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Quick start guide

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For Your Safety

You should observe and follow the guidelines given in this manual for the safe and efficient use of your phone. Failure to comply with these guidelines and requirements may void your warranty and may invalidate any approvals given to the phone. Please see the Safety Information section of this manual before you use the phone.

Approved Accessories Warning

Use only batteries, chargers and accessories approved by Sendo for use with this phone model. The use of any other types may invalidate any warranty applying to the phone, and may be dangerous. For availability of approved accessories, please check with your dealer or visit www.sendo.com.

When you disconnect the power cord of any accessory, grasp and pull the plug, not the cord.

FCC/Industry Canada Notice

This phone may cause TV or radio interference (for example, when using the phone in close proximity to receiving equipment). The FCC or Industry Canada can require you to stop using the phone if such interference cannot be eliminated.

This device complies with part 15 of the FCC rules. Operation is subject to the condition that this device does not cause harmful interference.

Network Services

A number of features included in this guide are called network services. They are services provided by wireless service providers. Before you can take advantage of any of these network services, you must subscribe to these service(s) from your home wireless service provider and obtain instructions for their use. Some of these network services may not be available when roaming on a network other than your home network.

1 Introduction

About this guide

This guide is a general introduction to your phone and its key features, intended to get you using your new phone quickly.

📖 **IMPORTANT:** Read your User Guide before using your phone. This booklet is written as a supplement to the complete User Guide. Do not use this booklet in place of the complete manual, but as a quick introduction to your new phone. Your User Guide, provides important information on the safe and efficient operation of your phone, and your phone's maintenance. See the *Where now?* section below for details.

About your phone

You will have been supplied with the following:

- ◆ Sendo X phone
- ◆ Companion CD
- ◆ Battery
- ◆ Mains charger
- ◆ Stereo headset
- ◆ USB cable
- ◆ Keyboard *
- ◆ Cradle *
- ◆ Carry case *

* Note that your phone may have been supplied with these and other optional accessories.

To get you started with your phone as quickly as possible, simply follow the instructions in the *Getting started* section of this guide. You can then go on to learn about the basic features of your phone. These steps are summarised below:

- ◆ *Getting started*
 - ◆ *Inserting the SIM card*
 - ◆ *Charging the battery*
 - ◆ *Installing the Companion CD*
- ◆ *Getting to know your phone*
- ◆ *Making and receiving calls*
- ◆ *Sounds, photos, video, music*
- ◆ *Sending and receiving messages*

Where now?

Once you have learnt to use some of the basic features of your new phone, more detailed instructions for your phone can be found in the User Guide, which is located on the Companion CD. This CD is supplied in the box with your phone and contains information about your phone as well as software, utilities and additional features.

We also recommend that you register your phone with Sendo, and a link is provided in the Companion software.

2 Getting started

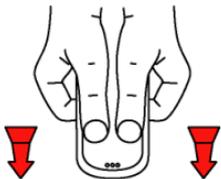
Before you can use your phone you must:

- ◆ Insert the SIM (Subscriber Identity Module) card supplied by your service provider.
- ◆ Charge the battery.

These simple steps are described below.

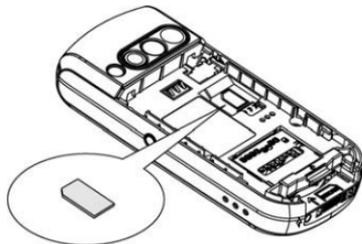
Inserting the SIM card

- 1 Remove the back cover of the phone - press down on the area near the bottom of the phone (using both hands if you need to), slide the cover down and lift off.



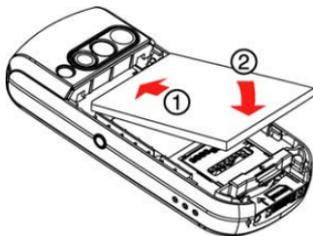
- 2 Remove the SIM from its packaging as detailed in the instructions provided with the SIM. Slide the SIM into the socket, with the logo facing you and the cutout towards the top of the phone (as shown below). Make sure that the gold-coloured

contacts of the card are touching the contacts of the phone.

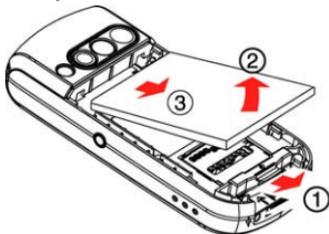


⚠ Note: Keep all SIM cards out of small children's reach. The SIM card is easily damaged by scratches or bending, so be cautious when inserting and removing the card.

- 3 Insert the battery with the label facing up. Align the tabs at the top of the battery with the tabs on the back of the phone. Slide into place and press down.



If you need to remove the battery, ensure your phone is switched off, pull the small tab at the bottom of the phone and lift the battery out.

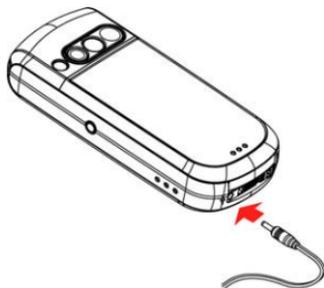


- 4 Replace the cover. Place the cover onto the back of the phone and slide the cover into place making sure the tabs click into place.

Charging the battery

You must charge the battery for at least 4 hours before you use the phone for the first time. After this, the battery will normally take around 2 to 3 hours to charge.

- 1 Insert the connector on the charger lead into the connector at the base of the phone.



- 2 Plug the charger into a mains AC socket. When charging commences, the battery icon  on the phone's screen will become animated. When the battery is fully charged, the battery full icon  will appear and you can disconnect the charger.

Warning: To ensure that the battery icon is accurate, you need to make sure you do a full charge and discharge when you use any battery for the first time.

While your phone is charging, you can take the opportunity to install the software contained on the Companion CD, on your PC.

Charging and discharging

Please observe the following precautions regarding the use of batteries and related equipment.

Note

Note that a new battery's full performance is achieved only after two or three complete charge and discharge cycles. Operation times provided vary depending on network conditions, SIM settings, charging and battery condition, how you use your phone, and other factors. Some activities, such as playing games, accessing the Internet or using other features, reduce talk and standby time.

The battery can be charged and discharged hundreds of times, but it will eventually wear out. When the operating time (talktime and standby time) is noticeably shorter than normal, it is time to buy a new battery.

Use only batteries and chargers approved by Sendo. When a charger is not in use, disconnect it from the power source. Do not leave the battery connected after the battery indicator shows that the battery is full, or for longer than a single day, since overcharging may shorten its life. If left unused a fully charged battery will discharge itself over time.

Do not attempt to discharge the battery by any other means.

Use the battery only for its intended purpose.

Note

Never use any charger or battery that is damaged or worn out.

Do not short circuit the battery.

Exercise care in handling your phone battery.

Dispose of the battery properly. Comply with all local laws or regulations in disposing of your battery. Do not dispose of batteries in a fire.

📖 Refer to the Sendo X User Guide for more detailed instructions and safety information.

Installing the Companion CD

The Companion CD provides:

- ◆ Sendo PC Connect software for performing synchronisation between your Sendo X phone and PC.
- ◆ Companion software to help you learn how to use your phone and add to/customise your phone's features.

☞ **Note:** The software requires a minimum specification on your PC. See the **Minimum PC system requirements** section below for details.

To install the software on your PC, simply insert the CD into your CD drive. The autorun feature will launch the installation process automatically. Simply follow all on-screen instructions.

☞ **Note:** If autorun is not set on your PC, then please browse to the CD in Windows Explorer, and run the companion.exe file.

We recommend that you register your phone with Sendo. A link is provided in the Companion software.

The Companion and Sendo PC Connect software is described in the Sendo X User Guide. Once installed, launch the Companion software using your normal method in Windows.

