

look at this second

what you can do on your Lisbon from Orange,
once it's up and running



- 1 getting to know your **Lisbon from Orange**
- 2 Orange applications and services
- 3 troubleshooting

loads of great features on your new phone

You're probably dying to get started so we're going to be quick... There are some great things we've added to your **Lisbon from Orange** – stuff like shortcuts, apps and other services we think you'll love. It won't take a sec to flick through...

Or, if you've got a little longer, enjoy the interactive multimedia experience we've put together which shows these Orange apps and services in action, visit www.orange.co.uk/simulators.

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getting to know your
Lisbon from Orange

1


transfer your numbers

it's quick and easy to transfer your numbers. Simply:

- save all your contacts to your old phone's memory
- insert the new SIM Card into your old phone and copy or move the contacts to it
- then insert the new SIM Card (with all your contacts) into your new phone.

Don't worry you won't lose your existing phone number by using the new SIM Card. You can even store up to 200 phone numbers*.

to transfer contacts from SIM to phone:

- 1 Click on  and select Contacts from the homescreen then select Options.
- 2 Choose Phonebook settings.
- 3 Choose Copy contacts and then SIM to phone.

* Dependent on SIM

did you know...

you can choose which contact information is shown in your Address Book list. Simply select Phone or SIM to see those contacts in your Address Book list.

your Lisbon from Orange keep your existing contacts

on the outside



volume keys

press to adjust the volume.

touch panel

touch the screen to make selection or carry out the function.

power key

press to turn your phone on or off.

call key

dials a phone number and answers incoming calls.

shortcuts on your homescreen

We have customised a number of short cuts on your homescreen so you can access them quickly on your phone. On your Lisbon from Orange you can access applications and services.

All it takes is a simple navigation through the icons to open your favourite feature. For more information on these applications and services just read on.



your Homescreen

We have built the Orange Homescreen inside your phone so that you can quickly link to the services you use the most. You can also see at a glance your missed calls or new messages.

quick access

The Homescreen takes you straight to the services you need and love, in as few as two key presses. Whether you want to take a photo, send an email, play a music track or search the internet, the Orange Homescreen makes it easier.

all the options

Each time you select one of the icons, you're presented with a list of options that gives you even more choice. So, for example, when you want to browse Orange World, you can choose to go to the homepage or direct to some of the best parts of the site.



get an overview

Another great feature of the Homescreen is that you can see at a single glance whether you've missed any calls, received any messages or have any live appointments. To get more details, all you need to do is scroll to the relevant icon and click.

come back soon

Whenever you finish using a feature on your phone, you'll be returned to the Homescreen. It will soon become a familiar starting point for exploring the great services that Orange has to offer.

explore the menus

Here are some of the icons you might see...



Music

Listen to music.



Settings

Change your phone to suit your use.



Contacts

View and manage your contacts.



Call history

Get access to all your call history.



Media Album

View and organise all your photos, images sounds and music.



Organiser

Get organised using alarms and calendar.



Camera

Open your camera to take photos or record videos.



Multimedia

Play music and watch videos on your phone.



Messaging

Stay in touch using messaging.



Profiles

Change the way your phone behaves.



Orange World

Check the latest news and sport or access the mobile internet.



Games and Applications

Time to play: Have fun playing with the best games for your mobile

make a call

Making a call is as easy as opening Contacts from the homescreen, scrolling through the list to find the person you want to call and pressing the call key. If you're calling from abroad add the international + symbol and the country code. To change the volume during a call use the volume keys on the left side of your phone.

did you know...

we have over 13 thousand sites across the UK making sure you can make a call just about anywhere you go.





remember...

when calling the UK from abroad to replace the first 0 of the phone number by +44.


send a text message


Text messages are a quick and easy way to keep in touch when you're on the move. Whether you need to send important news, a time to meet, or make someone smile, texts are a great way to communicate. Using predictive text (T9) means the phone will predict the word as you enter it, so you only need to select each character once.


to write a text message;

- 1 Click on  and select Write message from the homescreen.
- 2 A new SMS will open, where you can enter your new message. Click on  to open the virtual keypad. Using predictive text is the quickest way, press  to switch to this mode. A predictive text symbol  will appear in the top left hand corner of the screen. This means that your phone predicts the word as you enter it, so you need only press each button once. For example, to get the word Orange, you would press 6, 7, 2, 6 and 4 once only each.

