

For further information about Orange products and services please visit our website at the address below.

The information contained in this user guide is correct at the time of going to press, but Orange reserves the right to make subsequent changes to it and services may be modified, supplemented or withdrawn. **August 2004.**

© Orange Personal Communications Services Limited 2004. **Orange** and **wirefree™** and any other **Orange** product or service names referred to in this user guide are trade marks of Orange Personal Communications Services Limited.

**Orange Personal Communications  
Services Limited.**

PO Box 10

Patchway

Bristol

BS32 4BQ

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

PCN-D0420 08/04 Revision 1.1 Z : h 15

Produced by Clear® the explanation agency



# guide

to using your **LG U8150**

welcome



This guide will get you up and running with your **LG U8150** in no time.

Before using your phone, please remember to register with Orange.

The getting started section of this guide will take you through inserting your USIM Card and using the main features of your phone for the first time.

The guide shows you more about specific applications and services, as well as how to use your phone's more advanced features.

the future's bright, the future's Orange

# contents

## getting started

Register with Orange .....	8
Insert your USIM Card and battery .....	10
Outside your U8150 .....	14
Your Home screen.....	16
Explore the menus.....	19
Entering text on your phone.....	22
Setting up your contacts .....	23
Make your first video call .....	24
Make your first voice call .....	25
Record your first video clip .....	28
Send your first video message.....	29
Download and stream video clips .....	30
Take your first photo .....	31
Send your first photo message .....	32
Send your first text message .....	33
Send your first email .....	35
Synchronise with your PC.....	36
Access Orange World.....	37

## 2 make calls

Make a video call .....	40
Make a phone call .....	41
Answer a call.....	41
Redial a number .....	42
Call Waiting .....	43
Mute a call .....	44
Call back a missed number .....	44
Conference calling.....	45
Line 2.....	46
Minute minder .....	47
Caller id.....	48

## 3 manage your contacts

Call a contact .....	50
Add a new entry .....	50
Edit a contact .....	51
Copy your contacts .....	52
Memory Mate .....	53

## 4 manage your calls

Orange Answer Phone.....	56
Answer Phone Call Return .....	56
Missed call alert.....	57
Call divert .....	60
Fixed dialling .....	61
Call Barring .....	62

## 5 text messaging and email

Send a text message.....	64
Predictive text.....	64
Text templates .....	66
Group text messaging .....	66
Send an email .....	67
Receive an email.....	68

## 6 photo and video messaging

Shoot a video .....	70
---------------------	----

Take a photo .....	72
Send photo and video messages .....	73

## 7 Orange Multi Media services

Orange World .....	78
Orange Email .....	80
Bookmarks .....	84
Orange text alerts .....	85
Orange Plus .....	86
Orange Voice Media.....	91
Orange Internet .....	91

## 8 additional features

Infrared .....	94
Orange Answer Fax .....	95
Synchronise with your PC .....	95
Calculator .....	97
Unit converter.....	98
Timer.....	98

# contents

## 9 personalise

Adjust your ringtone or alert .....	100
Choose a profile .....	101
Personalise your display settings .....	102
Add a favourite feature .....	103
Download applications .....	104
Downloads from Orange .....	104

## 10 manage your time

Set the time and date .....	106
Set an alarm .....	106
Add an appointment .....	107
To-do list .....	109
Memos .....	110
Call history.....	111

## 11 have fun on your phone

Games .....	114
-------------	-----

Wap games .....	114
Video clips.....	115

## 12 ensure your phone is secure

Orange Care .....	118
USIM Card PIN .....	121
Phone code .....	122
Security codes .....	122

## 13 International services

Pay monthly customers.....	124
Pay as you go customers .....	126
Select a network .....	128
Answer Phone abroad .....	129
GPRS abroad .....	129

## 14 reference

## 15 contact Orange

getting started

# register with Orange

- 1 Find the IMEI number on the sticker inside your LG U8150.  
You may need the number in future if your handset is lost or stolen



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



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

If you are already with Orange and wish to register an upgraded phone, call **0800 079 0027**.

If you are new to Orange and will be **paying monthly** call **07973 100 980**.

If you are new to Orange and will be a **pay as you go** customer, call **0800 079 0006**. You can also register online at [orange.co.uk/payasyougo/registration](http://orange.co.uk/payasyougo/registration)

# register with Orange

## After you register

Orange will update your USIM Card over the air with a text message. When you first turn your phone on, you will see the USIM update message. You can leave it in your inbox until you are ready to delete it. Turn your phone off and back on again to enable it to make your first call.

## And lastly

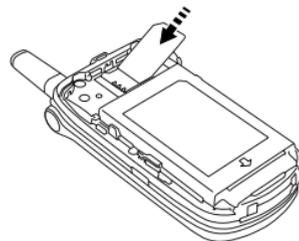
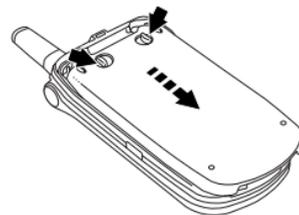
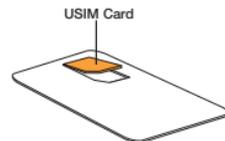
When you apply to register on the Orange network, you and Orange agree to be bound by the Orange terms and conditions set out in this guide. You may want to take time to read and consider them before you register.

# insert your USIM Card

Look for the plastic card that is in your Orange box. If you can't find it, the USIM Card may have already been inserted into your phone. If it is not in your phone or your box, please return to the shop that you bought the phone from and ask for a USIM Card.

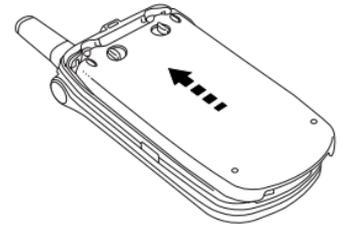
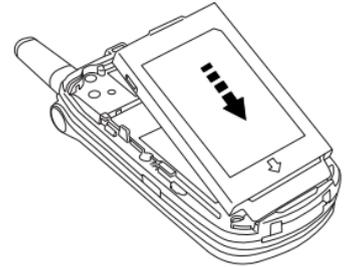
- 1 Remove the USIM Card from its plastic surround by carefully pushing it out. Its contacts are easily damaged so take care when doing this and try to avoid touching them.
- 2 Remove the battery cover by squeezing the tabs at the top, and gently sliding the cover off.
- 3 Insert your USIM Card under the metal holders and into the USIM Card holder, so that the cut off corner fits into the surround.

**The USIM card is used in your 3G phone to give access to the 3G network and services. If you do not register your new USIM, found in your handset box, you will not have access to our 3G products and services.** If you've upgraded your phone you must insert your new USIM Card to use 3G services and Multi Media Messaging. Your Orange phone number will not change.



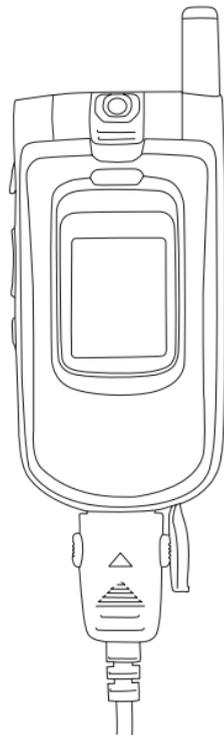
## insert your battery

- 1 Keep the gold contacts of the battery facing the gold contacts of the phone.
- 2 Place the battery as shown, with the bottom end in position first.
- 3 Place the battery cover onto the phone and slide up and into place.



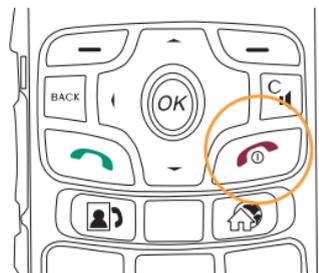
## plug in and charge

- 1 Plug your charger into a mains socket.
- 2 Insert the lead into the socket on the base of your phone. The battery indicator in the top right-hand corner of the display will show up to three bars while charging. Do not remove the battery covers while charging your phone. The first charge must be for a minimum of 4 hours in order to achieve optimum performance.
- 3 You can make calls while your phone is charging, but it will take longer to charge fully if you do this.



## switch your phone on

To switch your phone on press and hold  .



## outside your U8150



# outside your U8150

## revolving camera lens

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

## soft keys

These control how you choose a function.

## back key

Press to return to the previous screen.

## answer a call

Answer a call or to make an outgoing call.

## video call key

## OK Key

## navigation pad

Move through the menu options and access your home links.

## clear key

Press to delete an item or character.

## switch on/end a call

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

## menu key

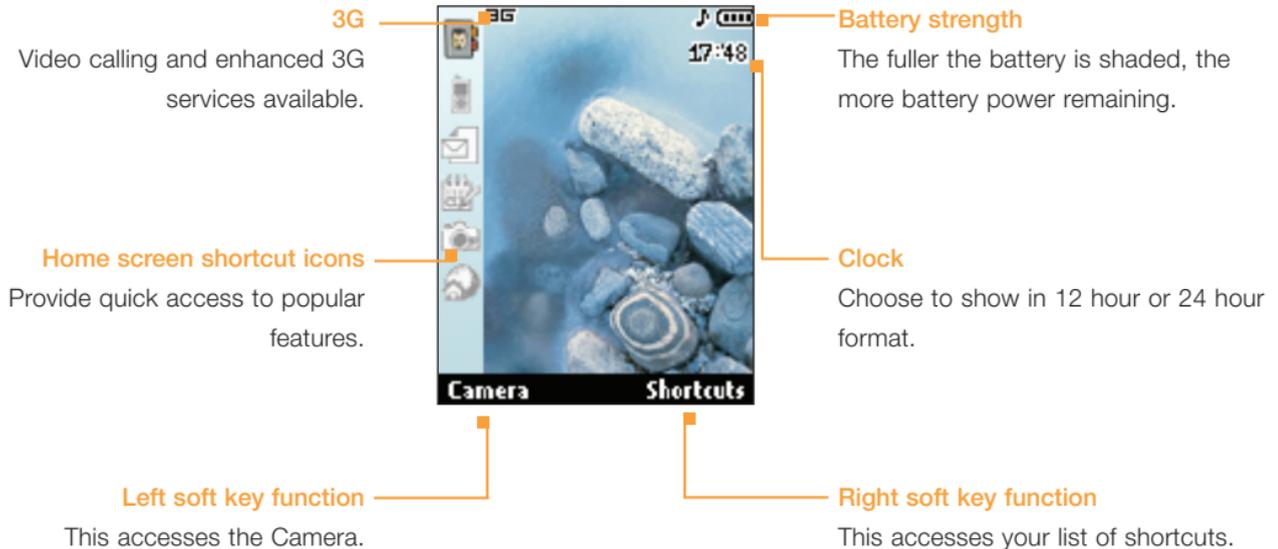
Access the menus and sub-menus.

## Orange World key



# your Home screen

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



# your Home screen

Your Home screen provides shortcuts to the features you use most on your phone. You can access the following:

- Address Book  
Search for a contact or add a new contact's details.
- Calls List  
Review your most recent missed, dialled and received calls.
- Messaging  
Write and check a new message and E-mail you have received.
- Organiser  
View your appointments and lists of things to do.
- Camera  
Take a photo or have a look at your pictures.
- Orange World  
Go direct to Orange World or check the latest news, sports and weather.



To **shortcut to a feature from the Home screen**:

- 1 Scroll down using your navigation pad until you reach the menu you want. Press OK.
- 2 A further list of options will appear. Scroll to the one you want and press OK.

# make your selection

- 1 To enter the menus, press MENU.
- 2 Use the navigation pad to move through the menus.
- 3 To make a selection press OK.

On your display you will see which feature the soft keys  and  control. From the Home screen, the left soft key will access your camera and the right soft key will open your list of Shortcuts.

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

You can return to the previous screen by pressing  .

To return to the Home screen from any menu press  .



# explore the menus

Below are the features of the main menu. To access this menu, simply press MENU. To access an item, scroll to the one you want using the navigation pad and press OK.



## Apps & Games

Play games preset to your phone or download new applications to keep things interesting.



## Organiser

Keep a record of the things you have to do and the places you have to be.



## Extras

Additional features to help you manage your finances and your time and help you while you are abroad.



## Orange World

Browse the Internet and wap sites straight from your phone.



## Messaging

Send and receive text, photo and video messages.



## Media Album

Access your camera and video recorder or view your collection of pictures, sounds and videos.

# explore the menus



## Profile

Set a profile for your phone to suit your environment or surroundings.



## Address Book

Opens your contacts list, and allows you to add a new contacts details and create speed dials for the people you call most.



## Settings

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

# symbols on your display

-  Antenna
-  Battery level
-  GPRS is active
-  Roaming
-  Call in progress
-  Answer Phone message received
-  Line 1/2 indicator \*
-  Call divert
-  Alarm clock set

-  Text message received. If flashing, the memory is full
-  Headset connected
-  Silent profile is active
-  View your schedule
-  General profile is active
-  Loud profile is active
-  Silent profile is active
-  Car profile is active
-  3G 3G Indicates whether you are in the 3 video service area.

# entering text on your phone

Press \* to insert a symbol or press \* repeatedly while using predictive text to view alternative word suggestions

Press 0 to enter a space

Press # to switch between standard and predictive text or press and hold # to switch to numerical input

Press  to delete a character or press and hold  to delete the entire message

To use **standard text input mode**

Repeatedly press a key the relevant number of times to get the letter that you need. So, for example, you will need to press the 4 key once for a G and the 7 key four times for an S. To insert a number, press and hold the number key.

To use **predictive text mode** – T9.

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

When you have finished pressing all of the keys, the word should appear on screen. Press 0 to accept the word, or press \* repeatedly to view the alternative word options. When the right word appears press 0. A space will automatically be added and you can start to enter the next word.

## setting up your contacts

You can transfer your Address Book from an old handset to your new U8150 in several ways.

Using your SIM/USIM card: You can copy your Address Book from an old handset to your SIM or USIM and then onto your U8150. You can also use the Memory Mate service in Orange shops.

To **copy numbers from your SIM/USIM to your U8150**:

- 1 Ensure your Address Book is copied from your old handset to your SIM or USIM
- 2 Insert your SIM or USIM into your U8150 and switch the phone on.
- 3 Press MENU, scroll to the Address Book and press OK
- 4 Scroll to Copy all and press OK
- 5 Press the right joypad key to select Copy SIM to phone then scroll down to Select Option Altogether

- 6 Press OK and the contacts from your SIM/USIM will be copied to the Address Book on your phone

To copy numbers by synchronising with your PC: You can synchronise contacts with your PC using the software on the CD with your phone. See page 36 for more information.

Save your first new contact:

- 1 Enter the number of the contact who you would like to add to your phonebook and press Save.
- 2 Add contact is highlighted. Press OK.
- 3 Enter the name of the contact and press Done.

[learn more...](#) about saving contacts in chapter 3



# make your first video call

With video calling, you can see the person you are talking to on your screen while you speak to them.

To **make a video call**:

1 Dial the number you want to call, or select a number from your address book.

2 Press .

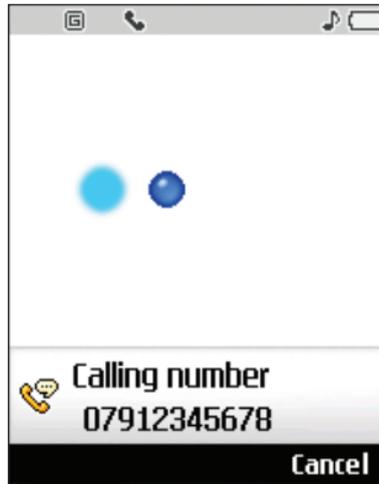
3 To end the call, press .

To **accept an incoming video call**, press  when your phone rings.

[learn more...](#) about video calling in chapter 2



## make your first voice call



- 1 Dial the number you want to call, but don't forget to use the full area or country code.
- 2 Press  to make the call.

[learn more...](#) about making calls in chapter 2 

# receive your first call

1 When you receive a call, your phone will ring or vibrate, and you will see the number of the person calling you.

2 To answer the call, press  .

3 If you do not want to answer the call, press  .

The caller will be diverted to your Orange Answer Phone.

If your phone is closed when you receive a call, open it and press  . To reject a call when your phone is closed, simply press and hold the volume keys.

[learn more...](#) about receiving calls in chapter 2



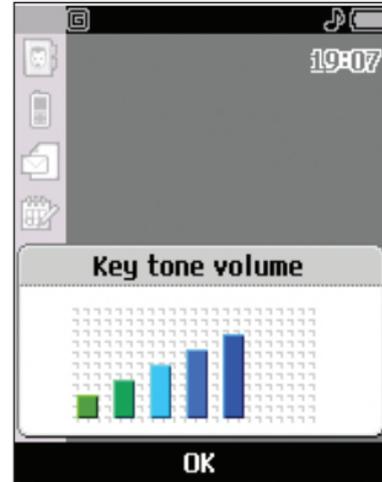
# adjust the volume

When you are on a call, use the volume keys to adjust the earpiece volume to hear your caller more clearly.

Press up to increase the earpiece volume or down to decrease the earpiece volume.

When you are not on a call, use the volume keys to control the key tone volume.

Press up to make key tone presses louder or press down to make key tone presses softer.

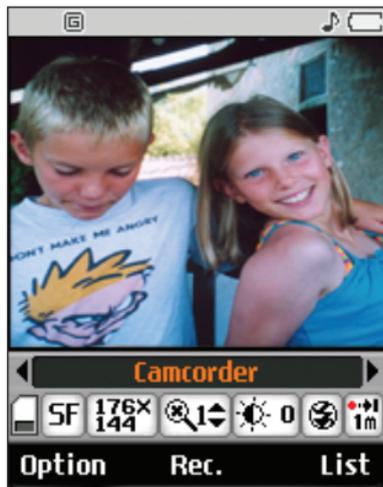


## record your first video clip

You can record video clips with your LG U8150.

To **record a video clip**:

- 1 Press Camera, then scroll right to access your Camcorder.
- 2 Adjust the camera position by moving the revolving lense.
- 3 Press Rec. to start the video recording. A timer will begin showing you how long the video clip is.
- 4 Press Stop to end the recording. The video clip will automatically be saved to your phone's Media album.



learn more... about your camcorder in chapter 6



# send your first video message

- 1 Press MENU and select Messaging.
- 2 Write Message is highlighted. Press OK.
- 3 Scroll to MMS and press OK.
- 4 Enter a phone number or press Search to get a number from your address book.
- 5 Scroll down to Title and enter a subject.
- 6 Scroll down to Empty slide [1/1] and press Edit.
- 7 Scroll down to Video and press Attach. Scroll through your video clips and press Select when you reach the clip you want to add.

- 8 Scroll down to Message and type your message.
- 9 Press OK, then Done.
- 10 Scroll to Send and press Select.



learn more... about video messaging in chapter 6



## download and stream video clips

You can watch video clips through video links on Orange World, from the internet or from clips stored on your phone. Clips can be watched using the 3G media player already installed on the phone. To **download a video clip**:

- 1 From the Orange World portal, follow links from the video channel, or from clip links within content stream.
- 2 At the clip request page, select **Download video clip**. After a few seconds, the download progress bar will show.
- 3 Once the clip has partially downloaded, the clip will begin to play automatically. The download progress bar will continue to show while the clip plays.
- 4 The clip will be automatically stored in your Video player folder in the Media album.

To **stream a video clip**:

- 1 At the clip request page, select **Stream video clip**. The player will open and after a few seconds buffering the clip will start to play.
- 2 The video clip will play automatically, but will not be stored on your phone afterwards.

