

# T720C User Guide



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# 1

## *Getting Started*

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Overview  
Package Contents  
Components  
Device Layout  
Device Display

## Overview

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Thank you for choosing the T720C!

Having the T720C will allow you to save money and have more features that are convenient. For example, you can switch to an additional call while you are on the phone by using the Call Waiting feature and you can also talk with two parties at the same time by using the Three-way Calling feature. Please see detailed information below.

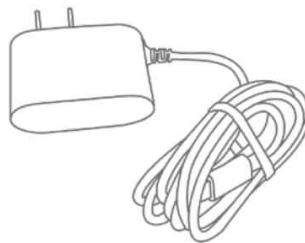
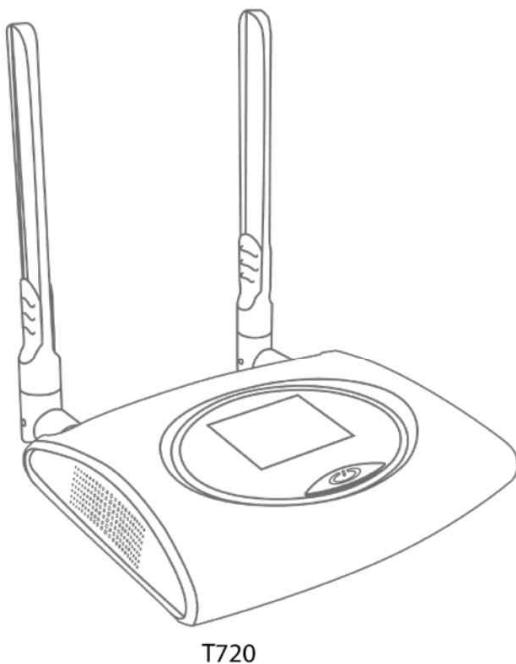
## Package Contents

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- T720C with 2 Antenna(1ea)
- Quick Start Guide and Terms & Condition (1ea)
- Micro USB Charger (1ea)
- Battery (1ea)

## Components

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Micro USB Charger



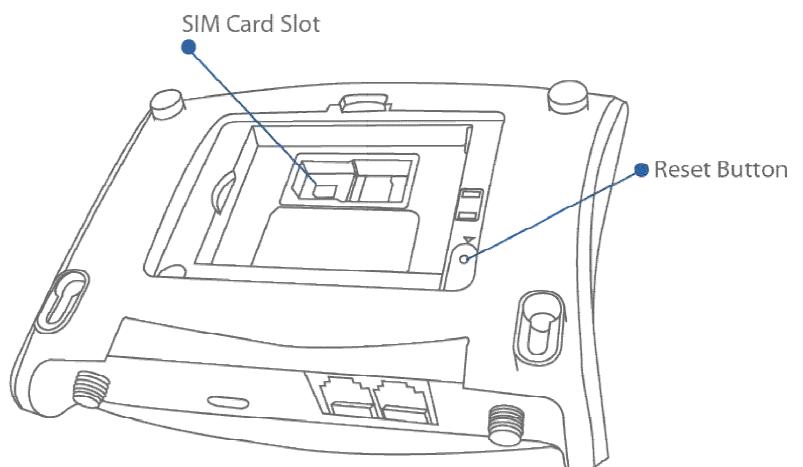
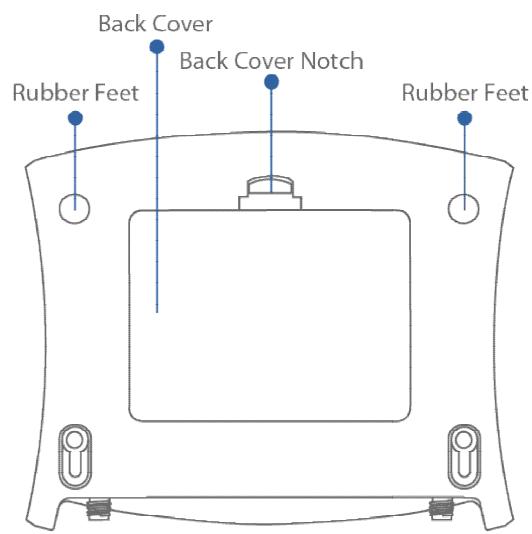
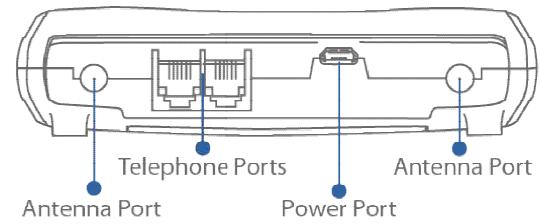
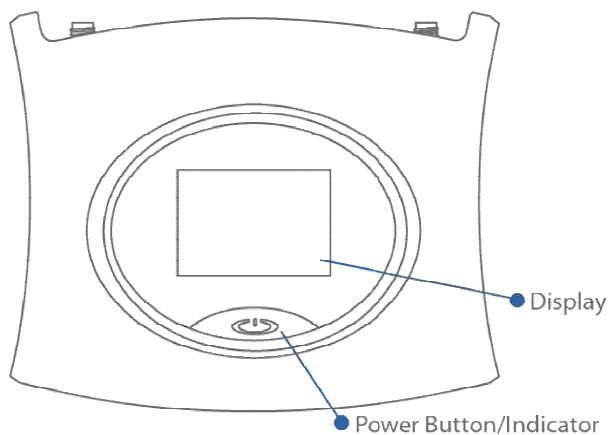
Battery



