

# JCB ToughPhone TP121 User Manual

# Contents

## **Introduction**

## **Security and performance**

### **1. Getting Started**

#### 1.1 Battery

##### 1.1.1 Installing the battery

##### 1.1.2 Charging the battery

##### 1.1.3 Battery capacity

#### 1.2 Plug and unplug the earphone

#### 1.3 SIM card

##### 1.3.1 Insertion of SIM card

##### 1.3.2 Unlock the SIM card

#### 1.4 Description of the mobile phone

##### 1.4.1 Mobile status icon

##### 1.4.2 View of mobile phone

##### 1.4.3 Specification

##### 1.4.4 Keypad description

##### 1.4.5 Text editing window

### **2. Dial and answer the call**

#### 2.1 Making a call

##### 2.1.1 Direct dial

##### 2.1.2 Making a call from the phone list

##### 2.1.3 Speed dial

#### **2.2 Answering a call**

##### 2.2.1 Answering new call

##### 2.2.2 Adjust the volume

##### 2.2.3 Hands free

##### 2.2.4 End a call

##### 2.2.5 Connecting two calls at the same time

##### 2.2.6 Conference call

##### 2.2.7 Emergency call

### **3. Menu options**

### **4. Time manager**

#### 4.1 Alarm

#### 4.2 Task

#### 4.3 Time and date

#### 4.4 Stopwatch

### **5. User profiles**

### **6. Organizer**

- 6.1 Torch (Flashlight)
- 6.2 Bluetooth
- 6.3 Calendar
- 6.4 Calculator
- 6.5 Unit converter
- 6.6 Currency converter

## **7. Phonebook**

## **8. Messaging**

- 8.1 Write message
- 8.2 Inbox
- 8.3 Drafts
- 8.4 Outbox
- 8.5 MMS
- 8.6 Broadcast message
- 8.7 Templates
- 8.8 SMS settings

## **9. Call center**

- 9.1 Call history
- 9.2 Call settings
  - 9.2.1 Caller ID
  - 9.2.2 Call waiting
  - 9.2.3 Call divert
  - 9.2.4 Call barring
  - 9.2.5 Line switching
  - 9.2.6 Closed user group
  - 9.2.7 Advance settings

## **10. Settings (Main Menu)**

- 10.1 Phone settings
- 10.2 Network settings
- 10.3 Security settings
- 10.4 Connectivity
- 10.5 Restore factory settings

## **11. FM radio**

## **12. Fun & Games**

- 12.1 Internet service
- 12.2 Games

## **FAQs**

## **Maintenance guideline**

## **Important Product Information Guide**

## Brief introduction

Thank you for choosing the JCB Toughphone TP121 cellular phone. You'll find details of all the great features of the phone in this manual. The TP121 is IP67 certified, which means it is dust and waterproof. The phone is rugged enough to withstand a drop of 1.5m onto a hard surface and it floats! It also sports a torch (flashlight), Bluetooth and FM Radio.

Besides supporting basic voice calls and texting the TP121 also has the following:

WAP, hands free, auto redial, blacklist, auto quick, speed dial, calendar, stopwatch, wallpaper, note, time and date, calculator, unit converter, currency converter, phone lock, keypad lock, schedule power on/off.

**Please ensure you read the Important Product Information Guide at the end of this user manual prior to using the product**

## 1 Getting Started

### 1.1 Battery

The battery is in the box with the mobile phone. The battery is **not** fully charged when the mobile phone is purchased. For the first three charge cycles please fully discharge the battery before charging. This will condition the battery and make it perform better.

#### 1.1.1 Installing and removing the battery

Remove the back cover; press the clip  first then take off the rear cover as shown below.



Lift the bottom of the battery and slide the battery out.



When installing the battery, insert the metal teeth at the top of the battery into corresponding slot of the mobile phone. Press the battery firmly in place. Install the battery with the phone switched off.

### 1.1.2 Charging the battery

Insert the charging connector as shown in the picture below:



Plug the charger into the mains supply.  
After charging, take out of the charging connector.

**Battery Use:** When the battery needs charging, the phone will show battery low icon. Please charge the battery, otherwise you may lose any unsaved files. When the battery levels fall below the minimum level the phone will automatically power-off.

While charging an animated icon will appear in the top right corner of the screen. The charger and the mobile phone may become hot during charging. This is normal.

**Warning:**

The stated charging temperature ranges from 0°C to 40°C. Please do not use charging equipment if the temperature exceeds the range. Always use the charger provided by the supplier. Use of an unauthorized charger may be dangerous and breaches the mobile phone's warranty.

### 1.1.3 Battery Capacity

The standby time and talk time of the mobile phone varies with the network conditions, working environment and type of use.

**Warning:**

**You must power off the mobile phone before removing the SIM card. Inserting or removing the SIM card is absolutely prohibited when the external power supply is connected, otherwise SIM card and mobile phone may be damaged.**

### 1.2 Plug and unplug the earphone

An earphone can be inserted into the earphone jack.

## 1.3 SIM card

### 1.3.1 Insertion of SIM

Power off the mobile phone, remove the rear cover and battery. Insert the SIM card correctly in the card slot; re-install the battery and the rear cover of the mobile phone.



### 1.3.2 Unlock the SIM card

In order to prevent unauthorized use, the SIM card can be locked with a PIN code (personal identification code).

If this function is selected, the PIN code must be input correctly each time the mobile phone is powered on.

If preferred SIM card security can be switched off.