[learn more...](#) about video in chapter 11



# take your first photo

- 1 Press Camera to open your viewfinder.
- 2 Adjust the camera position by moving the revolving lens.
- 3 Focus on the object and press Take to capture the image. The photo will automatically be stored on your phone.



learn more... about your camera in chapter 6



# send your first photo message

- 1 Press MENU and select Messaging.
- 2 Write Message is highlighted. Press OK.
- 3 Scroll to MMS and press OK.
- 4 Enter a phone number or press Search to get a number from your address book.
- 5 Scroll down to Title and enter a subject.
- 6 Scroll down to Empty slide [1/1] and press Edit.
- 7 Image is highlighted. Press Attach. Scroll through your pictures and press OK when you reach the picture you want to add.
- 8 Scroll down to Message and type your message.
- 9 Press OK, then Done.
- 10 Scroll to Send and press Select.



learn more... about photo messaging in chapter 6



# send your first text message

- 1 Press MENU and select Messaging.
- 2 Write Message is highlighted. Press OK.
- 3 SMS is highlighted. Press OK.
- 4 Enter a phone number or press Search to get a number from your address book.
- 5 Scroll down to Edit Message and start writing your message. Your phone is preset to use predictive text. See page 64 for more details.
- 6 Press OK three times to send the message.



learn more... about text messaging in chapter 5 →

# set up your email account

You may find that your Orange email account has already been set up for you on your phone. If not, follow the simple steps below to set up your email account.

- 1 Press MENU and select Messaging.
- 2 Scroll to Settings and press OK.
- 3 Scroll to E-mail and press OK.
- 4 Scroll to E-mail account and press OK.
- 5 Press Option and select Add new.
- 6 Enter your POP3 settings as shown in the adjacent table. Please check with your email provider for the POP3 address of a non-Orange email account.

## What are my POP3 email settings?

option	setting
Connect using Protocol	Select UMTS POP3
Inc.server	pop.orange.net
Incoming port	110
Mailbox	your email user name
Password	your email password
Outgoing server	smtp.orange.net
Outgoing port	25
E-mail address	your email address
From name	your email address
The remaining settings are optional:	
Signature	Add your business card to your emails
Copy outgoing	Copy emails sent from your phone to another email address for future reference
Check interval	Choose how often your phone checks for messages

# send your first email

- 1 Press MENU and select Messaging.
- 2 Write message is highlighted. Press OK.
- 3 Scroll to E-mail and press OK.
- 4 Enter the email address of whoever you want to send the message to. You can use the Cc and Bcc fields too.
- 5 Scroll down and enter a subject for the email.
- 6 Scroll down and write your message.
- 7 Scroll down and press Attach to add a video, sound or image.
- 8 Press OK and select Send.

[learn more...](#) about email in chapter 5



# synchronise with your PC

Synchronising enables you to keep a copy of your contacts, appointments, tasks and notes on your PC so should anything happen to your phone, you will not lose your important data.

To synchronise your devices you will need to install the software from the CD that came with your phone.

- 1 Your CD will autorun once inserted into your computer. Install the synchronisation software following the on-screen prompts.
- 2 Connect your phone to the PC via infrared or data cable and follow the on-screen prompts to begin synchronisation.
- 3 Once you have set up your partnership you are ready to synchronise the devices.

# access Orange World

To **enter Orange World** scroll to  on the Home screen and press OK twice. Orange World will open. Scroll down the page and press Select when you come to a link you want to visit.

In Orange World you'll find ringtones, wallpapers and the latest games, including some of the biggest games around such as Pac-Man™ and Worms™. Choose from Info, Fun and Tools to find your way around. You can also build up Your Page to create your own launch pad to access all your personal services and features.

You can also find the latest sports results and features, film features as well as services you may find useful, for example travel information or find your nearest.

## share information with Orange World

Once you're familiar with Orange World, why not let a friend know what they're missing out on using the Mail and Messages menu? Click on the "Read your email" link and you can access email providers including Orange, Wanadoo, Yahoo plus many more. If you don't yet have an email account you can register for Orange Email which you can use on both web and wap. You can register for an Orange Email account on any PC with internet access at [www.orange.co.uk/register/](http://www.orange.co.uk/register/).

learn more... about your Orange World in chapter 7





2

make calls

## make calls

### make a video call

With video calling, you can see the person you are talking to on your screen while you speak to them.

To **make a video call**:

- 1 Dial the number of the person you want to call, or select a number from your address book.
- 2 Press .
- 3 To end the call press .

**Note:** You can only make a video call to someone else who has a video-enabled phone. Video calls can only be made while in 3G coverage. Orange Answer phone is not available for video calling.

To **accept an incoming video call**, press  when your phone rings. If you do not accept the call, the caller will not be able to leave a message on your answer phone.

### Video Calling tips:

For a good quality video call, think about lighting.

- try not to stand with a window directly behind you, or you'll just become a dark shadow
- if possible, face the light during a video call

Remember that there will be a short delay between making a movement and the person you're calling seeing it. If you make (or film) lots of fast movements, it might appear to be jerky at the other end.

### make a phone call

To **make a call**:

- 1 Dial the number (including full area code) using the keypad.
- 2 Press  .
- 3 While the call is active, press Options to open your in-call menu. Choose from:
  - New call
  - End active call
  - Hold
  - Mute on
  - DTMF off
  - Main menu
- 4 Press Hold to put the call on hold.
- 5 Press  to end the call.

### choose whether you answer a call or not

When your phone rings, press  to **answer the call**.

Press  to **busy the call to your Answer Phone**.

To **end a call** press  .

Your phone is programmed to answer calls when you press  . You can however, change your answer mode to suit your lifestyle.

- 1 Press MENU and select Settings.
- 2 Scroll to Call and press OK.
- 3 Scroll to Settings and press OK.
- 4 Scroll to Answer mode and press OK.

## make calls

5 Choose from:

- Send key only 
- On flip open
- Press any key

### redialling a number

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

To **redial the phone number last called** press  twice.

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

- 1 Press  once.
- 2 Scroll through the phone numbers using the navigation pad.

3 Press  to dial your selected number.

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

- 1 Press MENU and select Settings.
- 2 Scroll to Call and press OK.
- 3 Scroll to Settings and press OK.
- 4 Scroll to Auto redial and press OK.
- 5 Scroll to On and press OK.

### take two different calls at the same time

not available to pay as you go customers

When you are on a call, answer a second call without ending the first using Call Waiting.

To **activate Call Waiting**:

- 1 Press MENU and select Settings.
- 2 Scroll to Call and press OK.
- 3 Scroll to Settings and press OK.
- 4 Call waiting is highlighted. Press OK.
- 5 Activate is highlighted. Press OK.

The sound of two beeps when you are on a call indicates you have a second incoming call.

To **accept the new call** press  .

To **swap between calls** press Options and select Swap call.

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

- 1 While you are in the active call, press Hold.
- 2 Press Options and select New call.
- 3 Enter the new number and press  .
- 4 Press  to return to the original call.

## make calls

### speak to someone privately during a call

Sometimes you may need to say something to another person that you don't want your caller to hear. In these cases, you can mute your call and preserve your privacy.

To **mute your call**:

- 1 Press Options while the call is active.
- 2 Scroll to Mute on and press Select.
- 3 To unmute the call, press Options and select Mute off.

### call back a missed number

To **call back a missed call**:

- 1 Press MENU and select Settings.
- 2 Scroll to Call and press OK.
- 3 Scroll to Call register and press OK.
- 4 Missed calls is highlighted. Press OK.
- 5 Your missed calls list will appear with the most recent missed call at the top of the list.
- 6 Scroll to the number you want to call back and press  .

### conference calling

not available to pay as you go customers

Conference Calling is a great way to chat with up to five other people while you're out and about.

To activate Conference Calling call customer services on 150 from your Orange phone or 07973 100 150 from any other phone.

There is no charge but you may be asked for a refundable deposit. You will receive a USIM update when the service has been activated. Turn your phone off and back on again.

To **start a conference call**:

- 1 Make a call in the usual way, then put it on hold by pressing Hold.
- 2 Press Options and select New call.
- 3 Make another call in the usual way while the first call is on hold.
- 4 To join the held call and the active call, press Options and select Conference call, then Join.
- 5 Repeat steps 2-4 to add more people to your conference call.
- 6 To release a participant press Options then select Conference call then Release. Scroll to and select the participant that you want to release.
- 7 Press  to end the conference call.

## make calls

**Note:** If you are abroad the availability of this service depends on the network you are using. You are charged your standard service plan rate for each call you make.

To **talk to one conference member privately:**

- 1 Press Options to open your in-call menu.
- 2 Select Conference call, then Private. Scroll to the person you want to have a private conversation with and press OK.
- 3 Press Options and select Conference call then Join to resume the conference call.

## keep your business and personal lives separate by using two different lines

not available to pay as you go customers

With Line 2 you can keep business and personal calls separate.

To activate Line 2 call customer services on 150 from your Orange phone or 07973 100 150 from any other phone.

There is a one-off connection charge and you receive a reduced monthly charge on your Line 2 Service Plan. You will receive a USIM update when the service has been activated.

The following tariffs are not available on Line 2:

- Orange Everytime 20 if it includes an option to call other networks
- Orange Everytime 400

- Orange Everytime 1000
- Orange Talk 150
- Orange Talk 200
- Orange Talk 500

When you receive a call on Line 2, your phone will ring without you having to have Line 2 selected. You receive a separate Answer Phone for your Line 2 which you can also personalise. Call your Answer Phone in the usual way but remember to switch to Line 2 first.

If you call Answer Phone from Line 2 but have no messages, you will automatically be connected to your Line 1 Answer Phone if you have messages.

To **switch between Line 1 and Line 2**, press and hold the # key.

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

### minute minder

You can set your phone to sound every minute that you are on a call so that you can keep track of how long you are speaking for and in turn estimate the cost of your call.

To **turn minute minder on:**

- 1 Press MENU and select Settings.
- 2 Scroll to Call and press OK.
- 3 Scroll to Settings and press OK.
- 4 Scroll to Minute reminder and press OK.
- 5 Scroll to On and press OK.

## make calls

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

Your Caller id identifies you to a person you are calling and identifies a caller to you.

To hide your number when calling another person, simply dial 141 before the number.

To hide your number permanently, call customer services on 150 from your Orange phone or 07973 100 150 from any other phone. If you are a pay as you go customer, please call 451 from your Orange phone. While your number is hidden you will not be able to see the Caller id of any incoming calls.

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

3

manage your  
contacts

## manage your contacts

store the names and numbers of your friends, family and colleagues in your Address Book

To **open your address book**, scroll down once in the Home screen and press OK twice. This opens your Address Book at the first alphabetical entry.

To **call an entry in your address book**, scroll to the person you would like to talk to and press  .

To **add a new entry to your address book**:

- 1 Enter the number of the contact who you would like to add to your address book and press Save.
- 2 Add contact is highlighted. Press OK.
- 3 Enter a name for the contact.
- 4 Scroll up and choose whether you would like to add the contact to your USIM Card memory or to the phone's memory.

5 You can then choose to add any of the following:

- Number (2)
- Group
- Image
- Melody
- E-mail (1)
- Homepage
- Home address
- Company name
- Position
- Company address
- Memo

6 Press Done and the contact will be saved to your phone.

**Note:** You will only be able to add a name, phone number, second phone number and email address to contacts saved on your USIM Card.

## manage your contacts

To **edit a contact**:

- 1 Scroll down once in the Home screen and press OK twice.
- 2 Scroll to the contact whose details you want to edit.
- 3 Press Option and select Edit.
- 4 Scroll through the fields, editing the information as necessary.
- 5 Press Done.

When I save a contact in my phonebook where are the details stored?

You can store **up to 200 names** and numbers on your USIM Card's memory. Your phone's **internal memory is dynamic**, and is shared between the features of your phone.

The advantage of storing contacts on your USIM Card is that if you change phones, all of the contacts on your USIM Card will move to the new phone.

The advantage of storing contacts on your phone is that you can add extra details such as home or company addresses to each entry.

## manage your contacts

### delete unwanted contacts from your phonebook

To **delete a single contact**:

- 1 Scroll down once in the Home screen and press OK twice.
- 2 Scroll to the contact whose details you want to delete.
- 3 Press Option and select Delete.
- 4 Yes is highlighted. Press OK to confirm the deletion.

To **delete all your contacts**:

- 1 Press MENU and select Address Book.
- 2 Scroll to Clear phonebook and press OK.
- 3 Choose either Phone or USIM and press OK.
- 4 Scroll to Yes and press OK.
- 5 Enter your four-digit security code, which is preset to 0000 and press OK.

### copy contacts between your phone and USIM Card

It's a good idea to copy numbers from your USIM Card to your phone.

This enables you to add extra information to, and personalise, your contacts. Then, when you upgrade your phone you can easily copy key information to your USIM Card and move your contact details to your new phone.

To **copy numbers between your phone and your USIM**:

- 1 Press MENU and select Address Book.
- 2 Scroll to Copy all and press OK.
- 3 Scroll right to select either Phone to USIM or USIM to phone.

## manage your contacts

- 4 Scroll down and choose to copy the contacts all together or One by one.
- 5 Press OK.

### backup your USIM Card address book

Make sure that losing your phone doesn't mean losing all of the important contact information stored on your USIM Card.

Memory Mate is a new service which ensures that the details you have stored on your USIM Card for all of your friends, colleagues and family are safely backed up. So, if the worst happens, they will still be available to you.

For a low one-off charge you can purchase a Memory Mate card from any Orange shop which will backup your USIM Card address book. Then, simply return to your Orange shop regularly to have any new information backed up at no additional cost.

And, if you're joining Orange from another network, Memory Mate can be used to transfer the contacts and text messages saved on your old SIM Card to your new Orange USIM Card, keeping your move totally hassle-free.

For more information, visit your nearest Orange shop and one of our representatives will be happy to assist you.

## manage your contacts

### Orange Directory Enquiries

The new number for Directory Enquiries is 118 000. So save 118 000 to your phone now, and it'll be there the next time you're out and about and need a number in a hurry.

Otherwise, it's the same convenient service from Orange. Simply call 118 000 and tell the operator the name or place you are looking for and they will tell you the number (you can request three numbers per call). Then, they will send a text message to your phone at no extra cost, allowing you to call the number directly from the message or add it straight to your phonebook.

4

manage  
your calls

## manage your calls

### what happens when you get an Answer Phone message?

When someone leaves a message on your Answer Phone, the  symbol will appear on your phone's display. This symbol will remain until the message has been saved or deleted. Answer Phone messages that have not been listened to will be saved for up to 21 days.

### listening to your Answer Phone messages

To **listen to your Answer Phone messages** press and hold the **1** key. Listen to the simple steps to save, listen to or delete messages. You can save messages that you have listened to for up to seven days.

### Answer Phone Call Return

You can use Answer Phone Call Return to return a call after someone has left a message on your Answer Phone, without having to remember or make a note of their number.

To use Answer Phone Call Return:

- 1 Listen to your Answer Phone message as normal.
- 2 When you have finished, if you want to return the call, simply press # while you are still connected.
- 3 Orange Answer Phone will automatically dial the caller's number and connect you.

**Note:** Answer Phone Call Return is only available if the network you are calling supports this service. You are charged your standard call rate.

### keep track of who has called you, even if they don't leave a message on your Answer Phone

Missed call alert is a free Orange service that enables you to know who has called you, even when your phone is switched off.

Imagine that you have your phone switched off for a couple of hours. During this time several people call you but they do not leave a message on your Answer Phone. Whereas previously you would not have known who called, now, Orange send you a text message listing the last 3 numbers that called and when they called.

If the same person calls more than once you will only receive one notification of their call.

You do not receive a text message notification if your phone is on and you have a missed call as you will see 44 in the display and the number will be stored in your phone. In order to get the best out of this service, please ensure that Call Waiting is activated on your phone.

If the caller has withheld their number you will not receive a text message notification of the call.

You can turn this service off or on by calling your Answer Phone. Select option 3, then option 7 and then follow the prompts.

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

## manage your calls

### use Answer Phone shortcuts to manage your messages efficiently

Your Answer Phone is quick to use as there are several single key presses to help you move through your messages.

When listening to your messages press:

- 1** to listen to your message again
- 2** to save your message
- 3** to delete your message
- 7** to rewind 10 seconds
- 8** to skip to the next message
- 9** to fast forward 10 seconds
- #** to return the call
- 0** for help

### personalising your Answer Phone greeting

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

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

### set up an Answer Phone PIN

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

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

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

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

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

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

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

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

## manage your calls

### when you can't take your calls, why not divert them

not available to pay as you go customers

Call Divert allows you to divert different types of calls to different numbers. So, you might choose to divert fax calls to your office fax machine, but voice calls to your Answer Phone. The availability of this facility depends upon the network that you are using.

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

- Video
- Voice
- All fax calls
- All data calls

To **activate a divert**:

- 1 Press MENU and select Settings.
- 2 Scroll to Call and press OK.
- 3 Scroll to Call divert and press OK.
- 4 Select which type of calls you would like to divert and press OK.
- 5 If you choose video or voice calls, you will also be asked to select the circumstances in which you want the divert to act.
- 6 Enter the phone number where you want calls to be diverted to or opt to divert calls to your Orange Answer Phone. Press OK.

### To **cancel all divers**:

- 1 Press MENU and select Settings.
- 2 Scroll to Call and press OK.
- 3 Scroll to Call divert and press OK.
- 4 Press Option and press OK.
- 5 Scroll to Yes and press OK to confirm.

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

- 1 Press MENU and select Settings.
- 2 Scroll to Call and press OK.
- 3 Scroll to Call divert and press OK.
- 4 Select one of the divert options and press Status.

**Note:** There is no charge to set up or cancel a divert. You are charged your normal Service Plan rate and, if you are calling or diverting your calls abroad, the rate will vary depending on the service provider you are using.

### more information

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

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

Fixed dialling allows you to limit the use of your phone (typically by a friend or family member) to only the numbers stored in your phonebook.

- 1 Press MENU and select Settings.
- 2 Scroll to Call and press OK.
- 3 Scroll to Fixed dial number and press OK.
- 4 Enter your PIN2 code, which is preset to 1111 and press OK.
- 5 Scroll right to switch fixed dialling on.

## manage your calls

- 6 Scroll down and press List.
- 7 Press Add and enter a name.
- 8 Scroll down, enter a phone number and press OK.  
You can also enter part numbers if you want to limit outgoing calls to certain areas, for example Greater London numbers you would just enter 0207.
- 9 Repeat steps 7 and 8 to add more fixed dial numbers.

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

The call barring password is preset to 1111. Emergency calls to 999 or 112 can be made while Call barring is on.

- 1 Press MENU and select Settings.
- 2 Scroll to Call and press OK.
- 3 Scroll to Call barring and press OK.
- 4 Choose to bar:
  - Outgoing calls
  - International calls
  - International except home country
  - Incoming calls
  - Incoming calls when abroad.
- 5 Press OK. Enter the call barring password and press OK again.

# text messaging and email

## text messaging and email

### text messages are fun, quick and convenient

When a phone call is inappropriate, or you only want to convey a short and simple message you can send a text message.

- 1 Press MENU and select Messaging.
- 2 Write message is highlighted. Press OK.
- 3 SMS is highlighted. Press OK.
- 4 Enter the recipient's phone number or press Search to get a number from your phonebook.
- 5 Scroll down to Edit message and start writing your message. Your phone is preset to use predictive text. See opposite for details of how to use predictive text.
- 6 Press OK three times to send the message.

How do I know which symbols are available on which keys in Abc/abc mode?

key	symbol	
1	.,?!1	.,?!1
2	ABC2ÀÁÂÃÄÅÆÇ	abc2àáâãäåæç
3	DEF3ÈÉÊË	def3èéêë
4	GHI4ÌÍÎ	ghi4ìíî
5	JKL5Ł	jkl5ł
6	MNO6ÑÒÓÔÕÖØŒ	mno6ñòóôõöøœ
7	PQRS7ß\$	pqrs7ß\$
8	TUV8ÙÚÛÜ	tuv8ùúûü
9	WXYZ9	wxyz9
0	space 0	space 0

## text messaging and email

### save time using predictive text input

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

To **switch to predictive text from standard text input**, press #.

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

When you have finished pressing all of the keys, the word should appear on screen. Press 0 to accept the word or press \* repeatedly to view the alternative word options. When the right word appears, press 0. A space will automatically be added and you can start to enter the next word.

### switch to standard text input

To **switch to standard text from predictive text input**, press #.

### To use **standard text input mode**

Repeatedly press a key the relevant number of times to get the letter that you need. So, for example, you will need to press the 4 key once for a G and the 7 key four times for an S. To insert a number, press and hold the number key.