Minimum PC system requirements

Some features of your Sendo X phone package, require a PC. The following is a list of the minimum PC system requirements:

General requirements:

- ◆ Microsoft Windows® XP (Professional and Home Editions), 2000, ME or 98SE.
- ◆ An internet browser (for web links only).
- ◆ Adobe® Acrobat® Reader® (included on the Companion CD).
- ◆ VGA or compatible video graphics adapter
- ◆ CD-ROM drive.
- ◆ Keyboard.
- ◆ Mouse or compatible input device.

Optional Companion software and Sendo PC Connect requirements:

- ◆ Compatible Personal Information Manager (such as Microsoft Outlook® 98/2000/XP, Microsoft Outlook Express, Windows Address Book (WAB), Microsoft Schedule+, Lotus Organizer 5.0/6.0/97/97GS/4.0GS/4.1, Lotus Notes 4.5/4.6/5.0/6.0). This is required for PC synchronisation of e-mail, calendar, contacts, and tasks.
- ◆ 65 MB of available hard disk space.
- ◆ Available infrared port, USB port or Bluetooth connection.

3 Getting to know your phone

This section gives a short overview of the main features and layout of your phone, including keys, menus and features.

 **Tip:** An interactive tutorial of the basic features and layout of your phone is provided as part of the Companion software.





Switching on and off

To switch your phone on, press the **Power** key \square , located on the top edge of the phone.

The first time you switch your phone on, a set-up program may start automatically, depending on how your phone has been configured at the factory. Follow the on-screen instructions.

When the phone is switched on, the **Now!** screen is displayed.

To switch the phone off, press and hold the **Power** key \square again.

The Now! screen

The **Now!** screen acts as your phone's home page. It can be fully customised, so yours may look different from the one shown here.



From the **Now!** screen you can make and receive phone calls, access personal information such as missed calls and upcoming calendar appointments, and add

links to your favourite features, web pages, and files.

The **Now!** screen has 3 different views, or panes, each containing different information. This can include messages, calendar, call records and links. You can add, remove and move panes as required.

The Menu screen

The **Menu** screen allows you to access any of your phone's features. These are displayed in a list or grid format.



Navigating the phone

You can move around your phone's many features quickly and easily using the following keys:

Key	Action
Soft keys	The left soft key  and right soft key  can be used to perform the action displayed directly above them on the screen.
Joypad	Use the joypad to move up  , down  , left  , and right  , and to scroll through lists and grids, changing the selection focus on-screen.
Select	The Select  key is in the centre of the joypad. Press it to confirm a selection. Note: When the left soft key  has the label Select above it, it can be used in addition to the Select  key.
Back	Press the right soft key  when the label Back is displayed above it to return to the previous screen.
Exit	Press the right soft key  when the label Exit is displayed above it to close a feature and go back to the Now! screen.
Clear	Press the Clear key  to backspace over one or more characters when you are inputting text. Press and hold the Clear key  to backspace and remove multiple characters in a text field.

Key	Action
Menu	Press the Menu key  to take you to the Menu screen. From the Menu screen, press the Menu key  to go to the Now! screen. You can also press and hold the Menu key  to display a list of all features which are currently in use.
Edit	Displays a menu of text entry options, such as input mode and dictionary facilities, when inputting data.
Call	Press the Call key  to: <ul style="list-style-type: none"> ◆ Answer an incoming call. ◆ Dial a phone number you have entered using the numeric keypad. ◆ Open the call history Log feature when pressed in the Now! screen. The Call key also provides additional features described fully in the Sendo X User Guide.
End	Press the End key  to end a call. The End key also provides additional features described fully in the Sendo X User Guide.

Menus

Many of the phone's features use menus, displaying the available options. Menus are set out either in grid, or list format.

- ◆ Lists are displayed vertically, and are navigated using the up  and down  joyypad keys.

- ◆ Grids can be navigated both horizontally and vertically, using all of the directional joypad keys.



When using most of the phone's features, a menu of available options can be displayed by pressing the left soft key , when the label **Options** is displayed above it.

To make a selection from a menu, use the joypad to scroll to the menu item you require, and press the **Select** key .

If a menu option provides a sub-menu (indicated by a triangle, as illustrated above), use the right  joypad key to open the sub-menu and the left , joypad key to close the sub-menu.

To leave a menu without making any selection, press the right soft key , which will be labelled **Cancel**, **Back**, or **Exit**.

Help

Your phone has context sensitive help. To get help:

- ◆ From within a phone application, press **Options**  and select **Help**. This will take you to the help topic for the feature you are using.
- ◆ From the **Menu** screen, use the joypad keys to scroll to the Help icon and press **Select** . This will open the help facility.

Entering text and numbers

You can enter text and numbers on your phone using the keypad. Your phone supports three input modes for entering text and numbers:

- ◆ Multitap - normal text entry mode (uppercase and lowercase).
- ◆ T9 - predictive text entry mode (uppercase and lowercase).
- ◆ Numeric - number entry mode

 **Note:** When you select a field that requires text or numeric entry, the phone automatically defaults to the appropriate input mode. The status indicator on the title bar shows the input mode you are currently using.

 **Note:** Some service providers may not support all language dependent characters.

▶ To switch input modes

- ◆ Press and hold the **Asterisk**  key to switch between numeric and text entry modes.

- ◆ In text entry mode, do a short press on the **Asterisk**  key to switch between uppercase and lowercase text.

 **Tip:** To set predictive text input on or off when writing text, press the Asterisk  key twice in quick succession.

▶ To enter text in Multitap mode

When you are in Multitap mode (sometimes called multipress mode), you enter a letter by pressing the number key on which the letter is printed.

 **Note:** Most keys have extra characters as well as those printed on the key.

Press the key repeatedly until the required character is displayed. The letter entered most recently is underlined until you have completed the key presses for the letter and moved on to the next one.

For example:

- ◆ To enter the letter “i” press



- ◆ To enter the word “maria,” press



▶ To enter punctuation in Multitap mode

- ◆ Press  repeatedly to cycle through common punctuation, or
- ◆ Press and hold the **Hash** key  to display a list of special characters. Select the symbol you want using the joypad and press **Select**  or **OK** .

▶ To enter text in T9 mode

To save time when you are writing a message you can use Tegic T9 predictive text entry. This is a built-in dictionary feature which guesses words by the sequence of letters you are typing.

If you use T9, you only have to press each key once. The letters change as you type, so it is important that you ignore what is displayed on the screen until you have finished typing completely.

For example, to enter the word “maria” you can spell out the word with just five key presses, .

If the wrong word is displayed:

- ◆ Press the **Zero** key  repeatedly to display all matches one at a time, or
- ◆ Press the **Edit** key  and select **Dictionary** then **Matches** from the pop-up menus, to display all the matches in a scrollable list.

Press **Select**  to confirm your choice and insert a space.

▶ To enter punctuation in T9 mode

- ◆ Press  and then press  repeatedly to cycle through common punctuation, or
- ◆ Press and hold the **Hash** key  to display a list of special characters. Select the symbol you want using the joypad and press **Select**  or **OK** .

Features

Your phone comes with many features already installed. You can also install extra features, as required (go to www.sendo.com/shop or ask your service provider). The following table shows the list of possible features that may be installed on your phone by default:

Icon	Feature	Icon	Feature	Icon	Feature	Icon	Feature
	Bluetooth		Extras		Messaging		SIM
	Calculator		Favourites		Modem		SIM Contacts
	Calendar		Games		MP3 Player		SIM Toolkit *
	Camcorder		Help		Notes		Speed Dial
	Camera		Image Editor		Photo Album		Sync
	Clock		Infrared		Profiles		Tasks
	Connectivity		Instant Messaging (Chat)*		Program Manager		Tools
	Contacts		Java Apps.		RealOne Player		Voicemail
	Converter		Log		Recorder		WAP Browser
	Doc Viewer		Memory Card		Settings		WEB Browser

* This feature is Network dependent and may not be included on all phones.