Quick Start Guide

## Device Layout

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## Device Display

The T720C color display screen shows a various kinds of information while the device is in use. It shows device status such as signal strength, battery, date/time, phone number. Additionally, for examples, during a call, it shows a timer that measures the length of call. If you receive, make or miss a call, you can view a caller ID on the screen.

## Device Indicators

ICON	DESCRIPTION
	Shows network signal strength
	Appears when a voice-mail arrives
	Conversation (Off hook)
	Show the battery charge status
	Appears when the battery is charging
	Appears when there's an error with the SIM card
	Appears when there's no SIM card

## LED Indicators

LED	STATE	DESCRIPTION
	Solid	Power on/Operating normally
	Blinking	The device is not activated There is a voice-mail or a missed call Battery is low
	Off	Power off

**IMPORTANT!** In order to charge, please use only an approved charger to charge your T720C. Improper handling of the power port, as well as the use of an incompatible charger, may cause damage to your device and void the warranty.

# 2

## ***Setting up Your T720C***

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Using Your T720C for the First Time  
Connecting to Your T720C to a Phone

# Using Your T720C for the First Time

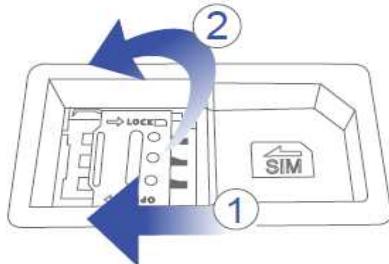
## Installing the SIM Card

Your SIM (Subscriber Identity Module) card is a small rectangular plastic card that stores your phone number and important information about your wireless service.

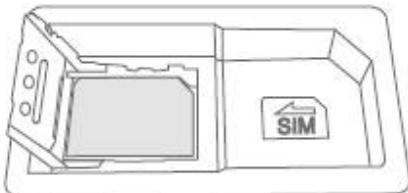
Your SIM card may already be inserted.

If not already inserted, follow the instructions below to install your SIM card.

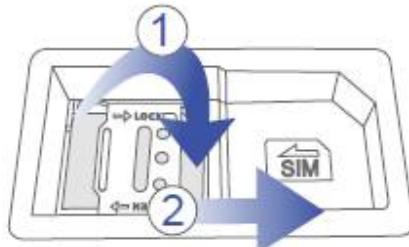
1. Ensure that power of your device is off.
2. Softly press and slide to the left to unlock. Lift the right side up to open the cover.