## text messaging and email

### use text templates

Save text templates to save you having to key in messages that you send frequently.

To **write a text template**:

- 1 Press MENU and select Messaging.
- 2 Scroll to Templates and press OK.
- 3 Press Add and write your message.
- 4 Press OK to save the template.

To **use a text template**:

- 1 Press MENU and select Messaging.
- 2 Scroll to Templates and press OK.
- 3 Scroll to the template you would like to use and press OK.
- 4 Press Edit to add or delete text as necessary.
- 5 Send as usual.

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

not available to pay as you go customers

Group Text Messaging is a handy feature to use when you need to repeat the same message to more than one person. You can send the same message to up to 20 recipients.

- 1 After entering the phone number of your first recipient, scroll down.
- 2 Another **To** field will automatically appear. Enter the second recipient's phone number.
- 3 Repeat steps 1 and 2 until you have entered all of the phone numbers.
- 4 Send the message in the usual way.

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

## text messaging and email

### send and receive emails

Your Orange phone allows you to send and receive emails while on the move. Orange email should already be set up on your phone. If it is not follow these simple steps:

- 1 Press MENU and select Messaging.
- 2 Scroll to Settings and press OK.
- 3 Scroll to E-mail and press OK.
- 4 Scroll to E-mail account and press OK.
- 5 Press Option, select Add new and enter the settings in the table opposite.

#### To send an email:

- 1 Press MENU and select Messaging.
- 2 Write message is highlighted. Press OK.
- 3 Scroll to E-mail and press OK.

### What are my POP3 email settings?

option	setting
Title	your email account title
User name	your email user name
Password	your email password
E-mail address	your email address
Reply E-mail address	your reply email address
Max. receive size	500
Save to server	Yes
Outgoing mail server	smtp.orange.net
Outgoing server port	25
Incoming mail server	pop.orange.net
Incoming server port	110
Access point	Select Orange UMTS
SMTP authentication	Off
Auto retrieve	No
The remaining settings are optional:	
Allow reply	Determine whether you will send a read confirmation mail for a read confirmation mail to a sender
Auto retrieve	Choose how often your phone checks for message
Signature text	Add your signature text to your emails

## text messaging and e-mail

- 4 Enter the recipient's email address. Press Symbol for the @ sign and 1 for a full stop.
- 5 Scroll down and enter any additional email addresses as necessary.
- 6 Scroll down to Subject and enter a title.
- 7 Scroll down to Message and write the email.
- 8 Press Attach to add a video, audio or image to the email.
- 9 Press OK and choose from:
  - Send & Save  
A copy of your email will be stored in your sent mail folder.
  - Send  
Send without saving a copy.
  - Save to drafts  
Save a copy that you can edit and send later.
  - Preview  
See a preview of your message and it's attachments.

### To receive email:

- 1 Press Menu and select Messaging.
- 2 Scroll down to Email inbox and press OK.
- 3 Orange Email is highlighted, press OK.
- 4 Press Retrieve.

### more information

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

6

photo and video  
messaging

## photo and video messaging

### explore a new world of messages with photo and video messaging

Video Messaging is the latest way to share your life.

Shoot a video with your U8150's digital camcorder and send it immediately by multi media message.

Video clips are stored in your phone's Media album. They are automatically saved once they have been shot.

You can send video messages to other phones that support Video Messaging and also to phones that do not (all the features will only be available if it is a Photo and Video Messaging enabled phone). A non-Photo and Video Messaging phone will receive a text message containing a website address and the recipient can view the message on the website. You can also send video messages to email addresses.

### shoot a video

To **record a video clip**:

- 1 Press Camera, then scroll right to access your Camcorder.
- 2 Adjust the camera position by moving the revolving lense.
- 3 Press Rec. to start the video recording. A timer will begin showing you how long the video clip is.
- 4 Press Stop to end the recording. The video will automatically be saved to your phone.

## photo and video messaging

### change your video settings to suit your surroundings

When the video recorder is activated, press Option, to view a list of video settings. Choose from:

- Quality  
Select Super fine, Fine or standard.
- Flash  
Switch the flash light on or off.
- Zoom  
Zoom in or out.
- Brightness  
Use the left and write scroll keys to adjust the brightness of the picture.
- Effect  
Choose from Normal, Mono or Sepia.
- Recording time  
Set the recording time to 10 secs, 30 secs or 1 min.

Photo Messaging changes the way you message, allowing you to send and receive text and photos in one message to other mobile users and even to an email address.

Photos are stored in your phone's Media album. They are automatically saved once they have taken.

You can send photo messages to other phones that support Photo Messaging and also to phones that do not (all the features will only be available if it is a Photo and Video Messaging enabled phone). A non-Photo and Video Messaging phone will receive a text message containing a website address and the recipient can view the message on the website. You can also send photo messages to email addresses.

# photo and video messaging

## take a photo

To **take a photo**:

- 1 Press Camera to open your viewfinder.
- 2 Adjust the camera position by moving the revolving lense.
- 3 Focus on the object and press Take to capture the image. The photo will be automatically stored on your phone.

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

- Size  
Choose from 640\*480, 352\*288 or 176\*144 Wallpaper size, Address book size.
- Quality  
Select Super fine, Fine or Standard.
- Flash  
Switch the flash on or off.
- Zoom  
Zoom in or out of the photo.
- Brightness  
Adjust the brightness of the photo using the left and right scroll keys.
- White balance  
Adjust the photo balance according to the weather conditions. Choose from Auto (default), Daylight, Cloudy, Shade or Fluorescent.

## photo and video messaging

- Delay timer

Use the timer when you want to include yourself in photos.

- Camera effect

Choose from Normal, Mono or Sepia.

- Shutter sound

Select a sound for your picture taking or choose to have no sound at all.

### take a self portrait

When you want to share your life with your friends, turn the revolving lense to face you to help you easily frame self portraits.

### send photo and video messages

To **send a video message straight from your camcorder**:

- 1 Once you have finished recording your video clip, press List.
- 2 Your Video player will open. Scroll to the clip you have just recorded and press Send.
- 3 Enter a phone number or press Search to get a number from your phonebook.
- 4 Scroll down to Title and enter a name for the clip.
- 5 Scroll down to Slide [1/1] and press Edit.
- 6 Scroll down to Message and type your message.
- 7 Press OK then Done.
- 8 Send now is highlighted. Press Select.

## photo and video messaging

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

- 1 Press MENU and select Messaging.
- 2 Write Message is highlighted. Press OK.
- 3 Scroll to MMS and press OK.
- 4 Enter a phone number or press Search to get a number from your phonebook.
- 5 Scroll down to Title and enter a subject.
- 6 Scroll down to Empty slide [1/1] and press Edit.
- 7 Scroll down to Video and press Attach. Scroll through your videos and press Select when you reach the clip you want to add.
- 8 Scroll down to Message and type your message.
- 9 Press OK then Done.
- 10 Scroll to Send and press Select.

Alternatively, you can highlight your video in Media Album and press Send.

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

- 1 Once you have taken your photo, press Gallery.
- 2 Your Image gallery will open with the photo you have taken highlighted. Press Send.
- 3 Enter a phone number or press Search to get a number from your phonebook.
- 4 Scroll down to Title and enter a name for the photo.
- 5 Scroll down to Slide [1/1] and press Edit.
- 6 Scroll down to Message and type your message.
- 7 Press OK then Done.
- 8 Scroll to Send and press Select

## photo and video messaging

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

- 1 Press MENU and select Messaging.
- 2 Write Message is highlighted. Press OK.
- 3 Scroll to MMS and press OK.
- 4 Enter a phone number or press Search to get a number from your phonebook.
- 5 Scroll down to Title and enter a subject.
- 6 Scroll down to Empty slide [1/1] and press Edit.
- 7 Image is highlighted. Press Attach. Scroll through the pictures and press OK once you reach the picture you want to add.
- 8 Scroll down to Message and type your message.
- 9 Press OK then Done.
- 10 Scroll to Send and press Select.

**view your photos and videos**

You can view the photos and videos that you have stored on your phone at any time.

- 1 Press MENU and select Media album.
- 2 Scroll to Picture album or Video player and press OK.
- 3 Select the photo or video that you want to view.



7

# Orange multi media services

## Orange multi media services

### one click to your new Orange World

Just one click on your new U8150 transports you to the latest games, ringtones and sports news from around the world.

Find your nearest cashpoint then pick out a bar to blow your wages in, or simply curl up on the sofa and read about your favourite celebrities. Or, if you're feeling lucky, why not enter one of our great competitions. Whatever your mood, you're bound to find something of interest in your Orange World, so take the leap and get exploring now!

To **enter Orange World** press the Orange World button on your phone. Orange World will open. Scroll down the page and press OK when you come to a link you want to visit.

Info, Fun and Tools enables you to quickly find the features and services that you want to access. Orange will also suggest links that you may enjoy, the suggestions we make are based on your phone and the day of the week. For example, on a Saturday we may suggest sport to give you quick access to football results.

Use Orange World to personalise your phone by downloading new ring tones, wallpapers, or the latest games, including some of the biggest games around such as EA Sports™ Fifa Football and EA Sports™ Tiger Woods PGA Tour® 2004. You can also access services from other providers, for example the BBC and RAC.

## Orange multi media services

### create your own Orange World

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

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

### find your way using Orange World

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

For example, use Orange World to find the nearest cash point to the pub you arranged to meet your friends in. Once you're there, use the Find feature to find the local cinema, and grab a cab number to organise a lift there. It's simple, quick, and above all convenient. Try it now to see what you could be doing tonight.

## Orange multi media services

### share information with Orange World

Once you're familiar with Orange World, why not let a friend know what they're missing out on using the Email menu you'll find under Tools? Click on the "Read your email" link and you can access email providers including Orange, Wanadoo, Yahoo plus many more. If you don't yet have an email account you can register for Orange Email which you can use on both web and wap. You can register for an Orange Email account on any PC with internet access at [www.orange.co.uk/register/](http://www.orange.co.uk/register/).

### read your emails

Your LG U8150 gives you direct access to your Orange Email as well as alerting you on receipt of new messages. Register at [www.orange.co.uk/register/](http://www.orange.co.uk/register/) from any PC with Internet access to set up your free email account. You will be provided with a username and password, which you can use to sign in. Sign in requires your registered Username and Password, not your email address.

#### To **check your Orange Email**:

- 1 Open Orange World.
- 2 Scroll to Mail and messages and press OK.
- 3 Follow the onscreen prompts.

## Orange multi media services

### Orange organise

With Orange Organise you can practically organise practically everything: contact details, appointments and general tasks. Register at [www.orange.co.uk](http://www.orange.co.uk) and benefit from the following services:

- Free email alerts  
Receive a text message on your Orange phone to alert you to emails you've received.
- Calendar and tasks  
Receive a text message to remind you of dates and events that are important to you.
- Address Book  
Be automatically informed if any of your contacts change their details or send an email to all your contacts to check that the information you have for them is up to date.

- Synchronise  
Synchronise your contacts, events and tasks between your phone, PC and Orange services website account.

**Note:** For more information about synchronising Orange please download the user guide from the Orange website synchronisation pages.

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

You can access the Options menu in wap at any time by pressing Menu.

The full list of Options is as follows.

- Homepage  
This takes you to the Orange World homepage.

## Orange multi media services

### Synchronisation settings for Orange Organise:

Option	Setting
Settings name	Orange SyncML
Homepage	http://sync.orange.net:8080/sync/it
Address	./Address
Events	./Event
Tasks	./Tasks
Username	Your mobile number
Password	Register on the Orange website Organise section for this.

**Note:** This service is not available at time of going to print but will be available in the future. Phone Orange Customer Services for details.

- Reload  
Reload the current page refreshing any information that may have changed.
- Favourites  
Save the current page as a bookmark or select a site from your list of bookmarks.
- Settings  
Not supported at present.
- Back  
Return to the previous page.
- Forward  
Go forward to the next page.
- URL  
Allows you to enter a site that you want to visit.

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

## Orange multi media services

### What are my UMTS wap settings?

option	setting
Connection name	Orange Internet
Data bearer	UMTS
Access point name	orangeinternet
Username	-
Prompt password	No
Password	-
Authentication	Normal
Gateway IP address	192.168.71.35
Homepage	http://wap.orange.co.uk
Connection security	Off
Session mode	Permanent

**Note:** You do not need to enter anything in the username and password fields. Your Access point name is case sensitive.

### empty your cache

Your phone has a cache to temporarily store wap files. To ensure your phone remains confidential should it be used by anyone else, or to free up memory space, you may wish to empty it.

To **empty your cache**:

- 1 Press MENU and select Orange World.
- 2 Scroll to Clear cache and press OK.
- 2 Yes is highlighted. Press OK.

## Orange multi media services

### resetting wap

In the unlikely event **you lose your wap settings:**

- 1 Press MENU and select Orange World.
- 2 Scroll to Settings and press OK.
- 3 Press Option and select Add new.
- 4 Enter your wap settings as described in the table on page 83.

### bookmark your favourite sites

When you find a site that you like you can bookmark it. This means that when you want to visit the site in the future you can shortcut to it from the Orange homepage.

To **bookmark a site:**

- 1 Press Options, scroll to Save as bookmark and press Select.
- 2 Enter a title for the bookmark and press OK.

To **go to a bookmark:**

- 1 Press Options, scroll to Bookmarks and press Select.
- 2 Scroll to the bookmark you want and press Options.
- 3 Connect is highlighted. Press Select.

## Orange multi media services

### set up text alerts for sports results, horoscopes, news and lottery numbers

Need a giggle at a quirky news story? Want to find out how your local football team are doing? Set up Orange text alerts to stay updated on the subjects that interest you.

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

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

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

To cancel an alert dial **277** and follow the prompts.

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

Your additional options can be found by pressing the Menu button on your phone and choosing Orange Plus. You can:

- easily get in touch with Orange
- always be up to date with Orange Information

### Orange Plus Information enables you to check...

- sports, news and results
- lottery, horoscopes, weather and jokes
- stocks, indices and foreign exchange

## Orange multi media services

What is Orange Information?

Orange Information is ideal for finding out up to the minute information such as sports results and lottery numbers. You can check the news, business and weather, or even read your horoscope.

How much does it cost?

Text messages to request information are free. Receipt of each Orange Information text message costs 12p.

To **access Orange Information**:

- 1 Press MENU and select Orange World.
- 2 Scroll to Orange Plus and press OK.
- 3 Information is highlighted. Press OK. Choose from the following topics:
  - Sport
  - Lifestyle
  - Finance
- 4 You will be offered a further list of options. Scroll to the one you want and press OK.
- 5 Choose from the following three options:
  - Latest  
Sends you a single text message with the latest information.
  - All future  
Requests that you are sent regular updates on your chosen subject.
  - No more
  - Cancels the All future option.

## Orange multi media services

- 6 You will then have two further choices:
- Get information  
Requests information be sent to your phone immediately
  - to menu  
Your USIM Card saves the information you've entered so you don't need to re-enter it

### Orange Plus Call Orange enables you to...

- speak to Customer Services
- listen to your Answer Phone messages
- listen to traffic news using Text Alerts
- call Orange Directory Enquiries
- call Orange International Directory Enquiries
- request update of breaking news by setting up Orange Text Alerts

### To call Orange:

- 1 Press MENU and select Orange World.
- 2 Scroll to Orange Plus and press OK.
- 3 Scroll to Call Orange and press Select.
- 4 Select one of the following:
  - Customer Services
  - Answer Phone
  - Voice Media
  - Traffic News
  - Text Media
  - Directory Enquiries
  - International Directory Enquiries
  - Breaking News
- 5 Scroll to read the message from Orange, then press OK.

Choose Call to dial the number.

## Orange multi media services

Orange Plus Payasyougo enables you to...  
only available to pay as you go customers

- check your balance
- top-up your talk time by Orange Top-up Voucher
- link your phone to an Orange Top-up Swipe Card

What can I do with Pay as you go?

Pay as you go gives you control of your phone expenses, and provides flexible options for topping up your balance.

How much does it cost?

Balance and Top-up menu items are free, although some restrictions may apply.

To **check your balance**:

- 1 Press MENU and select Orange World.
- 2 Scroll to Orange Plus and press OK.
- 3 Choose Payasyougo.
- 4 Choose Balance.
- 5 You will receive a text message. Press the Cancel key until you return to the main menu and choose Messages. The message in your inbox will tell you your balance.

To **Top-up your talk time using your nominated card**:

- 1 Press MENU and select Orange World.
- 2 Scroll to Orange Plus and press OK.
- 3 Choose Payasyougo.
- 4 Choose Top-up.
- 5 Choose Voucher.

## Orange multi media services

- 6 Enter your Orange Top-up Voucher number and press OK.
- 7 You will receive a message asking if you want to proceed. Scroll to read the full message and press OK. Choose Yes to proceed.
- 8 You will receive a text message. Press the Cancel key until you return to the main menu and choose Messages. The message in your inbox will tell you that your Voucher has been redeemed, and gives you your new balance.

### To **Top-up your talk time using your credit or debit card:**

Use this to Top-up your talk time with a nominated credit or debit card.

To use the Top-Up service you will first need to nominate your card with Orange. To register call 451 and choose option 1.

- 1 Press MENU and select Orange World.
- 2 Scroll to Orange Plus and press OK.
- 2 Choose Payasyougo.
- 3 Choose Top-up.
- 4 Select credit or debit card as appropriate
- 5 You will automatically be connected to Customer Services to complete the transaction.

### To **link an Orange Top-up Swipe Card to your account:**

- 1 Press MENU and select Orange World.
- 2 Scroll to Orange Plus and press OK.
- 2 Choose Payasyougo.
- 3 Choose Top-up.
- 4 Scroll to Swipe Card and press OK.
- 5 Enter your Orange Top-up Swipe Card number, which is the number following 894412, and press OK.

## Orange multi media services

- 6 A message will appear confirming the Orange Top-up Swipe Card number (scroll to read the full message), and asks if you want to proceed. Press OK and choose Yes to proceed.
- 7 You will receive a text message. Press the Cancel key until you return to the main menu and choose Messages. The message in your inbox will tell you that your Orange Top-up Swipe Card has been linked to your Pay as you go account.

An Orange Top-Up Swipe Card enables you to Top-up your talk time at any registered outlet. For more information please see [www.orange.co.uk](http://www.orange.co.uk)

**if you prefer to listen to the news rather than read it simply call 177**

When you call **177** you can listen to up-to-date information on a variety of subjects including lotto results, the weather in your local area, your horoscope and a selection of topical information from around the UK.

- 1 Call **177**.
- 2 Simply follow the voice prompts to hear the information you want.

**Note:** You will be charged a set price of 40p per minute to call **177**.

# Orange multi media services

## access Orange Internet from your PC

not available to some pay as you go customers

With Orange Internet you can access all these features:

- Personal email address and free email alerts. When you're out and about, you can receive a text message on your Orange phone to alert you to emails you've received.
- Personal diary and free alerts. Receive a text message on your Orange phone as a reminder of dates and events that are important to you.
- Send 30 free text messages when online every month to phones on any network.
- Receive information as a text message on your Orange phone on the latest news, weather, sport, directory, entertainment and lifestyle updates.

## register with Orange Internet

To register with Orange Internet just visit [www.orange.co.uk/register](http://www.orange.co.uk/register)

## manage your Orange phone account online

not available to pay as you go customers

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

## Orange multi media services

# additional features

## additional features

### connect to another device wirefree using infrared

You can use the infrared port of your phone to communicate wirefree with your PC or other infrared devices.

To communicate via infrared you need to activate the infrared port.

To **activate the infrared port**:

- 1 Press MENU and select Extras.
- 2 Scroll to Activate IrDA and press OK.
- 3 Scroll to IrDA and press OK.

**Note:** Do not point the Infrared beam at anyone's eye or allow it to interfere with other infrared devices. This device is a Class 1 Laser product. Two devices linked by infrared should not be more than 1 metre apart.

### Orange Answer Fax

not available to pay as you go customers

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

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

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

### synchronise your phone with your PC

Synchronisation helps you keep on top of things as it ensures your important personal information is organised and up to date on your phone. With synchronisation your contacts, events and tasks will be available to you wherever you are- on your phone or on your PC.

