









S200 Troubleshooting

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

	Network not allowed	Try reselecting the network. Switch off and then back on.
Can't make/receive calls	Weak signal	Check that the service provider name is displayed on the screen. If not try to reconnect to the network.
	Phone is switched off	 Press  for a few seconds.
	Check the number	Use the full area code and country code in the number.
	Call key not pressed	After dialing the number you must press  ,
	Network is busy	If you hear rapid beeps, then the network is busy. Hang up and try again.
	Call barring or fixed dialing is activated	Check the fixed dialing settings. Otherwise check the call barring settings with your service provider.
	Not registered with service provider	After purchasing your phone, you may need to call your service provider to activate the line.
	No credit left on your prepaid card	Recharge your credit.
Low earpiece volume	Low setting	Press the Up side key when you are in a call to increase the volume.
Low ringer tone	Low setting	Go into the Sounds menu, select Volume and increase the setting.
Cannot enter some words	Wrong entry mode	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 multi tap 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.	Go into the Read menu of the message menu and delete some of your messages.
Some features do not work	Feature not supported by the operator or your subscription.	Call your service provider.
Some menus are missing	There are restrictions on your SIM card or subscription.	Call your service provider.