3. Place the SIM card on the tray and gold contacts facing down.



4. Close the cover first and softly press and slide to the right to lock.

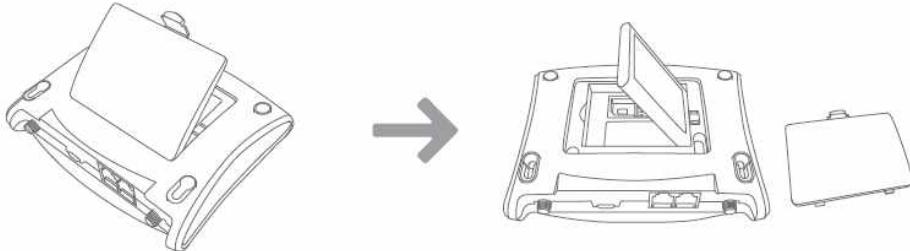


**IMPORTANT!** Do not bend or scratch your SIM card. Avoid exposing your SIM card to static electricity, water, or dirt. Whenever you insert or remove the SIM card, ensure your T720C is powered off and is not connected to any power source. Never use tools, knives, keys, or any type of object to force the door open or to remove the SIM card.

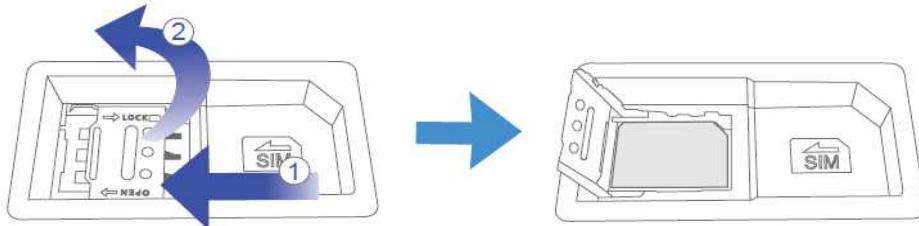
## Removing the SIM Card

To remove the SIM card, follow the instructions below.

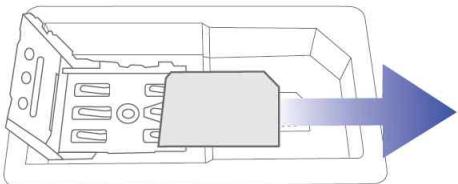
1. Remove the back cover and take out the battery.



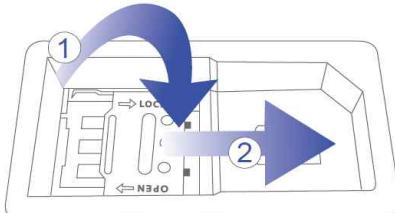
2. Softly press and slide to the left to lock and Lift the right side up to open the cover.



3. Pull the SIM card out.



4. Close the cover first and softly press and slide to the right to lock.



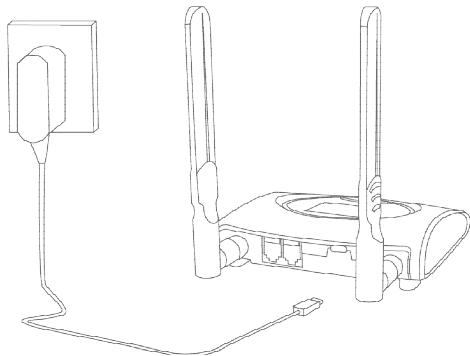
**NOTE:** Should your SIM card be lost or damaged, contact Tracfone Customer Care for a replacement.

## ***Charging the Battery***

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Before using your T720C, ensure that the battery is fully charged. Be sure to use the micro USB charger that came with your T720C.

1. Insert the micro USB into the power port.
2. Plug the AC adapter into a power outlet.



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**NOTE:** Your T720C is equipped with a replaceable rechargeable battery. When handling the battery or SIM card, please make sure the device is not connected to any power sources. Do not use any tools, sharp objects or any utensils when dealing with the battery. Doing so may cause damage that voids your warranty.

- Battery life depends on the network, signal strength, temperature, and features.
- When charging, keep your T720C near room temperature.
- It is normal for batteries to gradually wear down and require longer charging time.