You can choose how you would like to synchronise your phone and PC, so that the same data appears on both your phone and computer.

- Desktop sync  
Synchronise your phone directly to your PC using infrared or a data cable.
- Mobile sync  
Synchronise your phone with the Orange website.

## additional features

### desktop sync your LG U8150 with your PC

You can synchronise your LG U8150 with other compatible devices using the infrared port or a cable. Synchronising enables you to keep a copy of your contacts, appointments, tasks and notes so should anything happen to your phone, you will not lose important data.

To synchronise your devices you will need to install the software from the CD that came with your phone.

- 1 Your CD will autorun once inserted into your computer. Install the synchronisation software, following the on-screen prompts.
- 2 Connect your phone to the PC via infrared or data cable, and follow the on-screen prompts to begin synchronisation.

- 3 Once you have set up your partnership you are ready to synchronise your devices.

To **synchronise remotely with internet programs:**

- 1 Press MENU and select Extras.
- 2 Scroll to Sync service and press OK.
- 3 Scroll to Settings and press OK.
- 4 Press Add and enter your synchronisation settings as shown on page 82.
- 5 Press Done to save.

### keep track of your time and finances

Your LG U8150 has built-in calculator and unit converter functions.

To **use the calculator**:

- 1 Press MENU and select Extras.
- 2 Scroll to Calculator and press OK.
- 3 Enter figures using the keypad and use the scroll keys to add, subtract, multiply and divide.
- 4 Press # to enter a decimal point or press # to use brackets.
- 5 Press Func to choose from:
  - 1 +/-
  - 2 sin
  - 3 cos
  - 4 tan
  - 5 log
  - 6 ln
  - 7 exp
  - 8 sqrt
  - 9 deg
  - # rad
- 6 Press = to perform a sum.
- 7 Press AC to clear the screen.

## additional features

To **use the unit converter**:

- 1 Press MENU and select Extras.
- 2 Scroll to Unit convertor and press OK.
- 3 Choose what type of unit you would like to convert:
  - Currency
  - Length
  - Surface
  - Mass
  - Volume
  - Velocity
  - Temperature
- 4 Press Unit to change the units you are converting from or to. Press rate to choose an exchange rate if you are converting currency.
- 5 Enter an amount in either unit field and the conversion will be performed automatically.

There is also a timer function on your phone.

To **use the timer**:

- 1 Press MENU and select Extras.
- 2 Scroll to Timer and press OK.
- 3 Choose from:
  - Stopwatch  
Time how long an event takes.
  - Date finder  
Shows the remaining number of days until a specified day of event.
  - Date counter  
Add a new Date counter.

personalise

## personalise

### always be alerted to a call or a text message in the most appropriate way

We have already stored sounds, pictures and animations for you to use on your phone so that you can personalise your phone straight away.

You can also download new sounds and pictures using Orange World on your phone, and using Photo Messaging you can send and receive photos and sounds with your friends to use on your phone.

To **change your ring tone or alert**:

- 1 Press MENU and select Profile.
- 2 Select the profile which is currently being used. This will be the one which is highlighted, with **ON** written next to it.
- 3 Press Edit and choose from:
  - Alert by
  - Voice ring tone Line 1
  - Voice ring tone Line 2
  - VT ringtone
  - Ring tone volume
  - Message alert
  - Message tone
  - Warning alert
  - Key tone effect
  - Key tone volume

- Flip tone effect
- Switch on effect
- Switch off effect

4 Press OK to save your changes.

## change the way your phone behaves in seconds

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

You can choose a profile from six preset options or you can create your own profile in one of the two user defined spaces.

To **choose a profile**:

- 1 Press MENU and select Profile.
- 2 Scroll to the profile you want and press OK. Choose from:
  - Vibrate only
  - Silent
  - General
  - Outdoor
  - Headset
  - Car
  - User define1
  - User define2

# personalise

## personalise your phone by changing the display settings

You can choose and alter the display settings on your phone to make it more personal to you.

- 1 Press MENU and select Settings.
- 2 Scroll to Display and press OK.
- 3 Choose from:
  - Backlight
  - Contrast
  - Dialling font
  - Idle clock font
  - Screen theme

To **change the phone language**:

- 1 Press MENU and select Settings.
- 2 Scroll to Language and press OK.
- 3 Choose from:
  - Automatic
  - English
  - Français
  - Italiano
  - Deutsch
  - Nederlands

## set a list of your favourite applications

You can setup a list of Shortcuts to access easily from your Home screen. There is space to store up to 9 of your favourite applications. You can edit the list whenever you feel like a change.

### To **add a favourite feature**:

- 1 Press Shortcuts.
- 2 Select an empty space and press Add.
- 3 Choose a menu to select a feature from. Press OK.
- 4 Select the feature that you would like to be one of your shortcuts. Press OK.

### To **access your favourite features**:

- 1 Press Shortcuts.
- 2 Scroll to the favourite feature you would like to access and press OK.

### To **edit your list of Shortcuts**:

- 1 Press Shortcuts.
- 2 Scroll to the feature you would like to change and press Edit.
- 3 Select a new feature and press OK.

## personalise

### download applications

Your phone is preconfigured with Java™ technology. This allows you to download Java™ games and applications to your phone via Orange World, which you can then use and update wherever you are.

To **download a Java™ application**:

- 1 Press MENU and select Apps & Games.
- 2 Scroll to Download and press OK.
- 3 Select an application.

### make you phone your own with downloads from Orange

Don't forget you can also download pictures and ring tones from Orange to make your phone unique to you.

Simply press  twice to open Orange World and explore the Fun link to download photos, video's and much more to your phone.

10

manage  
your time

## manage your time

### set the time and date

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

- 1 Press MENU and select Settings.
- 2 Time & Date is highlighted. Press OK.
- 3 Time is highlighted. Press OK.
- 4 Enter the correct time.
- 5 Scroll down choose the time format i.e 12 hour or 24 hour. Press OK.
- 6 Scroll down to Date and press OK.
- 7 Set the date.
- 8 Scroll down and choose the date format. Press OK.

To **see what time it is in other parts of the world**:

- 1 Press MENU and select Extras.
- 2 Scroll to World time and press OK.
- 3 Press Home and select your nearest city, for example London.
- 4 Scroll left and right across the world map to see what the time is in other countries and cities.

To **set an alarm**:

- 1 Press MENU and select Extras.
- 2 Scroll to Alarm clock and press OK.
- 3 Press Add.
- 4 Scroll right to switch the alarm on.
- 5 Scroll down and set a time for the alarm.

6 Scroll down to choose how often you would like the alarm. Scroll right continuously to choose from:

- Once
- Mon - Wed
- Mon - Thu
- Mon - Fri
- Mon - Sat
- Except holiday
- Everyday

7 Scroll down and select a ringtone for the alarm.

8 Scroll down and select a name for the alarm.

9 Press DONE to save the alarm.

### use your phone's organiser to remind yourself of important events

Your LG U8150 has a built-in calendar so you can keep track of important meetings you need to attend.

To **add an appointment**:

- 1 Press MENU and select Organiser.
- 2 Calendar is highlighted. Press OK.
- 3 Scroll to the date that you want to add an appointment to and press Add.
- 4 Set the time of the appointment.
- 5 Scroll down and enter a name for the appointment and press Done.
- 6 Scroll down and categorise the appointment as either General or Anniversary.

## manage your time

7 Scroll down and choose whether you want the appointment repeated on other days, for example if it is a recurring event. Choose from:

- No repeat
- Daily
- Weekly
- Monthly
- Yearly

8 Scroll down and choose whether you want an alarm to remind you of the appointment. Select from:

- No alarm
- On time
- Before 15 mins
- Before 30 mins
- Before 1 hour
- Before 1 day

- Before 3 days
- Before 1 week

9 Scroll down and select a ringtone for the alarm.

10 Press Done to save the appointment.

Days that have appointments added to them will be underlined in your calendar. If you forget when an appointment is, you can search your calendar.

To **search your calendar**:

- 1 Press MENU and select Organiser.
- 2 Calendar is highlighted. Press OK.
- 3 Press Option, scroll to Search and press OK.
- 4 Enter either the name of the appointment or what type of appointment it is and press OK.

- 5 All of the appointments which match the criteria will show. Scroll to the correct appointment and press OK to view the details.

### To **delete an appointment**:

- 1 Press MENU and select Organiser.
- 2 Calendar is highlighted. Press OK.
- 3 Press Option, scroll to Delete and press OK.
- 4 Choose from:
  - Delete elapsed schedules  
Delete the appointments which have already taken place.
  - Multiple  
Delete appointments between certain dates, for example for the whole of one month.
  - Delete all  
Delete all appointments from your schedule.

### keep track of things you have to do

You can view, edit and add jobs to do. The jobs will be displayed in different ways depending on whether they are finished or unfinished. Your To do list keeps track of all these jobs.

### To **add a job to your To do list**:

- 1 Press MENU and select Organiser.
- 2 Scroll to To do and press OK.
- 3 Press Add to add new work.
- 4 Enter a title for the job.
- 5 Scroll down and enter the date to do the job.
- 6 Scroll down and add any appropriate notes.
- 7 Press OK to save the job.

## manage your time

### To **tick a job off the list**:

- 1 Select the job which has been completed.
- 2 Press Option and select Done.

By using the memo management function on your LG U8150, you can view and manage saved memos and add new memos when necessary.

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

- 1 Press MENU and select Organiser.
- 2 Scroll to Memo and press OK.
- 3 Press Add to add a new memo.
- 4 Enter the memo note and press OK.

### To **manage your memos**:

- 1 Press MENU and select Organiser.
- 2 Scroll to Memo and press OK.
- 3 Select a memo.
- 4 Press Option and choose from:
  - Send Memo  
Send a copy of the memo to somebody else via text message or email.
  - Add new  
Add a new memo to your list.
  - Move to secret memo  
Hide the memo in your secret memo box. See page 111 for details on secret memos.
  - Edit  
Edit the contents of a memo.
  - Delete  
Delete a memo from the list.

- File info.  
View details of the memo including its title, size and date.
- Memory status  
Check the memory status of your phone.

If you want to save a private memo which you do not want others to see, you can use the secret memo function which is code-protected.

To **add a secret memo**:

- 1 Press MENU and select Organiser.
- 2 Scroll to Secret memo and press OK.
- 3 Enter your four-digit security code which is preset to 0000 and press OK.
- 4 Press Add to add a new secret memo.

- 5 Enter the memo and press OK. Once the memo is saved to this box, anyone that wants to view the memo will need to know the security code.

### find out who has called you and when

Each time you make, receive or miss a call, your phone takes a note. At any time you can access a list of your latest missed, dialled or received calls, to keep track of who you're talking to and when.

- 1 Press MENU and select Settings.
- 2 Scroll to Call press OK.
- 3 Scroll to Call history and press OK. Choose from:
  - Missed calls
  - Received calls
  - Dialled calls
  - All calls

## manage your time

### keep an eye on how long you spend on your calls

Your Orange phone allows you to keep track of the length of your calls and, consequently, estimate how much you spend.

- 1 Press MENU and select Settings.
- 2 Scroll to Call and press OK.
- 3 Scroll to Call duration and choose from:
  - Last call
  - Received calls
  - Dialed calls
  - All calls

**Note:** For billing purposes the length of calls and service may be rounded off and subsequently differ slightly from the information supplied by this feature.

have fun on  
your phone

## have fun on your phone

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

With the full colour screen and excellent sound quality, gaming on your LG U8150 is more fun than ever. You can also download new games to play from Orange using Orange World when you've completed the games we've already put on your phone.

To **play a game**:

- 1 Press MENU and select Apps & Games.
- 2 Applications is highlighted. Press OK.
- 3 Scroll to the game you want to play and press OK.

### wap games

You can access a great selection of games on your phone using Orange World. These games are different to the downloadable games as they require you to be connected while you are playing.

To **play games using Orange World**:

- 1 Open the Orange World homepage by pressing  .
- 2 Open the Games link.
- 3 Open the Games option and you will see a list of games that you can play. Once you have chosen which game to play you can open the Instructions option to learn about the game.

**Note:** You will be charged the standard Orange World service charge while you are connected and playing games.

## have fun on your phone

You can also download games from Orange World to store on your phone. Press  twice and open fun to open a list of games to download.

### video clips

You can watch video clips through video links on the Orange portal, from the internet or from clips stored on your phone. Clips can be watched using the 3G media player already installed on your phone.

The video will have to download to your phone before it can play. The length of time it takes to download will depend on the length of the clip. Clips will be stored on your phone so that you can watch them at any time.

- 1 From the Orange World portal, follow links from the video channel, or from clip links within content stream.
- 2 At the clip request page, select Download video clip. After a few seconds, the download progress bar will show.

## have fun on your phone

- 3 Once the clip has partially downloaded, the clip will begin to play automatically. The download progress bar will continue to show while the clip plays.
- 4 The clip will be automatically stored in your Video player folder in the Media album.

**Note:** Downloaded video clips can take up a lot of phone memory. If the phone memory becomes full, you should delete old clips before downloading new ones.

You can also use your media player to stream music and video clips from a website. When you are browsing and select a link for streaming, your Media player will open automatically.

To **stream a video clip:**

- 1 From the Orange World portal, follow links from the video channel, or from clip links within content stream.
- 2 At the clip request page, select Stream video clip. The player will open, and after a few seconds buffering the clip will start to play .
- 3 The video clip will play automatically, but will not be stored on your phone afterwards.

ensure your  
phone is secure

## ensure your phone is secure

### Orange Care

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

With Orange Care you get:

- Worldwide cover for 12 months against loss, theft, accidental or malicious damage and handset breakdown.
- A replacement phone of the same model despatched within 24 hours of our acceptance of your claim, to any UK address.
- The same number and the same service on your replacement Orange phone that you enjoyed on your old one, so you're never out of touch for long.
- Great value cover for £5 per month.

To get Pay Monthly Orange Care call 434 free from your Orange phone.

**Note:** Orange Care includes insurance and warranty which is subject to terms and conditions and exclusions as stated in chapter 14.

To find out if you are covered by Orange Care or for more information call 150 free from your Orange phone.

## ensure your phone is secure

### protecting your phone

Accidents happen – which is why we offer Orange Care. However, we do ask that you take good care of your phone and follow just a few basic steps to help protect your phone:

- Don't leave your phone unattended in a public place.
- Don't leave your phone in a vehicle.  
If this can't be avoided, please - make sure it's locked in the boot or locked in the glove compartment.
- Never loan your phone to someone else.

### How to claim:

- Report the loss, theft or damage to Orange as soon as possible.
- Loss, theft or malicious damage claims must be reported to the police immediately (or as soon as possible within 24 hours of discovery).
- To make a claim or to have your phone barred to prevent unauthorised use simply call Orange customer services on **07973 100 150**, or if you are abroad call **+44 7973 100 250**.
- To speed up your claim make a note of the key facts before calling, eg, time of theft, where you lost it, how it got damaged and what the damage is, steps taken to recover your phone and any other relevant details. You must provide any assistance and/or information that Orange reasonably requests in connection with the replacement of your phone.
- Remember, if your phone is stolen or maliciously damaged we need a crime reference number or a lost property number if it is lost.
- Once your claim is accepted and the admin. fee of £15 is paid, Orange will despatch your replacement phone. Please see chapter 14 under note 144 for more information.

## ensure your phone is secure

Small Business customers opening an Orange account receive Orange Care free for the first 12 months. Small Business customers will receive a free replacement for their lost, stolen and damaged phones sent out within 24 hours of our acceptance of your claim.

### manufacturer's warranty

If you do not have Orange Care you still receive a 12-month manufacturer's warranty which covers you against phone faults. Please call 0870 607 5544 for more details.

### What if I enter the wrong PIN?

If you enter an incorrect USIM Card PIN or PIN2 three times in a row, your USIM Card will block. You will need a **PUK** (personal unblocking key) to unblock your USIM Card.

Call customer services on **07973 100 150** if you are a pay monthly customer or **07973 100 451** if you are a pay as you go customer for details on how to unblock your phone.

Do not attempt to guess the PUK code. If you enter your PUK code incorrectly 10 times in a row, you will permanently block your USIM Card and you may have to return your phone to Orange.

## ensure your phone is secure

### ensure that only authorised people can use your phone

If your phone's USIM Card PIN is activated a four-digit PIN (Personal Identification Number) will be requested each time you switch your phone on. This PIN is preset to 1111. To increase your phone's security you can change the PIN to a number only you know.

#### To **activate your USIM Card PIN**:

- 1 Press MENU and select Settings.
- 2 Scroll to Security and press OK.
- 3 PIN code request is highlighted. Press Select.
- 4 Scroll to On and press Select.
- 5 Enter your four-digit PIN code and press OK. You will see **Activated** in the display.

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

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

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

- 1 Press MENU and select Settings.
- 2 Scroll to Security and press Select.
- 3 Scroll to Change codes and press Select.
- 4 PIN is highlighted. Press Select.
- 5 Enter your old PIN code.
- 6 Scroll down and enter your new PIN code.
- 7 Scroll down and enter your new code again to confirm. Press OK.

## ensure your phone is secure

### phone code protects your phone against unauthorised use

The phone code can be set to activate when a different USIM Card is used in your phone, to prevent unauthorised use. The phone code is preset to 0000.

- 1 Press MENU and select Settings.
- 2 Scroll to Security and press OK.
- 3 Scroll to Phone lock and press Select.
- 4 Select the circumstances in which you want the phone lock to come into effect. Choose from:
  - Power on
  - If USIM Changed
  - Immediate
  - None
- 5 Enter your phone code and press OK.

### What are the security codes for?

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

security feature	preset code
USIM Card PIN (PIN1)	1111
Fixed dialling (PIN2)	1111
Call barring	1111
Lock code	0000

# International services

## International services

### Orange International services for pay monthly customers

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

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

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

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

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

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

## International services

What are the international dialling codes I need to add to numbers when I am calling to or from the UK?

country	code
Austria	+43
Belgium	+32
Cyprus	+357
Denmark	+45
France	+33
Germany	+49
Greece	+30
Italy	+39
Luxembourg	+352
Netherlands	+31
Northern Cyprus	+905
Portugal	+351
Rep. of Ireland	+353
Spain and islands*	+34
Sweden	+46
UK	+44

\*includes the Canary and Balaeric islands.

pay monthly check list before you travel

- 1 Call customer services on 159 from your Orange phone or 07973 100 159 from any other phone to activate your phone so you can make and receive calls abroad. Roaming needs to be activated at least 24 hours before travelling abroad and it only has to be activated once.
- 2 If you want to use Answer Fax abroad you must have it activated on your account at least 24 hours before you leave the UK. Call 150 from your Orange phone or 07973 100 150 from any other phone for details. The availability of this service is dependent upon the partner network which you are logged into.
- 3 If you have Line 2 we recommend that you divert all Line 2 calls to your Orange Answer Phone before you leave as this service is not available while you are abroad.
- 4 Remove any temporary bars on international calls using the menu options on your phone.

## International services

- 5 Set up any diverts on your Orange phone before you leave the UK as you will not be able to do it when you are abroad. Refer to chapter 4 for more information on call diverts.
- 6 Make sure you pack your charger and a three-pin adaptor so you can charge your phone while abroad.
- 7 Make sure that the frequently used numbers in your phonebook are saved with the international dialling codes you need, ie, +44 minus the leading zero from the area code for calls back to the UK.

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

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

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

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

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

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

Call the Information line on 451 from your Orange phone or 07973 100 452 from any other phone. You can also go to [www.orange.co.uk](http://www.orange.co.uk) to obtain an up-to-date list of roaming destinations.

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

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

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

- 1 Remove any temporary bars on international calls using the menu options on your phone.
- 2 Top up your Talk Time by:
  - Credit or debit card  
Register your card 72 hours before you go and you can then call 450 from your Orange phone to top up your talk time.
  - Orange Top-up Swipe Card  
Before you go, use your Orange Top-up Swipe Card to top up; in the UK they're available in any Orange shop and wherever you see the Top-up symbol.
  - Orange vouchers  
Buy £20 and £50 vouchers from any Orange shop or high street stockist.