If the wrong PIN is entered three consecutive times the phone will be locked by your network operator. The mobile phone will require the PUK code which will be provided by your network operator. If the PUK code input is entered incorrectly 10 times, the SIM card will be permanently barred.

Note:

Your network operator will set a default PIN code (4 to 8 numbers). You should personalize it as soon as possible.

## 1.4 Description of Mobile Phone

### 1.4.1 Mobile Status icons

You can find the information via the icons displayed on the screen.

	Indicates current signal intensity
	Indicates SIM1 is connecting network currently
	Indicates unread short message
	Indicates unread multimedia message and download message
	Indicates divert all voice calls unconditional
	Indicates missed calls
	Current Alert type is : Vibration
	Current Alert type is: Vibration / Or under silent mode
	Current Alert type is: Vib. and ring
	Current Alert type is: Vib. then ring
	Silence mode
	Indicates call on hold
	Indicates keypad is locked
	Indicates earphone has been inserted
	Indicates Bluetooth is activated
	Bluetooth matched earphone
	Indicates Alarm is set
	Indicates current mobile phone circuit
	Stopwatch has been set
	Indicates current battery power

## 1.4.2 View of the JCB TouhPhone TP121

### Keypad Description



### 1.4.3 Specification

Frequency: GSM 900/1800/1900 MHz

Size: 111x49x20mm

Talk time: 180min

Standby time: 130h

LCD: 1.44inch CSTN Screen

Capacity of phone book: 500

Short message capacity: 100

Battery: 650mAh

Temperature: -20degree to 55 degree

Support language: English, French, Spanish, English, Portuguese, German

Mobile phone antenna: Inside antenna

#### IP67 Certified waterproof level :

Waterproof certified to IP67, one meter deep for thirty minutes

Caution: Please keep the battery cover and earphone and USB port in a good sealed condition. **Do not remove any seals while the phone is wet!**

#### 1.4.4 Keypad description:

Keys	Function description
Left soft key 	OK; pop-up menu; short press in the standby screen to enter the main menu.
Right soft key 	Clear; back; short press in the standby screen to enter the Phonebook.
Send key 	Making a call, press <b>Snd</b> key for dialing out; answering a call; in the standby screen press the <b>Snd</b> key to enter the Call history.
End key 	Hang up a call; go back to the standby screen. Short press <b>End</b> key to off/ on the background light; long press <b>End</b> to power on / off the phone
OK key	OK; short press to enter menu screen; short press to select and check the unread message
Navigation key	Left navigation key (L): moving to the left; in the standby screen, press it to switch to the next module clockwise.
	Right navigation key (R): moving to the right; in the standby screen, press it to switch to the module anticlockwise.
	UP/Down navigation key: Moving forward/download; short press in the standby screen to adjust the volume; and move on or back in game screen.
keypad	Input numbers, letters, punctuation; shortpress Number key to enter corresponding menu; long press <b>2-9</b> to speed dial (need set); in the editing screen, short press <b>#</b> key to switch input method; short press <b>*</b> key to enter the symbol choosing interface; long press <b>0</b> key in dial screen to input +, p, w.
Torch	Long press 2 seconds to on/ off torch function
<b>*</b> key	Short press <b>*</b> key to enter the symbol choosing interface;
<b>#</b> key	Long press <b>#</b> key to active Silent mode; in the editing state, short press <b>#</b> key to switch input method;
<b>*&amp;#</b> key	adjust the volume under FM screen

## 1.4.5 Text input and edit window

### Smart ABC/abc input method

When you use smart ABC/abc input method, you only need to press **2-9** to input letters, the phone will provide all possible letters for your choice, for example, press number key **2** twice, it will list “aa” or “ab\ac” etc for your choice, and of course you can keep on inputting letters to reduce the possible results.

### Other grammar

You can select and edit grammar of current language by entering input method menu.

## 2. Dial and answer the call

### 2.1 Making a call

#### 2.1.1 Direct dial

To make a domestic call, in the standby screen, input the phone number (please add the area code for domestic long-distance calls), press **Snd** to make the call.

#### Call extension of fixed number

When calling the extension number of a fixed number, you need to dial the switchboard number and then dial the extension number according to the corresponding voice hints. If you insert “p” between the host number and extension number, the mobile phone will automatically dial the extension number for you.

#### Call an international call

To make an international call, you simply need to input the symbol “+”(long press **0** key), then input the country code and complete phone number that you want to dial.

#### 2.1.2 Making a call from phonebook list

In the Phonebook list, select corresponding contact person and phone number, press **Snd** key to make the call

#### 2.1.3 Speed dial

Enter phonebook → option → phonebook setting → speed dial

On the standby screen, press and hold the number keys and you can automatically dial the number that has been set up. If no speed dial has been set for the number key the mobile phone will respond with “No speed dial number”.

## 2.2 Answering a call

### 2.2.1 Answering new call

Press  to answer an incoming call

### 2.2.2 Adjust volume

You can adjust voice volume by using up/ down key during a conversation.

### 2.2.3 Hands Free

Press right soft key to choose “Hands free”, you can switch conversation between the earpiece and speaker

### 2.2.4 End a Call

Press  or right soft key to end calls

### 2.2.5 Connecting two calls at the same time.

Press **option**, and you can operate as below:

**Swap:** *switch call*

**Conference:** making conference call (network support is required)

**End** single call: hang up the current call.

**End** all calls: hang up all the current calls.

**Transfer** (network support is required): transfer the current call to your designated phone number.

**New call:** input new phone number to dial.

**Phonebook:** enter the phonebook interface.

**Messages:** edit the message to send it.

**Silence:** In silence mode, the caller can't hear anything sound at your side.

**DTMF:** to activate DTMF set to on. If the function is activated, when calling the telephone exchange, you can call the extension in accordance with voice clues; the aforesaid functions are unavailable if the function is off.