Select:

 to toggle between upper case, lower case and initial caps

 to insert a symbol

 to insert a space

 to delete a character.

- 3 When you have finished entering your message, press OK then click Add recipient, you can then search through your contacts or enter a new number.
- 4 Select Send.

take a photo or shoot a video

Wherever you have your phone, you can now keep the moment fresh. Your phone's camera can take photos and shoot videos, recording personal moments that you can carry with you forever. You can save, send or delete these pictures or videos using your phone.

to take a picture or record video

- 1 Camera: Click on  and select Camera from the homescreen. Press centre key to take a picture.
- 3 Video: Open the main menu and choose Camera > Video recorder, press centre key to start recording. To stop recording, press .

Your pictures and video clips are automatically saved in Media Album > Images / Videos.

did you know...

as well as recording video, you can also download your favourite clips from Orange World to watch whenever you want. Just open Orange World and follow the links to the video library.

Orange Answer Phone

Your phone comes with Answer Phone as standard, so you don't need to do anything to activate it. To listen to your Answer Phone messages, simply press and hold the 1 key. Listen to the simple steps to save, listen to or delete messages.

When you dial Answer Phone for the first time, you'll be guided through a simple tutorial which will prompt you to set up a personal greeting. If you set up a personal greeting, people are far more likely to leave you messages.

You can change your greeting at any time by calling Answer Phone and selecting option 2 for Greetings.

You should also set up an Answer Phone PIN number for added security and so that

did you know...

You can return calls simply by pressing # while listening to a message - you don't even need to know the caller's number.

You can also set up a temporary greeting to let callers know when you're away on business or holiday.

you can access your messages from another phone or from abroad. Call Answer Phone and select option 3 for Settings and Features, then select option 3 to set up your PIN.

To listen to your messages from any other phone or while abroad call +447973 100 123 and enter your Orange number and PIN then follow the simple instructions to listen to your messages. If you're calling from another Orange phone, call Answer Phone as normal then press the * key to access your own messages.

learn more...

to find out more, including any charges, go to www.orange.co.uk

travelling abroad

when you go abroad you may need to select a partner network to use

- 1 Open the main menu and choose Settings.
- 2 Open Network settings.
- 3 Choose Network selection and New search.
- 4 Your phone will scan for networks and list the results.
- 5 Highlight the network you want to use and press Select to choose.

pay as you go

Running out of credit whilst you're away needn't be a disaster:

- use your nominated credit or debit card and call 450 from your Orange phone
- top-up using a Swipe Card in Ireland, Spain, Portugal, Greece or Italy
- use vouchers bought in the UK and call 450 for free from your Orange phone.

Orange applications and services

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Orange World

Orange World is the gateway to the mobile internet.
It's got a great range of services – all specially designed
for your mobile phone.

Highlights include the latest news,
sport scores, match reports and
headlines and entertainment,
including games, mobile TV,
film details, trailers and 2-for-1
tickets via Orange Wednesdays.
You can even stay in touch with
your mates on Facebook, by email
and on Orange Messenger.



Explore Orange World instantly,
direct from your Homescreen.

It won't cost you anything
to access the homepage and
all the entertainment download
areas are free to browse.

did you know you can...

- listen to a music track
- watch live TV or a video clip
- buy great games or rent for the day
- check live football scores
- see what's on at the cinema
- get directions and find local services
- access the weather forecast
- search the internet.