**Note:** Orange Top-up vouchers are not currently available abroad. Only UK vouchers will be redeemed.

## International services

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

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

### when you go abroad, you need to select the partner network to use

Orange has partnerships with a range of networks in a variety of countries.

When you go abroad, you need to tell your phone to select a network.

- 1 Press MENU and select Settings.
- 2 Scroll to Network and press OK.
- 3 Network selection is highlighted. Press Select.
- 4 Either manually select a network yourself or choose to automatically have a network selected for you.

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

### using your Answer Phone abroad

While abroad, you can use your Answer Phone as easily as you do when in the UK.

- 1 Simply press and hold the **1** key.
- 2 You will be connected to your Answer Phone.

Now just press:

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

### using GPRS abroad

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

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

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



reference

## reference

### safety

#### 1 network services

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

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

#### 2 everyday use of your phone

Hold your phone as you would any other telephone, with the antenna pointing up and over your shoulder. If your phone has an extendible antenna, extend it fully. Do not touch the antenna unnecessarily when the phone is switched on, as this will affect call quality and may cause the phone to operate at a higher power level than is needed. As with any

other radio transmitting equipment, you are advised that for the satisfactory operation of your phone and for your own safety, you should use your phone only in the normal operating position.

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

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

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

engine off before using your phone, although never on a motorway slip road or hard shoulder even if it is urgent.

- Do not store or carry inflammable liquids, gases or explosive materials in the same compartment as your phone, its parts or accessories and always store your phone safely and securely.
- You should always use a phone holder in your car to secure your phone safely. Never place the phone on the passenger seat or where it can break loose in a collision or sudden stop.

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

#### 4 car kit installation

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

## reference

Your mobile phone is a low power radio transmitter and receiver. When it is switched on, it receives and sends out radio frequency (RF) signals. Most modern electronic equipment is shielded from RF signals. However, RF signals may affect improperly installed or inadequately shielded electronic systems in motor vehicles (eg electronic fuel injection, electronic anti-lock braking, electronic speed control or air bag systems, etc). Check with the manufacturer or its representative regarding your vehicle. You should also consult the manufacturer of any equipment that has been added to your vehicle.

### 5 fuse replacement

- Always replace a blown fuse with a fuse of the same type and size. Never use a fuse of a higher rating.

### 6 emergency calls

If your phone offers the features listed below, and if you have restricted or barred outgoing calls from your phone, calls to emergency numbers (999 or 112 in the UK) may still be possible. The features are:

- Restricted dialling lists
- Call barring
- Fixed dialling lists
- Calls to closed user groups
- Keypad locking

Ensure the phone is switched on and in service. Give your location to the operator.

To **make an emergency call**:

- 1 If the phone is not on, switch it on.  
Check for adequate signal strength.
- 2 From the main display key in the emergency number for your location  
(eg 999, 112 or other official emergency number).

When making an emergency call, remember to give all the necessary information as accurately as possible. Remember that your phone may be the only means of communication at the scene of an accident - do not cut off the call until given permission to do so by the operator.

## 7 one touch emergency dialling

If your phone supports preprogrammed one touch emergency dialling, using the 9 key to call the emergency number may not be possible when you have restricted or barred outgoing calls from your phone. This depends on the type of restriction you have chosen, and the type of barring option you have selected.

One touch emergency dialling does not operate when certain other features are in use (such as keypad locking and others).

**Note:** Official emergency numbers (e.g 999, 112 or other official emergency number) may vary by location. However, only one official emergency number is programmed into your phone, which may be incorrect if you are using your phone overseas. Please check with our Partner Network abroad for the emergency number that is used in that location. Your Orange phone, like any mobile phone, operates using radio signals, mobile and fixed line networks which cannot

## reference

always guarantee connection in all conditions. Therefore never rely solely upon your mobile phone for essential communication such as medical emergencies. Do not hang up during an emergency call until you are told to do so by the operator.

**Note:** When using voice dialling you must say the name exactly as you said it when you recorded it, which may be difficult in, for example, a noisy environment or during an emergency. Do not rely solely upon voice dialling in all circumstances.

**Note:** A valid USIM Card must be inserted in your phone in order to make emergency calls. Pay as you go customers do not need to have talk time available, but need to have used the phone in the previous six months.

### 8 operating environment

Remember to follow any special regulations in force in any area, and always turn off your phone wherever it is forbidden to

use it, or when it may cause interference or danger. When connecting the phone or any accessory to another device, read its user guide for detailed safety instructions.

Do not connect incompatible products.

### 9 pacemakers

- Pacemaker manufacturers recommend that a minimum separation of 16 cm (6 inches) be maintained between a handheld phone and a pacemaker to avoid potential interference with the pacemaker. These recommendations are consistent with the independent research of and recommendations of Wireless Technology Research.

Users with pacemakers should therefore:

- Always keep your phone at least 20 cm (8 inches) away from your pacemaker when the

phone is switched on.

- Never carry your phone in your breast pocket.
- Use the ear opposite to the pacemaker to minimise the potential for interference.
- Switch off your phone immediately if you suspect that interference is being caused.

## 10 hearing aids

Certain hearing aids can be interfered with by your mobile phone. If this occurs, please consult the hearing aid manufacturer.

## 11 other medical equipment

Operation of any radio transmitting equipment, including mobile phones, may interfere with the working of other inadequately protected medical devices. Consult a physician or the manufacturer of the medical device if you have any questions. Always switch off your phone in health care facilities when any regulations posted in these areas instruct you to do so.

## 12 aircraft safety

Using your phone while in the air is prohibited. Switch off your phone before boarding any aircraft. The use of mobile telephones in an aircraft may be dangerous to the operation of the aircraft, disrupt the mobile telephone network, and is illegal.

**Note:** Failure to observe this instruction may lead to suspension or denial of Orange phone services to the offender, or legal action or both.

## 13 explosive materials

- You are advised to switch off your phone when at a petrol station or other refuelling point. You must observe restrictions on the use of radio equipment in fuel depots (fuel storage and distribution areas); chemical plants or where blasting operations are in progress.

## reference

- Areas with a potentially explosive atmosphere are often but not always clearly marked. They include: below deck on boats; chemical transfer or storage facilities; vehicles using liquefied petroleum gas (such as propane or butane); areas where the air contains chemicals or particles, such as grain, dust or metal powders; and any other area where you would normally be advised to turn off your vehicle engine.

**Note:** The functioning of your phone can be affected by localised conditions, and we cannot guarantee coverage inside buildings. If you have difficulty in making or receiving calls, you should contact Orange customer services.

### 14 general safety information

- When changing your phone's cover, always switch off the power and disconnect the phone from the charger or any other device. Always store the phone with the covers attached.

Never use a phone without a cover.

- Remember to always make backup copies of all important data.
- Your phone must be switched on to access games, ring tone composer, calendar, calculator, wap, infrared, timer and other similar features. Do not switch your phone on when mobile phone use is prohibited or when it may cause interference or danger.
- The information or services you have accessed using wap are stored in the cache of your phone, which is a memory used to store data temporarily. You should empty the cache of your phone after each use to ensure that any confidential information cannot be accessed by anyone using your phone.
- Parts of the phone are magnetic. Metallic materials may be attracted to the phone. Always secure the phone in its

holder because metallic materials may be attracted by the earpiece. Do not place credit cards or other magnetic storage media near the phone, because information stored on them may be erased.

- Always switch your phone off in any facility where posted notices so require.

## 15 phone and battery care

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

- Do not charge the battery when either of your phone's covers are removed.
- Keep the phone and all its parts and accessories out of children's reach.
- Your phone is not water resistant.

Keep it dry. Precipitation, humidity and all types of liquids or moisture can contain minerals that will corrode electronic circuits.

- Do not use your phone in dusty, dirty areas. Its moving parts can be damaged.
- Your phone is powered by a rechargeable battery. Note that a new battery's full performance may only be achieved after two or three complete charge and discharge cycles.
- The battery can be charged and discharged hundreds of times but it will eventually wear out. When the operating time (talk time and standby time) is noticeably shorter than normal, it is time to buy a new battery.
- Temperature extremes may affect the ability of your battery to charge: allow it to cool down or warm up first.
- Never use any charger or battery which is damaged or worn out.
- Always unplug the charger when not in use. Do not leave the batteries connected to the charger for longer than a

## reference

week, since overcharging may shorten its lifetime. If left unused, a fully charged battery will discharge itself over time.

- Do not paint your phone as this can clog its moving parts and prevent operation.
- Only use the antenna supplied or an approved replacement antenna. Unauthorised antennae, modifications or attachments could damage the phone and may violate regulations governing use of mobile phones.
- Keep all USIM Cards out of children's reach.
- Use your phone battery only for its intended purpose, and never use any charger or battery which is damaged or worn out.
- Never allow the battery terminals to short circuit, as this can cause damage to the battery or to the connecting object (a short circuit can occur if a metallic object such as a coin, clip or pen causes direct connection between the + and - terminals of the battery). Therefore, always take adequate precautions when carrying a spare battery in a purse or pocket.
- Batteries must be recycled or disposed of properly and according to your local regulations, and must never be disposed of in household waste. Never dispose of batteries in a fire.
- When you disconnect the power cord of any accessory, including the charger, grasp and pull the plug, not the cord.
- For good operation times, discharge a NiMH battery from time to time by leaving your phone switched on until it turns itself off.
- Do not attempt to open the casing on your phone or its battery. Non-expert handling may damage it.
- Do not drop, knock or shake the phone. Rough handling can break the internal circuit boards.
- Do not use harsh chemicals, cleaning solvents, or strong detergents to clean your phone. Wipe it with a soft cloth slightly dampened in a mild soap and water solution.

- Do not store it in hot areas. High temperatures can shorten the life of electronic devices, damage batteries and warp or melt certain plastics.
- Do not store your phone in cold areas. When it warms up (to its normal temperature) moisture can form inside the phone which may damage electronic circuit boards.

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

## radio waves and your phone

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

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

The SAR value for your LG U8150 is 0.638W/kg (10g).

## reference

**Note:** The SAR value for your phone has been provided to Orange by the manufacturer. By acting as facilitator for conveying this information to our customers, Orange is fulfilling its duty as a responsible retailer.

## paperwork

### 14-day phone return

The 14-day phone return only applies to new phones and excludes upgrades and reconditioned phones. If you are unsatisfied with our service in any way, you can return your phone within 14 days of purchase, and we will reimburse you the cost of purchase and your connection charge. All we request is that you pay for the calls you've already made and a percentage of the monthly subscription. Simply fill in the form supplied with your phone and take it along with your phone to your stockist. You should retain the form for your records.

### data protection

We will use the personal information you supply us to help manage your Orange account efficiently, for example, to assist in handling queries, sending bills (excluding pay as you go) or to send you information on products and services

which may be of particular interest to you. From time to time, we may pass information about you to third parties or government agencies. Full details are given in the terms and conditions booklet.

Please call Orange customer services on 07973 100 150 or, if you are a pay as you go customer, on 07973 100 451 if you do not wish to receive any marketing materials related to Orange and its services, or if you do not wish us to pass on your details to any other reputable organisations for sales and marketing purposes.

#### **direct debit**

Paying by Direct Debit is a convenient way to pay. If you're a pay monthly customer you will still be sent a detailed monthly statement but won't have to remember to send a cheque each month. To set up a Direct Debit payment call 150 from your Orange phone.

If you're a pay as you go customer you can combine control

with peace of mind, topping up from as little as £10 a month to £100. You can change or cancel your Direct Debit anytime, just give 14 days notice. To set up a Direct Debit payment call 450 from your Orange phone .

#### **allowing access to your Orange account**

It can sometimes be useful for someone else to have access to your account, for example if you have more than one Orange phone in your name. As an account holder you can choose to allow information only access and access which will allow changes to be made. Please call customer services who will send you a form.

#### **Orange useful booklets**

If you would like to receive a free booklet containing useful information on an Orange product or service call Orange Customer services on 07973 973 150 or, if you are a pay as you go customer, 450 from your Orange phone.

## reference

### Orange Care terms and conditions

#### 1 interpretation

1.1 In these terms and conditions Insurance refers to the provisions of clause 3 and Warranty to the provisions of clause 7, together Insurance and Warranty are referred to as Orange Care.

1.2 Orange Care is subject at all times to the provisions of these terms and conditions and does not apply and cannot be purchased in relation to any second line activated on your Orange phone. (Orange Care only applies to approved and Orange branded phones).

1.3 To check whether your chosen service plan includes Orange Care or requires Orange Care to be purchased as an optional extra please call 150 from your Orange pay monthly phone or 07973 100 150 from any other phone. Small Business customers should call 345 from their

Orange phone or 07973 100 345 from any other phone and Business Solutions customers should call 158 from their Orange phone or 07973 100 158 from any other phone. Pay as you go customers can purchase Orange Care by calling 450 from their Orange phone or 07973 100 450 from any other phone.

#### 2 insurance terms

2.1 Orange Personal Communications Services Limited (Orange) is monitored by HSBC Insurance Brokers Limited which is a member of the General Insurance Standards Council.

2.2 Orange is authorised by the insurer to collect premiums, to accept or decline claims, to arrange repairs and issue replacement phones on behalf of the insurer. For the purposes of this Insurance "phone" means handset, standard battery, USIM card and charger, originally

supplied as part of the standard package.

- 2.3 The Insurance is arranged with an authorised insurer whose details are available upon request to HSBC Insurance Brokers Limited, Quay West, Trafford Wharf Road, Manchester, M17 1PL.
- 2.4 The following paragraphs describe the conditions and cover provided under the terms of this Insurance which forms part of a master policy arranged by HSBC Insurance Brokers Limited on behalf of Orange. This Insurance is subject to the terms and conditions of the master policy, a copy of which can be obtained from HSBC Insurance Brokers Limited. Requests should be made in writing, stating your Orange phone number.

### **3 cover for lost stolen and damaged phones**

Your phone which must be in your possession or in the possession of an authorised user is insured worldwide subject to the terms and conditions of the Insurance policy

(see clause 6.14 in respect of conditions outside the United Kingdom). If your phone (or parts thereof) is lost, stolen or damaged you will be entitled to a replacement or repair “free of charge” subject to payment of the administration fee as detailed in clause 9.6, subject to compliance with all the following terms and conditions of the policy. For your information an authorised user is the Orange registered customer, other users officially notified to Orange by the customer and authorised by Orange, the registered customer’s spouse/partner, members of his/her immediate family, all of whom would normally reside at the registered customer’s address and employees of the registered customer who use the phone with permission of the customer.

- 3.1 Loss, theft or malicious damage claims must be reported to the Police immediately but in any event within 24 hours of discovery of the occurrence. In respect of claims arising outside the United Kingdom please refer to Clause

## reference

- 6.14.
- 3.2 Your claim must be reported to Orange as soon as possible but in any event not more than 24 hours after you discover the loss, theft or damage. In respect of claims arising outside the United Kingdom please refer to Clause 6.14. To make a claim you must provide the following:
  - 3.2.1 the crime reference number in respect of theft or malicious damage claims or the lost property reference number if the phone has been lost;
  - 3.2.2 full details of how the loss, theft or damage occurred; and
  - 3.2.3 any other information and evidence as may reasonably be requested by Orange regarding the cause of loss or damage.
- 3.3 Orange will arrange repair or replacement on behalf of the insurers.
- 3.4 Lost, stolen or damaged antennas will be repaired/replaced, where appropriate, free of charge

once only.

- 3.5 You or any authorised user of the phone must at all times act with due care in looking after the phone and take all reasonable precautions to safeguard it against loss, theft or damage.

## 4 exclusions

- 4.1 A replacement or repair will not be provided under the terms of the Insurance where the loss or damage is caused by or consists of:
  - 4.1.1 normal wear and tear or deterioration, depreciation, rusting or oxidisation, atmospheric or climatic conditions or other gradually operating cause;
  - 4.1.2 confiscation or detention;
  - 4.1.3 improper maintenance, repair or modification;
  - 4.1.4 defective materials or workmanship covered by the manufacturer's warranty;

- 4.1.5 breakdown of or interruption to the network service;
  - 4.1.6 loss of use or consequential loss of any kind;
  - 4.1.7 cosmetic damage which does not impair the normal functions of the phone;
  - 4.1.8 loss of or theft of items left unattended in a public place;
  - 4.1.9 theft of items from an unattended vehicle unless the item was in a locked boot or locked glove compartment and the vehicle itself was securely locked;
  - 4.1.10 any wilful act, neglect or failure to take reasonable care by you or any authorised user or any wilful act or neglect carried out at the direction or instigation of you or any authorised user;
  - 4.1.11 disregard of manufacturer's and/or operating instructions;
  - 4.1.12 damage resulting from pressure waves caused by aircraft or other aerial devices travelling at sonic or supersonic speeds;
  - 4.1.13 war and hostilities;
  - 4.1.14 loss, destruction or damage in Northern Ireland due to civil commotion unlawful or wanton act committed maliciously in connection with any unlawful association;
  - 4.1.15 radioactive contamination;
  - 4.1.16 loss or theft of a phone from temporary premises is covered only where there is evidence of forcible and violent entry or exit.
- 4.2A replacement or repair will not be provided if:
- 4.2.1 Orange has reason to believe you have made a fraudulent claim;
  - 4.2.2 you do not make reasonable efforts to recover any lost or stolen items;
  - 4.2.3 the phone is not registered and connected to the Orange network in your name;

## reference

4.2.4 at the time of loss, theft or damage the phone was not being used or in the possession of you or an authorised user.

### 5 premium payment

Insurance cover will cease if any premium is not paid on the due date unless such delay is due to a processing error by any clearing bank or similar. Your phone will not be replaced or repaired if any sum is due by you to Orange.

### 6 general

6.1 It is a condition of this policy that the replacement of any phone will only be made with an Orange product. Wherever possible, reasonable efforts will be made to ensure that the replacement phone is of the same or

similar specification.

6.2 Replacement phones may be supplied from refurbished stock that have been tested and are fully functional.

6.3 In the event of a claim you are only entitled to repair or replacement (at the option of Orange) of your phone.

There is no entitlement to any monetary settlement under the terms of the Orange Care Insurance policy.

6.4 The Insurance period will be unaffected by the replacement of your phone and will continue to apply from the date the Insurance first came into force.

6.5 Should you find a phone that you have reported lost or stolen before you have received a replacement, you must report this to Orange immediately so that the delivery of the replacement can be cancelled.

If you fail to do so we reserve the right to impose a charge

for any attempt to deliver the replacement.

6.6 When a replacement phone has been supplied due to

accidental or malicious damage the original phone must be returned to Orange.

- 6.7 When a replacement phone has been supplied because of loss or theft, if the original phone is subsequently recovered it must be returned to Orange as it is the property of the insurer.
- 6.8 If there is reason to believe that you have not taken reasonable care of your phone any claim may be referred to Chartered Loss Adjusters in order to carry out a special investigation into the circumstances of the claim. No free replacement or repair will be provided unless and until the adjusters confirm your claim is acceptable under the terms of the policy
- 6.9 If Orange believes that you have persistently failed to take reasonable care of your phone your cover will be cancelled.
- 6.10 Orange may at its option require you to return your phone for examination before a replacement is

supplied.

- 6.11 If Orange has reasonable cause to believe you have made a fraudulent claim your cover will be cancelled.
- 6.12 You must provide any assistance and/or information that Orange reasonably requests in connection with the replacement of your phone.
- 6.13 A replacement item will be refused or you will be charged for any replacement if you have not complied with the terms of the Insurance policy and of Orange Care.
- 6.14 If your phone is lost or stolen or maliciously damaged whilst you are abroad you must report the loss or theft to the relevant local authority and to Orange as soon as possible but in any event as soon as reasonably practicable after you discover loss theft or malicious damage. A replacement phone will not be sent to you until you return to the United Kingdom.
- 6.15 Where a replacement phone is issued under the

## reference

warranty the original phone must be returned to Orange.

6.16 You may be charged the recommended retail price of any battery charger or antenna returned to Orange which is shown not to be that originally supplied with the phone or of any phone returned to Orange which is shown to have been deliberately damaged.

