

This guide will get you up and running with your **LG L1100** in no time.

Before using your **LG L1100**, please remember to **register** with Orange and insert your **SIM Card**.

The first 30 pages of this guide take you through how to get started, explaining your phone's main features. To learn more about specific features or services, simply use the **Contents**.

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 LG L1100.  
You may need the number in future if your handset is lost or stolen.



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



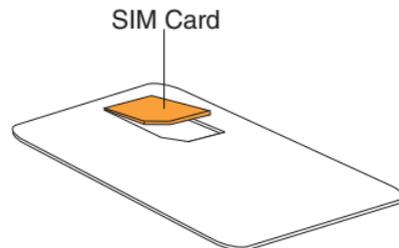
- 3 If you are already with Orange when you register, you will be asked for your Orange password.  
If you are new to Orange you should have a new password ready.

- 4 Contact Orange Customer services to register. 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 [www.orange.co.uk/payasyougo/registration](http://www.orange.co.uk/payasyougo/registration)



# register with Orange

## **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.

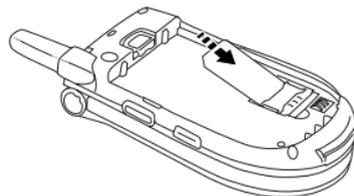
## **And lastly**

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

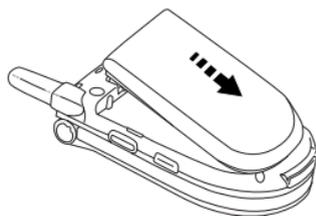
- 1 Look for the plastic card that is in your Orange box. If you can't find it, the SIM Card may have already been inserted into your phone. If it is not in your phone or your box, please return to the shop that you bought the phone from and ask for a SIM Card.
- 2 Remove the SIM Card from its plastic 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 all in one battery and cover. Insert your SIM Card so that the cut off corner fits into the surround.

**Note:** If you've upgraded your phone you must insert your new SIM Card to use Multi Media Messaging. Your Orange phone number will not change.



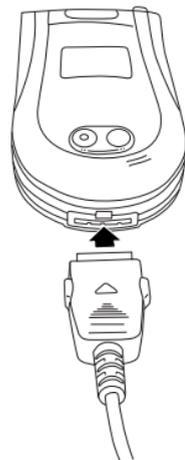
## insert your battery

- 1 Slide the battery onto the contact points and press it down until it clicks into place.



## 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. The battery indicator in the top right-hand corner of the display will show up to four bars while charging. Do not remove the battery while charging your phone. The first charge must be for a minimum of 4 hours in order to achieve optimum performance.



# outside your LG L1100

## accessory connector socket/ headset socket

Lift grey flap to insert accessories.

## soft keys

These control how you choose a function.

## volume keys

Turn the volume up and down.

## Orange World key

Press and hold to go straight to the Orange World home page.

## answer a call

Answer a call or to make an outgoing call.

## clear key

Clear text and move back a screen.



## 5-way navigation key

Move through the menu options and access your home links.

## camera key

To go straight to the camera viewfinder.

## camera button

Press once to go straight to the viewfinder, and again to take a photo.

## switch/end call

Press and hold to switch your phone on, end a call or divert it to your Orange Answer Phone. Press to return to the main display at any time.

## hash key

To switch between Line 1 & Line 2 press and hold.

## charger socket

## outside your LG L1100

### external display

View incoming call information.

### camera lens

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



### mirror

Aim the camera lens for self portraits.

# outside your LG L1100



## Start Up

When you switch your phone on for the first time, you will see the Start Up guide, which gives you useful information and tips about getting to know your LG L1100.

## switch your phone on

To switch your phone on and off, press and hold 

# shortcuts



## 1 Start Up

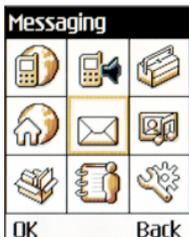
The Home screen allows you direct access to the main features of your phone.



## 2 shortcuts

These symbols link you to four of the most frequently used features on the LG L1100. These are:

- Inbox
- Call history
- Calendar
- Orange World



Press ◀ or ▶ to scroll to the shortcuts on the Home screen. Scroll down to access different functions in the shortcuts.

- ## 3
- 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 OK.

# explore the menus



## WAP

Browse the Orange World and wap sites straight from your phone, even when on the move.



## Profiles

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



## Extras

Write memos and use your calendar and alarm clock to organise your time.



## Orange World

Use Orange World to access up to date information including news and entertainment information.



## Messaging

Read and compose text and photo messages.



## Media album

Store your photos and downloads in your Media album.



## Apps & Games

Have fun on your phone with the preset games and download new games and applications.



## Address book

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



## Settings

Customise your phone's display by changing your wallpaper, greeting note and menu colours.

# explore the menus

## make your selection

On your display you will see which feature the soft keys

 and  control. From the Home screen, the right soft key will access Menu.

From inside the menus, the soft key functions change according to the command shown above each key.

You can return to the main display at any time from any menu simply by pressing .

# make your first call

## avoid accidental calls

It's a good idea to keep the phone closed when you're not using it to avoid pressing keys by mistake.



- 1 Press and hold this button to turn your phone on.
- 2 Dial the number you want to call, but don't forget to use the full area code.
- 3 Press to make the call.

# receive your first call

- 1 When your phone rings, you will see the number or name of the person calling you on the outer display.
- 2 To answer the call, open the Active Flip and press  or 

If you do not want to answer the call, press   
or  to busy the call to your Orange Answer Phone.



# add your first contact



- 1 Press Menu and select 
- 2 Select Add new. Enter the contact's name and press OK.
- 3 You can save several phone numbers and an email address for a contact. Scroll left or right with the navigation pad until the option you want is highlighted, then press OK.
- 4 Enter the contact number with the correct dialling code and press Save.



## listen to calls at the right volume

When you are on a call, press the top of the volume button to increase the earpiece volume or the bottom of the volume button to decrease the volume.

[learn more...](#) about your contacts on page 40



# send your first text message

- 1 Press Menu and select 
- 2 Select Text messages, then Write message.
- 3 Write your message. 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. To accept the word that appears press 0 and a space will be added and you can enter the next word. Scroll up or down with the navigation pad to see the alternative word options. When the correct word appears, press 0 to insert the word and add a space. If your word doesn't appear, press Spell, then enter the word and press Save.