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## ***Powering On/Off the T720C***

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### ***Power On***

Press and hold the Power button for 2 seconds.

### ***Power Off***

Press and hold the Power button until it turns off.

### ***Display Wake-up***

When the display is off (Sleep mode), the first quick press of the Power button wakes up the display.

### ***Back to Home Screen***

When you have a missed call, it shows 'a missed call' icon and the caller id, the first quick press of the Power exits back to the home screen.

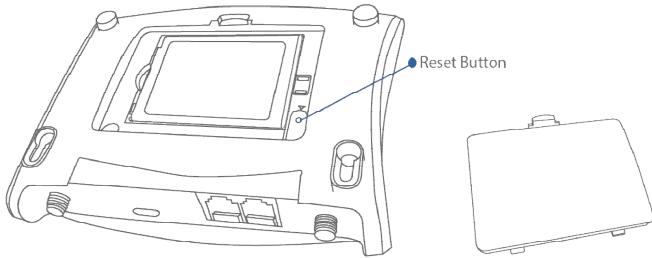
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**NOTE:** Your T720C is normally ready to use within one minute of powering on.

## Resetting T720C

If T720C malfunctions, you can reset your device at the touch of a reset button. The reset button is extremely small, you might need to use something pointed to hold the button such as a ballpoint pen.

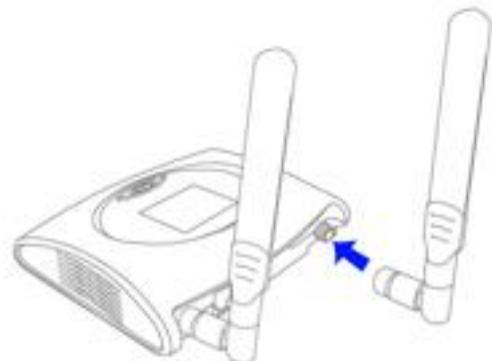
1. Find the reset button either on the back
2. Hold the reset button down until the power indicator turns off and then back on.



## Installing the Antennas

Before installing the antenna, put T720C in a place where it shows a strong signal and ensure that T720C is turned off. To install the antenna, follow the instructions below.

1. Ensure that power of your device is off.
2. Align the antennas with the antenna ports which are located on the sides of the device.
3. Twist the antennas on and make sure they are secure.
4. Adjust antennas in any direction and check placement to improve signal.



## ***Connecting to Your T720C to a Phone***

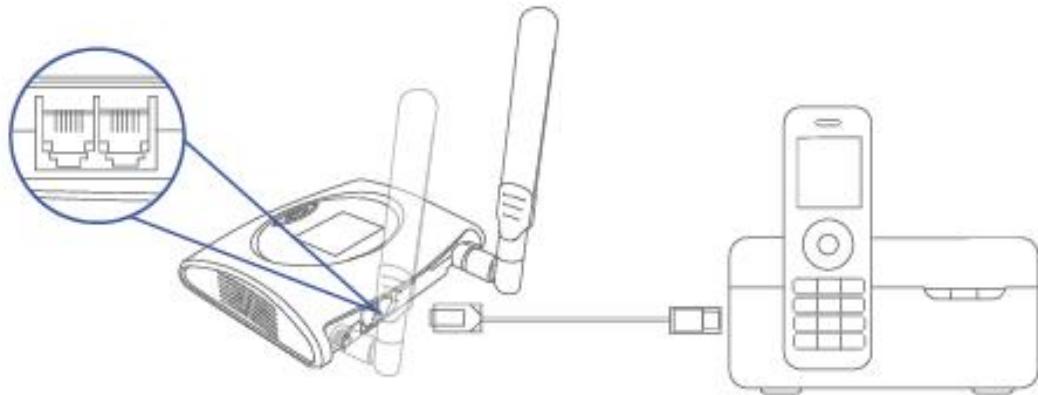
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### ***Installing T720C***

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Put T720C in a place where it shows a strong signal.

