GSM Dual-Band GPRS Digital

Mobile Phone
User Manual

The manual is applicable for the U5100 mobile phone.

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Let’s get started

Thanks for choosing the ZTE U5100. It’s a GSM dual band GPRS digital mobile phone, which we’ll simply call ‘phone’ from now on.

If you’d like your phone to live a long and fruitful life, please read this guide carefully and keep it for future reference. You never know when you might need it.

And don’t worry if the pictures we use to demonstrate your phone’s functions look a little different from what you see on its screen. It’s the functions they show that matter.

Lost or stolen?

If your phone goes missing, please tell your service provider as soon as you know. That way other people can be barred from using it.

Obviously, it’s best to keep your phone with you at all times, and we’d strongly advise you to set a PIN, and change it from time to time.

Using your phone safely

on the road

- Using a phone while driving is illegal in many countries. Please follow local laws and drive safely at all times.

near sensitive electronics

- Don't use your phone near sensitive electronic equipment – particularly medical devices such as pacemakers – as it could cause them to malfunction. It can also interfere with the operation of fire detectors and other automatic-control equipment.
- For more information about how your phone affects pacemakers or other electronic equipment, please contact the manufacturer or your local distributor.
- Your phone may cause interference when used near TVs, radios or automated office equipment.

while flying

- Your phone can cause interference with aircraft equipment. So it’s essential you follow airline regulations. And if airline personnel ask you to switch off your phone, or disable its wireless functions, please do as they say.

in hospital

- Your phone may interfere with the normal operation of medical equipment. Follow all hospital regulations and turn it off when you’re asked to by posted warnings or medical staff.

at a petrol station

- Don’t use your phone at petrol stations. In fact, it’s always best to switch off whenever you’re near fuels, chemicals or explosives.

around water

- Keep your phone away from water (or any other liquid). It’s not a waterproof model.

making repairs

- Never take your phone apart. Please leave that to the professionals. Unauthorised repairs could break the terms of your warranty.

broken antenna

- Don’t use your phone if the antenna is damaged, as it could cause injury.

around children

- Keep your mobile out of children’s reach. It should never be used as a toy and it might not be good for their health.

original accessories

- Only use the original accessories supplied with your phone or those approved by the manufacturer. Using unapproved accessories may affect performance, make the warranty void, break national regulations on the use of mobile phones, or even cause injury.

near explosives

- Turn off your phone in or near areas where explosive materials are used. Always obey local laws and turn off your phone when requested.

emergency calls

- To make an emergency call your phone must be turned on and in an area where there's network coverage. Dial the national emergency number and press 'send'. Explain exactly where you are and don't hang up until help has arrived.

working temperature

- The working temperature for the phone is between 0℃ and 40℃. Please don't use the phone outside the range. Using the phone under too high or too low temperature might cause problems.

At very high volume, prolonged listening to a mobile phone can damage your hearing.

Battery care and safety

- Keep the battery in a cool, ventilated place and out of direct sunlight.
- Although the battery is rechargeable, it’ll eventually start to lose its ability to recharge. If you find that the battery won’t recharge, it’s time to replace it.
- Please don’t throw old batteries into your household rubbish. You’ll find there are special bins for batteries at refuse collection points. And some high street electrical stores provide a battery recycling service too.
- Never throw the battery into a fire – it’s highly inflammable and could explode, hurting you or somebody else.
- When you put the battery into your phone, there’s no need to use force. Exerting too much pressure could make it leak, overheat, explode or burst into flame.
- Never take the battery apart. This may result in leakage, overheating, explosion or fire.
- If the battery becomes hot, changes colour or shape at any time (when in use, charging or even while in storage) please stop using it immediately and replace.

- Keep the battery dry. Damp or wet conditions can cause it to overheat or corrode.
- Don't leave the battery in direct sunlight or anywhere really hot, like in a car on a summer's day. That could make it leak or overheat, while lowering its performance and shortening its life.
- Don't charge the battery continuously for 24 hours. Overcharging is not good for it.