# send your first text message



- To delete a single character, press **C**
  - To delete the entire message, press and hold **C**
  - Press 0 for a space.
  - Press \* to choose from a selection of common symbols and punctuation marks.
  - Press # to change between standard **en ABC**, predictive **en T9** and numerical text, as well as upper and lower case.
  - In standard mode, press 1 repeatedly to cycle through a list of punctuation marks. In predictive mode, press briefly to insert a full stop.
- 4 When you have finished writing your message, select Options, then Send to number.
- 5 Enter the phone number and press Options, then select Send.

[learn more...](#) about messaging on page 62

## visit your first wap site



- 1 Select Orange World from your phone's Home screen.  
When you visit the Orange wap site a screen similar to the one to the left will be at the start of your journey.
- 2 You can click on Channels 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.
- 3 So, for example if you are looking to download a new game to your phone, scroll to Games.

[learn more...](#) about Orange World on page 76

## visit your first wap site

- 4 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.

- 5 Click on Messaging to 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.

- 6 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, and celebrities and auction sites
  - find a phone number, and even use Google™ search.

[learn more...](#) about Orange World on page 76



# take your first photograph

- 1 Press  to activate your camera. Alternatively, open the viewfinder by pressing the camera button on the right side of your phone. You will automatically see the Photo Viewfinder in the display.
- 2 Hold your phone up with the lens level with your subject.
- 3 Scroll with the navigation pad to adjust your image. Scrolling left and right controls the brightness and scrolling up and down zooms in and out.
- 4 When you are ready to take the picture press  or OK to take the photo.
- 5 The photo is automatically saved. To return to the viewfinder, press OK. To delete the photo, press **C** . To close the viewfinder and return to the Home screen, press .
- 6 To access your pictures, press  and select Gallery. Scroll to and select the picture you want to look at and open it by pressing OK.



[learn more...](#) about photographs on page 62

# send your first photo message

- 1 Take the photo as previously described.
- 2 If you want to add text to send with the photo, you can write it in the normal way above the photo. Press Done, then select Send. Press Yes to confirm your choice.
- 3 Select Address book to scroll through and add a phone contact from your Address book. Alternatively, scroll to the next field and enter the contact's number using the keypad.
- 4 Select Menu, then select Send photo msg.



[learn more...](#) about photo messaging on page 64



make calls

## make calls

### access a list of options whilst you are on a call

To **access call options**:

- 1 Dial the number you want to call, but don't forget to use the full area or international code.
- 2 Press  to make the call. Press the top or the bottom of the volume button on the side of the phone to increase or decrease the earpiece volume if you wish.
- 3 Press Options to choose from the following:
  - Hold call  
Select Hold call, then press OK to put the call on hold. To return to the call, press Options, then select Retrieve call and press OK
  - End call  
Choose to end Active, Held or All calls
  - Messages  
Takes you to the Messaging menu

- DTMF off  
Turn DTMF on to send DTMF tone sequences, for example when using a telephone bank account
  - Mute on  
Mute the sound of your voice when you need to say something privately. Press Options, then Mute off to reactivate your phone's microphone
  - Memopad  
When you need to remember a phone number while on a call, write it in your Memopad. When you end your call, the number is shown on your display and you can save it or send it in an SMS or photo message
  - Record  
Record up to 30 seconds of your phone conversations.  
**Note:** When recording a conversation, you are required by law to inform the other person that you are recording their speech.
- 4 Press  to end the call.

### avoid accidental calls

It's a good idea to keep the Active Flip on your phone closed when you're not using it to avoid pressing keys by mistake.

### choose whether you answer a call or not

When your phone rings, press  to answer the call.

Press  to busy the call to your Answer Phone.

### choose how you want to answer a call

To **change the way you answer a call**:

- 1 Press Menu, then scroll to Settings and press OK.
- 2 Select Call settings, then Answer mode. Choose from:
  - Flip open  
Open your phone's Active Flip to answer.
  - Any key  
Press any key to answer, apart from the end call key and the right soft key.
  - Only send key  
You can only answer a call using the accept call key .
- 3 Scroll to the mode you want to use, then press Select.

## make calls

### redialling a number

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

To redial the phone number last called press the call key twice.

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

- 1 Press the call key once.
- 2 Scroll to the phone number you want and press the call key to call it.

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

- 1 Press Menu, then scroll to and select Settings.
- 2 Select Call settings, then Auto redial.
- 3 Scroll to On and press Select.

### 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:**

- 1 To activate call waiting, press Menu and select Settings.
- 2 Select Call settings, then Call waiting. Press Activate to activate call waiting.
- 3 When you are on a call and you get a second incoming call, you will hear a tone and the display will show that a second call is waiting.
- 4 Put the first call on hold and answer the second by pressing the call key, or by selecting , then Hold & Answer.
- 5 To swap between calls press , then select Swap.

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

- 1 Whilst you are in the active call, enter the second number you want to call and press the call key.
- 2 When the second call connects, the first call is automatically put on hold.
- 3 To swap between calls press Options, then select Swap call.

## make calls

### call back a missed number

To **call back a missed call**:

- 1 Press List to view the number of the missed call.
- 2 Press the call key to call the number back. Alternatively, press Options, then scroll to Call and press OK. Your phone stores the 10 most recently missed calls.
- 3 To delete all of your missed calls, press Options, then select Delete.

### speak with up to five other people at the same time

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. Whilst you are in the active call, enter the second number you want to call and make the call in the usual way.
- 2 When the second call connects, the first call is automatically put on hold.
- 3 To join the held call and active call together press Options, then scroll to and select Conference call.
- 4 Select Join
- 5 To add more people to a conference call, repeat steps 1-3.
- 6 Press Options, then select End call 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, then select Conference call.
- 2 Select Private, then scroll to the name of the person you want to talk to and press OK to put all the other callers on hold.
- 3 To return to the conference call, press Options, then select Conference call. Select Join to take the other callers off hold.

## make 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.

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

- 1 Press Menu and open Settings.
- 2 Scroll to Call settings and press Select.
- 3 Scroll to Select line and press Select.
- 4 Choose from Line 1 and Line 2.

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

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

Your Caller ID identifies you to the 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.