Whatever you're after, you'll be able
to find it on Orange World.

how much does it cost?

to check costs please go to
[http://orangeworld.co.uk/p/youraccount/
home](http://orangeworld.co.uk/p/youraccount/home)

Ringtagz

Ditch the boring old 'ring ring' your callers hear and entertain them with chart hits, sound FX, movie themes, comedy classics and more.

Add as many Ringtagz to your collection as you like and even pick which callers hear which Ringtag. Why not play a chart track to your best mate, a football chant to your Dad and your favourite TV theme tune to your Granny? With thousands of Ringtagz to choose from you can be sure that there's one to suit each and every caller.

You can find Ringtagz in the Music & Tones section on the Orange World Homepage or by texting **TAGZ** to **83333**.

Terms and conditions:

These will be available at <http://www1.orange.co.uk/mobile/terms#3> and can be accessed via a link on Orange World at point of purchase.

<http://www1.orange.co.uk/mobile/terms#3> Additional Terms with reference to the Orange Ringtagz service (the "Ringtagz Service"): If you change your mobile phone number at any time you will lose all Ringtagz you previously purchased or received as a free promotion as part of the Ringtagz Service. The Ringtagz Service is subject to a £1.00 Monthly Playing Fee. By purchasing a Ringtag, You agree to pay the Monthly Playing Fee until such time as You unsubscribe from the Ringtagz Service as set out below. Ringtagz purchased will be valid for a maximum of 12 months, or as otherwise notified at the time of purchase, unless Orange decides in its sole discretion to remove it from the Ringtagz Service for legal or rights reasons. In the event of such removal, Orange may offer You replacement Ringtagz to the value of the Ringtag which is removed. You can unsubscribe from the Ringtagz Service at any time. The £1 Monthly Playing fee will no longer be charged as from the end of the month in which You unsubscribe. To unsubscribe, call Customer Services on 477 on your Orange phone or go to Orange World. From the Music & Tones Home page, select Ringtagz. From the Ringtagz Home Page select 'manage your Ringtagz' and under Options click on 'suspend service'.


If You are a pre-pay customer and do not have sufficient credit at the time Your Monthly Playing Fee is due, You will continue to receive the Ringtagz Service for a period of 30 days until You top up. If You top up during that time the Monthly Playing Fee will be deducted from Your credit. If You do not top up during that period of 30 days, Your use of all Ringtagz purchased or received as a free promotion will be suspended for a period of 60 further days until either You reactivate the account by purchasing a new Ringtag, or You call Orange customer services on 480. If You do not reactivate Your account during that period of 60 days all Ringtagz purchased or received as a free promotion will be lost.

your Lisbon from Orange a different tune for every caller

send a photo or video message

Once you've taken your photo or shot your video, you can share it immediately with your friends using Orange Photo Messaging or save it to your phone for later use.

to send a photo or video message

- 1 Click on  and select Write message from the homescreen.
- 2 Write your message as normal in the large text field.
- 3 Press Options > Add picture or Add video and then select a local file or take a picture or record a video clip.
- 4 Once you're happy with your message, press OK then click Add recipient, you can then search through your contacts or enter a new number.
- 5 Press Send.

did you know you can...

if the recipient doesn't have a photo or video phone, they receive a password-protected link that directs them to the Orange website where they can see your picture or watch your video.

personalise your phone

Choosing a ringtone and picture for your phone is a great way to make your phone truly individual and to ensure you stand out from the crowd. Your phone has ringtones and pictures stored on it for immediate use and you can also download more from Orange World.

change your ringtone

- 1 Go to the main menu, and select Profiles.
- 2 Choose a profile and press Edit.
- 3 Choose Tone setup, open then select Incoming call.
- 4 Scroll up and down to find a new ringtone.
- 5 Select new ringtone.

change the way your phone behaves

A profile is a phone setting that determines how your phone behaves when, for example, you set your phone to silent when you don't want to be disturbed. Once you have selected a suitable profile, you can customise it to behave in a certain way.

change your wallpaper and screensaver

Your phone comes with a number of pictures. You can also download additional images from Orange World.