Note:

Please avoid contact with the materials inside a damaged or leaking battery. If they get on your skin, wash with lots of water and seek medical assistance if required.

Charger care and safety

- Only plug into voltages between 110VAC and 220VAC. Using a voltage outside that range can damage the phone/charger – and cause the battery to leak or catch fire.

- Never short-circuit the charger – this may cause electrocution, overheating or damage.
- Don’t charge the phone in direct sunlight or in an area where it’s damp, dusty, or on a vibrating surface. And charging your phone near – or on – a TV or radio could interfere with transmission.
- Don’t use the charger if the power cable is damaged. It may cause a fire or give someone an electric shock.
- Keep water well away from the charger. If the charger does get splashed by water, or any other kind of liquid, immediately unplug it to avoid overheating, fire or electrocution.
- Don’t take the charger apart. It could cause injury, give you an electric shock or catch fire.
- Never touch any charger, electric cable or socket with wet hands.
- Don’t place heavy objects on the electric cable.
- If the cable is damaged, don’t try to mend it yourself – it could cause a fire or electrocute you.
- Always unplug the charger before you clean it.

- When unplugging the charger, hold the plug itself, rather than pulling on the cable. A damaged cable can cause electrocution or fire.

Getting to know your phone

Receiver

Navigation keys and OK key

In idle mode:
Up key: Write SMS&MMS
Down key: File manager
Left key: VIVO Chip
Right key: Calendar
OK key: Enter main menu

Left/right soft

Carries out the operations at the left-bottom/right-bottom corner of the screen.

Send key

Dial a number or receive incoming calls; In idle mode, press the key to view all recent

End key

Delete key

Function key

Switch the input of the symbols located on the upper part and

Lock key

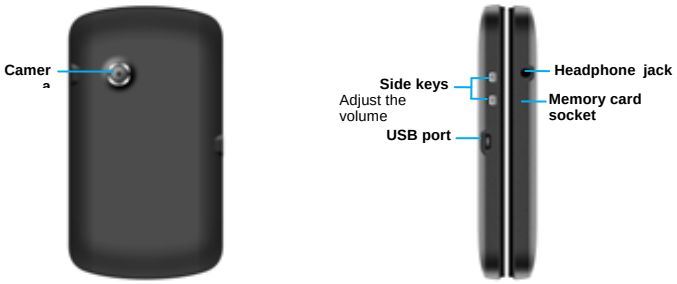
Press it to switch the input method, and hold it to quickly lock

Caps lock k

Space Key

Symbol key

When editing the text, press it to switch to the symbol input method; In idle mode, hold it to quickly switch to General mode or Silent mode.



Note:

Your phone might look a little different.
In this user guide, 'press' means pressing the key and then releasing.
'Hold' means pressing and holding the key for two seconds or

more.

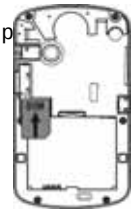
Onscreen icons

Icons	Descriptions	Icons	Descriptions
	Show the phone's network signal strength.		Show the phone's battery capacity.
	Calling or in call		You have missed calls.
	You have unread MMS.		You have unread SMS.
	The ringing type is set to Ring.		A clock alarm is active.
	The ringing type is set to Vibration and ring tone.		The ringing type is set to Vibration.
	Bluetooth® on		Audio player on
	The keypad is locked.		Keypad unlocked

Inserting and removing the SIM

Your phone needs a valid SIM card to work (…To keep it simple, we'll just call it 'SIM' from now on). Your network connection data and your SIM address book are saved on the SIM. So, to avoid damaging your SIM or losing data, try not to touch the metal surface when you're handling it – and keep well away from any magnetic or electric source.

here's what you do…



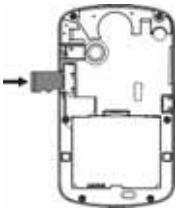
1. Switch off your phone and disconnect any external p
2. Remove the back cover and then the battery.
3. Hold your SIM on the cut corner, and slide it – face down – into the card holder.
4. Insert the battery.
5. Replace the back cover.