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



2

manage your  
contacts

## manage your contacts

### save a new entry in your Address book

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

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

- 1 Press Menu and open Address book.
- 2 Scroll to and select Add new.
- 3 Select memory types that you want to store. (SIM or Phone memory)
- 4 Enter the contact's 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 0 for a space, and press **C** to delete a character. Press and hold **C** to delete the entire name. Press OK to move to the next field.
- 5 Choose to add the number as a mobile, home or office

number, or add an email address, by scrolling to the corresponding icon and pressing OK.

- 6 Enter the contact number and select Save.

To call a contact stored in your Address book, scroll to the contact's name and press the call key.

### When I save a contact in my Address book where are the details stored?

You can store **up to 200 names** and numbers on your SIM Card's memory, and also 250 on your phone 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

### save more than one number to your contacts

You can save a mobile, home and office number, as well as an email address to each of your contacts so that you can keep in touch wherever they are.

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

- 1 Press Menu and select Address book.
- 2 Scroll to and select Search, then scroll to the name of the contact that you want to edit.
- 3 Press Options, then select Edit.
- 4 Scroll to and select a type for each number.

Choose from:

- Mobile
- Home
- Office
- Email address

- 5 Scroll to the next field and enter the number using the keypad.
- 6 Scroll up, then across to move to the next number type that you want to add. When you have finished, press Save.

**Note:** You can only save additional numbers to a contact when your phone is set up to save contact details to your phone's memory, not to your SIM Card.

## manage your contacts

### arrange your contacts into caller groups

Use Caller groups to keep your contacts organised and assign ring tones and icons to help you identify your caller.

To **add a contact to a caller group**:

- 1 Scroll up while in the Home screen to go to your contact list. Scroll to the contact you want to add to a group and press Options.
- 2 Scroll to and select Edit.
- 3 Scroll down to Groups, then scroll left and right to add contact to a group, then press Save.

You can save up to 20 contacts in a group. There are seven groups for you to choose between.

To **remove a member from a caller group**:

- 1 Press Menu and open Address book.
- 2 Scroll to and select Caller groups.
- 3 Scroll to the contact's caller group and press Options, then select Delete member.
- 4 Press Select to confirm.

### add photos to your contacts

You can add photos to your contacts so that when a friend calls, a picture, perhaps of them or something that reminds you of them, appears on the screen.

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

- 1 Take a photo of your contact, making sure that the image size of the photo is set to 48x80.
- 2 Press Menu while in the Home screen, then scroll to and select Address book.
- 3 Scroll to and select Add new.
- 4 Enter the contact details. In the last field, scroll left and right to move through your photos. To add a photo to a contact, press Save.

**Note:** You can only save photos to contacts that are saved in your phone memory, not in your SIM Card.

### search for a contact in your Address book

To **search for a contact in your Address book**:

- 1 Scroll up or down while in the Home screen. Up is the last entry of a contact, Down is the first of a contact.
- 2 Enter the first letter of the contact's name. Your Address book will automatically scroll to the first entry in your Address book beginning with this letter.
- 3 Alternatively, press Menu while in the Home screen, then scroll to and select Address book. Scroll to Search and press OK. Enter the first letter of the contact's name and press Search.
- 4 To dial the contact's number, scroll to it and make the call in the usual way.

## manage your contacts

### edit a contact in your Address book

To **edit a name or number**:

- 1 Press Menu while in the Home screen, then select Address book.
- 2 Select Search, then scroll to the name you wish to edit and press Options.
- 3 Scroll to and select Edit.
- 4 Scroll to the part of the name or number that you want to edit. Press **C** once to remove a letter or number, or hold it down to clear the entire name or number. Press Save to save your changes.
- 5 Press the end key to return to the main display.

### delete unwanted contacts from your Address book

Keep your Address book manageable by deleting contacts you no longer need.

- 1 Press Menu and open Address book.
- 2 Select Search, then scroll to the contact's name and press Options.
- 3 Select Delete, then press Yes to confirm your choice.

### personalise your contacts and groups

#### To **give your groups their own ring tones and icons:**

Assigning a group its own ring tone and icon lets you know instantly when a member of that group calls you.

#### To **give a group its own ring tone:**

- 1 Press Menu and select Address book.
- 2 Scroll to and select Caller groups. Highlight the caller group that you want to assign a ring tone to, and press Options.
- 3 Scroll to and select Group ring tone.
- 4 Scroll to the Group ring tone you want, then press Select to save your choice.

#### To **give a group its own icon:**

- 1 Press Menu and select Address book.
- 2 Scroll to and select Caller groups. Highlight the caller group that you want to assign an icon to, and press Options.
- 3 Scroll to and select Group icon.
- 4 Scroll to the Group icon you want, then press Select to save your choice.

## manage your contacts

### copy contacts between your phone and SIM Card

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. The advantage of storing contacts on your phone's memory is that you can store additional numbers, an email address and other contact details.

To **change where your contact details are saved:**

- 1 Press Menu and select Address book
- 2 Scroll to and select Settings, then Set memory.
- 3 To save your contact details to your SIM Card, select

SIM. To save them to your phone's memory, select Phone. The Variable option means that every time you save a contact's details you will be given the choice between saving them to your SIM Card or saving them to your phone.

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 numbers between your phone and your SIM:**

- 1 Press Menu and select Address book.
- 2 Select Search, then scroll to the contact whose number you wish to edit and press Options.

- 3 Scroll to Copy and press OK.
- 4 Choose whether to keep or to delete the original entry.

### 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 that 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.

### 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 Address book.

Calls to Directory Enquiries are charged at 59 pence per call. If you choose to be connected via 118 000, calls are charged at 35 pence per minute once connected.

## manage your contacts

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.

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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. This symbol will remain until the message has been saved or deleted. Answer Phone messages that have not been listened to will be saved for up to 21 days.

### listening to your Answer Phone messages

To listen to your Answer Phone messages scroll to  in the Home screen, then scroll down and select Answer phone when the message first arrives, or press and hold the 1 key. Listen to the simple steps to save, listen to or delete messages. You can save messages that you have listened to for up to seven days.

### 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.

### 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 do not leave a message on your Answer Phone.

Whereas previously you would not have known who called, now, Orange send you a text message listing the last 3 numbers that called 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  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 then follow the prompts.