4 Making and receiving calls

This section describes some of the methods of making and receiving voice calls.

See the Sendo X User Guide for more information about making and receiving phone calls, including call waiting, conference calling, call diverting, and call barring.

Making a phone call

There are several ways to make a call. The easiest way is described below:

▶ Dial a number

- 1 Type in the phone number using the numeric keypad (in the **Now!** screen).
- 2 Press the **Call**  key to call the number.
- 3 Press the **End**  key to end the call.

Contacts

The Contacts directory is like an address book in your phone. You can store multiple phone numbers, addresses and personal information in a contact card - a new *card* is created for each contact.

Adding a person's phone number to Contacts makes it quicker and easier to call them, or send text messages.

▶ To add a contact

- 1 From the **Now!** screen, type in the phone number using the numeric keypad.
- 2 Press **Options**  and select **Add to Contacts** and then select **Create new**.

- 3 Scroll to the type you would like to associate with this number (Home, Mobile, Fax, Pager, etc.) and press **Select** .
- 4 Enter the details for the contact such as name, phone numbers and e-mail address. Use the  and  joypad keys to move through the fields and enter as much or as little information as you want.

 **Tip:** You can add a picture or photo to a contact. This will be displayed when you receive a call from that contact.

- 5 Press **Done**  when you're finished.

▶ To make a call from Contacts

- 1 In the **Menu** screen, scroll to the **Contacts** icon and press **Select** .
- 2 Scroll through the list of **Contacts** using the up  and down  keys on the joypad until the contact you require is highlighted.
- 3 Press **Call**  to call the contact.

 **Note:** If the selected contact has more than one phone number stored, e.g. work, home, mobile, scroll to the number you want in the list displayed, and press **Select**  to call the number.

Receiving a phone call

When you receive a call, an **Incoming Call** message is displayed showing the phone number of the caller. The caller's name and photo will also be displayed, if the information is in your **Contacts** list.

You can choose to answer the call, reject it, or just ignore it. If you miss an incoming call, or choose to ignore it, a record of the call will be stored in the phone's **Log**.

▶ **To answer a call**

- ◆ Press **Call**  or **Answer** .

▶ **To reject a call**

- ◆ Press **End**  or **Reject** .

 **Note:** By default, rejected calls are forwarded to a voicemail service, if it has been set up. Check with your service provider whether you are subscribed to a voicemail service.

5 Sounds, photos, video, music

This section describes some of the multimedia features available on your phone. This includes ring tone, photo, camcorder and music features.

Choosing a ring tone

Your phone comes with a number of different polyphonic ring tones installed. You can also receive ring tones from other sources, for example, downloaded from compatible Internet sites, or you can even use the Recorder to record your own ring tone. See the Sendo X User Guide for further details about these features.

 **Tip:** A polyphonic ring tone is a ring tone with more than one note playing at a time. In general, this gives a much better sound quality than mono tones.

▶ To change the ring tone

- 1 In the main **Menu** screen, scroll to the **Profiles** icon and pressing **Select** .
- 2 Use the joypad to scroll to the phone profile that you want to use. The default profile is **General**, as this is the one you will probably use most of the time. See the main User Guide for more information about profiles.
- 3 Press **Options**  and select **Personalise**.
- 4 A list of settings is displayed. The first item on the list is **Ring tone**. Press

Select  to display a list of all available ring tones.

- 5 Scroll through the list using the joypad, and make your selection by pressing **Select** . To listen to a ring tone just highlight it using the joypad. Press any key to stop the sound.

Taking a photo

Your phone has a built-in digital camera. The camera also has a flash feature, so poor lighting conditions aren't a problem.

Once you have taken a photo, you can store it in the phone's Photo Album, and send a copy to your friends (see the *Sending and receiving messages* section of this guide). You can also use your photo as background "wallpaper" for the **Now!** screen, to give your phone a personal touch, as well as add the photo to a Contact card.

 **Note:** Obey all local laws governing the recording of images.

▶ To take a photo

- 1 Activate the Camera from the **Now!** Screen by holding down numeric key 3  - the Camera shortcut key.
-  **Note:** You can also activate the Camera from the Menu screen, by scrolling to the Camera icon and pressing **Select** .

- 2 Holding the phone upright, use the screen as the viewfinder for your picture.
- 3 Press **Select**  to take the photo. The picture is displayed on screen.
- 4 To take further photos, press **Select**  to re-activate the viewfinder, and repeat steps 2 and 3.

 **Tip:** To take a photo of yourself, turn the phone round so the camera lens is facing you. Look at the self-portrait mirror near the lens, and position your reflection in the centre of the mirror. When you take a photo, your image will be aligned correctly.

- 5 To exit the Camera feature, press **Options**  and select **Exit**.
- ▶ To set a photo as wallpaper
- 1 In the **Now!** screen, press **Options**  and select **Pane settings**.
 - 2 Scroll to the **Wallpaper** setting, press **Select** , select the **On** option and finally select **Phone memory**.
 - 3 A list of your photos and images will be displayed. Use the joypad to scroll to the image you want to use as the **Now!** screen background, and press **Select** .
- ▶ To add a photo to a Contact card
- 1 Open the **Contacts** directory and scroll to the contact you want to add a photo to.
 - 2 Press **Options**  and select **Edit**.

- 3 Press **Options**  and select **Add thumbnail** and then select **Phone memory**.
- 4 A list of your photos and images will be displayed. Use the joypad to scroll to the image you want to use and press **Select** .
- 5 The photo or image selected for your contact is now displayed at the top of the screen.

Using the Camcorder

The Camcorder enables you to record your own video clips, complete with sound, and play them back. You can also play other video clips stored on your phone.

 **Note:** Obey all local laws governing the recording of videos.

Once you have recorded a video, you can store it in the phone's Video Album, and send a copy to your friends (see the *Sending and receiving messages* section), via Email, or via a Bluetooth or an infrared connection.

 **Note:** If you receive a call when you are using the Camcorder, the Incoming Call screen is displayed. You can accept or reject the call as you would normally. If you accept the call, the Camcorder screen is displayed again when the call ends. If you reject the call, the

Camcorder screen is redisplayed immediately.

Recorded clips are in the 3GP file format, which is the standard video file format for MMS (multimedia) messaging.

▶ **To record a video clip**

- 1 In the **Menu** screen, scroll to the **Camcorder** icon and press **Select** ●.
- 2 Holding the phone upright, use the screen as the viewfinder for your video.
- 3 Press **Select** ● to begin recording, or select **Record** from the **Options** ▾.
- 4 To pause recording at any time, press **Select** ●, and to resume recording press **Select** ●.
- 5 To stop recording press **Stop** ▾.

☞ **Tip:** To record a video of yourself, turn the phone round so the camera lens is facing you. Look at the self-portrait mirror near the lens, and position your reflection in the centre of the mirror. When you record, your image will be aligned correctly.

When you have finished recording a video clip, the Video Album opens automatically.

▶ **To play a video clip**

To play back a video clip that you have just recorded, press **Select** ●.

☞ **Tip:** Video clips are played back using the RealOne™ Player. See the Sendo X User Guide for more information about the RealOne Player.

Playing music

With the MP3 Player you can play MP3 files stored in your phone's memory, or on a memory card, if one is available.

See the Sendo X User Guide for more information about the MP3 Player.

▶ **To play an MP3 music file**

- 1 In the **Menu** screen, scroll to the **MP3 Player** icon and press **Select** ●.