1. Plug in the AC Adapter to the power outlet and plug the micro USB end to the T720C's micro USB port, which is located at the back of the device.
2. Unplug your home phone cord from the phone wall jack.
3. Plug your home phone cord to any T720C's telephone port, which is located at the back of the device.



# 3

## *Using Your T720C*

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Managing Your Calls  
Managing Your Voicemail

## Managing Your Calls

### Making Calls

It allows you to make and receive calls as same as using traditional home phones.

1. Pick up the handset of your home phone.
2. Make a call by dialing the desired telephone number.
3. When a call is complete, put the home phone receiver back on the hook or press 'OFF' button.



Off-hookDialing    Outgoing

### Receiving Calls

It allows you to make and receive calls as same as using traditional home phones.

1. Pick up the handset of your home phone.
2. When a call is complete, put the home phone receiver back on the hook or press 'OFF' button.



IncomingMissed call

## Call Waiting

When you are on a call, it alerts you to a second incoming call by sounding a beep.

1. When a second call is incoming, you will hear a beep and the incoming phone number appears on T720C's display.
2. Press the Hook/Flash button or the hook for a second to answer the second call and then the first call will be on
3. Press the hook/Flash button for a second again to return to the first call.



## Three-way Calling

It enables you to talk with 2 people at the same time.

1. While you are on the first call, Press the hook/Flash button to hold your first call
2. When you hear a dial tone, dial the number of second party
3. When the second party answers, press the Hook/Flash button again. It will initiate the three-way call  
\*If the second party does not answer, press OFF button or place the phone back on the hook to end the connection and return to the first party



## ***Managing Your Voice-mail***

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### ***Setting up Voice-mail***

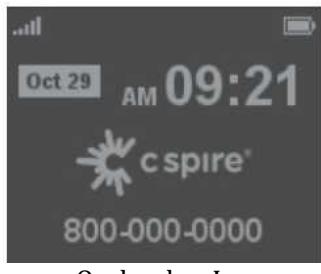
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- 1) Press and hold 1 to access your voice-mail
- 2) Follow the prompts to set up your voice-mail

### ***Retrieve Voice-mail***

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- 1) The voice-mail indicator (✉) will appear when you have new voice-mails
- 2) Press and hold 1 to access your voice-mail
- 3) Follow the prompts to listen to and manage your voice-mail



# 4

## ***T720C Settings***

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T720C Settings  
About T720C

## **T720C Settings**

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### **Setting Caller ID**

To set the Caller ID mode press \*\* and the menu option

**\* \* 2 1 0 # (no Caller ID)**

**\* \* 2 1 1 # (DTMF)**

**\* \* 2 1 2 # (FSK)**

### **Setting TTY Mode**

The TTY (Text Telephony) is used for those who need translation of typed text to voice and vice versa. In order to use the TTY, you need to set the TTY mode because the default setting is OFF.

To set the TTY mode press \*\* and the menu option

**\* \* 2 4 0 # (TTY Off)** TTY off mode. The standard voice speaking mode and the listening mode.  
This is the default setting.

**\* \* 2 4 1 # (TTY full)** TTY full mode. Transmit and receive the TTY characters.

**\* \* 2 4 2 # (VCO)** Voice Carry Over (VCO) mode. Receive TTY characters but transmit by speaking into the speaker.

**\* \* 2 4 3 # (HCO)** Hearing Carry Over (HCO) mode. Transmit TTY characters but receive by listening to the receiver.

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**NOTE:** In order to use the TTY network, you must have a TTY-compatible phone and connect it to T720C. Most digital wireless devices are TTY-compatible.

## About T720C

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### T720C Info

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To check T720C 's service status and current SW version, press the 'Power button' quickly from the Home screen.



# 5

## ***Troubleshooting***

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First Steps  
Common Problems and Solutions  
Technical Support

## First Steps

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- 1 Make sure you are using your T720C in the correct geographic region (within coverage).
- 2 Ensure that you have a strong signal from a cell tower, typically near a window or an electrical wall outlet.
- 3 Ensure that you have an active service plan.
- 4 Restarting your T720C can resolve many issues.