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

## 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

### personalise your Answer Phone greeting

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

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

### set up an Answer Phone PIN

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

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

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

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

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

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

- 1 Call **+447973 100 123** from any phone.
- 2 Enter your Orange number followed by the # key.
- 3 Enter your Answer Phone PIN followed by the # key.
- 4 Follow the simple steps to listen to your messages.

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

## manage your calls

### 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.

You can set up Call divers for the following types of calls:

- All voice calls
- If busy
- If no reply
- If out of reach
- All data calls
- All fax calls

To **activate a divert**:

- 1 Press Menu and open Settings.
- 2 Scroll to Call settings and press OK.
- 3 Select Call divert.
- 4 Select the type of divert you wish to set up.
- 5 Press Activate. You can choose to divert the call to your Answer Phone or to another number.

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

- 1 Press Menu and open Settings.
- 2 Scroll to Call settings and press OK. Select Call divert.
- 3 Highlight the type of divert you want to check and press OK.
- 4 Select View status. The status of the divert will be displayed.

To **cancel your divers**:

- 1 Press Menu and open Settings.
- 2 Scroll to Call settings and press OK.
- 3 Select Call divert.
- 4 Highlight the type of call you want to cancel and press OK.
- 5 Select Cancel. To cancel all of your call divers, select Cancel all in the Call divert menu.

**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.

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

**Fixed dialling** allows you to limit the use of your phone (typically by a friend or family member) to only the numbers stored in your Address book, while Call barring blocks certain types of call.

To **activate Fixed dialling**:

- 1 Press Menu and open Settings.
- 2 Select Security settings.
- 3 Scroll to and select Fixed dial number You will be asked to enter your PIN2 code. This is preset to 1111. Enter your PIN2 code and press OK.
- 4 Select Enable to activate Fixed dialling. Once Fixed dialling has been turned on, you can store Fixed dialling numbers.

## manage your calls

To **store Fixed dialling numbers**:

- 1 Press Menu and open Settings.
- 2 Select Security settings.
- 3 Scroll to and select Fixed dial number, then enter your PIN2 code and press OK.
- 4 Select Number list and press options menu.
- 5 Select Add new, then enter the contact's name and phone number and press Save.

To **search for Fixed dialling numbers**:

- 1 Press Menu and open Settings.
- 2 Select Security settings.
- 3 Scroll to and select Fixed dial number, then enter your PIN2 code and press OK.
- 4 Select Number list and you can search for Fixed dialling numbers.
- 5 To dial Fixed dial numbers, scroll to it and make the call in the usual way.

**Note:** If once Fixed dial number is enabled to activate, you can also search for Fixed dial number instead of your contact in Address book by scrolling up or down in the navigation pad while in Home screen.

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

The **Call Barring** code is preset to 1111. Emergency calls to 999 or 112 can be made while Call barring is on.

- 1 Press Menu and open Settings.
- 2 Select Security settings, then Call barring service.
- 3 Select from the following Call barring options:
  - All outgoing
  - Outgoing international
  - Outgoing international except home country
  - All incoming
  - Incoming when abroad

- Cancel all barrings
- Change password

- 4 Select Activate, Cancel or View status and press OK.
- 5 Enter your Barring code and press OK.

### call your favourite numbers without having to enter your contact list

You can create **speed dials** to dial frequently dialled phone numbers by simply pressing and holding one or two keys. You may choose speed dial entries from 2 to 9 as the 1 key is preset as a shortcut to your Answer Phone.

To **create a speed dial**:

- 1 Press Menu and open Address Book.
- 2 Scroll to Speed dials, then press OK.

- 3 Scroll to the number of the speed dial key that you want to give to your contact and press Add.
- 4 Scroll to the contact that you want to assign a speed dial to and press Select.

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

- 1 Press and hold the key number of the contact you want to call.
- 2 The call will connect in the usual way.

To **view and delete a speed dial**:

- 1 Press Menu and open Address Book.
- 2 Scroll to Speed dials, then press OK.
- 3 Scroll to the contact whose speed dial you want to delete, then press Options.
- 4 Select Delete. Press Yes to confirm your choice.

## manage your calls

### make a call by saying the contact's name

Your phone comes with a voice recognition feature.

This means that you can call a number simply by saying the name of the person that you want to call.

Before you can dial a number you need to assign a voice tag to it. To **create a voice tag**:

- 1 Press Menu and open Address Book.
- 2 Scroll to Voice list, then press OK.
- 3 To give a number a voice tag, press Add. Scroll to the contact that you want to give a voice tag to and press Select.
- 4 When prompted, say the contact name clearly into the microphone. Make sure that there is no background noise that might disrupt the recording.

To **make a call using voice dialling**, press and hold \*, then say the voice tag clearly into the microphone.

### 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 10 missed, dialled or received calls, to keep track of who you're talking to and when.

- 1 In the Home screen, press and hold the call key to go to the Call history menu. Choose from the following options:
  - Missed calls  
Lists the last 10 missed calls to your phone
  - Received calls  
Lists the last 10 calls that you have received

- Dialed calls

Lists the last 10 numbers that you have dialled

- Delete recent calls

Clears your Dialed calls list

- Call durations

Shows how long you spent on your last call, and all received and dialled calls.

- Call costs

Shows the cost of your last call, as well as the total cost of your calls

- Cost settings

Allows you to set yourself a limit for the amount you can spend on calls

- GPRS information

Check the amount of information you are sending via GPRS and wap

- 2 Alternatively, you can press the call key while in the Home screen to view a list of the last 10 dialled calls.

### set your phone to beep every minute of a call

To help you keep track of your call charges you can set your phone to beep every minute you're on a call. The other person doesn't hear these beeps.

- 1 Press Menu and open Settings.
- 2 Scroll to Call Settings and press OK.
- 3 Select Minute minder, then On. You will hear a beep every minute you are on a dialled call.

### more information

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



# 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 where the recipient can view the message on the website. You can also send photo messages to email addresses.

To **take a photo**:

- 1 From the Home screen, press the camera key or the camera button on the right side of your phone.
- 2 Your viewfinder will automatically open. Aim the lens at the object you want to photograph.
- 3 Press the camera key or the camera button to take and save a photo. To return to the viewfinder, press OK. To delete the photo, press C. To close the viewfinder and return to the Home screen, press 

**Note:** Use the handy mirror on the front of your phone to help you easily frame self portraits.

When the viewfinder is activated, press Options to view a list of camera options. Choose from:

## Orange Photo Messaging

- Image size

Choose between 128x160, 160x120, 320x240, 640x480 and 48x80 pixels.

