the SIMcard is not installed or was installed wrong.

Open the cover on the backside and remove the battery. Slide the SIM card carefully into the device with the chip facing down. The metal contact strips must be facing downwards.

Place the battery with the text visible into the battery compartment. Slide the cover back in position. If you do not have a SIMcard please contact the provider of your choice to order one.

My phone is shut down automatically, how come?

Your battery is probably (too) low. Recharge the battery. Place the charger plug in the smallest hole on top of your device and insert the plug into the socket. Switch your phone on and check for the battery- charging-icon on your screen.

I have to insert a PIN / PUK-code, what is this?

Your telephone is equipped with one or more codes that protects it again unauthorized use.

The PIN- and PUK- code protect the SIM card. Most common is the *PIN-code (Personal Identification Number)*. If you enter three times a wrong PIN-code, you have to enter your *PUK-code (Personal Unblocking Key)* to unlock your phone again. The PUK-code is a 8-digit code which you've got from your operator or service provider. Please contact them if you have any questions concerning your PIN- or PUK-code.

My SIM card is rejected, what do I do now?

Please contact your operator or service provider for help concerning your SIM card.

How can I select the language?

At the First time you enter the battery and SIM card your phone will automatically use the language stored on your SIM card. If you want to change the language go to: Menu > Settings > Telephone settings and chose your language (English, Dutch, German, French, Spanish or Italian).

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Can I manually select a provider?

On the Bea-fon S50 it's possible to manually select a provider.

In Menu go to Settings > Network > 4. Network Selection > Manual and select your preferred provider.

How do I get to see in my display who's calling me?

If you want to see the name in the display, the Caller ID of person who is calling you must be turned on. If the caller turned off his/her Caller ID the number/name isn't visible in the display.

Assuming that the Caller ID of the person who is calling you is turned on, there are 2 options:

1. If you are ever been called by this person, you can use the following way:

- a. To do this, press the upper arrow key to go to the Menu. Go with the arrow key to "Calls" and press the green key ("Select").
- b. Choose "Received" and press the green key ("Select").
- c. Here you see the phone numbers who have called you. Use the arrow key to go to the right phone number you want to save and press the green key ("Option").
- d. Choose "Save" and press the green key ("Select").
- e. Enter the name and press the red key ("Save").

2. If you haven't been called by this person, you can use the following way:

- a. To do this, press the upper arrow key to go to the Menu. Go with the arrow key to "Contacts" and press the green key ("Select").
- b. Choose "New" and press the green key ("Select").
- c. Enter the name and number and press the red key ("Save").
- d. **Note:** When the caller usually use the Country code (e.g. +44) for his/her phone number, you must also enter the Country code (e.g. +44) for his/her number.

With "**Menu > Contact > Settings > Save contact on**" you can select where you want to save your numbers, on your SIM card or in your Phone memory.

Can I switch on /off my Caller ID?

On the Bea-fon S50 the Caller ID is standard switched on. It isn't possible to switch off the Caller ID on your phone. Depending on which network you have, the Caller ID will or will not be shown. For more information please contact your network operator (e.g. O2, Virgin Mobile, Vodafone, T-Mobile).