### 2.2.6 Conference call

Hold conf. call: hold the current call with members of the conference, then others cannot hear your voice; and the option of Hold conf. call changed to Retrieve conf. call, select it and you can recover normal conference call.

Split: separate the selected member from the conference call.

### 2.2.7 Emergency call

if you are in the network coverage area, even without the SIM card, you are also able to make an emergency call.

Inputting the PIN code or unlock the phone unlocking interface, press **SOS** and you can make an emergency call.

Note:

The emergency call numbers in different countries or regions are different. Please refer to the local numbers for specific emergency service numbers.

### 3 Menu Options

<b>Time Manage</b>	Alarm Task Time and date Stopwatch
<b>User profiles</b>	General Meeting Outdoor Indoor Headset Bluetooth
<b>Organizer</b>	Electric torch Bluetooth Calendar Calculator Unit converter Currency converter
<b>Phonebook-- Option</b>	View Send text message Send multimedia Call Edit Delete Copy Move Send contact Add backlist Caller groups Phonebook setting
<b>Messaging</b>	Write message Inbox Drafts Outbox MMS Boadcast message Templates SMS settings
<b>Call center</b>	Call history-----Missed calls/ Dialedcalls/ Received calls/ Delete call logs/ Call timers/ Call cost/ Text msg. counter/ GPRS counter Call settings Caller ID

	<p>Call waiting  Call divert  Call barring  Line switching  Closed user group  Advance settings-----Blacklist/ Auto redial/ Call time display/ Call time reminder/ Auto quick end</p>
<b>Settings</b>	<p>Phone settings----Schedule poweron/ off; Language; Pref.Input methods; Display; Shortcuts; Dedicated key; Flight mode; Misc. settings( LCD backlight)  Security settings---SIM lock/ Phonelock/ Change password  Connectivity  Restore factory settings</p>
<b>FM radio</b>	<p>Channel list  Manual input  Auto search  Settings</p>
<b>Fun &amp; Games</b>	<p>STK service  Internet service  Games</p>

## 4 Time Manager

### 4.1 Alarm

Select an alarm, enter the settings interface of this alarm, ( You can set a maximum of 5 Alarms most), you can turn on / off this alarm and set the time of the alarm, also, you can set the alarm details such as Alert type etc. ( Enter through Profile options – Customized – tone setting to set the Alert ringtone)

### 4.2 Task

Enter task menu, you can choose “Add” to open a new folder.

If the tasks list has entries, you can activate “option” to operate as below:

**View:** View the item that you choose

**ADD:** You can choose corresponding catalogue to add new task.

**Edit:** Edit the task that you choose

**Delete:** Delete the task

**Delete overdue:** Delete overdue tasks.

**Delete all:** Delete all tasks

**Jump to date:** Switch to the date in valid time range, to view the task.

**Send vCalendar:** Send current task by short message/ Multimedia message/ Bluetooth

**Save as file:** Save current task by file form.

### 4.3 Time and Date

**Time and date:** modify the current city, time, date and the format.

### 4.4 Stopwatch

The stopwatch function, allows you to select the split timing or lap timing and view records that you have saved.

## 5 User profiles

You can change the profile setting ( such as tone settings, volume and alert type etc ) according to your own preferences. The phone provides a set of default profiles including General, Meeting, Outdoor, Indoor, Silent, Headset and Bluetooth. When you insert a headset in the mobile phone, headset mode will be activated automatically.

Press **OK** key, to enter the profile menu.

Press left soft key, enter customized menu, you can select parameters under each profile such as Tone(Incoming call/ Alarm/ Message/ Keypad), Volume, Alert type; Ring type, Extra tone, Answer mode.

Note: Each profiles or volumes will have a different screen icon.

## 6 Organizer

**6.1 Torch (Flashlight):** Press OK key to power on/ off torch.

(Notice: Long press up key to power on / off torch when it's defaulted screen.)

## 6.2 Bluetooth

In the Bluetooth menu you can select the following:

**Power:** turn on/off the Bluetooth function. When Bluetooth function is turned off, all Bluetooth connection are ended. You can transmit and receive data by using Bluetooth when it is switched on

**Visibility:** set on/off visibility of Bluetooth.

**My device:** you can select new device search and pair with another mobile phone, records of previously paired devices will be displayed.

**Search Audio device:** search the hands-free devices

**Change device name:** you can change the phones name.

**Advanced:** you can view my address, set the audio path, storage, sharing permission and remote control.

Note: The received file that transmitted by bluetooth are stored in Received folder automatically.

### How to pair a Bluetooth device and transmit files

To transmit files by Bluetooth under "my device" or other menus: search new device=>input same password as the desired device for pairing=>successfully connected=>select file and start transmitting.

### To make a call with Bluetooth headset

Make sure the Bluetooth headset is fully charged => put the headset to pairing mode (check the manual of Bluetooth headset)=>select "search audio device" or from "my device" to search=> pairing=>successfully pairing, the Bluetooth icon will turn green and you can start to make a call. Note: All the files received by Bluetooth will be default saved to Received file.