☞ **Note:** The MP3 Player will open automatically when you choose to play an MP3 file from any other application, for example, an MP3 file in a message.

- 2 The MP3 Player will open in Player mode. If no playlist or MP3 file is available, a message will be displayed.
- 3 From Player mode press **Playlist** ▾ to change to Playlist mode.
- 4 In Playlist mode, use the left ⏪ and right ⏩ joypad keys to scroll to the **OPEN** icon (open playlist) and press **Select** ● (or press **Options** ▾ and select **Playlist** then **Open**).

- 5 A browser window will now be displayed. The c: drive is the phone memory and the z: drive is the memory card (if you have one).
- 6 Scroll to the c: drive and press the right  joypad key to display the folders.
- 7 Scroll to the c:\playlist folder and press **Select**  to open the folder.
- 8 Scroll to the playlist you want to open and press **Select**  to check the box. Now press **Options**  and select **Use Files** to open the playlist.
- 9 In Playlist mode, highlight the track, scroll to the  icon (play track) and press **Select**  (or press **Options**  and select **Play**). The MP3 Player will change to Player mode and the track will start playing.
- 10 Use the up  and down  joypad keys to increase or decrease the volume.

6 Sending and receiving messages

You can send and receive three types of message:

- ◆ SMS (Short Message Service) - text message only. See the SMS section below.
- ◆ MMS (Multimedia Message Service) - multimedia message that can contain text, graphics, animations, photos, audio files, and video clips. See the MMS section below.
- ◆ Email - send and receive Email messages, that can also contain attachments such as photos and documents. Refer to the Sendo X User Guide for details.

Sending an SMS message

▶ To send an SMS message:

- 1 Open the **Messaging** feature. You can do this in a number of ways:
 - ◆ In the **Menu** screen, scroll to the **Messaging** icon and press **Select** ●.
 - ◆ In the **Now!** screen, scroll to the **Inbox** line and press **Select** ●.
- 2 In **Messaging**, select **New message**, or press **Options** ⌵ and select **Create message**.

- 3 Select **Text message** from the list of options by pressing **Select** ●.
- 4 Enter the name or phone number of the recipient in the **To:** field using the numeric keypad.
- 5 Press the down ⏴ joypad key to move to the message field, and write your message using the numeric keypad.
- 6 Send your completed message by pressing **Call** ☎ or press **Options** ⌵ and select **Send**.

☞ **Tip:** If a person's phone number is stored in the **Contacts** directory, you can send a text message from their contact card, by highlighting the phone number, pressing **Select** ●, and then selecting **Create message**.

Sending an MMS message

MMS messages are sent in exactly the same way as SMS messages, except that you can insert pictures, video clips, and sound clips into the message.

Before you can begin sending and receiving MMS messages you must set up data connections which allow you to connect to the Internet.

The fastest and easiest way to configure your phone is to visit

<http://www.sendo.com/config>

to automatically configure your settings. The Sendo Easy Configurator sends an SMS message to your phone containing the settings you require (see the *Receiving a message* section of this guide).

🔗 **Note:** These settings may have already been configured on your phone by your service provider. Check with your service provider for details.

Alternatively, you can ask your service provider to send you this information (if available). See the *Connection settings* section of the Sendo X User Guide for details of how to configure your phone's connection settings.

▶ To send an MMS message

- 1 In Messaging, select **New Message**, or, press **Options**  and select **Create message**.
- 2 Select **Multimedia message** from the list of options by pressing **Select** .
- 3 Enter the phone number of the recipient in the **To:** field using the numeric keypad.
- 4 Press the down  joystick key to move to the message field, and write your message using the numeric keypad.
- 5 Press **Options**  and select **Insert** to display a list of multimedia object types that you can include in the MMS message; image, audio clip, video clip, etc. Make your selection by pressing **Select** .
- 6 Select the image, sound clip, or video clip from the list displayed.
- 7 Repeat steps 5 and 6 to add further multimedia objects.
- 8 Send your completed message by pressing **Call**  or press **Options**  and select **Send**.

🔗 **Tip:** The easiest way to send an MMS message is from the feature where the multimedia object you want to send is located. For example, you can send a picture directly from the Camera, or a sound clip from the RealOne Player. Just press **Options**  and select **Send**, to

create a new MMS message with the multimedia object already inserted.

 **Note:** Some objects, especially objects that you have paid to download, may be copy protected. The copy protection prevents you from sending these types of object.

Receiving a message

When an SMS or MMS message has been received, the new message icon  is displayed in the **Now!** screen.

▶ To read a new message

- 1 Open your Inbox by opening Messaging and selecting **Inbox**, or from the **Now!** screen by scrolling to **New Messages** and pressing **Select** .
- 2 Use the joy pad to scroll to the new message, and open it by pressing **Select** .

You can reply to a message by pressing **Options**  and selecting **Reply**, while the message is open.

7 Safety Information

You should observe and follow these guidelines for the safe and efficient use of your phone. Failure to comply with these guidelines and requirements may void your warranty and may invalidate any approvals given to your phone.

Drive Safely

Do not use a hand-held telephone while driving. Give your full attention to driving. If using a hand-held phone, pull over safely and park the vehicle in a safe location first. Always place the phone in a Sendo-approved cradle. If you do not have a Sendo-approved cradle, keep the phone secure, for example, in a bag, or in a glove box. Do not place the phone on the passenger seat, near an airbag or where it can break loose in a collision or sudden stop.

Always obey local laws and regulations regarding the use of a cellular phone in the areas where you drive. In some areas, it is illegal to use a cellular telephone while driving, and hands-free operation is required in many other areas. Do not hold your phone in your hand while driving.

Do not use a headset (such as a headset that covers both ears) that interferes with your ability to hear emergency vehicle sirens or the warning horns of other vehicles. Driving safely always comes first!

Operation

Remember to follow any special regulations in force in any area and always switch off your phone whenever you are instructed not to use it, or when its use may be illegal or cause interference or danger. Most modern electronic equipment is shielded from RF signals. However, certain electronic equipment may not be shielded against the RF signals from your wireless phone.

Read the user's manual of any accessory or device and its operation and safety instructions before using it with your phone. Do not connect incompatible products.

Do not use your phone if the antenna is damaged. Replace the antenna only with one approved by the manufacturer. Unapproved antennas or modifications may damage your phone, degrade its performance and violate local regulations. This phone is equipped with an internal antenna on the top rear area of the phone. Do not touch or cover the antenna area unnecessarily while a call is in progress as it may interfere with reception. Contact with the antenna affects call quality and may cause your phone to transmit at a higher power level than otherwise needed. Hold your phone as you would any other phone.

The charger is compatible only with power sources indicated on its label. Do not connect the charger to a power source of a different voltage or frequency. Do not use the charger outdoors or in areas where it may become wet. Unplug the charger from the wall socket using the body of the charger, not the cord. Locate the cord so that it will not be tripped over, stepped on or damaged. Do not use the charger if it is damaged. Unplug the charger from the wall socket before cleaning it. Use a slightly damp cloth for cleaning, and allow the charger to dry fully before plugging it in.

Only use accessories approved by Sendo. Using unapproved accessories with your phone may result in degraded performance, fire, electric shock or injury, and may void the warranty. Please check with your dealer for the availability of approved accessories. Your phone is intended for use only with chargers approved by the manufacturer. Any other use will invalidate any approval given to your phone and may be dangerous.

Children

Your phone is not a toy. Do not allow small children to play with it. They could hurt themselves or others. Children could also damage the phone or make calls that increase your telephone bill.