Inserting and removing a memory card

Note:

Removing or inserting a memory card when your phone is turned on could not only damage it and your phone, but also destroy any data saved on the card.

1. Remove the back cover and insert the memory card at the right side of the phone.
2. Push tightly until the card is installed in the right position and replace the back cover.
3. Before you take out the card, please open the back cover and press the card inward to unlock.



Using the battery

Inserting the battery

1. Open the battery cover on the back of your phone.
2. Align the battery's contact points with those of the phone and gently press the battery down into place.
3. Replace the battery cover clicking it back into position.

Removing the battery

1. Switch off your phone.
2. Open the battery cover.
3. Lift the battery up and out of your phone.

Charging the battery

The rechargeable Li-ion battery that comes with your phone is ready to use, but is not charged. That’s easy to do. We’ll show you how below.

The first three times you use the battery, make sure it’s completely drained before recharging. And then recharge it fully. That will help to ensure its optimum performance and a long life.

1. Connect the charger to your phone, and plug it into an 110V/220V socket.

2. The battery indicator in the corner of the screen will scroll to show you it's charging. If the phone's battery has been fully drained, the battery indicator may not immediately appear on the screen when charging starts. And please don't worry if the phone and charger become warm while charging. That's completely normal.
3. When fully charged, the battery indicator will stop scrolling up and down.
4. Disconnect the charger from your mobile, and unplug.

Power on/off

Press the power key until the power-on/off icon appears.

When you turn your phone on, it'll automatically check the SIM and show the following information on screen:

- **Input phone lock code**: If you've set a lock code.
- **Input SIM PIN**: If you've set a PIN for your SIM.

Note:

The PIN is supplied with your SIM. Please replace it with your

own PIN code as soon as possible. Enter the wrong PIN three times, and your SIM will be locked. Then you'll need to contact your network service provider to ask for a PUK code to unlock it.

- **Searching**: The mobile phone will search for the available network.

Using your phone

Select ‘Menu’ to enter the main menu…

Calls
Loja Vivo
Downloads
- Vivo Downloads
- Java Games & Apps
- Java settings
- Java default security
- Other Games

VIVO Chip
Tools
- Calendar
- Tasks
- Alarm
- World clock
- Calculator
- Unit converter
- Currency

Play
- Vivo Play
- Images
- Tones

Phonebook
Camera
- Camera
- Video recorder

Messages
- Email
- Write SMS & MMS
- Inbox
- Drafts
- Outbox
- Sent messages
- Archive
- Delete messages
- Broadcast messages
- Templates
- Message settings
- Text message counter

Multimedia
- File manager
- Camera
- Gallery
- Video recorder
- Video player
- Audio player
- Sound recorder
- FM radio

User Profiles
- General
- Meeting
- Outdoor
- Indoor
- Headset
- Bluetooth®

WAP
- STK service
- Internet service
- Licence manager

MSN
Settings
- Phone settings
- Call settings
- Network settings
- Security settings
- Connectivity
- Restore factory settings
- Sound effects
- Version information

converter
Stopwatch

Common functions

Making and receiving calls

making a call

- **Direct dial**: In idle mode, press the numeric keys to input the telephone number and press Send key to dial.
- **Dialling from the Contacts**: In idle mode, press right soft key to enter ‘Contacts’, then select your contact and press the Send key to dial.
- **Dialling from call logs**: In idle mode, press the Send key to enter the list of call logs, select the call log, and press the Send key to dial.
- **Saving a number**: On the dialling screen, type in a contact's phone number, select ‘Save’ to save it as a new entry, or save it over an existing entry.
- **Dialling an extension**: Sometimes you can’t dial an extension directly. If this happens, dial the direct line first, press ‘p’ key and then dial the extension number.

- **Dialling international calls**: To make an international call, press ‘+’ key and ‘+’ appears. Now you can dial anywhere in the world, without even having to enter the international dialling code.

Receiving a call

Someone’s calling? Press the Send key to answer.