**Note:** Some phones that support photo messaging can only receive pictures sized 160x120. The best picture size to view on a PC is 640x480.

- Brightness

Change the brightness of the picture by scrolling left or right with the navigation pad.

- White Balance

Create your own lighting conditions by choosing from Auto, Daylight, Incandescent, Cloudy or Fluorescent.

- Zoom

Zoom in or out by scrolling left or right with the navigation pad.

- Colour effect

Take your photo in Colour, Sepia or Mono.

- Multi shot

Use this to take up to 9 continuous photos.

- Shutter sound

Choose from 3 different shutter sounds, or set it to Silent.

- Factory settings

Changes all settings back to factory settings.

### image gallery

Your photos are stored as thumbnails in your image gallery. From here, you can send them as photo messages, set photos as your wallpaper, and create slide shows containing a series of photos.

To open your **image gallery**, press  and select Gallery. Choose the type of photos you want to view, then press Options to view a list of image gallery options.

# Orange Photo Messaging

Choose from:

- Thumbnail/Enlarge  
View a photo as a thumbnail or enlarge it
- Delete  
Delete a photo
- Send photo message  
Send a photo message
- Set as wallpaper  
Set a photo as your wallpaper
- Slide show  
Create slide shows of your favourite photos
- Rename  
Rename a photo
- Delete all  
Delete all your photos
- Details  
Check the title, size, date and time that a photo was taken.

## send a photo message

To **send a photo message straight from your camera:**

You can send photos as soon as you have taken them.

- 1 Take your photo, then press Send.
- 2 If you want to, you can add text above the photo.  
To change the text mode, press #, then scroll to and select the mode you want to use. When you have finished writing the text, press Done.
- 3 Press Send, then Yes to confirm your choice. If you want to save an unfinished message as a draft, or save a message as a template, press Menu, then select either Save as draft or Save as template.
- 4 Press Select to go to your Address book. Scroll to the contact that you want to send the message to and press Select. To send the message to more than one person, repeat this process. You can add a maximum of 5 contacts.

## Orange Photo Messaging

- 5 Scroll to the bottom of the screen and press Send.

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

- 1 Press Menu and select Messaging, then select Photo message.
- 2 Select Write, then enter Message title, press OK.
- 3 Write your message as normal, then press Done. Select Add image.
- 4 Scroll left and right to move through your stored photos. To add a photo to your message, press OK.
- 5 Press Menu, then select Send. Press Yes to confirm. Send your message in the normal way.
- 6 Enter addresses directly or select entries from Address book.
- 7 Press Menu, then select Send MMS or Send Email.

Sent photo messages are stored in your Outbox.

To **access your Outbox:**

- 1 Press Menu and open Messaging.
- 2 Select Photo message, then scroll to and select Outbox to view sent messages.

### read a photo message

To **read a photo message:**

- 1 When you receive a photo message  is shown on the Active Flip display with the words 1 Messages.
- 2 To read the message immediately, press Menu while in the Home screen, then select Messaging.
- 3 Select Photo message, then scroll to Inbox and press OK.

## Orange Photo Messaging

- 4 Press OK to read the message. Alternatively, press  to view it later. The  symbol will remain on your display until you have read the message.
- 5 To delete the message, press Menu, then scroll to and select Delete.

For quick access to your Inbox at any time, scroll right with the navigation pad while in the Home screen and press Select.

To **delete all the messages in your Inbox**:

- 1 Press Menu while in the Home screen, then select Messaging.
- 2 Select Photo message, then Delete all. Press Yes to confirm your choice.

### create a Photo message template

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

To **create a Photo message template**:

- 1 Press Menu and open Messaging.
- 2 Scroll to and select Templates.
- 3 Press OK to add text, pictures or a signature to your template.
- 4 Press Add, then enter any text that you want in the template and press Done. Scroll to add Image and press Select. Use the navigation pad to move through your photos, and press OK to add one to your template.
- 5 Press Menu, then choose to send, save or delete the template.

# Orange Photo Messaging

## create more memory space by deleting old files

To **check how much memory space you have available:**

- 1 Press Menu and open Messaging.
- 2 Select Memory status.
- 3 Select Text to check how many more text messages you can store, or Picture to see how much memory you have available for pictures or photos.

To **delete an old file:**

- 1 Press Menu and open Messaging.
- 2 Select either Text message to delete a text or Photo message to delete a photo.
- 3 Select Inbox, then scroll to and select the message or photo that you want to delete.
- 4 Press Menu, then Delete message.



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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 Press Menu and select Messaging.
- 2 Select Text message, then Write message.
- 3 A blank screen with a cursor will be displayed. You can now write your text message. To enter text using standard mode you have to press each key the right number of times to get the character you want. For example, to get an O you would press the 6 key three times. For an A you would press the 2 key once. Press 0 for a space. To delete a single character, press C, or hold C to delete whole words. To delete the entire message, press Options and select Clear text. If you want to save a draft of an unfinished message, press Options, then select Save to draft.

- 4 To send your message press Options and select Send to number.
- 5 Enter the number using the key pad, or press Options and select Search to go to your contact list. Scroll to the contact that you want to send the message to and press Select. The number will appear in the screen.
- 6 Press Options, then Send to send the message.

### save time using predictive text

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

To **use predictive text**, press # when you are writing the message until **en 19** is shown at the bottom right of the display.

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

To select a symbol whilst you are writing a message, press attach and select Symbol to choose from symbols available.

When you have finished pressing all of the keys, the word should appear on screen. Press 0 to accept the word and insert a space, or scroll up or down with the navigation pad to view alternative word options.

### save time by using text templates

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

To edit an existing text template:

- 1 Press Menu and open Messaging.
- 2 Scroll to and select Templates.
- 3 Scroll to Text and press OK, then scroll through and select the text template you wish to edit.
- 4 Press Options and select Edit to edit the template.
- 5 To save the edited template, press Options, then Save.

## messaging

To **use a text template**:

- 1 Press Menu and open Messaging.
- 2 Scroll to and select Templates.
- 3 Scroll to Text and press OK, then scroll through and select the text template you wish to use.
- 4 Add any additional text that you want, then send the message in the normal way.