6.17 If your phone is lost or stolen, or maliciously or accidentally damaged so that it is no longer operable and such lost theft or damage falls outside these terms and conditions then Orange may entirely at its discretion agree to sell you a replacement phone at prevailing replacement phone prices. The charge for any replacement phone so supplied will be applied to your Orange account.

6.18 Orange will use its reasonable endeavours to dispatch any replacement phone to you within 24 hours of agreeing to issue such replacement, however, for

reasons beyond our control this may not always be possible.

6.19 Orange will arrange with you a place and time period for any replacement phone to be delivered, on payment of the administration fee detailed in clause 9.6. We reserve the right to impose a delivery charge if you are unavailable for the delivery as agreed.

6.20 Any replacement phone received under either clause 3 or clause 7 will not attract a further period of Insurance or warranty. For the avoidance of doubt (subject to the provisions of clause 6) the periods stated in clauses 8.1, 9.1 and 10.2 as appropriate will continue to apply from the date such cover originally came into effect.

6.21 Any claim accepted under Orange Care purchased as an optional extra with your Pay Monthly service plan will be subject to an administration fee. See clauses 9.6, 9.6.1, and 9.6.2. for details

## **7 warranty - defective materials or workmanship**

7.1 If your phone (or parts thereof) becomes defective due to faulty materials or workmanship Orange will (at its option) repair or replace it at no charge (on payment of the administration fee, if applicable, as detailed in clause 9.6) provided that:

7.1.1 it has been used in accordance with the operating instructions;

7.1.2 any repairs which may have been, or are to be undertaken have been arranged by Orange;

7.1.3 you have complied with the foregoing terms and conditions;

7.1.4 the Orange phone is registered and connected to the Orange network in your name;

7.2 This Warranty is an extra benefit and is additional to your legal rights;

7.3 Batteries only have a 12-month warranty.

## **8 term & payments - Service Plan inclusive of Orange Care**

8.1 Where you are connected to a service plan which includes Orange Care the Insurance and Warranty will come into force when you register the phone on the Orange network. The Insurance and Warranty will remain in effect for a period of 12 months, unless you switch to a different service plan as indicated in clauses 11.2 and 11.6.

8.2 Orange Care cover may be purchased separately once the initial period of 12 months has expired.

8.3 Where phones share an Orange Group service plan then each phone will be covered separately.

## **9 term & payments - pay monthly Service Plan with optional Orange Care**

9.1 Where you are connected to a service plan which requires Orange Care to be purchased as an optional

## reference

extra the Insurance and Warranty will come into force 24 hours after you call to request cover or 24 hours after we receive your written request for cover and will each have a minimum term of 12 months. Your confirmation of Insurance cover will be sent to you within 30 working days after the end of the month in which cover becomes effective.

- 9.2 Premiums will be invoiced monthly by Orange on behalf of the Insurer on your Orange account and must be paid along with your Orange charges.
- 9.3 Premiums may be varied at any time and will be effective 90 days after you have been notified in writing or other durable form, unless the premium is varied at the annual renewal date of the policy. If your premium is increased you may terminate this policy on not less than 10 days notice (before your bill date). If you do not give notice within one month of notification of any increase you will be taken to have accepted the increase.

9.4 In the event that any tax payable on premiums should be increased or any new tax imposed then such increase or new tax may be passed onto you.

9.5 Where phones share an Orange Group service plan then Orange Care must be purchased separately for each phone.

9.6 Any claim accepted under Orange Care will be subject to an administration fee charged to your account in advance of any repair or replacement being undertaken. Details of the current administration fee are available on request from Orange and are published in our periodically updated price guide. The administration fee is subject to change and is payable in respect of all accepted claims made under Orange Care with the exception of those set out in clause 9.6.1.

9.6.1 The administration fee will not be payable in respect of a claim for defective material or workmanship of a new phone (including standard

battery and charging unit but excluding reconditioned and/or second hand phones) where the defective material or workmanship has been brought to Orange's attention within 6 months of the date of purchase of the phone.

9.6.2 For the avoidance of doubt the administration fee is not refundable.

9.7 You may terminate Orange Care on or after the minimum term by giving not less than 10 days notice before a bill date. As a concession, if you are also terminating your Orange account then you may terminate Orange Care within the minimum term and it will not be necessary for the notice to expire on your bill date but in such event you will not be entitled to a refund of any premiums paid.

9.8 Orange will negotiate renewals of the Insurance policy on your behalf and may change Insurer. The Insurer and Orange may vary the terms of the policy from time to time but will give you 90 days notice of any such changes. If your rights under the policy are restricted or

removed you may terminate Orange Care on giving not less than 10 days notice ending on an invoice date. If you do not give notice within one month of notification of any changes you will be taken to have accepted the changes.

## **10 term and payments – pay as you go Service Plan**

10.1 When you are connected to a pay as you go service plan which requires Orange Care to be purchased as an optional extra the premium must be paid in advance.

10.2 The policy only applies to approved and branded Orange pay as you go phones and may be purchased for any phone within the current pay as you go range. If you pay by credit card or debit card the policy will come into force 24 hours after your call to request cover. If you pay by cheque then the policy will come into force within 24 hours of clearance of your cheque.

## reference

The Insurance and warranty within the policy will each have a term of 12 months. Your confirmation of Insurance cover will be sent to you within 30 working days after the end of the month in which cover becomes effective.

- 10.3 You may request that the policy is terminated at any time during the 12 month period in which event Orange will refund to you a pro rata proportion of the premium for the balance of each complete month remaining of that period unless you have already made a claim on the policy in which event no refund will be due.

### 11 switching between Service Plans

- 11.1 In the event that you wish to switch from one pay monthly service plan to another both of which include Orange Care, or, from one pay monthly service plan to

another both of which require Orange Care to be purchased as an optional extra then Orange Care will continue unaffected.

- 11.2 In the event that you wish to switch from a pay monthly service plan which includes Orange Care to a pay monthly service plan which requires Orange Care to be purchased as an optional extra the inclusive Orange Care will automatically cease.
- 11.3 In the event that you wish to switch from a pay monthly service plan which requires Orange Care to be purchased as an optional extra to a pay monthly service plan which includes Orange Care then from the date such switching takes effect you will be covered by Orange Care for the unexpired balance (if any) of any period under clause 8.1 calculated from the day your phone was first registered on the Orange network.
- 11.4 In the event that you wish to switch from a pay as you go service plan for which Orange Care has been

purchased to a pay monthly service plan which requires Orange Care to be purchased as an optional extra Orange Care will automatically cease. Orange will refund to you a pro rata proportion of the premium for the balance of each complete month remaining of that period unless you have already made a claim on the policy in which event no refund will be due.

- 11.5 In the event you switch from a pay as you go service plan to a pay monthly service plan which includes Orange Care then from the date such switching takes effect you will be covered by Orange Care for the unexpired balance (if any) of any period under clause 8.1 calculated from the day your phone was first registered on the Orange network.
- 11.6 In the event you switch from a pay monthly service plan inclusive of Orange Care to a pay as you go service plan Orange Care will automatically cease.
- 11.7 In the event that you wish to switch from a pay monthly

service plan for which Orange Care has been purchased as an optional extra Orange Care will automatically cease but in such event you will not be entitled to any refund of premiums paid.

## 12 claims

- 12.1 To make a claim under this Insurance you should call 150 from your Orange pay monthly phone or 07973 100 150 from any other phone if you are a pay monthly customer. Pay as you go customers should call 451 from their Orange phone or 07973 100 451 from any other phone. Small Business customers should call 345 from their Orange phone or 07973 100 345 from any other phone and Business Solutions customers should call 158 from their Orange phone or 07973 100 158 from any other phone. Your claim will be handled fairly and promptly.
- 12.2 In certain circumstances, particularly where there is a

## reference

dispute over your claim Orange may refer the matter to independent Chartered Loss Adjusters for investigation and review.

### 13 complaints

- 13.1 If you have any queries or complaints regarding this Insurance you should in the first instance address this to Orange. Call 150 from your Orange pay monthly phone or 07973 100 150 from any other phone. Pay as you go customers should call 451 from their Orange phone or 07973 100 451 from any other phone. Small Business customers should call 345 from their Orange Phone or 07973 100 345 from any other phone and Business Solutions customers should call 158 from their Orange phone or 07973 100 158 from any other phone.
- 13.2 If your queries or complaints regarding this Insurance

are not satisfied, you can in the second instance write to Product Insurance, Orange PCS, Senhouse Road, Darlington, DL1 4YG.

- 13.3 If you are not satisfied with the way a complaint has been dealt with you should write to HSBC Insurance Brokers Limited, Quay West, Trafford Wharf Road, Manchester, M17 1PL.
- 13.4 If you remain dissatisfied, HSBC Insurance Brokers as a member of the General Insurance Standards Council is also a member of a registered independent dispute resolution scheme. They will advise you how you can contact this scheme.
- 13.5 Insofar as general Insurance products are concerned Orange is monitored by HSBC Insurance Brokers Limited who are members of the General Insurance Standards Council.

## Terms and conditions for the supply of Orange Network Services

### 1 definitions

The following words and expressions shall have the following meanings:

#### Accessories:

Products approved by Orange which you use in conjunction with your Device. They include (without limitation) batteries, chargers, car kits, headsets and carry cases.

#### Account:

Our records of your payments and outstanding Charges, plus your personal details.

#### Age Restricted Services:

Any Services which are specified for use only by customers over a specific age.

#### Bar:

A block placed by us on some or all of the Services you normally use (except for calls to emergency services). It may include us restricting the Service whereby you will automatically be re-directed into Orange when you attempt to make an outgoing call from your Device

#### Billing Date:

The day on which your billing statement will be issued after you have been connected.

#### Charges:

All charges for Services, as published in our periodically updated Price Guide. These include any reasonable administration charges.

## reference

### Connection:

The process of giving you access to a Service.

"Disconnection" and "Re-connection" have a corresponding meaning.

### Content

Information, communications, images and sounds, software or any other material contained on or available through the Services.

### Contract:

These terms and conditions which are binding on both you and Orange for each Device you connect to the Orange Network.

### Customer Communication:

Information made available to you by Orange which provides information on

Orange Services. It may be made available on your Device or provided electronically or distributed with new Devices or in mailings to some or all Orange Customers.

### Deposit:

Refundable amount that Orange may ask you to pay before we Connect or Re-connect you to the Network or before providing any Service.

### Device:

A mobile telephone, device or data card (excluding Accessories) which is approved by Orange for connection to its Network.

### Line One and Line Two:

Line One is the primary means by which you have access to the Services. Line Two is a second line on the same Device with its own phone number.

### Minimum Term:

The minimum period for the supply of Services as specified in your Service Plan commencing on the date of Registration, where no period is specified in the Service Plan a minimum period of 12 months from the date of Registration will apply.

### Network:

The electronic communications system by which Orange makes Services available in the United Kingdom.

### Orange Additional Services:

Optional Services (including but not limited to Roaming, International Calling, Premium Rate Services, and Content provided by Orange) which may cost extra whether they are supplied in conjunction with Service Plans or outside Service Plans.

### Orange:

Orange Personal Communications Services Limited, or any organisation that may succeed it as the assignee of this Contract. Referred to in this Contract from time to time as "we" "us" or "our".

### Price Guide:

A list of our current Charges which is updated from time to time and is available from us upon request.

### Registration:

Our acceptance of your application for Services and our record of your data and any User data prior to Connection. "Register" has a corresponding meaning.

### Roaming:

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

## reference

### Services:

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

### Service Plan:

A number of products which shall include but not be limited to bundles of airtime, text, and/or Orange Additional Services and/or additional discounts offered by Orange for an agreed monthly or other periodic payment.

### Suspension:

The temporary disconnection of Services. "Suspend" has a corresponding meaning.

### User:

You, or another person named by you, who is authorised to incur Charges to your Account.

### USIM:

A card or other device which shall for the avoidance of doubt include a USIM which contains your personal telephone number and which is programmed to allow you to access the Network.

### 2 your Contract and the Minimum Term

Your Contract runs for at least the Minimum Term

- 2.1 For each Device you own, your Contract starts on the date of Registration and will continue for the Minimum Term and thereafter You have limited rights to terminate your Contract during the Minimum Term as described in Section 4.

What happens when the minimum term ends

2.2 After the Minimum Term ends, we will continue to supply you with Services as normal until your Contract is terminated in any of the ways described in Section 4.

### 3 provision of Services

#### What we aim to provide in the UK

3.1 We will take all reasonable steps to make the Services available to you at all times. The Services are only available within the range of the base stations that make up our Network. We cannot guarantee a continuous fault free service. Please note that:

3.1.1 The quality and availability of Services may sometimes be affected by factors outside our control - such as local physical obstructions, atmospheric conditions, other causes of radio interference, features or functionality of your Device, the number of people

trying to use the network at the same time, and faults in other telecommunication networks to which the Network is connected

3.1.2 The quality of our Services may not be at its best inside buildings or below ground

3.2 When you move outside the Orange enhanced service area this may result in:

3.2.1 The call being terminated if you are on a video call

3.2.1 The speeds at which data is downloaded being affected.

3.3 Any coverage maps are our best estimate but not a guarantee of service coverage which may vary from place to place.

## reference

Services may sometimes be affected by maintenance and upgrading

3.4 The Network and the Services may from time to time require upgrading, modification, maintenance or other works. These may result in some or all of the Services becoming temporarily unavailable. In such cases, we'll do everything we can to keep the period of non-availability to a minimum. However, some interruption may be inevitable.

Suspension of Services

3.5 We may suspend some or all of the Services you use, without giving you notice if:

3.5.1 We have good reason to believe that you haven't complied with one or more of the terms of your Contract

3.5.2 You don't pay your bill within the time stipulated in Condition 6.2; we reserve the right to place a Bar on some or all of the Services from your Device (with the exception of calls to the emergency services). This Bar will remain in force until you've paid everything you owe us. At our discretion, we may charge you for Reconnection and removal of the Bar

3.5.3 We also reserve the right to Suspend Services if a complaint has been made against you. The complaint will be thoroughly investigated, and Services will remain suspended until we know the results of that investigation. Any complaint you make will similarly be thoroughly investigated

3.5.4 We have good reason to believe that your mobile phone number is being used for fraudulent or improper purposes

3.5.5 We suspect on reasonable grounds that information has been supplied to us without the knowledge of the person named or that an application is unauthorised or contains false particulars

3.5.6 You notify us that your Device has been lost or stolen

3.5.7 We are required by the emergency services or other government authorities to suspend your Services.

3.6 You will remain liable for all monthly or other periodic Charges during any period of Suspension.

#### Suspension of Orange Additional Services

3.7 We reserve the right to change, suspend or withdraw part or all of any Orange Additional Service on giving reasonable notice.

#### Monitoring the Services you use

3.8 Or the purposes of good management and security and to make sure we follow your instructions correctly and to improve our service to you through training of our staff, or to monitor instances of unsolicited messages we may monitor or record communications. Where we have good reason to believe such communication is unsolicited you agree we may but are not obliged to block such communication.

#### Roaming Services outside the UK

3.9 Roaming relies on the telecommunications systems of foreign networks, over which we have no control. We cannot therefore offer any guarantees about Roaming services.

## reference

3.10 If you use Services from a country outside the UK your use of the Services may be subject to different laws and regulations that apply in that other country. Orange is not liable for your failure to comply with those laws or regulations

### Storage and transmission of information on our Network

3.11 We may establish limits concerning the use of the Services for example the maximum size of an email message that may be sent or received, the maximum capacity allocated to you for storage of Content on the Network which you access via the Services.

3.12 You agree that Orange has no responsibility for the deletion, corruption or failure to store any Content maintained or transmitted by the Network.

3.13 Whilst Orange has no responsibility to monitor the use of the Services if you exceed the use limits we reserve the right to refuse to store or send Content on your behalf.

### Access to the Services and Content

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

3.15 Orange accepts no liability for the, loss, late receipt or non-readability of any download, transmission, or other communications. The Content, which is obtained from a large range of sources, is supplied to You on an “as is” basis and Orange does not warrant that the Content is of satisfactory quality, fit for a particular purpose, suitable, reliable, accurate, complete, secure or is free from error.

#### Access to the third party services and the internet

3.16 We have no control over the value or quality of goods, services or Content offered by third parties on or through the Services. As a result we cannot be responsible or liable in any way for and do not endorse, any of these goods, services or Content.

3.17 The Services may be used by you to access websites and networks worldwide. Orange accept no

responsibility for the Content or services in respect of these and you agree to conform with the instructions issued by those websites and networks relating to your use of those services.

3.18 If you use your Device to access the internet or third party services as it is may not be a secure environment unwanted programs or material or viruses may be downloaded to your Device without your knowledge which may give unauthorised access to, or damage your Device and the information stored on it. Orange is not liable or responsible in any way for such unauthorised access, damage to or loss of information on your Device.

#### Age Restricted Services

3.19 You are not permitted to access our Age Restricted Services (if any) if you are below the age specified to

## reference

access the Services. If you are allowed to access the Age Restricted Services by virtue of the fact you are the specified age or older you must not show or send Content from the Age Restricted Services to anyone below the specified age. If you let anyone under the specified age use your Device you must ensure you deactivate access to the Age Restricted Services.

### 4 your rights to terminate this Contract

#### Terminating your Contract after the Minimum Term

- 4.1 You may terminate your Contract to expire at anytime after the Minimum Term by giving us at least one month's notice. You are free to restore your Contract throughout this notice period, should you change your mind.

#### Terminating your Contract during the Minimum Term

- 4.2 You may terminate your Contract before the Minimum Term has expired if you pay us:

4.2.1 All Charges that are due, plus

- 4.2.2a Lump sum equivalent to the total of all the monthly or other periodic Charges still remaining on your initial Minimum Term agreement (except in the circumstances set out in Conditions 4.3 and 15.1). You'll be entitled to a rebate of 5% of that total if you terminate your Contract up to and including the first day of the eleventh month of the Minimum Term.

#### Terminating your Contract because Orange has changed its terms

- 4.3 You may also terminate your Contract if we vary its

terms, resulting in an excessive increase in the Charges or changes that alter your rights under this Contract to your detriment. In such cases you would need to give us at least 14 days written notice prior to your Billing Date (and within one month of us telling you about the changes). However this option does not apply if:

- 4.3.1 We have increased the Charges by an amount equal to or less than the percentage increase in the All Items Index of Retail Prices published by the Central Statistical Office in the Monthly Digest of Statistics in any 12 month period; or
- 4.3.2 The variations we have made have been imposed on us as a direct result of new legislation, statutory instrument, government regulation or licence; or
- 4.3.4 The variation relates solely to an Orange Additional

Service, in which case you may cancel that Orange Additional Service in accordance with Condition 15.1.

Terminating your contract because Orange is no longer able to provide access to the Network

4.4 If, for reasons beyond our control, we are no longer able to provide Network Services, we will at our discretion either:

4.4.1 Make arrangements for you to be supplied with equivalent Services by another network at no extra cost to you, or

4.4.2 Accept written notice from you that you wish to terminate your Contract. In such cases we will refund any pre-paid Charges that have not been used up.

## reference

### Termination of your Contract by Orange

4.5 We may terminate your Contract immediately at any time in respect of any or all the Devices owned by you, in whole or in part, by giving you written notice if:

4.5.1 You fail to pass any credit assessments which we may reasonably consider to be necessary from time to time

4.5.2 You fail to pay any of your bills from Orange on time

4.5.3 We have good reason for believing that any information you have given us is false or misleading

4.5.4 You become insolvent within the meaning of Section 123 of the Insolvency Act 1986, or bankrupt, or make any arrangement with creditors or go into liquidation or become subject to an administration order or a receiver

is appointed over any of your assets or if we have good reason for believing that you are unable to pay the Charges

4.5.5 In addition, we may terminate your Contract at any time after the Minimum Term has expired by giving you at least one month's written notice.

### Termination of your contract by Orange without written notice

4.6. We reserve the right to terminate your contract immediately at any time in respect of any or all of the Devices owned by you, in whole or in part without notice to you if

4.6.1 We have good reason for believing that you have breached Conditions 6.4.2, 6.4.3, 6.4.4 or 6.4.5, 6.4.8, 6.4.9, 6.4.10, 6.4.11 or

4.6.2 You haven't complied with one or more of the terms of your Contract and do not correct the breach within 7 days of being asked by us in writing to do so.