## 6.3 Calendar

If you chose the current date you can:

**Check:** View appointments on the day selected.

**Check all:** View all appointments.

**Built new agenda:** you can choose related sort, and edit related information in.

**Delete:** Delete existed appointments.

**Jump to date:** navigate to required date.

**Weekly view (Go to monthly view):** Toggle between weekly and monthly view.

## 6.4 Calculator

The phone has a fully functioning calculator.

## 6.5 Unit converter

The Unit Converter can convert Weight or Length.

## 6.6 Currency converter

This function, if you input the rate and the amount of money in local, you can get the result of the equivalence money of foreign.

## 7 Phonebook

In the Phonebook menu, you can input the name to search for contacts; you can also add new contacts.

**Check:** check the contacts

**Send message:** send a message to current contact.

**Send MMS:** Send a mms to current contact.

**Call:** choose to call the contact.

**Edit:** edit details of the contact.

**Delet:** Delet the current contacts information

**Copy:** choose to copy the current contact to phone/SIM/ file manager.

**Move:** Move the contacts to phone/SIM.

**Send contact:** send the current contact

**Add to blacklist:** add a contact to the blacklist.

**Caller groups:** you can add any contacts to any group of your friends/ family/ colleagues.

**Phonebook setting:** you can choose save the contacts to the phone or to the SIM, input "my number", choose Vcard version, check memory status, and delete contacts.

## 8 Messaging.

**8.1 Write message:** you can press LSK to create a new message, you also can switch to MMS in message editing screen by use the menu key. In the messages screen, the following operations are available:

**8.2 Inbox:** you can view the received messages including SMS and MMS; you can also view, reply, call sender, forward and delete.

**8.3 Drafts:** store the messages before sending.

**8.4 Outbox:** store the messages that have been sent unsuccessfully.

**8.5 MMS:** this function needs to be supported by your SIM card. Please consult your network service provider for specific situations.

### 8.5.1 Write message

In the MMS option, you can perform the following functions: receiver, script, secret script, theme, topic and contents.

When you input the reciever's information, you can input the receiver's phone number directly,

or press "check" from the phonebook. If you want to send one message to multiple contacts,

you just press choose under the receiver option:

**Add numbers:** add receiver's numbers

**Add receiver's email:** add receiver's email address.

**Edit:** edit the receiver's number

**Delete:** move the numbers from receiver's list.

**Delete All:** delete all receiver's numbers from the list

The theme of the MMS can be empty, and the message will be sent as no theme.

In the MMS mode, press "option", you can "add picture, add audio or add attachment"

After completing the message, you can choose to send, save, save to drafts and save to template.

### **8.5.2 Inbox**

When you receive a new MMS , you will be notified you, press read, then it will start the MMS download.

### **8.5.3 Outbox**

You can check an MMS you are editing to the outbox and check , transfer the MMS from the outbox as well.

### **8.5.4 Drafts**

You can save a message to Drafts for editing or sending at a later date.

### **8.5.5 MMS setting**

**Storage status** : you can check the how much memory space you have used.

Note : The MMS size is related to the operator, if the size of MMS is beyond the memory limits, the phone will be unable to receive the MMS successfully.

**8.6 Broadcast message:** you can select the receive mode ( off or on,) choose the language and channel settings.

**8.7 Templates:** you can check for preinstalled message templates or edit from an existing message.

**8.8 SMS setting:** you can select profile setting, check memory status, preferred storage etc.

## 9 Call center

### 9.1 Call history

The call history will display missed calls, dialled calls, received calls and call timers.

Under each record, you can have the option to view, call and send a text message.

**Delete all** :delete all the calls history at one time.

**Call timer** : see how long the last call lasted

**Call cost**: if supported by operator.

**Text message counter**: check how many message you received and sent.

**GPRS counter**: you can check how much data you send and receive, you also can reset this date to zero.

### 9.2 Call settings

#### 9.2.1 Caller ID

You have the option to modify how your calling ID is displayed “ Set by network, Hide ID or Send ID” Set by network is the default in the phone.

#### 9.2.2 Call waiting

If you activate call waiting a new incoming call(whilst in an existing call) will be displayed on the phone screen and you can receive that call normally.

#### 9.2.3 Call divert

This function is used to transfer the call to your designated phone.

#### 9.2.4 Call barring

This function needs network support. Your Network provider will provide the corresponding network password for you activate call barring service.

**9.2.5 Line switching**: switch the phone current line

**9.2.6 Closed user group**: this function need the help from operator.

#### 9.2.7 Advance settings

**Blacklist**: If you select this mode, you can input any numbers that you want to put in the blacklist.

**Auto redial**: you can choose this function mode on or off.

**Call time display**: During your call, displays how long the call lasts.

**Call time reminder**: You can set it remind you in single or periodic.

**Auto quick end**: You can set it auto end a call from 1 s to 9999 s.

## 10 Settings Main Menu

### 10.1 Phone settings

**Time and date:** modify the current city, time, date and the format.

**Language:** you can set the language of the mobile phone.

**Pref. input methods:** there are multiple text input methods to be selected. You can choose one as the default method for text editing.

**Display settings:** you can set display options such as screen saver, main menu effect, show date, show operator name and greeting text.

**Themes:** current menu style.

**Dedicated Key:** you can set the navigation key's function from the list

**Auto update of date and time:** the phone can update time Network.

**Flight mode:** you can set the phone into flight mode.

**Other setting:** you can set the LCD backlight brightness

### 10.2 Network settings

**Network selection:** search new network according to the network searching mode or select the network you need from the network list.