Pacemakers

Sendo recommends that a minimum separation of 20 cm (or 6 inches) be maintained between a wireless phone and a pacemaker to avoid potential interference with the pacemaker. These recommendations are consistent with the independent research by, and recommendations of, Wireless Technology Research. Persons with pacemakers:

- ◆ Should always keep the phone more than 20 cm (or 6 inches) from their pacemaker when the phone is switched on;
- ◆ Should not carry the phone in a breast pocket;
- ◆ Should use the ear furthest away from the pacemaker to minimize the potential for interference.
- ◆ If you have any reason to suspect that interference is taking place, switch off your phone immediately.

Hearing Aids

Some wireless phones may interfere with some hearing aids. In the event of such interference, you should consult your service provider.

Medical Equipment.

Operation of wireless phones may interfere with inadequately protected medical devices. Consult a physician or the manufacturer of the medical device to determine if it is adequately shielded from external RF energy. Turn off your phone in hospitals and other health care facilities when any regulations posted in these areas instruct you to do so, as equipment that could be sensitive to external RF energy may be in operation.

Vehicles

RF signals may affect improperly installed or inadequately shielded electronic systems in motor vehicles (e.g. electronic fuel injection systems, electronic anti-skid (anti-lock) braking systems, electronic speed control systems, air bag systems). Check with the supplier or its representative regarding your vehicle. You should also consult the supplier of any equipment that has been added to your vehicle.

Do not place your phone or any accessories in the area over an airbag or in the airbag's deployment area. An airbag inflates with great force, and serious injury could occur.

Using your phone in a vehicle demands special considerations. The fitting of any accessories to a vehicle should only be undertaken by a suitably qualified person to ensure that vehicle systems are not adversely affected, and that the accessory gives optimum performance.

Only qualified personnel should service the phone, or install the phone in a vehicle. Faulty installation or service may be dangerous and may invalidate any warranty that may apply to the unit.

Check regularly that all wireless phone equipment in your vehicle is mounted and operating properly.

Do not store or carry flammable liquids, gases or explosive materials in the same compartment as the phone, its parts or accessories.

Switch off your phone before boarding a non-commercial aircraft or when instructed to do so on a commercial airline. The use of wireless telephones in an aircraft may interfere with the operation of the aircraft and may be illegal.

Posted Areas

Turn off your phone in any area where posted notices so require.

Potentially Explosive Atmospheres

Turn off your phone and do not remove its battery when in any area with a potentially explosive atmosphere, and obey all signs and instructions. It is rare, but your phone or its accessories could generate sparks. Sparks in such areas could cause an explosion or fire resulting in property damage, bodily injury or even death. Areas with potentially explosive atmospheres are often, but not always, clearly marked. They include: Fuelling areas, such as petrol stations, below deck on boats, and fuel or chemical transfer and storage facilities. Follow these guidelines also when you enter areas where fuel odours are present, such as when a gas leak occurs in a home; 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.

Turn off your phone when at gas or petrol stations (service stations). Users are reminded of the need to 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.

Blasting Areas

To avoid interfering with blasting operations, turn your phone off when in a "blasting area" or in areas posted "turn off two-way radio". Obey all signs and instructions.

Emergency Calls

IMPORTANT!

This phone, like any wireless phone, operates using radio signals, wireless and landline networks as well as user-programmed functions that cannot guarantee connection in all conditions. Do not rely solely upon your wireless phone for emergency communications (e.g. medical emergencies).

Remember, to make or receive any calls, the phone must be switched on and in a service area with adequate signal strength. Emergency calls may not be possible on all wireless phone networks or when certain network services and/or phone features are in use. Check with local service providers.

To make an emergency call:

- 1 If the phone is not on, switch it on.

 **Note:** Some networks may require that a valid SIM card be properly inserted in the phone.

- 2 Press the **End**  key to take you to the **Now!** screen if you are using a feature.
- 3 Key in the emergency number for your present location (e.g. 911, 112 or other official emergency number). Emergency numbers vary by location.
- 4 Press the **Call**  key.

If certain features are in use (Key guard, Locking, Call Restricting etc.), you may first need to turn those features off before you can make an emergency call.

When making an emergency call, follow all instructions of the emergency operation and do not hang up until requested to do so.

Servicing

Do not attempt to disassemble or repair your phone, as you may damage the phone or injure yourself and will void your warranty. Only qualified personnel at an authorised service centre should perform repairs. Your phone does not contain any consumer serviceable parts. Make back up copies of all data and delete security sensitive data before sending your phone in for repair.

Back Up Data

To avoid loss of important information, remember to make back up copies of all data regularly.

Disposal

Your battery and other components may require precautions to be taken for safe disposal. The battery type is indicated on the battery label. Please follow all local and/or governmental laws and regulations when disposing of your phone or battery.

Connecting to Other Devices

When connecting to any other device, read its user guide for operation and safety instructions. Do not connect incompatible products.

Flash Precautions

Class 1 LED Product

This product complies with, IEC/EN60 825 "Safety of Laser Products". Class 1 products are safe under reasonably foreseeable conditions of operation.

Do not fire the flash at drivers of road vehicles, as this may cause the driver to lose control of the vehicle and result in a traffic accident.

Prolonged/Repetitive use

Do not use your Sendo X phone for prolonged periods at single sittings. Such use may cause injury such as temporary fatigue or soreness in the muscles and joints as a result of prolonged static position of the back, neck and head or awkward positioning of the hands wrists and feet, visual fatigue, red or sore eyes and headaches as a result of staying in one position and focusing on the screen for a long time, poor positioning of the screen, poor legibility of the screen content or source documents (e.g. copy typing), an unstable image on the screen or poor lighting including glare and reflections on the screen and seizures in persons with epilepsy or other similar symptomatic physical conditions.

Water Resistance

 **Note:** Your phone is NOT water resistant.

The phone is not covered under warranty for damage by any liquid.

Care and Maintenance

Follow these care and maintenance instructions to improve the performance and life of your phone. Failure to follow the suggestions may invalidate your phone's warranty:

- ◆ Keep it and all its parts and accessories out of small children's reach.
- ◆ Keep it dry.
- ◆ Do not use or store it in dusty or dirty areas.
- ◆ Do not attempt to take the phone apart.
- ◆ Do not drop, throw or shake it.
- ◆ Do not use soaps, chemicals, cleaning solvents, or strong detergents to clean it. Use a moist cloth to wipe it.
- ◆ Avoid exposing your phone to any severe shocks, extreme (hot or cold) temperatures or moisture.
- ◆ Keep your phone away from open flames such as lit candles or cigarettes.
- ◆ Use only the supplied or an approved replacement antenna. Unauthorised antennas, modifications or attachments could damage the phone and may violate regulations governing radio devices.
- ◆ If the phone, battery, or any accessory is not working properly, take it to your nearest qualified service facility. Back up all data before taking your phone to a service centre as maintenance or recovery of data is not guaranteed. If you have any sensitive information, please back it up and then delete it from your phone before taking your phone to the service centre.

8 Regulatory Compliance and SAR Statements

This chapter contains three SAR statements. The first is for all products purchased in North and South America - this is called the SAR Statement. The second is for products purchased anywhere else in the world, excepting North and South America - this is called the Global SAR Statement. The third is the Sendo SAR Statement which provides the SAR value for the Sendo X phone.

SAR Statement

The U.S. Food and Drug Administration's Center for Devices and Radiological Health Consumer Update on Mobile Phones

FDA has been receiving inquiries about the safety of mobile phones, including cellular phones and PCS phones. The following summarizes what is known—and what remains unknown—about whether these products can pose a hazard to health, and what can be done to minimize any potential risk. This information may be used to respond to questions.

Why the concern?