#### Termination and Line Two

4.7 Termination of your Contract for any reason connected with Line One will result in automatic termination of Line Two.

#### 5 effect of Termination of the Agreement

5.1 When this Agreement is terminated, your Device will be Disconnected and you will no longer be able to use the Services.

#### What to do after Termination of your Contract

5.2 Termination of your Contract is subject to you paying us

any money you owe us and us paying you any money we owe you. After termination, it is your responsibility to cancel any direct debits, standing orders, credit card mandates or other authorisations you may have given for periodic payments to be made to us by third parties.

#### 6 your responsibilities

##### When your payments are due

6.1 Ordinarily we will invoice you monthly in advance for monthly charges which are non-refundable and monthly in arrears for call and message charges but we reserve the right to amend the invoicing period and submit interim invoices to you. The Connection charge will be included on your first invoice. Charges in respect of Services not supplied directly by us e.g. Roaming may be invoiced several months in arrears. VAT will be added to all invoices at the relevant rate where

## reference

applicable. Payment is due when you receive your invoice.

6.1.1 You will be responsible for paying all Charges on your Account, whether or not they have been accrued by you personally. You will also be responsible for any extraordinary costs incurred in administering your Account, including collecting any payments. If your Service has been Disconnected, either at your request or ours, you will remain responsible for paying any outstanding Charges

6.1.2 You must make your payment when you receive your invoice and by one of the payment methods stated on your invoice subject to clause 6.3. However we may also submit an interim bill or require an immediate payment if we think you have exceeded a reasonable limit on your Account.

Penalties for overdue payments

6.2 If payment is not made within 14 days of its due date, we may charge interest on all sums outstanding at the rate of 2% above the base rate of National Westminster Bank. This interest will be charged on a per annum basis calculated daily.

Payment methods

6.3 Ordinarily we will accept payment of Charges by credit card, debit card, cheque, direct debit and electronic transfer, but we reserve the right to refuse any payment method if we have reasonable cause to believe such payment will be dishonoured.

6.3.1 We reserve the right to charge an administration fee each month for payments not made by direct debit

6.3.2 We may arrange for invoices to be issued by a third party on our behalf. Invoices issued by such third party shall be binding on you and payment of such invoices in full to the third party will be a valid discharge of your liability to pay such invoices under this Agreement.

Things that you agree to do

6.4 Recognising that good management and security of the Services is important to all Orange customers, you agree that you will:

6.4.1 Provide whatever proofs of your identity and address that we consider reasonably necessary from time to time. Whilst photocopy or fax copies are usually acceptable we do reserve the right to request the original document

6.4.2 Keep confidential, and not disclose to any third party, your Account password or any personal identification code, number or name issued by us permitting access to the Services

6.4.3 Not use the Services for any improper, immoral, fraudulent or unlawful purposes or for the sending of any communication or storing any data which is of an offensive, abusive, indecent, obscene or menacing nature

6.4.4 Not cause, nor knowingly allow others to cause, any nuisance, annoyance or inconvenience, whether to us or to any of our customers, by any means including the use of the Network for persistently sending unsolicited communications without reasonable cause

## reference

- 6.4.5 Not act in a way, whether knowingly or otherwise, which will impair the operation of the Network or any part of it, or put it in jeopardy
- 6.4.6 Use only Devices and Accessories approved for use with the Network, and comply with all relevant legislation or regulation relating to their use
- 6.4.7 Comply with any reasonable instructions issued by us which concern your use of the Services, and co-operate with us in our reasonable security and other checks (which may include us making phone calls to you)
- 6.4.8 Not send or upload anything that is copyright protected (unless you have permission) or which in any way breaches the intellectual property rights of any third party
- 6.4.9 Not copy, modify, store, forward, publish or distribute the Services or their Content without our express permission
- 6.4.10 Only use Content for your own personal use and not for any commercial purposes or distribute it commercially
- 6.4.11 Not to re-sell, re-supply or otherwise distribute the Services or Devices without the prior written agreement of Orange
- 6.4.12 Not to circumvent the Age Restricted Service mechanisms.
- 7 multiple users

7.1 Where there are one or more Users other than you under your Contract, you remain responsible :-

7.1.1 For ensuring the Services are used in accordance with this Contract and

7.1.2 For all Charges incurred to your Account by those Users.

## 8 Line Two - limitations on usage

### Suspension of Services

8.1 If we Suspend Services on Line One, Services on Line Two will automatically be Suspended also.

### Electronic messages

8.2 It is not possible to send electronic messages on Line Two this shall include but not be limited to, text, video

and multi media messages.

### Service Plan

8.3 You may not have a higher Service Plan on Line Two than you have on Line One.

## 9 information supplied by you

The details you give us must be correct

9.1 By applying for Registration or for Orange Additional Services, you undertake to provide your correct name, address and other factual information. You also confirm that:

9.1.1 The person stated to be authorised to sign for a company or firm is duly authorised

## reference

9.1.2 Any individual applying as a member of a company is of full contractual capacity and is able both to pay for the Services he or she has requested and to meet his or her other obligations under your Contract

9.1.3 You must also tell us if your details change.

What happens if we suspect the details you give us aren't correct

9.2 If we suspect, on reasonable grounds, that information has been supplied to us without the knowledge of the person named, or that an application is unauthorised or contains false particulars, we may delay Connection or Suspend Services to your Device while we investigate further. Following our investigation, we will Connect or reinstate the Services unless we have grounds to terminate. You acknowledge that you will have no claim

against us in respect of any delay or Disconnection caused as a result of the operation of this Condition.

10 credit assessments

Your application is subject to credit status

10.1 All applications for Registration and Orange Additional Services are subject to credit assessment before we can connect you to the Network. In considering your application we will search your record at the licensed credit reference agencies. They will add to your record details of our search and your application. We will use credit scoring or other automated decision making systems when assessing your application. If our assessment of you does not meet our normal requirements we reserve the right to decline to Connect you or to supply Orange Additional Services or to

decide an appropriate credit limit on your Account. Alternatively, we may ask you to lodge a Deposit with us before we Connect you. If you believe our assessment of you is incorrect, we will review your eligibility. However, we cannot accept responsibility for the accuracy of information provided from the databases of credit reference agencies. Nor can we accept any liability for the consequences of our declining to Connect you.

10.2 We will also check your details with a fraud prevention agency who will record details of any false or inaccurate information provided by you where we suspect fraud. We or other organisations may use and search these records to:

10.2.1 Help make decisions about credit and credit related services, for you and members of your household

10.2.2 Help make decisions on motor, household, credit, life and other insurance claims, for you and members of your household

10.2.3 Trace debtors, recover debt, prevent fraud, and to manage your Accounts or insurance policies

10.2.4 Check your identity to prevent money laundering, unless you furnish us with other satisfactory proof of identity.

10.3 We may also disclose details of how you conduct your Account to such agencies. The information will be used by other credit grantors for making credit decisions about you and the other members of your household, for fraud prevention, debt recovery, money laundering prevention, tracing debtors and Account management. For these purposes we or they may make further searches. Although these searches will be

## reference

added to your record they will not be shared by others.

10.4 Please contact us if you would like details of these credit reference and fraud prevention agencies from whom we obtain and to whom we pass information about you. You have a legal right to this information.

### 11 deposits

Deposits are held for 12 months

11.1 We may request a Deposit from you:

- a) before Connection
- b) before making Orange Additional Services available to you, or
- c) before reinstating the Services after Suspension.

d) if you fail to pass any credit assessments which we reasonably consider to be necessary from time to time

11.2 Deposits will be held for 12 months from the date of receipt and then refunded upon request. We do not pay interest on Deposits. If you owe us money, we may set off Deposits against the amount due to us. If there is a balance left over in such cases, we will remit this to you or credit your Account.

### 12 USIM Card

It's your responsibility to keep your USIM Card safe

12.1 Any USIM Card we supply to you remains our property, but it is your responsibility to keep it safe. USIM Cards are easily damaged and should be handled with care. We will replace free of charge any USIM Card found to be defective through faulty design or workmanship. In

any other circumstances, however, we may charge for replacing it. We reserve the right to recall any USIM Card from you at any time to enhance or maintain the quality of the Services.

What to do if your USIM Card is lost, stolen or damaged

- 12.2 You must inform us immediately if the USIM Card supplied to you is lost, stolen or damaged. You will remain liable for all Charges incurred until you do so. We will send you a replacement USIM Card as soon as reasonably practicable, but we reserve the right to charge you for doing so.

Your USIM Card and other networks

- 12.3 The USIM Card supplied with your Device enables the Device to work on our Network only with the exception of Devices which can access Roaming Services.

However, after the Minimum Term we will lift this restriction at your request, provided all your payments of Charges are up to date and you pay the current administration charge. The software in the USIM Card and the Device is either owned by or licensed to Orange which grants you a non-exclusive licence to use it for accessing the Services for the duration of your Contract and not otherwise.

13 directory and Caller id

What to do if you want your number to remain private

- 13.1 We will enter your Orange number in Orange and third party directories, and our Network will allow the display of your Orange number on receiving Devices. If you prefer not to allow either of these options, please let us know in writing. Your mobile phone number and the approximate location of your Device will always be sent

## reference

if calling the emergency services.

### 14 Devices

Your Device is not a part of your Contract

14.1 Your Device and Accessories are acquired by you outside the terms of your Contract.

### 15 changes to your Contract

We reserve the right to make changes to your Contract

15.1 When you Register you are asked to choose a Service Plan and to indicate which Orange Additional Services you require. You may switch to a higher Service Plan at any time. You may switch to a lower Service Plan as often as you like after 6 months following your Connection to the Network. In the event you do switch

Service Plan and add to or cancel Orange Additional Services you must give us not less than 10 days notice before your Billing Date (subject to the terms of any promotional offers you have accepted). We do, however, reserve the right to vary the terms of this Contract from time to time and to make changes to your Service Plan. We acknowledge that if we do increase the Charges, withdraw Orange Additional Services or introduce new mandatory Charges - or if your contractual rights are affected to your detriment - you may terminate your Contract in accordance with Condition 4.3. If you do not give notice within one month of our notifying you of any change(s), you will be taken to have accepted the change(s).

15.2 In exceptional circumstances a government authority may require the reallocation or change of phone numbers in which case we may have to change your mobile phone number for the Services

## New services

15.3 We are continuously enhancing our existing Services as well as adding new services, particularly Orange Additional Services. Charges for, and any special terms and conditions attached to Orange Additional Services will be notified in Customer Communication. The terms of your Contract, including Charges current on the date when you take up the offer of any Orange Additional Service, will apply to it, subject to any special promotional offer made by us and accepted by you.

## 16 Customer Communication

Please read all the information we send you

16.1 We update our Customer Communication from time to time. Information on various topics is mailed to Customers with their monthly billing statements and is available on request from us. You are asked to read

your Customer Communications and to keep those which are mailed to you until they are superseded. We regard you as having been given any information if it is either:

- a) included in a mailing addressed to you
- b) by voicemail, email text or other form of electronic message sent by us to your Device
- c) communicated directly by any means.

## 17 Assignment of Contract and change of ownership of Device

Your Contract is personal to you

17.1 Your Contract is personal to you and you may not assign it. However, we may at our discretion (not to be unreasonably withheld) allow you to:

## reference

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

b) terminate your Contract on short notice if you have transferred title to your Device to a new customer who has Connected the Device to our Network.

17.2 We may assign our rights to your Contract only if such assignment is on terms which are at least as advantageous to you as those set out in your Contract.

### 18 liability

Circumstances in which neither of us accepts liability

18.1 Except as provided in this Condition 18, neither party shall be liable to the other, whether in contract or tort nor otherwise, for any loss or damage which is:

a) not the fault of the other party

b) indirect and/or not reasonably foreseeable

c) loss of business, profits, savings, revenue, use or goodwill, or for any loss or corruption of data whether caused to the other party through any breach of your Contract or any matters arising under it. Neither party excludes liability for negligent acts or omissions causing death or personal injury to any person.

Maximum liability of Orange

18.2 Subject to Condition 18.1, we limit our legal liability up to a maximum of three thousand pounds per claim or a series of related claims for any loss or damage which is:

a) direct financial loss

b) direct physical damage to or loss of property resulting from our breach of contract or negligence while providing Services.

#### Factors beyond our control

18.3 We will not be liable to you if we are unable to perform an obligation or provide the Services to you because of any factor outside our control, including but not limited to Acts of God, industrial action, default or failure of a third party, war, terrorist act, governmental action, or by any act or decision made by a court of competent jurisdiction.

#### Your maximum liability

18.4 Subject to Condition 18.1, your liability is limited to payment of all outstanding Charges due in accordance with the provisions of your Contract.

#### 19 general

##### Changes to your Contract

19.1 Subject to Condition 15, your Contract may be varied or amended only by the express mutual agreement of both parties. A party seeking to rely on such variation or amendment must produce evidence of the other party's agreement to it.

##### Disclosure of information to third parties

19.2 You agree to the disclosure to any telecommunications company, debt collection agency, credit reference agency, credit or fraud monitoring scheme, security agency or credit provider of:

## reference

- a) any information relating to your Contract, including your personal financial information and details of how you have performed in meeting your obligations under your Contract
- b) any disclosure as may be within our Data Protection Act registration
- c) any disclosure required as a result of an order of any court of competent jurisdiction or by statutory authority.

### Your information

19.3 Orange or its Group companies will use your information which you provide to us together with other information for administration, marketing, credit scoring, customer services, tracking your Device and web use preferences, and profiling your purchasing preferences. We will disclose your information to our service providers and agents to help us with these purposes.

We will keep your information for a reasonable period after your contract with us has finished in case you decide to use our Services again and may contact you about our Services during this time.

19.4 You consent to us sharing your information with other companies in the Orange Group and companies outside the Orange Group who are our business partners. They or we may contact you by mail, telephone, electronic messaging services, fax or email to let you know about any goods, services or promotions which may be of interest to you. Please call customer services if you do not wish to receive such information from us, or if you do not wish to receive information from our business partners, but remember that this will preclude you from receiving any of our special offers or promotions or those of our business partners.

19.5 By registering your Device on the Network you consent to our transferring your information to countries which do not provide the same level of data protection as the UK if necessary for providing you services you require. If we do make such a transfer, we will put a contract in place to ensure your information is protected.

19.6 You have a right to ask for a copy of your information (for which we charge a small fee) and to correct any inaccuracies.

19.7 When you give us information about another person you confirm that they have appointed you to act for them, to consent to the processing of their personal data, and to the transfer of their information abroad and to receive on their behalf any data protection notices.

19.8 For details of the Orange Group of Companies please visit our website.

Delivering communications to you

19.9 All notices to be served in accordance with your Contract must be served by post or facsimile. We can in addition serve notice to you by voicemail, email text or other form of electronic message. They will be deemed served 48 hours after they are sent, or on earlier proof of delivery. All invoices and notices served by post will be sent to the address given by you on Registration unless you notify us of a change to this address. Any waiver, concession or extra time we may allow you is limited to the specific circumstances in which it is given and does not affect our rights in any other way.

## reference

### Disputes between you and us

19.10 You may request that disputes between you and us are referred to arbitration under our Code of Practice for Consumer Affairs. We will supply a copy of our Code of Practice for Consumer Affairs to you on request.

### Miscellaneous

19.11 If either party delays or does not take action to enforce their rights under the contract this does not prevent either party from taking action later.

19.12 If any of the terms in this contract are not valid or legally enforceable the other terms will not be affected. We may replace any term that is not legally effective with a similar term that is.

### Orange company details

19.13 Our Company Registration Number is 2178917 and our Registered Office is at St James Court, Great Park Road, Almondsbury Park, Bradley Stoke, Bristol, BS32 4QJ.

### Governing law

19.14 Your Contract is to be interpreted in accordance with the Laws of England and Wales.

## pay as you go terms and conditions

The following words and expressions shall have the following meanings:

### Accessories

goods designed for use with but not part of Phones and approved by Orange, including (without limitation) batteries, chargers, car kits, headsets and carry cases.

### Charges

the charges for pay as you go as published in our periodically updated list of charges (defined herein as 'Price Guide')

### Connection

the process we carry out to enable your phone to access the

Services. 'Disconnection' and 'Re-connection' have a corresponding meaning.

### Literature

printed matter providing information on Services published by Orange and distributed with new Phones or in mailings to Customers, whether or not supplied automatically to all Customers.

### pay as you go Voucher

a voucher representing the cash value of airtime allowing access to the Services which must be paid for in advance which expression includes airtime purchased direct from Orange by credit or debit card.

### Network

the public telecommunications system by which Orange makes Services available in the United Kingdom.

## reference

### Orange

Orange Personal Communications Services Limited, and any successor in business or assignee.

### Phone

mobile telephone (excluding Accessories but including charging unit and SIM which remains the property of Orange) approved by Orange for connection to its Network.

### Price Guide

publication listing our current Charges, updated from time to time.

### Registration

our acceptance of your application to register individual pay as you go Voucher, Register has a corresponding meaning.

### Roaming

a service which allows you to use your Phone on other operator's networks, usually in foreign countries.

### Services

Network and other services, provided by us and made available for your use.

### SIM

card or other device, bearing a unique telephone number programmed to allow a Phone to access Network Services.

### Suspension

the temporary discontinuance of Services.

### User

you or another person notified by you to us as authorised to use your Phone.

## 2 provision of services

- 2.1 We will use reasonable efforts to make the Services available to you at all times. The Services are available only within the range of base stations which form the Network. Quality and availability of the Services may be affected by factors outside our control such as local physical obstructions, atmospheric conditions and other causes of radio interference or faults in other telecommunication networks to which the Network is connected.
- 2.2 The Network and the Services may from time to time require upgrading, modification, maintenance and other works (including but not limited to works required for security reasons), or may be affected by unforeseen events which may result in the partial or complete non availability of the Services.

We will use all reasonable efforts to provide back-up Services and to keep all such periods of non availability to a minimum but some interruption may be inevitable. You Register in the knowledge of this and accept our obligation to carry out works from time to time in the interests of all our customers.

- 2.3 We may from time to time tape conversations between you and our customer services for training purposes only. For the purposes of good management and security, we may need to monitor the contents of any text message you send from time to time.
- 2.4 We may Suspend the Services in whole or part at any time without notice if you do not comply with any of these terms and conditions or if any money owed by you to us, whether in relation to Services or not, remains unpaid.
- 2.5 We shall investigate all complaints made whether by or

## reference

against you and reserve the right to Suspend the Services if a complaint has been made against you pending the results of investigation of the complaint.

### 3 pay as you go Vouchers

- 3.1 Free airtime given to the customer on initial registration of their new pay as you go phone (if any) shall be valid for the periods set out in the Price Guide and/or Customer Literature current as at the date of Registration.
- 3.2 In the event that the cash value of airtime forming part of free airtime given to a Customer in accordance with 3.1 above is not used within the relevant validity period stated in Condition 3.1 such unused airtime will be forfeited.
- 3.3 Notwithstanding that you use all of a pay as you go Voucher or that the free airtime given to a Customer

in accordance with 3.1 above expires your Phone will continue to be capable of receiving incoming calls for the periods set out in the Price Guide and/or Customer Literature current as at the date of expiry.

- 3.4 We will disconnect your phone if during the previous six months you have not Registered a new pay as you go Voucher or you have not made chargeable calls from your phone or received incoming calls on your phone. For the avoidance of doubt calls shall include but not be limited to voice calls, data calls and text messaging. On disconnection your mobile telephone number will be reassigned. On reconnection you will be assigned a new mobile telephone number.

Any remaining credit on your pay as you go Voucher will be reinstated if you reconnect. You can reconnect your phone without having credit on your pay as you go Voucher.

3.5 No cash credits will be given for unused pay as you go Vouchers. Credit or Debit card payments are subject to our policy on acceptance in force from time to time.

#### **4 our rights to terminate your service**

4.1 We may Disconnect your phone and refuse to Re-connect it at any time in whole or in part immediately by notice in writing to you if:

4.1.1 you fail to comply with clause 2.4, 2.5, 5 and 6 of these terms and conditions provided that where such failure is capable of remedy you have not taken such remedial steps as we shall have required within 7 days of our giving you notice of such failure; or

4.1.2 for whatever reason we are unable to provide the Services.