Adjusting the volume

During a conversation, you can raise or lower the volume by using the side keys. And in idle mode, you can use the side keys to adjust the keypad volume.

Hands-free

Select ‘H-Free’ to use your phone hands-free. Select ‘H-Held’ to be hands-on again.

Call options

Need to multitask while you’re on a call? Just select ‘Options’ if you want to access your contacts, messages, or other functions.

Sending messages

1. In idle mode, select ‘Menu’ to enter the main menu, then select ‘Messages’→‘Write SMS & MMS’ to edit the message text.
2. Add the recipient: input the recipient’s number and select the recipient from “Contacts”.
3. Writing your message:
   - If you want to add a picture, sound, video… select ‘Options’ followed by ‘Add picture’, ‘Add sound’ or ‘Add video’ or whatever you want.
   - If you want to send a multimedia message, please select ‘Switch to MMS’.
4. After editing the message, select ‘Send’ to send the message.
5. Finally, select ‘Send’ and the message will be on its way.

Viewing messages

Your phone is very versatile. According to what you’ve selected, it can tell you that you’ve received a new message in three different ways: a ringtone, a prompt, or a new message icon.

Press the OK key to open your inbox and read the message:

1. In idle mode, press ‘Menu’ to select ‘Messages’ → ‘Inbox’.
2. All your received messages will be displayed on the screen. Use the Up/Down key to select the message, and select ‘View’ to see the content.
3. Then go to ‘Options’ to select ‘Reply’, ‘Forward’, ‘Delete’, or whatever you want to do…

Adding a new contact

1. In idle mode, select ‘Menu’ and go to ‘Contacts’.
2. If you’d like to add a new contact to your phone memory, simply select ‘Add new contact’. Then you can enter all the details you want.
3. If you’d prefer to add a new contact to the SIM memory, select ‘Options’→‘Contact settings’→‘Preferred storage’→‘SIM’. There you can add the name, number and details, etc.
4. Select ‘Save’ when you’re happy with what you’ve done.

Sending and receiving Email

You can send and receive Emails over the GPRS network after the mobile phone has connected to the mail server. You have to change the following settings before using Emails. For different email providers, the settings may be slightly different. Please consult your email provider. The following guide is for your reference only.

1. In idle mode, press the OK key and then select 'Email' → 'Email accounts setup'
2. Select 'Options' to create a new account.

- **Email address**: input your E-mail address, e.g., abc@gmail.com
- **User name**: you can remove the mail server name and just keep 'abc', for example.
- **Password**: the logon password you have set for your email account.

3. Return to 'Email accounts setup', select the newly created account, and press 'Options' → 'Activate'.
4. After settings, you should be able to send/receive mails.

Using your phone as memory

Make sure the memory card is installed and your phone is switched off, then connect the phone to your PC with the USB data cable, and switch your phone back on. Then select ‘Mass storage’, and you can use your phone as extra memory.

Main function list

In idle mode, select ‘Menu’ to enter the main menu. Those marked with ‘*’ need support from network operators.

Function	Description	Operation
View call history	See who’s recently called you, who you’ve called and which calls you’ve missed.	Calls→All calls/Dialled calls/ Received calls/ Missed calls
Delete a call log	Delete a call log.	Calls→Select one call log →Options→Delete
View call duration	See how long your previous call – dialled or received – lasted.	Calls→Options→Advanced→ Call time
Loja Vivo	Log on to Loja Vivo’s website.	Loja Vivo
Vivo Chip	Log on to Vivo Chip’s website.	Vivo Chip
Calendar	See what’s on your calendar.	Tools→Calendar
Tasks	Add or see things you’ve got to do.	Tools→Tasks
Alarm	Set multiple alarms or the power-off alarm.	Tools→Alarm
World clock	Check the current time in different cities around the world.	Tools→World clock