Mobile phones emit low levels of radiofrequency energy (i.e. radiofrequency radiation) in the microwave range while being used. They also emit very low levels of radiofrequency energy (RF), considered non-significant, when in the stand-by mode. It is well known that high levels of RF can produce biological damage through heating effects (this is how your microwave oven is able to cook food). However, it is not known whether, to what extent, or through what mechanism, lower levels of RF might cause adverse health effects as well. Although some research has been done to address these questions, no clear picture of the biological effects of this type of radiation has emerged to date. Thus, the available science does not allow us

to conclude that mobile phones are absolutely safe, or that they are unsafe. However, the available scientific evidence does not demonstrate any adverse health effects associated with the use of mobile phones.

What kinds of phones are in question?

Questions have been raised about hand-held mobile phones, the kind that have a built-in antenna that is positioned close to the user's head during normal telephone conversation. These types of mobile phones are of concern because of the short distance between the phone's antenna—the primary source of the RF—and the person's head. The exposure to RF from mobile phones in which the antenna is located at greater distances from the user (on the outside of a car, for example) is drastically lower than that from hand-held phones, because a person's RF exposure decreases rapidly with distance from the source. The safety of so-called "cordless phones," which have a base unit connected to the telephone wiring in a house and which operate at far lower power levels and frequencies, has not been questioned.

How much evidence is there that hand-held mobile phones might be harmful?

Briefly, there is not enough evidence to know for sure, either way; however, research efforts are ongoing. The existing scientific evidence is conflicting and many of the studies that have been done to date have suffered from flaws in their research methods. Animal experiments investigating the effects of RF exposures characteristic of mobile phones have yielded conflicting results. A few animal studies, however, have suggested that low levels of RF could accelerate the development of cancer in laboratory animals. In one study, mice genetically altered to be predisposed to developing one type of cancer developed more

than twice as many such cancers when they were exposed to RF energy compared to controls. There is much uncertainty among scientists about whether results obtained from animal studies apply to the use of mobile phones. First, it is uncertain how to apply the results obtained in rats and mice to humans. Second, many of the studies that showed increased tumor development used animals that had already been treated with cancer-causing chemicals, and other studies exposed the animals to the RF virtually continuously—up to 22 hours per day.

For the past five years in the United States, the mobile phone industry has supported research into the safety of mobile phones. This research has resulted in two findings in particular that merit additional study:

- 1 In a hospital-based, case-control study, researchers looked for an association between mobile phone use and either glioma (a type of brain cancer) or acoustic neuroma (a benign tumor of the nerve sheath). No statistically significant association was found between mobile phone use and acoustic neuroma. There was also no association between mobile phone use and gliomas when all types of types of gliomas were considered together. It should be noted that the average length of mobile phone exposure in this study was less than three years. When 20 types of glioma were considered separately, however, an association was found between mobile phone use and one rare type of glioma, neuroepitheliomatous tumors. It is possible with multiple comparisons of the same sample that this association occurred by chance. Moreover, the risk did not increase with how often the mobile phone was used, or the length of the calls. In fact, the risk actually decreased with cumulative hours of mobile

phone use. Most cancer-causing agents increase risk with increased exposure. An ongoing study of brain cancers by the National Cancer Institute is expected to bear on the accuracy and repeatability of these results¹.

- 2 Researchers conducted a large battery of laboratory tests to assess the effects of exposure to mobile phone RF on genetic material. These included tests for several kinds of abnormalities, including mutations, chromosomal aberrations, DNA strand breaks, and structural changes in the genetic material of blood cells called lymphocytes. None of the tests showed any effect of the RF except for the micronucleus assay, which detects structural effects on the genetic material. The cells in this assay showed changes after exposure to simulated cell phone radiation, but only after 24 hours of exposure. It is possible that exposing the test cells to radiation for this long resulted in heating. Since this assay is known to be sensitive to heating, heat alone could have caused the abnormalities to occur. The data already in the literature on the response of the micronucleus assay to RF are conflicting. Thus, follow-up research is necessary².

FDA is currently working with government, industry, and academic groups to ensure the proper follow-up to these industry-funded research findings. Collaboration with the Cellular Telecommunications Industry Association (CTIA) in particular is expected to lead to FDA providing research recommendations and scientific oversight of new CTIA-funded research based on such recommendations.

Two other studies of interest have been reported recently in the literature:

- 1 Two groups of 18 people were exposed to simulated mobile phone signals under

laboratory conditions while they performed cognitive function tests. There were no changes in the subjects' ability to recall words, numbers, or pictures, or in their spatial memory, but they were able to make choices more quickly in one visual test when they were exposed to simulated mobile phone signals. This was the only change noted among more than 20 variables compared³.

- 2 In a study of 209 brain tumor cases and 425 matched controls, there was no increased risk of brain tumors associated with mobile phone use. When tumors did exist in certain locations, however, they were more likely to be on the side of the head where the mobile phone was used. Because this occurred in only a small number of cases, the increased likelihood was too small to be statistically significant⁴.

In summary, we do not have enough information at this point to assure the public that there are, or are not, any low incident health problems associated with use of mobile phones. FDA continues to work with all parties, including other federal agencies and industry, to assure that research is undertaken to provide the necessary answers to the outstanding questions about the safety of mobile phones.

What is known about cases of human cancer that have been reported in users of hand-held mobile phones?

Some people who have used mobile phones have been diagnosed with brain cancer. But it is important to understand that this type of cancer also occurs among people who have not used mobile phones. In fact, brain cancer occurs in the U.S. population at a rate of about 6 new cases per 100,000 people each year. At that rate, assuming 80 million users of mobile phones (a number increasing at a rate of about 1 million per month),

about 4800 cases of brain cancer would be expected each year among those 80 million people, whether or not they used their phones. Thus it is not possible to tell whether any individual's cancer arose because of the phone, or whether it would have happened anyway. A key question is whether the risk of getting a particular form of cancer is greater among people who use mobile phones than among the rest of the population. One way to answer that question is to compare the usage of mobile phones among people with brain cancer with the use of mobile phones among appropriately matched people without brain cancer. This is called a case-control study. The current case-control study of brain cancers by the National Cancer Institute, as well as the follow-up research to be sponsored by industry, will begin to generate this type of information.

What is FDA's role concerning the safety of mobile phones?

Under the law, FDA does not review the safety of radiation-emitting consumer products such as mobile phones before marketing, as it does with new drugs or medical devices. However, the agency has authority to take action if mobile phones are shown to emit radiation at a level that is hazardous to the user. In such a case, FDA could require the manufacturers of mobile phones to notify users of the health hazard and to repair, replace or recall the phones so that the hazard no longer exists. Although the existing scientific data do not justify FDA regulatory actions at this time, FDA has urged the mobile phone industry to take a number of steps to assure public safety. The agency has recommended that the industry:

- ◆ support needed research into possible biological effects of RF of the type emitted by mobile phones;

- ◆ Design mobile phones in a way that minimizes any RF exposure to the user that is not necessary for device function; and
- ◆ cooperate in providing mobile phone users with the best possible information on what is known about possible effects of mobile phone use on human health.

At the same time, FDA belongs to an interagency working group of the federal agencies that have responsibility for different aspects of mobile phone safety to ensure a coordinated effort at the federal level. These agencies are:

- ◆ National Institute for Occupational Safety and Health
- ◆ Environmental Protection Agency
- ◆ Federal Communications Commission
- ◆ Occupational Health and Safety Administration
- ◆ National Telecommunications and Information Administration

The National Institute of Health also participates in this group.

In the absence of conclusive information about any possible risk, what can concerned individuals do?

If there is a risk from these products—and at this point we do not know that there is—it is probably very small. But if people are concerned about avoiding even potential risks, there are simple steps they can take to do so. For example, time is a key factor in how much exposure a person receives. Those persons who spend long periods of time on their hand-held mobile phones could consider holding lengthy conversations on conventional phones and reserving the hand-held models for shorter conversations or for situations when other types of phones are not available.