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

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

- 1 Press Menu and select Messaging. Select Text message.
- 2 Select Write message.

- 3 Write your message as normal, then press Attach to access your Media album where your sounds and pictures are stored.
- 4 Choose from:
  - Symbol
  - Picture
  - Animation
  - Sound
  - Text template
  - Phone number
  - Signature
- 5 Scroll through the options and press OK to attach to your text message. Send the message in the usual way.

**Note:** The cost of sending a text picture, sound or animation message is the same as three standard text messages.

### send the same text message to a group of people

Group Text Messaging is a handy feature to use when you need to repeat the same message to more than one person.

- 1 When you have finished writing your message, press Options and select Send to number.
- 2 Enter the number or press Options and select Search to go to your contact list. Scroll to the contact that you want to send the message to and press Select. Their number will appear in the screen.
- 3 Scroll down once and enter a second number in the same way. You can add a maximum of five numbers.
- 4 Send the message in the normal way.

**Note:** The cost to send a text message depends on your Service Plan and you are charged for each person the message is sent to.

### read a new text message

To **read a new text message:**

- 1 When you receive a text message  is shown in the Active Flip display.
- 2 Press Menu, then select Messaging.
- 3 Select Text message, then scroll to Inbox and press OK.
- 4 Press OK to read the message or press  to view it later. The  symbol will remain on your display until you have read the message.
- 5 To delete the message, press Options, then scroll to and select Delete. Select Yes to confirm your choice.

## messaging

**To delete all the messages in your Inbox:**

- 1 Press Menu while in the Home screen, then select Messaging.
- 2 Select Text message, then Delete all. Press Yes to confirm your choice.

# Orange Multi Media services

## Orange Multi Media services

### one click to your new Orange World

Just one click on your new LG L1100 transports you to the latest games, ring tones 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 Orange World, so take the leap and get exploring now!

To **enter Orange World** press the  button on your phone. Orange World will open. Scroll down the page and press Select when you come to a link you want to visit. Why not try one of the following Channels?

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.

Use Channels to personalise your phone by downloading new ring tones, wallpapers, or the latest games, including some of the biggest games around such as Fifa Football and Tiger Woods Golf. You can even send Purple Ronnie greeting cards to send a surprise message to your friends. You can also access services from other providers such as the BBC and RAC.

## Orange Multi Media services

### create your own Orange World

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

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

### find your way using Orange World

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

For example, use Orange World to find the nearest cash point to the pub you arranged to meet your friends in. Once you're there, use the Find feature to 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 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](http://www.orange.co.uk). You can also access a list of alternate email providers, such as Freeserve and Yahoo by clicking Other email services.

## navigating in the browser

Use the navigation pad to scroll up and down through pages, and press the Action key or Select to select options and confirm actions. To **return to the previous page** press **C**.

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

You can access the options menu at any time by pressing Menu.

The full list of options is as follows:

- Home  
This takes you to the Orange World homepage
- Bookmarks  
Allows you to create a shortcut to your favourite sites
- Forward  
This takes you to the previous page
- Go to URL  
Allows you to enter the address of a site that you wish to visit
- History  
Records the sites you have visited

## Orange Multi Media services

- Save items  
Save items on a site
- Snapshots  
This takes a snapshot of the site you are visiting
- Messages  
Access your Messaging menu and be alerted to any new messages while using wap
- Reload  
Reloads the current page refreshing any information that may have changed
- Clear cache  
Deletes any information in the cache
- Advanced  
Change your browser settings
- About  
Browser information.

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

### read your Orange emails

Your LG L1100 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](http://www.orange-today.co.uk) from any PC with Internet access.

### 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.

## Orange Multi Media services

To **bookmark a site**:

- 1 Press Menu in wap.
- 2 Select Bookmarks, then select Mark site.
- 3 Press Save. The page you are visiting will now be added to your list of bookmarks.

To **go to a bookmark**:

- 1 Press Menu in wap.
- 2 Scroll to Bookmarks and press Select.
- 3 Scroll to the bookmark you wish to visit and press Go.

**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.

To **empty your cache**:

- 1 Press Menu in wap.
- 2 Scroll to and select Cache settings, then press Clear cache.

If you lose your GPRS settings simply copy them from this table.

## 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 are doing? Set up Orange text alerts to stay updated on the subjects that interest you.

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

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

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

To cancel an alert dial 277 and follow the prompts.

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

### access information direct from your phone's Orange Plus menu

- 1 Press Menu, then scroll to Orange World and press OK.
- 2 Scroll to Orange Plus and press OK, then select Information. Choose from the following topics:
  - Sport
  - Lifestyle
  - Finance
- 3 You will be offered a further list of options. Scroll to the one you want and press OK.
- 4 Enter the code for your specific information and press OK.

## Orange Multi Media services

5 Choose from the following three options:

- Latest  
Sends you a single text message with the latest information
- All future  
Requests that you are sent regular updates on your chosen subject
- No more  
Cancels the All future option.

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

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](http://www.orange.co.uk/register)

## manage your Orange phone account online

not available to pay as you go customers

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

## 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	<a href="http://orange.multimedia/">http://orange.multimedia/</a>
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.

7

additional  
features

## additional features

### Orange Answer Fax

not available to pay as you go customers

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

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

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

### stay organised using voice notes

Wherever you are, you can **record voice notes**, to remind you of ideas or things to do.

- 1 Press Menu and open Extras.
- 2 Scroll to Voice recorder and press OK.
- 3 Press Options, then select Record new and your phone will start recording straight away. Talk into your phone as you normally would on a call, or hold it so you can see the countdown.

To **listen to voice notes**:

- 1 Press Menu and open Extras.
- 2 Scroll to Voice recorder and press OK.
- 3 Press Options, then select Play.

### calculator

You can use the calculator to help you with your calculations.

- 1 Press Menu and open Extras.
- 2 Scroll to Calculator and press OK.
- 3 Use the number keys and the keys as shown on your display to help you with your calculations.

### unit converter

Use the unit converter to help you with length, area, weight and volume conversions.

To **use the unit converter**:

- 1 Press Menu and open Extras.
- 2 Scroll to Unit converter and press OK.
- 3 Use the scroll and number keys to change the unit of conversion and enter the conversion details.



personalise  
your phone

## personalise your phone

### change your ring tone

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 to use on your phone.