Function	Description	Operation
Calculator	Do your sums on your phone.	Tools→Calculator
Unit converter	Convert basic units, such as inches to centimeters.	Tools→Unit converter
Currency converter	Set the exchange rate and convert your currency to a foreign currency – or vice-versa.	Tools→Currency converter
Stopwatch	See how long it takes – whatever 'it' may be.	Tools→Stopwatch
VIVO Busca	Log on to VIVO Busca's website.	VIVO Busca
View contacts	Browse all contacts in your Address book. To find a contact, input the first letter of their name.	Phonebook→View contacts among All contacts, SIM contacts, Group contacts and Phone contacts
Add contacts	Save the telephone number and name.	Phonebook→Add new contact
Edit contact	Edit the information on an existing contact.	Phonebook→Select one contact →Options→Edit
Copy contacts	Copy all contacts from your SIM to phone or from phone to SIM.	Phonebook→Move the highlight to Add new contact→Options→Contact

Function	Description	Operation
		Settings→Copy contacts
Move contacts	Move all contacts from SIM to phone, or from phone to SIM.	Phonebook→Move the highlight to Add new contact→Options→Contact Settings→Move contacts
Delete all contacts	Delete all contacts in SIM or phone.	Phonebook→Move the highlight to Add new contact→Options→Contact Settings→Delete all contacts
Preferred storage	Select the preferred storage as phone or SIM.	Phonebook→Move the highlight to Add new contact→Options→Contact settings→Preferred storage
Speed dial	Assign up to 8 phone numbers to keys 2-9. In idle mode, hold the key number that corresponds to your desired contact.	Phonebook→Move the highlight to Add new contact→Options→Contact settings→Speed dial
Caller groups	Divide the contacts into different groups. You can only add/delete group members when they're saved in	Phonebook→Caller groups

Function	Description	Operation
	your phone's memory.	
Email	Send and receive E-mails.	Messages→Email
Send message	Send text messages/multimedia messages to other mobile phones.	Messages→Write SMS & MMS
View message	Read the messages (received, unsent, saved and sent).	Messages→Inbox/ Drafts /Outbox /Sent messages
Delete message	Delete the messages in your Inbox, Outbox, Sent messages, Drafts or all messages.	Messages→Delete messages
Broadcast messages*	Receive messages from a network operator.	Messages→Broadcast messages
Templates	Choose the template for a text or multimedia message.	Messages→Templates
Voicemail*	A caller can leave a message and you can listen to it in your voicemail.	Messages→Message settings→Text message→Voicemail server In idle mode, hold '1' key to call the first voicemail number.
Check memory status	Check the memory status for text messages on your SIM card and phone.	Messages→Message settings→Text message→Memory status

Function	Description	Operation
Preferred storage	Save messages on the SIM card or phone.	Messages→Message settings→Text message→Preferred storage
File manager	View files saved on the phone or memory card.	Multimedia→File manager
Camera	Capture digital photos.	Multimedia→Camera
Gallery	Browse photos saved on your phone and memory card.	Multimedia→Gallery
Video recorder	Record video files.	Multimedia→Video recorder
Video player	See and play your video files.	Multimedia→Video player
Audio Player	Play the audio file.	Multimedia→Audio Player
Sound recorder	Record audio files.	Multimedia→Sound recorder
FM radio	Listen to FM broadcasts.	Multimedia→FM radio
Internet service	Get access to WAP service.	WAP→Internet service
Windows	Log on to Windows Live.	Windows Live

Function	Description	Operation
Live		
User profiles	Personalise your phone settings, such as ringtone, volume, etc. according to where you are and what you're doing.	Settings→User profiles→Select Profile (General/Meeting, etc.)→Activate
Date and Time	Set the date and time displayed on the phone.	Settings→Phone settings→Date and time
Key vibrate	Turn on/off key vibrate.	Settings→Phone settings→Key vibrate
Schedule power on/off	Set a time for your phone to power on/off automatically.	Settings→Phone settings→Sched. power on/off
Language	Select the menu language.	Settings→Phone settings→Language
Auto date and time update	Choose whether the date and time updates automatically.	Settings→Phone settings→Auto update of date and time
LCD backlight	Set the backlight time and brightness.	Settings→Phone settings→Misc. settings→LCD backlight
Call waiting	Activate this if you want to be prompted about incoming calls.	Settings→Call settings→Call waiting