**Preferences:** select and set the preferences of network

### 10.3 Security settings

**SIM lock:** this function can prevent others from using your SIM card without your permission. After the SIM card PIN code is activated, the correct PIN code must be entered when the mobile phone is powered on; otherwise you can only make emergency call.

Note: PIN code is the operating password and relative with the SIM card. The SIM card will be locked, if the PIN code is entered incorrectly 3 consecutive times. At this time, you need the PUK code to unlock the SIM card.

**Phone lock :** This function locks the phone and prevents other people from using the mobile phone without permission (default password is 0000).

**Auto keypad lock :** If this function is activated, when the phone is in standby status the keypad will be locked automatically after the set time. The standby screen will show keypad locked icon. At the left bottom corner of the screen, the word Unlock will appear. To unlock the mobile phone, press left key and "\*" key

**Fixed dial:** if activated, the mobile phone is only allowed to dial telephone numbers from the fixed dial list. . To turn on the function, you need to input your PIN2 code. Please consult your network service provider for specific situations.

Note: When the Fixed dial function is active, the functions of SIM card will be restricted, such as dial call, send SMS, and send MMS.

**Barred dial:** this function needs to be supported by the SIM card. Please consult your

network service provider for specifics.

**Change password:** you can change the password of SIM PIN and SIM PIN2 through the system prompts

## 10.4 Connectivity

**GSM data:** you can choose to edit the GSM account, numbers, user name, password line type, speed, primary DNS.

**GPRS :** you can choose to edit the GPRS account name, GPRS APN, user name, password, Auth.type, primary DNS.

## 10.5 Restore factory settings

The mobile phone will prompt you to input a password (default password is 1122). After running the Restore factory settings, will restore the phone to the factory default settings.

## 11 FM radio

The **FM Radio** has the following features

**Channel list:** display all the channels existing in the list.

**Manual input:** manually input the channels.

**Preset auto search:** automatically search channels and update the current channel list.

**Settings:** set the parameter of FM radio.

Note: Plug in earphone, then press left soft button to the FM radio interface. Press up direction key to start auto search, or left/right direction key to start manual search. Press down direction key to stop FM playback. Press side volume button to adjust volume.

Note: The Earphone acts as the FM receiving antenna. The FM radio can only work with earphone plugged in.

## 12 Fun and Games

### 12.1 Internet services

The Internet Service has the following features :

**Homepage:** you can access the preset website directly.

**Bookmarks:** bookmark is used to save the websites you use most often.

**Recent Pages:** look at the recent browsed history

**Offline pages:** look at pages saved as offline pages.

**Input address:** enter the website editing interface.

**Service inbox:** stored the service message.

**Settings:** enter the Settings menu list and the following functions are available:

*Edit account:* you can edit and activate the selected account for the SIM card. You can surf on the internet only when you set and activate correctly according to your local network.

*Browser options:* set relevant parameters for the browser.

*Service message settings:* turn on/off receiving service message.

*Clear cache:* the sites that you have visited will be stored in the cache of the phone. Select the operation to erase the temporary sites in the cache.

*Clear cookies:* remove the browsed website messages stored in the cache of the mobile phone.

*Trusted certificates:* view trusted certificates.

### 12.2 Games

UFO and tetris games are provided on your phone,

## Frequently Asked Questions

- Q. The mobile phone cannot be powered on
- A. The mobile phone cannot be powered on since the battery power is too low. Please recharge the battery.
- Q. Unable to make some calls
- A. Call barring has been set and barred calls from the mobile phone. Please check and cancel call barring.
- Q. Another person is answering my calls
- A. The mobile phone has been set to divert your calls to another phone number. Please check and cancel call divert.
- Q. The mobile phone cannot find a network
- A. The mobile phone is outside of the network coverage area and calls cannot be made or answered. If you are in a room, try moving closer to the window.
- Q. During operation the mobile phone may display the following : "Please Insert SIM"
- A. You must insert the SIM card before using the mobile phone. If the SIM card has been inserted, please get it out and wipe clean with a dry cloth on the golden region, and then insert the SIM card.
- Q "Emergency"
- A. You are outside the network coverage area of the service provider. But another network area where you locate allows you to make emergency call according to the signal strength.
- Q "Invalid SIM"
- A. The SIM card of the mobile phone is locked and the inserted SIM card is unable to be accepted. Please insert the correct SIM card
- Q. "Please Enter PUK"
- A. The SIM card has been locked since the wrong PIN code has been tried three times. You must consult your network provider for the PUK code with eight numbers to unlock the SIM card (The PUK code may have been provided with your PIN code at the same time).
- Warning: The SIM card will be permanently locked if you input the wrong PUK code for ten consecutive times and you must apply for a new SIM card from your network provider

## Maintenance Guideline

If there is a problem using the mobile phone, please contact your vendor

## Important Product Information Guide

### JCB Toughphone

#### Important Product Information Guide

This *Important Product Information Guide* contains safety and handling for JCB Toughphone.

Look for recycling, disposal, and other environmental information in the *JCB Toughphone User Guide* at: <http://www.jcbphone.co.uk/>

To avoid injury, read all operating instructions and the following safety information before using JCB Toughphone. For detailed operating instructions, read the *JCB Toughphone User Guide* on your JCB Toughphone by visiting <http://www.jcbphone.co.uk/>

#### Important Safety and Handling Information

**WARNING:** Failure to follow these safety instructions could result in fire, electric shock, or other injury or damage to JCB Toughphone or other property.