To **change your ring tone**:

- 1 Press Menu and open Profiles.
- 2 Select the profile that you want to activate, then select Personalise.
- 3 Select Ringing tone and scroll through the list to listen to the different ring tones.
- 4 Press Select to choose a new ring tone.

### change the way your phone behaves in seconds

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

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

- 1 Press Menu and open Profiles.
- 2 Select the profile you want to change. Choose from:
  - Vibrate Only
  - Silent
  - General
  - Outdoor
  - Headset
  - Car

## personalise your phone

To **rename and personalise a profile**:

- 1 Press Menu and open Profiles.
- 2 Select the profile that you want to activate, then select Rename.
- 3 Enter a new name for the profile, then press Save.
- 4 Scroll to and select Personalise. Create a profile with your own set of sound settings. Choose from:
  - Incoming alert type
  - Ringing tone
  - Ringing volume
  - Message alert type
  - Message tone
  - Keypad tone
  - Keypad volume
  - Flip tone
  - Effect sound volume
  - Power on/off volume

- 5 Scroll to Activate and press OK to activate your new profile.

### change your wallpaper, colour screen and screen saver

You can personalise the display settings on your phone, to add your personal style.

- 1 Press Menu and open Settings.
- 2 Select Display settings.
- 3 Choose from:
  - Wallpaper  
Choose the image that will be visible in your main display
  - Greeting note  
Key in a note that appears when you switch your phone on

## personalise your phone

- Menu colour

Choose the colour scheme of your menu

- Languages

Choose the display language of your phone

- Backlight

Set how long your backlight stays on after your last key press

- LED Indication

The LED can blink on and off to show whether or not your phone is on

- Network name

You can choose to hide the network name that appears on the main display

### choose your automatic text entry method

You can **choose to turn the T9 predictive text input off:**

- 1 Press Menu, then open Messaging.
- 2 Select Text message, then Write message.
- 3 Press Options, then scroll to and select T9 languages.
- 4 Scroll to T9 off and press OK.

### change the language used on your phone

You can **change the display language on your phone:**

- 1 Press Menu and open Settings.
- 2 Scroll to and select Display Settings.
- 3 Open Languages, then scroll to the language that you want and press Select.

manage  
your time

## manage your time

### change the time and date

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

- 1 Press Menu and open Settings.
- 2 Select Date & Time.
- 3 Scroll to and select Set date or Set time. Use the keys to enter the correct time or date and press Set.

### choose your time and date settings

You can change the way the time and date is shown on your display:

- 1 Press Menu and open Settings.
- 2 Select Date & Time.
- 3 Scroll to and select Time format or Date format. Choose the display format that you want, then press OK.

### alarm clock

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

- 1 Press Menu and open Extras.
- 2 Select Alarm clock.
- 3 Scroll down to move through the fields. Use the keypad to enter numbers and scroll across with the navigation pad to move through different options. Press Set to activate the alarm.
- 4 When the alarm rings, turn it off by pressing Quit.

### add memos and schedules to your calendar to stay organised

Add a schedule when you want to be reminded about something on a specific date and time, for example an important meeting or appointment. You can set schedules to alert you with an alarm tone. Add a memo when you simply need to note something down.

#### To **add a schedule**:

- 1 Scroll across while in the Home screen to Calendar, then press Select.
- 2 Scroll to and select the date that you want to add a schedule to.
- 3 Press Options, then select Add new.
- 4 Enter text using the keypad and scroll through the fields using the navigation pad.
- 5 To add the schedule, press Save.

#### To **add a memo**:

- 1 Scroll across while in the Home screen to Calendar, then scroll down to Memo and press Select.
- 2 Press Add, then enter text using the keypad.
- 3 Press Options, then select Save.



10

games

## games

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

With the full colour screen and excellent sound quality, gaming on your LG L1100 is more fun than ever. You can also download new games to play from Orange using wap when you've completed the games we've already put on your phone.

- 1 Press Menu and open Apps & Games.
- 2 Scroll to Games and press OK.
- 3 Scroll to the game you want to play and press OK.
- 4 When the game has loaded you can start a new game, see the high scores, view the instructions, see the key controls or exit back to the main display.

### wap games

You can access a great selection of games on your phone using your wap 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 wap connection:

- 1 Open the Orange homepage by pressing the Orange World key.
- 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.

## download assistant

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 and open Apps & Games.
- 2 Scroll to Download and press OK.
- 3 Select More applications, then Connect.
- 4 To download an application, select 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.
- 5 Press Select to open an application that has been downloaded to your phone.



# International services

## International services

### Orange International services for pay monthly customers

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

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

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

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

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

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

## International services

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.

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.
- 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.

## International services

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

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

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

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

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

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

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

## International services

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

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

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

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

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

## International services

- 3 Make sure you pack your charger and a three-pin adaptor so you can charge your phone while abroad.
- 4 Make sure that the frequently used numbers in your Address book are saved with the international dialling codes you need, ie, +44 minus the leading zero from the area code for calls back to the UK.

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

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

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

- 1 Press Menu, then select Settings.
- 2 Scroll to Network settings and press OK. Select Automatic for your phone to automatically select a local network.
- 3 Select Manual to choose from a selection of local networks, or Preferred to set a list of networks the phone will try to register with first, before attempting to register to any other networks. Select Band selection to set the network band to between GSM 900/1800 or to GSM 1900.

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 again
- 2 to save your message
- 3 to delete your message
- 7 to rewind 10 seconds
- 8 to skip to the next message
- 9 to fast forward 10 seconds
- # to return the call

### using GPRS abroad

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

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

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



12

ensure your  
phone is secure

## ensure your phone is secure

### Orange Care

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

#### With Orange Care you get:

- Worldwide cover against loss, theft, accidental or malicious damage and handset breakdown
- A replacement phone of the same model despatched within 24 hours of our acceptance of your claim, to any UK address
- The same number and the same service on your replacement Orange phone that you enjoyed on your old one, so you're never out of touch for long
- Great value cover 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 14.

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.

## ensure your phone is secure

### 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 chapter 14 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 0870 607 5544 for more details.

## ensure your phone is secure

### ensure 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

#### 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.

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 open Settings.
- 2 Scroll to Security settings and press OK.
- 3 Select PIN code request.
- 4 Select Enable.
- 5 Enter the preset code of 1111 and press OK.
- 6 You will now need to enter the PIN code every time you turn your phone on.

