








## D800 Troubleshooting

Problem	Possible cause
Phone does not power on	Battery empty
	Battery contacts dirty
Phone does not charge	Battery empty
	Charger is incorrectly connected.
Battery	How long should I charge the battery the first time?
I don't get as much battery life as I expected.	The phone uses battery power when it is switched on even if it is not in a call. Making calls and playing with the different functions of the phone will run down the battery faster. The stated battery life is under optimum conditions.
"Insert SIM" is displayed when I switch on the phone	SIM card is incorrectly inserted or missing.
	SIM card is damaged or dirty.
The PIN code is blocked	3 incorrect entries
The PIN2 code is blocked	3 incorrect entries
Poor display	Low temperature
Can't connect to network	Weak signal
	Invalid SIM card
	Network not allowed
<b>Possible corrective action</b>	
Fully charge the battery and then press  .	
Clean contacts on battery and phone with a dry cloth, attach battery, wait a few seconds and press  .	
Charge for 2 hours. Don't worry if the battery icon does not change immediately. Disconnect and try again.	
Check the mains socket and the connection to the phone.	
12 hours continuous.	
Charge the phone regularly.	
Check that the SIM card is positioned correctly and that the metal clip is slid across and fits firmly over the SIM card. Try again.	
Visually check the SIM and clean the contacts with a dry cloth. Try again.	
Enter the PIN unblocking code supplied with the SIM card. If you do not have this code, contact your service provider.	
Enter the PIN2 unblocking code supplied with the SIM card. If you do not have this code, contact your service provider.	
Move to a warmer place and let the phone warm up.	
Move into an area of better coverage. If you are in a building, move towards a window.	
Contact your service provider.	
Try reselecting the network. Switch off and then back on.	

Problem	Possible cause
Can't make/receive calls	Weak signal
	Phone is switched off
	Check the number
	Call key not pressed
	Network is busy
	Call barring or fixed dialing is activated
	Not registered with service provider
	No credit left on your prepaid card
Low earpiece volume	Low setting
Low ringer tone	Low setting
Cannot enter some words	Wrong entry mode
"Message list full" is displayed in the main screen	Your SIM card memory is full of text messages; therefore you cannot receive any more messages.
Some features do not work	Feature not supported by the operator or your subscription.
Some menus are missing	There are restrictions on your SIM card or subscription.
<b>Possible corrective action</b>	
Check that the service provider name is displayed on the screen. If not try to reconnect to the network.	
Press  for a few seconds.	
Use the full area code and country code in the number.	
After dialing the number you must press  , <b>Call</b> .	
If you hear rapid beeps, then the network is busy. Hang up and try again.	
Check the fixed dialing settings. Otherwise check the call barring settings with your service provider.	
After purchasing your phone, you may need to call your service provider to activate the line.	
Recharge your credit.	
Press the UP side key when you are in a call to increase the volume.	
Go into the <b>Sounds</b> menu, select <b>Volume</b> and increase the setting.	
Your phone has T9 Text Input (i.e. it guesses what words you are trying to enter). To enter a special word, press  repeatedly to change to normal multitap mode.	
Go into the <b>Read</b> menu of the message menu and delete some of your messages.	
Call your service provider.	