Function	Description	Operation
Call divert	Divert incoming calls to another designated number.	Settings→Call settings→Call divert
Call barring	Set the outgoing call restriction or incoming call restriction.	Settings→Call settings→Call barring
Auto redial	Set your phone to automatically redial a number if your call is not answered.	Settings→Call settings→More→Auto redial
Network settings	Select a network and set GPRS connection.	Settings→Network settings
SIM lock	Activate your PIN to prevent unauthorised use of your SIM. Please replace it with your own PIN as soon as possible.	Settings→Security settings→SIM lock
Phone lock	Stop others using your phone. The default phone lock password is 1122.	Settings→Security settings→Phone lock
Keypad lock	Prevent accidental operation of your phone.	Settings→Security settings→Auto keypad lock In idle mode, hold **key** to lock the keypad. Press **OK key and** **key** to unlock.

Function	Description	Operation
Fixed dial	When this is activated, you can only call numbers on the fixed dial list.	Settings→Security settings→ Fixed dial
Bluetooth®	Exchange data with other Bluetooth® devices. Also listen to music or talk hands-free with a Bluetooth® headset.	Settings→Connectivity→Blueto oth®
Data account	View the Data account.	Settings→Connectivity→Data account
Restore factory settings	Restore the settings your phone had when it first came out of the box.	Settings→Restore factory settings
Version information	View phone's software and hardware version.	Settings→Version information

Note:

When copying files from a PC to a memory card, make your life easier by putting them in the relevant folder. For example, music files should go in the 'My Music' folder and video files in the 'Videos' folder .

Input what you want, how you want…

With your phone you can write in: capitals (ABC); lower case (abc); numbers (123) or even in symbols!

Here's how to make those choices…

Switch input method	Press key to change the input method.
Insert a space	Press under any input method (except for 123 input method).
Delete	Press to delete anything (letter by letter or number by number) in front of the cursor or hold to delete everything.
Input ABC/abc	Each key is used to input multiple letters. Rapidly press the key until the letter you want appears.
Input letters and common symbols	There are two symbols on the keys. In ABC /abc method, press the key to input the symbol located on the lower part of the key; press key and then press the key to input the symbol located on the upper part of the key; press key twice and then press the key to continuously input the symbol located on the upper part

	of the key.
Input numbers	After selecting the 123 input method, choose the numbers you want.
Input symbols	Press to open the symbols keypad and select symbols.

Appendix

Care and maintenance

Your phone is a delicate device. The following advice will help you to keep it looking good and performing well…

- Use a soft dry cloth to clean your phone, battery and charger. Don’t use liquids such as alcohol, dilution agents or benzene.
- From time-to-time, clean the socket where the charger cable connects to the phone. Dust tends to gather there. This will ensure a really good connection.
- Don’t use needles, pen points or other sharp objects on the keypad or screen.
- Don’t use your phone with wet hands – it could injure you and damage the phone.

- Don’t use your phone in dusty or dirty environment.
- Keep your phone away from extremes of heat – like radiators or ovens. It may explode if it gets too hot.
- If your phone gets wet and the colour of the label on it changes, the warranty will be void, even if the warranty period hasn’t expired.
- If there’s anything wrong with the phone, battery, charger, or any accessory, please send them to your nearest service centre for inspection.

FCC regulations

- This mobile phone complies with part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.
- This mobile phone has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiated radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

  -Reorient or relocate the receiving antenna.

  -Increase the separation between the equipment and receiver.

  -Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.

  -Consult the dealer or an experienced radio/TV technician for help.

Changes or modifications not expressly approved by the party responsible for

compliance could void the user's authority to operate the equipment.

- The antenna(s) used for this transmitter must not be co-located or operating in conjunction with any other antenna or transmitter.

RF exposure information (SAR)

This mobile phone meets the government's requirements for exposure to radio waves.