General Useage : JCB Toughphone has been designed to be significantly more rugged than a normal mobile phone, however it is NOT indestructible.

**Carrying and Handling JCB Toughphone** : JCB Toughphone contains sensitive components Do not drop, disassemble, open, crush, bend, deform, puncture, shred, microwave, incinerate, paint, or insert foreign objects into JCB Toughphone. Do not use JCB Toughphone if it has been damaged—for example, if JCB Toughphone is cracked, punctured, or damaged by water. The screens of JCB Toughphone are made of glass. This glass could break if JCB Toughphone is dropped on a hard surface or receives a substantial impact or is crushed, bent, or deformed. If the glass chips or cracks, do not touch or attempt to remove the broken glass. Stop using JCB Toughphone until the glass is replaced by a JCB Toughphone Authorized Service Provider. Glass cracked due to misuse or abuse is not covered under the warranty.

**Keeping the Outside of JCB Toughphone Clean** Clean JCB Toughphone immediately if it comes into contact with any contaminants that may cause stains, such as ink, dyes, makeup, dirt, food, oils, and lotions. To clean JCB Toughphone, unplug all cables and turn off JCB Toughphone. Then use a soft, slightly damp, lint-free cloth. Avoid getting moisture in openings. Don't use window cleaners, household cleaners, aerosol sprays, solvents, alcohol,

ammonia, or abrasives to clean JCB Toughphone. The front screen surfaces have an oleophobic coating. To remove fingerprints, simply wipe these surfaces with a soft, lint-free cloth. The ability of this coating to repel oil will diminish over time with normal usage, and rubbing the screen with an abrasive material will further diminish its effect and may scratch the glass.

**Dust and Water** The JCB Toughphone is fully tested to meet either IP54 or IP57 specifications (depending on the model). It is very important to note that all of the Toughphone connectors, covers and battery compartment must be correctly fastened and have the correct O-rings fitted to meet the waterproof and dust specifications. Failure to ensure all connector, covers, battery compartment and O rings are correctly fitted will invalidate the warranty. In case JCB Toughphone gets wet turn off JCB Toughphone before cleaning, and allow it to dry thoroughly before turning it on again. Do not attempt to dry JCB Toughphone with an external heat source, such as a microwave oven or hair dryer.

**Repairing or Modifying JCB Toughphone** Never attempt to repair or modify JCB Toughphone yourself. JCB Toughphone does not contain any user-serviceable parts, except for the SIM card, Battery and Battery Compartment. Disassembling JCB Toughphone, including the removal of external screws and back cover, may cause damage that is not covered under the warranty. Service should only be provided by a JCB Authorized Service Provider. If you have questions, a JCB Toughphone Authorized Service Provider.

**Charging JCB Toughphone** To charge JCB Toughphone, only use the JCB Toughphone Connector to USB Cable or a high-power USB port on another device that is compliant with the USB 2.0 or 1.1 standard, or another JCB Toughphone -branded product or accessory designed to work with JCB Toughphone, or a third-party accessory certified to use with JCB Toughphone.

Read all safety instructions for any products and accessories before using with JCB Toughphone. JCB Toughphone is not responsible for the operation of, or any damage caused by, third-party accessories or their compliance with safety and regulatory standards.

When you use the JCB Toughphone USB Power Adapter to charge JCB Toughphone, make sure that the power adapter is fully assembled before you plug it into a power outlet. Then insert the JCB Toughphone USB Power Adapter firmly into the power outlet. Do not connect or disconnect the JCB Toughphone USB Power Adapter with wet hands.

The JCB Toughphone USB Power Adapter may become warm during normal use. Always allow adequate ventilation around the JCB Toughphone USB Power Adapter and use care when handling. Unplug the JCB Toughphone USB Power Adapter if any of the following conditions exist:

- The power cord or plug has become frayed or damaged.
- The adapter is exposed to rain, liquid, or excessive moisture.
- The adapter case has become damaged.
- You suspect the adapter needs service or repair.
- You want to clean the adapter.

**Avoiding Hearing Damage** Permanent hearing loss may occur if the receiver, earbuds, headphones, speakerphone, or earpieces are used at high volume. Set the volume to a safe level. You can adapt over time to a higher volume of sound that may sound normal but can be damaging to your hearing. If you experience ringing in your ears or muffled speech, stop listening and have your hearing checked. The louder the volume, the less time is required before your hearing could be affected. Hearing experts suggest that to protect your hearing:

- Limit the amount of time you use the receiver, earbuds, headphones, speakerphone, or earpieces at high volume.
- Avoid turning up the volume to block out noisy surroundings.
- Turn the volume down if you can't hear people speaking near you.

For information about how to set a maximum volume limit on JCB Toughphone, see the *JCB Toughphone User Guide*.

**Emergency Calls** You should not rely on wireless devices for essential communications, such as medical emergencies. Use of JCB Toughphone to call emergency services may not work in all locations or all operating conditions. Emergency numbers and services vary by region, and sometimes an emergency call cannot be placed due to network availability or environmental interference. Some cellular networks may not accept an emergency call from JCB Toughphone if it does not have a SIM, if the SIM is PIN-locked, or if you have not activated your JCB Toughphone.