## Common Problems and Solutions

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### I do not get a dial tone on my handset. Why?

This may occur under any of the following circumstances:

- The power adapter is not connected properly and the power button LED is not illuminated.
- No signal
- The home phone cable is not securely plugged in.

### Does 911 work on my T720C?

Yes, but since the T720C is designed for an indoor environment, please be prepared to provide your location inside the premises to public service personnel. The GPS chipset embedded in this device will work best if the device is located near a window or other opening.

### How do I perform a Factory Reset?

Using the reset button. Please check 'Resetting Your Device' section.

### Why do I get the recording, "Call cannot be completed as dialed?"

Please check the number to ensure that you are dialing correctly, without pauses longer than two seconds between dialed digits.

## Technical Support

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For additional information and technical support, Contact C Spire.

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**IMPORTANT!** Before contacting C Spire, be sure to restart both your T720C and any device that is currently connected.

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# 6

## ***Regulatory Information***

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Regulatory Statements  
Safety Hazards  
Limited Warranty and Liability  
Trademark

## ***Regulatory Statements***

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### ***FCC Equipment Authorization ID: XHG-T720C***

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This device 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.

### ***Body-Worn Operation***

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The antenna (or antennas) must be installed so as to maintain at all times a distance minimum of at least 7 7/8 inch between the radiation source (antenna) and any individual. This device may not be installed or used in conjunction with any other antenna or transmitter.

This equipment 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 radiate 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.

**FCC CAUTION:** Any changes or modification not expressly approved by the party responsible for compliance could void the user's authority to operate this equipment.

**NOTE:** The Radio Frequency (RF) emitter installed in your modem must not be located or operated in conjunction with any other antenna or transmitter, unless specifically authorized by Franklin Wireless.

## ***Safety Hazards***

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### **Follow Safety Guidelines**

Always follow the applicable rules and regulations in the area in which you are using your device. Turn your device off in areas where its use is not allowed or when its use may cause interference or other problems.

### **Electronic Devices**

Most modern electronic equipment is shielded from radio frequency (RF) signals. However, inadequately shielded electronic equipment may be affected by the RF signals generated by your device.

### **Medical and Life Support Equipment**

Do not use your device in healthcare facilities or where medical life support equipment is located as such equipment could be affected by your device's external RF signals.

### **Pacemakers**

- The Health Industry Manufacturers Association recommends that a minimum separation of six inches must be maintained between a device and a pacemaker in order to avoid potential interference with the pacemaker. These recommendations are consistent with the independent research by and recommendations of Wireless Technology Research. Persons with pacemakers should always follow these guidelines:
- Always keep the device at least six inches away from a pacemaker when the device is turned on.
- Place your device on the opposite side of your body where your pacemaker is implanted in order to add extra distance between the pacemaker and your device.
- Avoid placing a device that is on next to a pacemaker (e.g., do not carry your device in a shirt or jacket pocket that is located directly over the pacemaker).
- If you are concerned or suspect for any reason that interference is taking place with your pacemaker, turn your device OFF immediately.

### **Hearing Devices**

When some wireless devices are used with certain hearing devices (including hearing aids and cochlear implants) users may detect a noise which may interfere with the effectiveness of the hearing device.

### **Blasting Areas**

In order to avoid interfering with blasting operations, your device should be turned OFF when in a blasting area or in an area with posted signs indicating that people in the area must turn off two-way radios. Please obey all signs and instructions when you are in and around a blasting area.