People who must conduct extended conversations in their cars every day could switch to a type of mobile phone that places more distance between their bodies and the source of the RF, since the

exposure level drops off dramatically with distance. For example, they could switch to

- ◆ a mobile phone in which the antenna is located outside the vehicle,
- ◆ a hand-held phone with a built in antenna connected to a different antenna mounted on the outside of the car or built into a separate package

or

- ◆ a headset with a remote antenna to a mobile phone carried at the waist.

Again, the scientific data do not demonstrate that mobile phones are harmful. But if people are concerned about the radiofrequency energy from these products, taking the simple precautions outlined above can reduce any possible risk.

Where can I find additional information?

For additional information, see the following websites:

Federal Communications Commission (FCC) RF Safety Program (select "Information on Human Exposure to RF Fields from Cellular and PCS Radio Transmitters"):

<http://www.fcc.gov/oet/rfsafety>

World Health Organization (WHO) International Commission on Non-ionizing Radiation Protection (select Qs & As):

<http://www.who.int/emf>

United Kingdom, National Radiological Protection Board:

<http://www.nrpb.org.uk>

Cellular Telecommunications Industry Association (CTIA):

<http://www.wow-com.com>

U.S. Food and Drug Administration (FDA) Center for Devices and Radiological Health:

<http://www.fda.gov/cdrh/consumer/>

1 Muscat et al. Epidemiological Study of Cellular Telephone Use and Malignant Brain Tumors. In: State of the Science Symposium; 1999 June 20; Long Beach, California.

2 Tice et al. Tests of mobile phone signals for activity in genotoxicity and other laboratory assays. In: Annual Meeting of the Environmental Mutagen Society; March 29, 1999, Washington, D.C.; and personal communication, unpublished results.

3 Preece, AW, Iwi, G, Davies-Smith, A, Wesnes, K, Butler, S, Lim, E, and Varey, A. Effect of a 915-MHz simulated mobile phone signal on cognitive function in man. *Int. J. Radiat. Biol.*, April 8, 1999.

4 Hardell, L, Nasman, A, Pahlson, A, Hallquist, A and Mild, KH. Use of cellular telephones and the risk for brain tumors: a case-control study. *Int. J. Oncol.*, 15: 113-116, 1999.

Sendo SAR Statement (Americas)

THIS MODEL PHONE MEETS THE GOVERNMENT'S REQUIREMENTS FOR EXPOSURE TO RADIO WAVES.

Your wireless phone is a radio transmitter and receiver. It is designed and manufactured not to exceed the emission limits for exposure to radio frequency (RF) energy set by the Federal Communications Commission of the U.S. Government and by Health Canada for Canada. These limits are part of comprehensive guidelines and establish permitted levels of RF energy for the general population. The guidelines are based on standards that were developed by independent scientific organizations through periodic and thorough evaluation of scientific studies. The standards include a substantial safety margin designed to assure the safety of all persons, regardless of age and health. The exposure standard for wireless mobile phones employs a unit of measurement known as the Specific Absorption

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

Before a phone model is available for sale to the public in the US and Canada, it must be tested and certified to the FCC and Industry Canada that it does not exceed the limit established by the government-adopted requirement for safe exposure. The tests are performed in positions and locations (for example, at the ear and worn on the body) as required by the FCC and Industry Canada for each model. The highest SAR value for this model phone as reported to the FCC and Industry Canada when tested for use at the ear is 0.794 W/ kg. ** While there may be differences between the SAR levels of various phones and at various positions, they all meet the government requirement.

The FCC and Industry Canada have granted an Equipment Authorization for this model phone with all reported SAR levels evaluated as in compliance with the FCC RF exposure guidelines. SAR information on this model phone is on file with the FCC and can be found under the Display Grant section of <http://www.fcc.gov/oet/fccid> after searching on P6PSNDX00. For body-worn operation, to maintain compliance with FCC and Health Canada RF exposure guidelines, use only Sendo-approved accessories. When carrying the

phone while it is on, place the phone in the carry case that has been tested for compliance.

Use of non-Sendo-approved accessories may violate FCC RF exposure guidelines and should be avoided.

*In the United States and Canada, the SAR limit for mobile phones used by the public is 1.6 watts/kg (W/kg) averaged over one gram of tissue and allows for testing and other tolerances. The standard incorporates a substantial margin of safety to give additional protection for the public and to account for any variations in measurements and during production.

** The value stated is for the samples tested, and applies to the GSM 1900 MHz band. Your phone may contain other bands that allow it to operate in other regions and complies with specific absorption rate (SAR) limits, applicable in those regions.

Global SAR Statement

Mobile Manufacturers Forum statement: Understanding SAR

To communicate with the network, mobile phones emit low levels of radio waves (also known as radiofrequency or 'RF' energy) when being used. Governments around the world have adopted comprehensive guidelines, developed by independent scientific organizations, governing the exposure to RF energy. Mobile phones are designed to operate within these stringent limits.

What is SAR?

SAR stands for Specific Absorption Rate which is the unit of measurement for the amount of RF energy absorbed by the body when using a mobile phone. Although the SAR is determined at the highest certified power level in laboratory

conditions, the actual SAR level of the phone while operating can be well below this value. This is because the phone is designed to use the minimum power required to reach the network. Therefore, the closer you are to a base station, the more likely it is that the actual SAR level will be lower.

Does a lower SAR mean that a phone is safer?

No. Variations in SAR do not mean that there are variations in safety. While there may be differences in SAR levels among phone models, all mobile phones must meet RF exposure guidelines.

Where can I get the SAR values for my phone?

SAR information for new model phones will be included with the materials that come with the mobile phone. In addition, this information will be available from the website of your mobile phone manufacturer.

Where can I go if I want more information?

There are several good sources of information by government and international agencies on the general issue of mobile phones and health:

World Health Organisation (WHO)

www.who.int/emf

U.S. Food and Drug Administration

www.fda.gov/cdrh/ocd/mobilphone.html

U.K. National Radiological Protection Board

www.nrpb.org

The Mobile Manufacturers Forum, the international association of mobile phone manufacturers, also has a comprehensive website – www.mmfa.org - to help answer consumer questions on health issues.

Sendo SAR Statement (Global)

THIS MOBILE PHONE MEETS REQUIREMENTS FOR EXPOSURE TO RADIO FREQUENCY ENERGY.

Your mobile phone is a radio transmitter and receiver. It is designed and manufactured not to exceed the limits for exposure to radio frequency (RF) recommended by international guidelines. These limits are part of comprehensive guidelines and establish permitted levels of RF energy for the general population. The guidelines were developed by independent scientific organisations through periodic and thorough evaluation of scientific studies. The guidelines include a substantial safety margin designed to assure the safety of all persons, regardless of age and health.

The exposure standard for mobile phones employs a unit of measurement known as the Specific Absorption Rate, or SAR. The SAR limit recommended by international guidelines is 2.0 Watts/kg*. Tests for SAR are conducted using standard operating positions with the phone transmitting at its highest operating power level. Although the SAR is determined at the highest operating power level, the actual SAR of the phone while operating normally can be well below the maximum value. This is because the phone is designed to operate at multiple power levels so as to use only the power required to communicate with the network. In general, the closer you are to a base station, the lower the power output of the phone.

The highest SAR value for the Sendo X phone when tested for use at the ear is 0.483 W/kg.

Always read and follow the operating and safety instructions that came with your phone.

* The SAR limit for mobile phones used by the public is 2.0 Watts/Kg (W/kg) averaged over ten grams of body tissue. The guidelines incorporate a

substantial margin of safety to give additional protection for the public and to account for any variations in measurements.