This phone is designed and manufactured not to exceed the emission limits for exposure to radio frequency (RF) energy set by the Federal Communications Commission of the U.S. Government.

The exposure standard for wireless mobile phones employs a unit of measurement known as the Specific Absorption Rate, or SAR. The SAR limit set by the FCC is 1.6W/kg. *Tests for SAR are conducted using standard operating positions accepted by the FCC with the phone transmitting at its highest certified power level in all tested frequency bands. Although the SAR is determined at the highest certified power level, the actual SAR level of the phone while operating can be well below the maximum value. This is because the phone is designed to operate at multiple power levels so as to use only the poser required to reach the network. In general, the closer you are to a wireless base station antenna, the lower the power output.

The highest SAR value for the model phone as reported to the FCC, described in this user guide, is

Position	850MHz (W/Kg)	1900MHz (W/Kg)
Head	1.226	1.437
Body	1.019	0.915

(Body-worn measurements differ among phone models, depending upon available accessories and FCC requirements.)

While there may be differences between the SAR levels of various phones and at various positions, they all meet the government requirement.

The FCC has granted an Equipment Authorization for this model phone with all reported SAR levels evaluated as in compliance with the FCC RF exposure guidelines. SAR information on this model phone is on file with the FCC and can be found under the Display Grant section of http://www.fcc.gov/oet/fccid after searching on FCC ID:Q78-U5100.

For body worn operation, this phone has been tested and meets the FCC RF exposure guidelines for use with an accessory that contains no metal and the positions the handset a minimum of 1.5 cm from the body. Use of other accessories may not ensure compliance with FCC RF exposure guidelines. If you do no t use a body-worn accessory and are not holding the phone at the ear, position the handset a minimum of 1.5cm from your body when the phone is switched on.

This device is compliance with SAR for general population /uncontrolled exposure limits in ANSI/IEEE C95.1-1999 and had been tested in accordance with the measurement methods and procedures specified in OET Bulletin 65 Supplement C.

Declaration of RoHS compliance

We’re determined to reduce the impact we have on the environment and take responsibility for the earth we live on. So this document allows us to formally declare that the ZTE U5100, manufactured by ZTE CORPORATION, fully complies with the European Parliament’s RoHS (Restriction of Hazardous Substances) Directive 2002/95/EC, with respect to all the following substances:

(1) Lead (Pb)

(2) Mercury (Hg)

(3) Cadmium (Cd)

(4) Hexavalent Chromium (Cr (VI))

(5) Polybrominated biphenyl (PBB)

(6) Polybrominated diphenyl ether (PBDE)

Our compliance is witnessed by written declaration from our suppliers. This confirms that any potential trace contamination levels of the substances listed above are below the maximum level set by EU 2002/95/EC, or are exempt due to their application.

The ZTE U5100 manufactured by ZTE CORPORATION, meets all the requirements of EU 2002/95/EC.

Disposal of your old phone

1. When the wheelie bin symbol is attached to a product, it means the product is covered by the European Directive 2002/96/CE.
2. All electrical and electronic products should be disposed of separately from normal household waste via designated collection points provided by government or local authorities.
3. The correct disposal of electrical and electronic products will help protect the environment and human health.

Problems and their solutions

Symptoms	Possible Causes	Solutions
Phone won't turn on	The battery is flat	Charge the battery
	Poor contact	Reinstall the battery
Phone turns itself	Battery very low	Charge the battery
Poor standby time	Deceasing of battery performance	Replace the battery
	Weak network signal	Turn off the phone
Can't connect to the network	Weak network signal	Move to where the signal is
	Out of the service area	Make sure you're in a network service area.
Calls keep cutting	Weak network signal	Move to where the signal is
Phone doesn't ring when I receive incoming calls	Phone is set to 'Mute' or minimum volume.	Enter 'User Profiles' to select a Non-silent mode, or increase the ring volume.

Received prompt asking me to input 'PUK'	SIM locked because wrong PIN entered three times.	Contact your service provider and ask for a PUK.