#### **5 your responsibilities**

5.1 Recognising that good management and security of the Services is important to all Orange customers you agree that you will:

5.1.1 not use the Services for any improper, immoral, fraudulent or unlawful purposes or for the sending of any communication which is of an offensive, abusive, indecent, obscene or menacing nature;

5.1.2 not cause, nor knowingly allow others to cause, any nuisance annoyance or inconvenience whether to us or to any of our customers which shall include the use of the Network for the persistent sending of unsolicited communications without reasonable cause;

5.1.3 not act in a way, whether knowingly or otherwise, such that the operation of the Network or any part of the Network will be jeopardised or impaired;

## reference

- 5.1.4 only use a Phone and Accessories approved for use with the Network and comply with all relevant legislation or regulation relating to its use;
- 5.1.5 comply with any reasonable instructions issued by us which concern your use of the Services and co-operate with us in our reasonable security and other checks (which may include us making phone calls to you).

### **6 supplied by you**

- 6.1 By applying for Registration you represent to us that the name, address and other factual information which you provide to us are correct.
- 6.2 You acknowledge that if we suspect on reasonable grounds that information has been supplied to us without the knowledge of the person named or that an

application is unauthorised or contains false particulars, for the protection of our Customers and the Network, we may delay Connection or Disconnect Services to your Phone while we investigate further. If our suspicions prove groundless we will Connect or Re-connect Services immediately. You acknowledge that you will have no claim against us in respect of any delay or Disconnection caused as a result of the operation of this Condition 6.2.

### **7 SIM Card**

- 7.1 Any SIM Card we supply to you remains our property but it is your responsibility to keep it safe. SIM Cards are easily damaged and should be handled with care. We will replace any SIM Card found to be defective by reason of faulty workmanship or design free of charge but may charge for replacing or renewing a SIM card in

any other circumstances. We reserve the right to recall any SIM Card from you at any time to enhance or maintain the quality of the Services.

- 7.2 You must inform us immediately in the event that a SIM Card is damaged. We will send you a replacement SIM Card as soon as reasonably practicable but we reserve the right to charge you for doing so.
- 7.3 The software in the SIM and the Phone is either owned by or licensed to Orange which grants you a non-exclusive licence to use it for accessing the Services and not otherwise.
- 7.4 The SIM Card supplied with your Phone enables the Phone to work on our Network only. We will lift this restriction at your request, subject to our current policy relating to the same and provided you pay the current administration charge.

## **8 directory and caller ID**

- 8.1 Unless you inform us otherwise when you Register your first pay as you go Voucher, we may make appropriate directory entries and our Network may allow the display of your telephone number on receiving handsets.

## **9 phones**

- 9.1 Your Phone and Accessories are acquired by you outside of the operation of these terms and conditions and, as between you and Orange, are your property.
- 9.2 Any insurance or warranty relating to your Phone must be purchased by you separately of these terms and conditions. Any insurance or warranty arranged by us of which you may previously have had the benefit will no longer be valid.
- 9.3 You must inform us immediately in the event that the

## reference

SIM Card or your Phone is lost or stolen. In order to take advantage of the provisions of Condition 9.4 you may inform us if at any time your Phone requires repair.

9.4 Upon receipt of notification under Condition 9.3 we may at your request Suspend Services for a maximum period of 30 days whilst you make arrangements to obtain an alternative phone.

9.5 In the event that you fail to make a request as permitted by Condition 9.4 then any current pay as you go Voucher will lapse when you report the loss or theft of your Phone or if you do so make a request on the expiry of the 30-day period if you do not during that period request the re-instatement of the pay as you go Voucher.

### **10 changes**

10.1 We reserve the right to vary these terms and conditions

and the Charges from time to time.

### **11 customer literature**

11.1 We update our Customer Literature from time to time.

You are asked to read your Customer Literature and to keep it until it is superseded. We regard you as having been properly notified of any information if it is either included in a mailing addressed to you or in a text message sent by us to your Phone. You are asked to ensure that when contacting Orange customer services with queries you rely on current Customer Literature.

11.2 Orange cannot accept responsibility for offers related to the provision of its Services made elsewhere than in its own advertisements or publications or for any promises, representations, waivers, indulgences or other purported variations of these terms and conditions unless confirmed in writing by an authorised

employee of Orange. If you are in any doubt as to whether any statement or representation is properly authorised you should contact Orange customer services immediately.

## **12 assignment and change of ownership of phone**

- 12.1 For your security, we will not knowingly Re-connect a Phone owned by you to our Network at the request of someone other than you unless it is at least six months since you last Registered a pay as you go Voucher or the person requesting Re-connection is able to correctly identify your account password.
- 12.2 We may assign our rights and obligations under these terms and conditions only if such assignment is on terms which are at least as advantageous as those set out herein.

## **13 liability**

- 13.1 Except as provided in this Condition 13, neither party shall be liable to the other, whether in contract or tort or otherwise, for any loss or damage which is:
- 13.1.1 not the fault of the other party;
  - 13.1.2 indirect and/or not reasonably foreseeable.
  - 13.1.3 loss of business, profits, savings, revenue, use or goodwill whether caused to the other party through any breach of your Contract or any matters arising under it.
- Neither party excludes liability for negligent acts or omissions causing death or personal injury to any person.

## reference

13.2 Subject to Condition 13.1, we limit our legal liability up to a maximum of three thousand pounds per claim or a series of related claims for any loss or damage which is:

13.2.1 direct financial loss.

13.2.2 direct physical damage to or loss of property resulting from our breach of contract or negligence while providing Services.

13.3 We will not be liable to you if we are unable to perform an obligation or provide the Services to you because of any factor outside our control, including but not limited to Acts of God, industrial action, default or failure of a third party, war, governmental action, or by any act or decision made by a court of competent jurisdiction.

13.4 Subject to Condition 13.1, your liability is limited to payment of all outstanding Charges due in accordance with the provisions of your Contract.

## 14 general

14.1 Subject to Condition 10 these terms and conditions may only be varied or amended only by the express mutual agreement of both parties and the party seeking to rely on such variation or amendment must produce evidence of the other party's agreement to it.

14.2 You agree to the disclosure to any telecommunications company, debt collection agency, credit reference agency, credit or fraud monitoring scheme, security agency or credit provider of:

- 14.2.1 any information relating to your Contract, including your personal financial information and details of how you have performed in meeting your obligations under your Contract;
  - 14.2.2 any disclosure as may be within our Data Protection Act registration.
  - 14.2.3 any disclosure required as a result of an order of any court of competent jurisdiction or by statutory authority.
- 14.3 All notices under these terms and conditions will be sent to the address given by you on Registration unless you notify us of a change to this address. Any notice from us to you will be deemed served 48 hours after posting or an earlier proof of delivery.
- 14.4 All notices to be served in accordance with these terms and conditions must be served by text message, electronic mail or by post or facsimile.
- 14.5 Any waiver, concession or extra time we may allow you is limited to the specific circumstances in which it was given. It does not affect our rights under these terms and conditions in any other way.
- 14.6 You may request that certain disputes between you and us are referred to arbitration under our Code of Practice for Consumer Affairs, except for all disputes concerning the operation of Condition 10 of these terms and conditions which shall always be referred to arbitration. We will supply a copy of the Code to you on request.
- 14.7 Our Company Registration Number is 2178917 and our Registered Office is at St James Court, Great Park Road, Almondsbury Park, Bradley Stoke, Bristol, BS32 4QJ.
- 14.8 The operation of these terms and conditions shall be interpreted in accordance with the Laws of England and Wales.

## reference

### downloadable games terms and conditions

#### 1 eligibility

- 1.1 Each downloadable mobile phone game from Orange Games (“the Game”) is open to any UK resident age 16 years or over who has phone of a type which is both listed on the [orange.co.uk/games](http://orange.co.uk/games) website and registered on the Orange network in the United Kingdom (“the Phone”).
- 1.2 Only one player can be registered for the Game per phone.
- 1.3 By downloading the Game the player agrees to be bound by these Terms and Conditions
- 1.4 You can only download the Game in the United Kingdom, the Game may be downloaded in some foreign countries, however this is dependent on this

service being supported by the foreign network.

#### 2 cost

- 2.1 The cost of downloading each Game in its basic form is currently charged at £1.50. For certain games, additional levels or stages may be available for download and these will be charged at 50p per level or stage, any downloading of the Game outside the UK will be subject to additional charges.
- 2.2 The charges for submitting your high score are based on messages sent from the player’s phone, which are currently charged at 10p per message whilst in the UK. This charge will apply even if you have SMS remaining in a monthly or other bundle. Any submission of high score whilst outside the UK will be subject to additional charges at the foreign network rates. Similar charges may apply in respect of certain actions such as unlocking

an individual character or feature.

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

### **3 the prizes**

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

Orange's decisions regarding prize winners shall be final and no correspondence will be entered into by Orange. Details of winners will be made available by Orange on written request.

You must not enter into any unlawful, inaccurate, vulgar or inappropriate detail at the point of registration for the prizes.

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

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

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

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

No cash alternative is available in whole or part.

### **5 general**

## reference

- 5.1 Under no circumstances will Orange or any of the other parties involved in the provision of the Game, be liable for any losses, damages, costs or expenses arising from or in any way connected with any errors, defects, interruptions, malfunctions or delays in the provision of the Game. We agree to rectify any such problems in the Game which are notified to us as soon as we reasonably can. If you do notice a fault or error in the Game, please notify Orange customer services.
- 5.2 Orange accepts no liability for the temporary non-availability of its network, loss, late receipt or non-readability of any transmission or other communications.
- 5.3 Orange reserves the right to amend these Terms and Conditions from time to time. Any alteration or addition to these Terms shall take effect immediately once posted on [www.orange.co.uk/games](http://www.orange.co.uk/games).  
Any continued use of the Game after such publication means that you will be deemed to have accepted such changes.
- 5.4 We reserve the right to cease provision of the Game at any time.
- 5.5 Only one Game may be stored on your phone at any time, in addition to the Game already stored on your phone at the time it is registered to the Orange network.
- 5.6 The downloading of the Game is subject to availability and may be affected by the volume of users from time to time or by network congestion. Orange's Standard Network Terms and Condition continue to apply in parallel with these Terms and Conditions.
- 5.7 You must only use the Game for your own personal use, and not for any commercial purpose.
- 5.8 You agree only to access, download and use the Game in accordance with Orange's security measures relating to its network and billing, and the source code of the Game, and will not attempt to circumvent such security measures.

All trademarks and trade names are the properties of their respective owners. All rights are reserved by the respective owners.

## Orange Value Promise Terms and Conditions

### 1 Definitions

#### Competitor tariff

A popular published, currently available, monthly paid contract digital tariff available in the UK from O2 (UK) Limited (formerly British Telecommunications Mobile Communications Ltd), Vodafone Retail Ltd & T-Mobile (formerly One 2 One). For the avoidance of doubt this excludes O2 (Online) Limited tariffs.

#### OVP

Orange Value Promise

#### Service Plan

The scale of charges for using a

## reference

mobile phone

### Additional Services

Optional services which cost extra whether they are supplied in conjunction with competitor tariffs or outside competitor tariffs

## 2 Scope

- 2.1 OVP applies to Competitors' tariffs for voice, answerphone, standard WAP and standard person to person text messaging on other UK digital networks. It includes standard data calls at 9.6 kb per second. OVP excludes High Speed Data at 28.8 kb per second and GPRS calls.
- 2.2 Services will provide generally the same functionality of the Competitor's product but specifications may differ. Competitor's own branded e-commerce and Additional

Services are not offered with OVP

- 2.3 For a list of current OVP tariffs please visit [www.orange.co.uk/cgi-bin/ovp/costs.pl](http://www.orange.co.uk/cgi-bin/ovp/costs.pl)
- 2.4 Once our Competitors close an OVP equivalent tariff for new connections, we may at our choice withdraw the OVP Plan for new connections and close the Service Plan to customers switching Service Plan.
- 2.5 We reserve the right to discontinue a currently available or a 'closed' OVP Plan and move existing customers to the nearest equivalent currently available Service Plan. We will write to the account holder to notify such changes.
- 2.6 OVP Plans are not available on Orange Line Two.
- 2.7 OVP does not apply to pay as you go, pay up front or shared tariffs.

- 2.8 OVP does not offer discounted rates or schemes for calls between nominated or frequently called numbers.
- 2.9 OVP does not apply to Competitor's promotional tariffs but we reserve the right to offer a competitor's promotional tariff and may, from time to time, offer our own promotional variants of OVP Plans.
- 2.10 We reserve the right not to offer any Competitor tariff containing elements of services or functions that the Orange Network does not currently offer or to omit those elements of services or functions.

### 3 Charges

- 3.1 We will make reasonable endeavours to ensure that OVP Plan charges are the equivalent of the Competitor tariff published charges.
- 3.2 In the event that a Competitor makes any changes to a Competitor tariff, subject to the provisions of these terms and conditions we will make reasonable endeavours to implement any published changes to existing OVP Plans as soon as is reasonably practical.
- 3.3 If you are connecting to Orange on an OVP Plan you will be charged the equivalent of the Competitor's standard connection charge.
- 3.4 We reserve the right to apply Competitor's charges for changing OVP Service Plan.
- 3.5 Subject to point 3.4 above, you may switch between Orange Value Promise Service Plans, Orange Talk Plans or other Orange Service Plans
- 3.6 You may switch between OVP Plans or to an Orange Talk Plan by giving us at least 5 days notice before your Monthly Billing Date.
- 3.7 OVP Plans will replicate the charging structure & minimum call charges of the Competitor's tariff including, but not limited to, service charges for itemised billing, non-direct debit payment, access

## reference

charges for short message service, and charges for calls to Customer Service, 0800 & 0500 numbers

- 3.8 International direct dialled and Roaming calls will be charged at standard Orange rates

### 4 Charges for Mobile to Mobile calls

- 4.1 OVP Plan charges, for calls entirely on the Orange Network, will be the equivalent of the Competitor's tariff charges for calls made entirely on their network, subject to point 2.8 above. These are known as 'On Net calls'.
- 4.2 OVP Plan charges, for calls made to phones on the Competitor's network, will be the equivalent of the Competitor tariff charges for calls made from their Network to phones on the Orange Network, subject to point 2.8 above. These are known as 'Mobile to Mobile Off Net calls'. For example, if 'Y tariff', on 'network X', charges 25p per minute to call another mobile phone

on its network and charges 50p per minute to call a mobile phone on any other network, the OVP equivalent Plan will charge 25p per minute to call another Orange phone and 50p per minute to call a mobile phone on 'network X' or any other mobile network.

### 5 Other Benefits

- 5.1 OVP offers rollover on minutes and text messages on all OVP Plans with an inclusive bundle where the competitor tariff offers rollover on minutes or text messages. Rollover on minutes or text messages is not available on Service Plans with an inclusive value bundle. Unused inclusive minutes and/or text messages from one month may be rolled over for use in the next. If the rolled over minutes and/or text messages are not used in that month they will be lost. We reserve the right to offer rollover as a promotion on certain OVP

plans where rollover is not offered by the competition.

- 5.2 The Orange Network Performance Promise applies to OVP Plans, subject to its terms and conditions.

## 6 Insurance Products & Orange Care

- 6.1 Competitors' insurance products are not offered under OVP.
- 6.2 Orange Care is not included in any OVP Plan, but you may purchase it separately. If you do not purchase Orange Care then you will only get the benefit of the manufacturer's warranty on a new phone.

## 7 Final Points

- 7.1 We reserve the right to move each phone on an OVP Plan to a separate account and to bill you separately for each such phone.

- 7.2 Service is subject to the Orange Terms & Conditions for the supply of Network Services, a copy of which can be found at the back of your Orange phone user guide.

- 7.3 We reserve the right to vary these terms & conditions at any time.

Please call Orange Customer Services to confirm the current terms & conditions.

## reference

### Declaration of conformity

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

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

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

If available, write the contact persons(s)

Mr. Jin Seog, Kim  
LG Amsterdam Branch Office  
Campronilaan 6, 1119 NR Schipol-rijk,  
The Netherlands  
(Tel.) +31-20-655 7774  
Mr. Ji Jong, Jeon  
LG Electronics Inc. GSM Division  
Emerald BD, 1042 Hogya-Dong, Dongan-Gu Anyang-City,  
Kyuongki-Do  
431-080, Korea

15

contact

Orange

# contact Orange

Orange Customer Services are available 24 hours a day, seven days a week, 365 days a year. Alternatively, visit the Orange website at [www.orange.co.uk](http://www.orange.co.uk) for more details. The three-digit numbers in Orange can be called from any phone by adding the prefix 07973 100.

## pay monthly customers

Billing Enquiries	152†
Orange Care	434
Customer Services	150†
International Directory Enquiries	118 880*
Literature Request Line	07973 973 970*†
Lost or Stolen	07973 100 150†
Orange Multi Media	177* or 277*

## all Orange customers

Orange Accessories Line	0500 178 178
Directory Enquiries	118 000*
Emergency Services	999 or 112
Operator Services	100†

## pay as you go customers

Customer Services (Enquiries)	451*†
Information Line	452
Literature Request Line	650*
Lost or Stolen	07973 100 451†
Orange Care	434
Orange Multi Media	177* or 277*
Registration	0800 079 0006
Talk Time balance	453
To top up your Talk Time	450†

## Orange services

International Calling Helpline	159
Every Phone	330
Wildfire™ Activation Line	435
Wirefree Enquiry Line	156

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

Visit the Orange website to find out more about Orange products and services, buy accessories from the Orange shop and, if you are a pay as you go customer, register with Orange online.

### helpful booklets

If you would like to receive a free booklet containing useful information on an Orange product or service call the Orange Literature request line on 07973 973 970 from any phone or, if you are pay as you go customer, 650 from your Orange phone. The following booklets are available:

- Orange Explain Answer Phone
- Orange Explain Answering Services
- Orange Explain Care Terms and Conditions
- Orange Explain International Services
- Orange Explain Orange Data Access
- Orange Explain Services and Charges
- Orange Explain Text Messaging

notes



# index

## a

Address Book	
add a new entry	50
delete an entry	52
edit a contact	51
search for a contact	50
make a call	50
Alarm	106
Answer Phone	
see <a href="#">Orange Answer Phone</a>	
Answer a call	41
Appointments	107

## b

Bookmarks	84
-----------	----

## C

Cache	84
Calendar	107
Calls list	111
Caller id	48
Calculator	97
Calls	
answering	41
making	41
barring	62
mute a	44
hold a	43
waiting	43
length	47
conference	45
Camera	31,72



# index

## International services

pay monthly customers	124
pay as you go customers	124
network selection	128

## Internet menu

see [Orange Internet](#)

## j

Java™	114
-------	-----

## m

Menu	19
Missed calls	44
Memory Mate	53
Memos	110

## O

Orange Answer Phone	56
Answer Phone Call Return	56
Answer Phone PIN	59
checking from any other phone	59
messages	56
personal greeting	58
shortcuts	58
Orange Directory Enquiries	54
Orange Downloads	104
Orange Internet	91
Orange Text Media services	
Orange Plus	86
Orange 177	91
Orange 277	85
Orange Organise	81
Organiser	107

## p

Photos	
take a photo	31,72
photo messaging	32,73
Predictive text	65
Profiles	101

## r

Redial a number	42
Review your calls	111
Ringtones	
change	100

## S

Safety	132
Security codes	122
Self-portrait	73
Switch your phone on	13
Synchronise with your PC	36,95

## t

Taking a second call	43
Text Media	
see Orange Text Media	
Text messages	
send	33,64
write	66
templates	66
Timer	98
To-Do list	109
Tones	100

## U

Unit converter	98
USIM Card PIN	121

## V

Video calls	24,40
-------------	-------

# index

Video	
shoot a video	28,70
video messaging	29,73
video clips	30,115
Voice Media	
see <a href="#">Orange 177</a>	
Volume	14

## W

Wap	83
Wap games	114
Wap settings	83



notes



notes