### **Proper Battery & Adapter Use and Disposal**

- Do not disassemble or open, crush, bend or deform, puncture or shred.
- Do not modify or remanufacture, attempt to insert foreign objects into the battery, immerse or expose to water or other liquids, expose to fire, explosion or other hazard.
- Only use the battery for the system for which it is specified.
- Only use the battery with a charging system that has been qualified with the system per CTIA Certification Requirements for Battery System Compliance to IEEE 1725. Use of an unqualified battery or charger may present a risk of fire, explosion, leakage, or other hazard.
- Do not short circuit a battery or allow metallic conductive objects to contact battery terminals.
- Replace the battery only with another battery that has been qualified with the system per this standard, IEEE-Std-1725. Use of an unqualified battery may present a risk of fire, explosion, leakage or other hazard. Only authorized service providers shall replace battery.
- Promptly dispose of used batteries in accordance with local regulations.
- Battery usage by children should be supervised.
- Avoid dropping the phone or battery. If the phone or battery is dropped, especially on a hard surface, and the user suspects damage, take it to a service center for inspection.
- Improper battery use may result in a fire, explosion or other hazard.
- The host device's shall only be connected to CTIA certified adapters, products that bear the USB-IF logo or products that have completed the USB-IF compliance program.

## ***Limited Warranty and Liability***

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### **Manufacturer's Limited One-Year Warranty:**

Franklin Wireless (the "Company") warrants to the original retail purchaser of this device, that should the product or any part thereof, during normal consumer usage conditions, be defective in material or workmanship that results in product failure within the first twelve (12) month period from the date of purchase, such defects will be repaired or replaced, with a new or refurbished product at the Company's discretion, without charge for parts and labor directly related to the defect(s). This warranty extends to consumers who purchase the product in the United States, and it is not transferable or assignable. This warranty does not apply to:

- (a) Products subject to abnormal use or conditions, accident, mishandling, neglect, unauthorized alteration, misuse, improper installation or repair or improper storage;
- (b) Products whose mechanical serial number or electronic serial number has been removed, altered, or defaced;
- (c) Damage from exposure to moisture, humidity, excessive temperature or extreme environmental conditions;
- (d) Damage resulting from connection to, or use of any accessory or other product not approved or authorized by the Company;
- (e) Defects in appearance, cosmetic, decorative or structural items such as framing and non-operative parts;
- (f) Damage from external causes such as fire, flooding, dirt, sand, weather conditions, battery leakage, a blown fuse, theft or improper usage of any electrical source.

The Company disclaims liability for removal or reinstallation of the product, for geographic coverage, for inadequate signal reception by the antenna or for communications range or operation of the cellular system as a whole.

Franklin Wireless is not responsible for and does not guarantee restoration of any third-party software, personal information or memory data contained in, stored on, or integrated with any wireless device, whether under warranty or not, returned to an authorized service center for repair or service. To obtain repairs or replacement within the terms of this warranty, the product should be delivered with proof of warranty coverage (e.g., a dated bill of sale), the consumer's return address, daytime phone number and/or fax number and complete description of the problem, transportation prepaid, to the place of purchase or to an authorized service center for repair or replacement processing. In order to be referred to an authorized service center in your area, please contact Tracfone Wireless Customer Service at (800) 867-7183 or visit <https://www.tracfone.com/techsupport?lang=en>

The extent of the Company's liability under this warranty is limited to the repair or replacement provided above and, in no event, shall the Company's liability exceed the purchase price paid by purchaser for the product.

Any implied warranties, including any implied warranty of merchantability or fitness for a particular purpose, shall be limited to the duration of this written warranty. In no case shall the Company be liable for any special, consequential or incidental damages for breach of this or any other warranty, express or implied, whatsoever. The Company shall not be liable for the delay in service under this warranty or loss of use during the time the product is being repaired or replaced.

No person or representative is authorized to assume for the Company any liability other than expressed herein in connection with the sale, repair or replacement of this product.

Some states do not allow limitations on how long an implied warranty lasts or the exclusion or limitation of incidental or consequential damage so the above limitation or exclusions may not apply to you. This warranty gives you specific legal rights, and you may also have other rights, which vary from state to state.

Franklin Wireless Corp.  
9707 Waples Street, Suite 150  
San Diego, CA 92121

## **Trademark**

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### *Document Revision History*

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Revision: Rev.1.0

Date: Jan28, 2019

# 7

## *Glossary*

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Glossary

## Glossary

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Term	Definition
LTE	Long-Term Evolution
Port	A virtual data connection used by a program to exchange data
SIM	Subscriber Identification Module
USB	Universal Serial Bus