**Driving and Riding Safely** Use of JCB Toughphone alone or with headphones (even if used only in one ear) while driving a vehicle or riding a bicycle is not recommended and is illegal in some areas. Check and obey the laws and regulations on the use of mobile devices like JCB Toughphone in the areas where you drive or ride. Be careful and attentive while driving or riding a bicycle. If you decide to use JCB Toughphone while driving, keep in mind the following guidelines:

- **Give full attention to driving or riding and to the road.** Using a mobile device while driving or riding may be distracting. If you find it disruptive or distracting while operating any type of vehicle, riding a bicycle, or performing any activity that requires your full attention, pull off the road and park before making or answering a call.

- **Get to know JCB Toughphone and its features such as Voice Control, Favourites, Recent, and Speaker.** These features help you to place your call without taking your attention off the road. See the *JCB Toughphone User Guide* for more information.
- **Use a hands-free device.** Take advantage of one of the many compatible hands-free accessories available for use with JCB Toughphone. Use of a hands-free device may be required in some areas.
- **Position JCB Toughphone within easy reach.** Keep your eyes on the road. If you get an incoming call at an inconvenient time, let your voicemail answer it for you.
- **Try to plan calls when your car will be stationary.** Assess the traffic before dialing, or place calls when you are not moving or before pulling into traffic.
- **Let the person you are speaking with know you are driving.** If necessary, suspend the call in heavy traffic or hazardous weather conditions. Driving in rain, sleet, snow, ice, fog, and even heavy traffic can be hazardous.
- **Do not text, email, take notes, look up phone numbers, or perform any other activities that require your attention while driving.** Composing or reading texts and emails, jotting down a to-do list, or flipping through your address book takes attention away from your primary responsibility, driving safely.
- **Do not engage in stressful or emotional conversations that may be distracting.** Make people you are talking with aware you are driving and suspend conversations that have the potential to divert your attention from the road.

**Navigating Safely** Do not rely on JCB Toughphone applications that provide maps, digital compass headings, orientation information, directions, or location-based navigation to determine precise locations, proximity, orientation, distance, or direction. These applications should only be used for basic navigation assistance. Maps, directions, and location-based applications depend on data services. These data services are subject to change and may not be available in all geographic areas, resulting in maps, digital compass headings, directions or location-based information that may be unavailable, inaccurate, or incomplete

Do not use location-based applications while performing activities that require your full attention. For important information about driving safety, see the “Driving and Riding Safely” section. Always comply with posted signs and the laws and regulations in the areas where you are using JCB Toughphone.

**For Vehicles Equipped with an Air Bag** An air bag inflates with great force. Do not store JCB Toughphone or any of its accessories in the area over the air bag or in the air bag deployment area.

**Seizures, Blackouts, and Eyestrain** A small percentage of people may be susceptible to blackouts or seizures (even if they have never had one before) when exposed to flashing lights or light patterns such as when playing games or watching video. If you have experienced seizures or blackouts or have a family history of such occurrences, you should consult a physician before playing games (if available) or watching videos

on your JCB Toughphone. Discontinue use of JCB Toughphone and consult a physician if you experience headaches, blackouts, seizures, convulsion, eye or muscle

twitching, loss of awareness, involuntary movement, or disorientation. To reduce risk of headaches, blackouts, seizures, and eyestrain, avoid prolonged use, hold JCB Toughphone some distance from your eyes, use JCB Toughphone in a well-lit room, and take frequent breaks.

**Choking Hazards** JCB Toughphone contains small parts, which may present a choking hazard to small children. Keep JCB Toughphone and its accessories away from small children.

**Repetitive Motion** When you perform repetitive activities such as typing or playing games on JCB Toughphone, you may experience occasional discomfort in your hands, arms, shoulders, neck, or other parts of your body. Take frequent breaks and if you have discomfort during or after such use, stop use and see a physician.

**Potentially Explosive Atmospheres** Turn off JCB Toughphone when in any area with a potentially explosive atmosphere. Do not charge JCB Toughphone, and obey all signs and instructions. Sparks in such areas could cause an explosion or fire, resulting in serious injury or even death.

Areas with a potentially explosive atmosphere are often, but not always, marked clearly. Potential areas may include: fueling areas (such as gas stations); below deck on boats; fuel or 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.

**Using Connectors and Ports** Never force a connector into a port. Check for obstructions on the port. If the connector and port don't join with reasonable ease, they probably don't match. Make sure that the connector matches the port and that you have positioned the connector correctly in relation to the port.

**Accessories and Wireless Performance** Turning on Airplane Mode on JCB Toughphone may eliminate audio interference between JCB Toughphone and an accessory. While Airplane mode is on, you cannot make or receive calls or use features that require wireless communication. Under some conditions, certain accessories may affect JCB Toughphone wireless performance.

Reorienting or relocating JCB Toughphone and the connected accessory may improve wireless performance.

**Keeping JCB Toughphone Within Acceptable Temperatures** JCB Toughphone is designed to be operated in temperatures between 0° and 35° C (32° to 95° F) and stored in temperatures between -20° and 45° C (-4° to 113° F). Low- or high-temperature conditions might temporarily shorten battery life or cause JCB Toughphone to temporarily stop working properly. Leaving JCB Toughphone in a parked vehicle or in direct sunlight can cause JCB Toughphone to exceed these storage or operating temperature ranges. Avoid dramatic changes in temperature or humidity when using JCB Toughphone as condensation may form on or within JCB Toughphone.

When you're using JCB Toughphone or charging the battery, it is normal for JCB Toughphone to get warm. The exterior of JCB Toughphone functions as a cooling surface that transfers heat from inside the unit to the cooler air outside.