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

- 1 When you switch your phone on you will see Enter PIN1 in the display.
- 2 Enter the code and press OK. You will see Code accepted on the display and your phone is ready to use.

## ensure your phone is secure

### To **change your SIM Card PIN:**

- 1 Press Menu and open Settings.
- 2 Scroll to Security settings and press OK.
- 3 Select Change codes.
- 4 Scroll to PIN1 code and press OK.
- 5 Key in you current PIN1 code and press OK.
- 6 Key in your new PIN1 code and press OK. Repeat your new PIN1 code to confirm, then press OK.
- 7 You can also change the other security codes.

### secure your phone when idle

- 1 Press Menu and open Settings.
- 2 Scroll to Security settings and press OK.
- 3 Select Phone lock. Choose from:
  - Power on  
You are asked for a password whenever you turn your phone on

- Immediately

The phone locks when it is left idle. If you turn your phone off when it is locked in an idle state, you will need to enter the security code when you turn it back on.

- 4 Select Enable to activate Phone lock.

## ensure your phone is secure

### What are the security codes for?

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

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

reference

## reference

### safety

#### 1 network services

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

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

#### 2 everyday use of your phone

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

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

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

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

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

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

**Remember:** Always give your full attention to driving.

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

#### 4 car kit installation

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

Your mobile phone is a low power radio transmitter and receiver. When it is switched on, it receives and sends out radio frequency (RF) signals. Most modern electronic equipment is shielded from RF signals. However, RF signals may affect

## reference

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.

## reference

### 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.

## reference

### 14 general safety information

- When changing your phone's cover, always switch off the power and disconnect the phone from the charger or any other device. Always store the phone with the covers attached.  
Never use a phone without a cover.
- Remember to always make backup copies of all important data.
- Your phone must be switched on to access games, ring tone composer, calendar, calculator, wap, infrared, timer and other similar features. Do not switch your phone on when mobile phone use is prohibited or when it may cause interference or danger.
- The information or services you have accessed using wap are stored in the cache of your phone, which is a memory used to store data temporarily. You should empty the cache of your phone after each use to ensure that any confidential

information cannot be accessed by anyone using your phone.

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

### 15 phone and battery care

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

- Do not charge the battery when either of your phone's covers are removed.
- Keep the phone and all its parts and accessories out of children's reach.
- Your phone is not water resistant.  
Keep it dry. Precipitation, humidity and all types of liquids or moisture can contain minerals that will corrode electronic circuits.
- Do not use your phone in dusty, dirty areas. Its moving parts can be damaged.
- Your phone is powered by a rechargeable battery. Note that a new battery's full performance may only be achieved after two or three complete charge and discharge cycles.
- The battery can be charged and discharged hundreds of times but it will eventually wear out. When the operating time (talk time and standby time) is noticeably shorter than normal, it is time to buy a new battery.
- Temperature extremes may affect the ability of your battery to charge: allow it to cool down or warm up first.
- Never use any charger or battery which is damaged or worn out.
- Always unplug the charger when not in use. Do not leave the batteries connected to the charger for longer than a week, since overcharging may shorten its lifetime. If left unused, a fully charged battery will discharge itself over time.
- Do not paint your phone as this can clog its moving parts and prevent operation.
- Only use the antenna supplied or an approved replacement antenna. Unauthorised antennae, modifications or attachments could damage the phone and may violate regulations governing use of mobile phones.
- Keep all 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

## reference

(a short circuit can occur if a metallic object such as a coin, clip or pen causes direct connection between the + and - terminals of the battery). Therefore, always take adequate precautions when carrying a spare battery in a purse or pocket.

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

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

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

## radio waves and your phone

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

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

The SAR value for your LG L1100 is 0.638W/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

## reference

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

## reference

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;

## reference

- 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.

## reference

- 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:

## reference

- 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.

## reference

- 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.

## reference

- 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.

## reference

### 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.

### 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.

## reference

### Roaming

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

### Services

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

### 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.

## 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.

## 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.

## reference

### **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;

## reference

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.

## reference

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.

## reference

### **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.

## reference

### 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

## reference

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:

a) included in a mailing addressed to you;

b) in a text message sent by us to your Phone.

c) 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:

a) nominate a User other than yourself while you remain primarily liable to us under your Contract.

b) terminate your Contract on short notice if you have transferred title to your 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:

- a) not the fault of the other party;
- b) indirect and/or not reasonably foreseeable.
- c) loss of business, profits, savings, revenue, use or goodwill 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.

## reference

### 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

## reference

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.

## reference

### 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 Reconnect 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).

## reference

### 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.

## reference

### 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.

## reference

### 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

## reference

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

- 2.3 Orange reserves the right to change these costs, and will publish any changes on [www.orange.co.uk/games](http://www.orange.co.uk/games) Any continued use of the Game after such publication means that you will be deemed to have accepted such changes. You will only be charged for complete downloads. If your download should not be completed you will not be charged.

### **3 the prizes**

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

Orange's decisions regarding prize winners shall be final and no correspondence will be entered into by Orange. Details of winners will be made available by Orange on written request. You must not enter into any unlawful, inaccurate, vulgar or inappropriate detail at the point of registration for the prizes.

### **4 conditions attaching to Prizes**

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

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

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

No cash alternative is available in whole or part.

## 5 general

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

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

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

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

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

## reference

- 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

I hereby declare under our sole responsibility that the product mentioned above to which this declaration relates complies with the above mentioned articles of the directive.

This model complies with the essential requirements of Article 3 of the R&TTE /S/EC Directive, if used for its intended use.

- 1 Health (Article 3.1.a of the R&TTE Directive)
- 2 Safety (Article 3.1.a of the R&TTE Directive)
- 3 Electromagnetic compatibility  
(Article 3.1.b of the R&TTE Directive)
- 4 Efficient use of the radio frequency spectrum  
(Article 3.2 of the R&TTE Directive)

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Orange Customer Services are available 24 hours a day, seven days a week, 365 days a year. Alternatively, visit the Orange website at [www.orange.co.uk](http://www.orange.co.uk) for more details. The three-digit numbers 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

## 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

\* Chargeable services available with your Orange phone.

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

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

# contact Orange

[www.orange.co.uk](http://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