- 1 Go to the main menu, and select Settings and then Phone settings.
- 2 To change your wallpaper, scroll to Display, then select Wallpaper. To change your screensaver, scroll to Display, then select Screen saver.
- 3 Browse your Pictures folder and select the image you want to use.

get alerts to your phone

We can send you text alerts on news, sport and other information so you don't have to go looking for updates on the things that are important to you.

We'll send you a text message when your team scores, when a big news story breaks or when the lottery draw takes place. You can also get your horoscope, the weather forecast or a daily joke.

how to sign up:

- dial 277 for free on your phone and choose from the list of options
- you can cancel at any time – just dial 277, go to your alert and pick the cancellation option
- you can also go to Orange Plus on your phone's main menu > Orange World and choose from the list of subjects under the Information heading. You can go there to cancel alerts too.

top alerts:

- lotto results
- goal alerts for your team
- joke of the day
- newsflash
- daily horoscope for your star sign.

Directory Enquiries

calling Directory Enquiries from the UK

One quick call to **118 000** gives you the number you want, day or night. You can access all the UK listed residential and business fixed numbers.

You can:

- request up to three numbers per call, which will automatically be sent to your phone as a text message at no extra cost so you can save the numbers in your Address Book without worrying about writing them down
- get connected directly to the number requested
- receive any international number whilst in the UK by calling **118 880**.

send Directory Enquiries a text

You can also get numbers for the UK and for the following European countries by texting **118 000** if you don't want to call France, Germany, Ireland, Italy or Spain.

Just text the name and country or city of the business or service you want to **118 000**, and we'll text you back with a number. For example 'Hilton, Rome'.

troubleshooting

3

troubleshooting

This section should help if you are experiencing issues with your device or service. In many cases, if you are having problems it is worth switching your phone off and removing the battery for 2-3 minutes to see if there is any improvement – much like re-booting your computer. www.orange.co.uk also provides detailed assistance for many common problems via the Help & Support pages.

coverage problems

Orange tries to provide high quality coverage in all locations, but environmental factors can sometimes limit the user experience. We cannot guarantee indoor usage, although you will usually have no problems. If you have trouble logging on to the network, see if the problem persists in another area and try your SIM in another Orange handset. This will give Customer Services a head-start on diagnosing your problem.

power problems

If you find your device has trouble with switching off or charging, check the gold coloured contacts found between the handset, battery and chargers for any dirt or dust affecting the connection.

The contacts can be safely cleaned, if accessible, using a pencil eraser.

If your phone seems to be using up battery power quicker than expected, please bear in mind additional functions like Bluetooth, Radio, WiFi, 3G access and playing media can all accelerate the consumption of the handset's battery.

data services

Your handset should already be set up and ready-to-go with Orange Picture Messaging, Internet (Orange World) and data connectivity. If you have problems using these services you can retrieve your settings online using the Orange website www.orange.co.uk – Help & Support.

troubleshooting

performance issues and lock-up problems

Your new handset is packed with features, functions and applications to keep you in touch at all times. These can sometimes demand your phone is running at its best. If you find your device is sometimes slowing down or freezing during operation, ensure there resources available for efficient running. Store large media files (videos/pictures) to the external memory where possible and keep at least 10% of shared handset memory free for the phone's operating system.

If problems persist, there may be an update for your phone's operating system available with improvements. You can check www.orange.co.uk and manufacturer's websites for updates.

still experiencing problems?

To help diagnose the problem with your phone as quickly as possible, we will need your IMEI number. Simply type *#06# into your phone and your unique IMEI will appear.

You could also try your SIM Card in another phone to see if the problem stays with the SIM Card or the phone.

Lastly, we may need you to access the phones menu so it might be easier to call us from a different phone to the one you're having problems with.

Simply call customer services on **450** from an Orange Mobile or **07973 100 450** from a non-Orange phone

The information contained in this user guide is correct at the time of going to press, but Orange reserves the right to make subsequent changes to it and services may be modified, supplemented or withdrawn. June 2009.

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