**Exposure to Radio Frequency Energy** JCB Toughphone contains radio transmitters and receivers. When on, JCB Toughphone receives and sends out radio frequency (RF) energy through its antennas. The JCB Toughphone cellular antenna is located at the bottom edge of JCB Toughphone, to the left of the Home button. The Wi-Fi and Bluetooth® antenna is located at the top edge of JCB Toughphone, to the right of the headset jack.

For optimal mobile device performance and to be sure that human exposure to RF energy does not exceed the FCC, IC, and European Union guidelines, always follow these instructions and precautions: When on a call using the built-in audio receiver in JCB Toughphone, hold JCB Toughphone with the dock connector pointed down toward your shoulder to increase separation from the antenna. When using JCB Toughphone near your body for voice calls or for wireless data transmission over a cellular network, keep JCB Toughphone at least 15 mm (5/8 inch) away from the body, and only use carrying cases, belt clips, or holders that do not have metal parts and that maintain at least 15 mm (5/8 inch) separation between JCB Toughphone and the body.

JCB Toughphone is designed and manufactured to comply with the limits for exposure to RF energy set by the Federal Communications Commission (FCC) of the United States, Industry Canada (IC) of Canada, and regulating entities of Japan, the European Union, and other countries. The exposure standard employs a unit of measurement known as the specific absorption rate, or SAR. The SAR limit applicable to JCB Toughphone set by the FCC is 1.6 watts per kilogram (W/kg), 1.6 W/kg by Industry Canada, and 2.0 W/kg by the Council of the European Union. Tests for SAR are conducted using standard operating positions (i.e., at the ear and worn on the body) specified by these agencies, with JCB Toughphone transmitting at its highest certified power level in all tested frequency bands. Although SAR is determined at the highest certified power level in each frequency band, the actual SAR level of JCB Toughphone while in operation can be well below the maximum value because JCB Toughphone adjusts its cellular transmitting power based in part on proximity

to the wireless network. In general, the closer you are to a cellular base station, the lower the cellular transmitting power level.

JCB Toughphone has been tested and meets the FCC, IC, and European Union RF exposure guidelines for cellular, Wi-Fi, and Bluetooth operation

JCB Toughphone's SAR measurement may exceed the FCC exposure guidelines for body-worn operation if positioned less than 15 mm (5/8 inch) from the body (e.g., when carrying JCB Toughphone in your pocket).

If you are still concerned about exposure to RF energy, you can further limit your exposure by limiting the amount of time using JCB Toughphone, since time is a factor in how much exposure a person receives, and by using a hands-free device and placing more distance between your body and JCB Toughphone, since exposure level drops off dramatically with distance.

**Additional Information** For more information from the FCC about exposure to RF energy, see: [www.fcc.gov/oet/rfsafety](http://www.fcc.gov/oet/rfsafety) The FCC and the U.S. Food and Drug Administration (FDA) also maintain a consumer website at [www.fda.gov/Radiation-EmittingProducts/RadiationEmittingProductsandProcedures/HomeBusinessandEntertainment/CellPhones/default.htm](http://www.fda.gov/Radiation-EmittingProducts/RadiationEmittingProductsandProcedures/HomeBusinessandEntertainment/CellPhones/default.htm) to address inquiries about the safety of mobile phones. Please check the website periodically for updates.

For information about the scientific research related to RF energy exposure, see the EMF Research Database maintained by the World Health Organization at: [www.who.int/peh-emf/research/database](http://www.who.int/peh-emf/research/database)

**Radio Frequency Interference** Radio-frequency emissions from electronic equipment can negatively affect the operation of other electronic equipment causing them to malfunction. Although JCB Toughphone is designed, tested, and manufactured to comply with regulations governing radio frequency emission in countries such as the United States, Canada, the European Union, and Japan, the wireless transmitters and electrical circuits in JCB Toughphone may cause interference in other electronic equipment. Therefore, please take the following precautions:

**Aircraft** Use of JCB Toughphone may be prohibited while traveling in aircraft. For more information about using Airplane Mode to turn off the JCB Toughphone wireless transmitters, see the *JCB Toughphone User Guide*.

**Vehicles** Radio frequency emissions from JCB Toughphone may affect electronic systems in motor vehicles. Check with the manufacturer or its representative regarding your vehicle.

**Pacemakers** The Health Industry Manufacturers Association recommends that a minimum separation of 15 cm (6 inches) be maintained between a

handheld wireless phone and a pacemaker to avoid potential interference with the pacemaker. Persons with pacemakers:

- Should *a/ways* keep JCB Toughphone more than 15 cm (6 inches) from the pacemaker when the phone is turned on
- Should not carry JCB Toughphone in a breast pocket
- Should use the ear opposite the pacemaker to minimize the potential for interference

If you have any reason to suspect that interference is taking place, turn JCB Toughphone *off* immediately. (Press and hold the Sleep/Wake button until the red slider appears, then drag the slider.)

**Hearing Aids** JCB Toughphone may interfere with hearing aids. If it does, consult the hearing aid manufacturer or your physician for alternatives or remedies.

**Other Medical Devices** If you use any other personal medical device, consult the device manufacturer or your physician to determine if it is adequately shielded from radio frequency emissions from JCB Toughphone.

**Health Care Facilities** Hospitals and health care facilities may use equipment that is particularly sensitive to external radio frequency emissions. Turn JCB Toughphone off when staff or posted signs instruct you to do so.

**Blasting Areas and Posted Facilities** To avoid interfering with blasting operations, turn off JCB Toughphone when in a “blasting area” or in areas posted “Turn off two-way radio.” Obey all signs and instructions.