

Frequently asked questions S10

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 SIM card 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 SIM card 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 English language. If you want to change the language go to: Menu > Settings > Phone setting and chose your language (including English, Dutch, German, French, Spanish or Italian).

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Can I manually select a provider?

On the Bea-fon S10 it's possible to manually select a provider.

In Menu go to Settings > Network setting> Network Selection > Select Network 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 "Menu (house)" key, and use the arrow keys to go to the menu "Call History" and press the "Menu" key.
- b. Choose option 3. "Received Calls". Here you see the phone numbers who have called you.
- c. Press the "Menu" key and use the arrow key to go to the right phone number.
- d. Press "Menu" key.
- e. Here you see the Call info. Go with the arrow key to the phone number.
- f. Press "Menu" key.
- g. Choose option 2. "Save to phonebook" and press "Menu" key
- h. Then select where you want to save the phone number, in your Phone memory or on the SIM card and press "Menu" key.
- i. Then enter the name and any further information.
- j. Confirm the information with the "Menu" key.
- k. Go to the phone number and press the "Menu" key. If you want to save the phone number press the "Menu" key. Press the "C" key if you don't want to save the entered data.

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

- a. To do this, press the "Menu" key, and use the arrow keys to go to the menu "Phone Book" and press the "Menu" key. Or press the "C" key to go directly to the Phone Book.
- b. Press "Menu" key.
- c. Choose option 5. "Add new Entry" and press "Menu" key.
- d. Then select where you want to save the phone number, in your Phone memory or on the SIM card and press "Menu" key.
- e. Then enter the name, number and any further information.
- f. Confirm the information with the "Menu" key.
- g. Go to the phone number and press the "Menu" key. If you want to save the phone number press the "Menu" key. Press the "C" key if you don't want to save the entered data.
- h. **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.

Can I switch on /off my Caller ID?

On the Bea-fon S10 you can switch on or off your Caller ID. You can do that on the following way.

- a. To do this, press the "Menu (house)" key, and use the arrow keys to go to the menu "Settings" and press the "Menu" key.
- b. Go to option 4 "Call setting" with the arrow key and press "Menu" key.

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- c. Choose option 1. "Caller ID" and press "Menu" key.
- d. Here you can choose from:
 1. "Set by Network". 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).
 2. "Hide ID". Your phone number will not be displayed when you call someone. (Caller ID off)
 3. "Send ID". Your phone number will be showed when you call someone. (Caller ID on).
- e. Use the arrow keys to go to the option you want and press "Menu" key.

Can I set Speed dial numbers in the S10?

Yes, It's possible to enter 8 speed dial numbers that can be called from the stand- by mode by pressing the corresponding number key (2-9)

You can do that on the following way:

- a. To do this, press the "Menu (house)" key, and use the arrow keys to go to the menu "Settings" and press the "Menu" key.
- b. Choose option 3. "Phone Setting" and press "Menu" key.
- c. Choose option 3. "Speed Dial" and press "Menu" key.
- d. Choose option 2. "Set number" and press "Menu" key.
- e. Choose the number under which you want to save the phone number and press the "Menu" key.
- f. Choose option 1. "Edit" and press "Menu" key.
- g. You are now entering the phonebook. The phone number you want to use as a speed dial, has to be saved already in the phonebook. (See question: *How do I get to see in my display who's calling me?* How you can save a number in the phonebook).
- h. Use the arrow key to go to the right phone number and press the "Menu" key.
- i. The phone number is now assigned to the specific key.
- j. To use the speed dial key: Press and hold the corresponding number key until the call is started.
- k. **Note:** To use speed dial numbers this function has to be enabled.
Go to: Settings > Phone Setting > Speed dial > Enable Speed Dial. You can turn this setting on or off by pressing the menu key.

How can I set the Alarm?

The alarm can be set in the following way.

- a. To do this, press the "Menu" key, and use the arrow keys to go the menu "Alarm" and press the "Menu" key.
- b. Select a "00:00" and press the "Menu" key.
- c. Here you can edit the alarm. To turn the Alarm **on - or off** use the * or # key.
- d. Use the arrow key down, to **set the time**. Enter here the time of the alarm.
- e. Use the arrow key down, to indicate whether the alarm should be **Repeated**. To do this use the * or # key
You can choose whether the alarm should go off: Once, Every day or Days.
If you choose Days, select with the * or # key "Days". When you press the arrow key down, you will see the days (SMTWTFS). You can (de)selected the day(s), by using the * or # key and pressing the "Menu" key. When you have done this press the arrow key down.
- f. Here you can edit the **Snooze** time by using the * or # key. (The time that the alarm sounds again, if you press the "C" key when the alarm sounds).
- g. Use the arrow key down, to set the **Alert type** by using the * or # key. You can choose from: Vib. and Ring, Ring and Vib. Only.

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- h. Use the arrow key down, to set the **Content** (text). Here you can enter the text what appears in the screen when the alarm goes off. You press the "Menu" key and enter the text. Press the "Menu" key.
- i. When you have completed everything you press the "C" key to save the alarm.
- j. Save? Yes (✓) press the "Menu" key. No (✕) press the "C" key.
- k. In standby mode you see an alarm, indicating that the alarm is on.

My S10 only calls the first emergency number. How come?

This can have several causes:

- There is only one emergency number programmed. The S10 has room for 5 SOS numbers. Check how many SOS numbers are programmed and if necessary enter more SOS numbers.
- The first emergency number you have dialed has a voicemail activated. The S10 will recognize this as an "open" line and will not call the next emergency number. To avoid this, we recommend that you activate your **SOS SMS**.
- When the first emergency number answers the call, the phone will not call the second emergency number. Because someone answered the phone to help you.

What is the code of the "Phone Lock" and "Restore Factory Settings"?

The code for the "Phone Lock" and "Restore Factory Settings" is: **1122**