Regulatory Compliance

Your phone has been designed to comply with applicable standards when used correctly in accordance with the user instructions. Sendo GSM 900/1800/1900 phones and accessories have been tested and certified for compliance with the following EC Directives, FCC and international standards, as applicable:

European (EC) Directives

1999/5/EC (R&TTED)

89/336/EEC (EMCD)

73/23/EEC (LVD), as amended by 93/68/EEC

FCC (USA) Standards

FCC Part 24 (47CFR): 2002 -
Sections: 24.232; 24.235; 24.238

FCC Part 15 (47CFR): 2001 Class B -
Sections: 15.31; 15.33; 15.105; 15.107; 15.109;
15.203; 15.204; 15.207; 15.209; 15.247; 15.249

FCC Part 2 (47CFR): 2001 -
Sections: 2.1046; 2.1049; 2.1051; 2.1053; 2.1055

International Standards

IEC/UL/AS-NZ/BS EN60950 (Electrical Safety)

CSA C22.2 No 60950-00:2000,
3rd Edition (Canada electrical safety)

EN301 489-7 (GSM EMC)

EN301 489-1 (EMC)

EN301 489-17 (2.4GHz EMC)

EN300 328-2 (2.4GHz RF)

EN301 511 (GSM900/DCS1800)

3GPP TS 51.010-1 -
V5.5.0 (2003-09) Release 5

International SAR (Human Exposure) Standards

EN50360/EN50361 (European)

IEEE Std C95.1 / C95.3 (USA)

OET Bulletin 65 Supplement C: (2001-01)

Australian Standard 2003

Camera Flash (LED/Laser Safety)

EN60 825-1

IEC60 825-1

9 End User Licence Agreement

9

END USER SOFTWARE LICENSE AGREEMENT

This Software License Agreement ("Agreement") is between You and Sendo International Ltd and/or one of its affiliates ("Licensor"). The Agreement authorizes you to use the Software specified in Clause 1 below, which may be included on your phone, stored on a CD-ROM, sent to you by electronic mail, downloaded from Licensor's Web pages or servers or from other sources under the terms and conditions set forth below. This is an agreement on end user rights and not an agreement for sale. Licensor continues to own the copy of the Software and any other copy that you are authorised to make pursuant to this Agreement.

Read this Agreement carefully before installing, downloading or using the Software. Further, by installing, downloading and/or using the Software, you agree to the terms and conditions of this Agreement.

1. SOFTWARE.

As used in this Agreement, the term "Software" means, collectively: (i) all the software in your phone, all of the contents of the disk(s), CD-ROM(s), electronic mail and its file attachments, or other media with which this Agreement is provided; (ii) related Licensor or third party software; (iii) digital images, stock photographs, clip art or other artistic works ("Stock Files") (iv) related explanatory written materials ("Documentation"); (v) fonts (vi) upgrades, modified versions, updates, additions and copies of the Software, if any, licensed to you by Licensor (collectively "Updates") and (vii) any other possible documentation related thereto.

2. END USER RIGHTS AND USE.

Licensor grants to you a non-exclusive, non-transferable end user right to install the Software or use the Software installed on the phones. The Software is licensed with the phone as a single

integrated product and may be used with the phone only as set forth in these licensing terms.

3. LIMITATIONS ON END USER RIGHTS.

(a) You may not copy, distribute, or make derivative works of the Software.

(b) You may not use, modify, translate, reproduce or transfer the right to use the Software or copy the Software except as expressly provided in this Agreement.

(c) You may not resell, sublicense, rent, lease or lend the Software; except you may permanently transfer all of your rights as set forth in the Agreement only as part of a permanent sale or transfer of the phone, provided the recipient agrees to the terms of this Agreement.

(d) You may not reverse engineer, reverse compile, disassemble or otherwise attempt to discover the source code of the Software (except to the extent that this restriction is expressly prohibited by law) or create derivative works based on the Software.

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(g) You agree that you shall only use the Software in a manner that complies with all applicable laws in the jurisdiction in which you use the Software, including, but not limited to, applicable restrictions concerning copyright and other intellectual property rights.

4. COPYRIGHT.

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5. MULTIPLE COPIES / UPDATES.

If the Software supports multiple platforms or languages, if you receive the Software on multiple media, or if you otherwise receive multiple copies of the Software, the number of phones on which all versions of the Software are installed shall be one phone. If the Software is an Update to a previous version of the Software, you must possess a valid end user right to such previous version in order to use the Update and you may use the previous version for ninety (90) days after you receive the Update in order to assist you in the transition to the Update. After such time you no longer have a right to use the previous version, except for the sole purpose of enabling you to install the Update.

6. COMMENCEMENT & TERMINATION.

This Agreement is effective from the first date you use or install the Software. Your end user rights

automatically and immediately terminate without notice from Licensor if you fail to comply with any provision of this Agreement. In such event, you must immediately delete, destroy or return at your own cost and expense, and without entitlement to any refund of the purchase price, the phone and the Software, and all related material to Licensor.

7. EXCEPT AS EXPRESSLY PROVIDED IN THE LIMITED WARRANTY FOR THE PHONE, YOU ACKNOWLEDGE THE SOFTWARE IS PROVIDED "AS IS" WITHOUT WARRANTY OF ANY KIND EXPRESS OR IMPLIED, TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW NEITHER LICENSOR, LICENSOR'S SOFTWARE SUPPLIERS OR THEIR RESPECTIVE AFFILIATES, NOR THE COPYRIGHT HOLDERS MAKE ANY REPRESENTATIONS OR WARRANTIES, EXPRESS OR IMPLIED, INCLUDING BUT NOT LIMITED TO THE WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE OR THAT THE SOFTWARE WILL NOT INFRINGE ANY THIRD PARTY PATENTS, COPYRIGHTS, TRADEMARKS OR OTHER RIGHTS. THERE IS NO WARRANTY BY LICENSOR OR BY ANY OTHER PARTY THAT THE FUNCTIONS CONTAINED IN THE SOFTWARE WILL MEET YOUR REQUIREMENTS OR THAT THE OPERATION OF THE SOFTWARE WILL BE UNINTERRUPTED OR ERROR-FREE.

8. NOT FAULT TOLERANT

THE SOFTWARE MAY CONTAIN TECHNOLOGY THAT IS NOT FAULT TOLERANT AND IS NOT DESIGNED, MANUFACTURED, OR INTENDED FOR USE IN ENVIRONMENTS OR APPLICATIONS IN WHICH THE FAILURE OF THE LICENSED SOFTWARE COULD LEAD DIRECTLY TO DEATH, PERSONAL INJURY, OR SEVERE PHYSICAL OR ENVIRONMENTAL DAMAGE OR FINANCIAL LOSS.

9. LIMITATION OF LIABILITY.

TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW, IN NO EVENT SHALL LICENSOR OR LICENSOR'S SOFTWARE SUPPLIERS OR THEIR RESPECTIVE AFFILIATES AND EMPLOYEES BE LIABLE FOR ANY LOST PROFITS, REVENUE, SALES, DATA OR COSTS OF PROCUREMENT OF SUBSTITUTE GOODS OR SERVICES, PROPERTY DAMAGE, PERSONAL INJURY, INTERRUPTION OF BUSINESS, LOSS OF BUSINESS INFORMATION OR FOR ANY SPECIAL, DIRECT, INDIRECT, INCIDENTAL, ECONOMIC, COVER, PUNITIVE, SPECIAL OR CONSEQUENTIAL DAMAGES, HOWEVER CAUSED AND WHETHER ARISING UNDER CONTRACT, TORT, NEGLIGENCE, OR OTHER THEORY OF LIABILITY ARISING OUT OF THE USE OF OR INABILITY TO USE THE SOFTWARE, EVEN IF LICENSOR OR ITS SOFTWARE SUPPLIERS ARE ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. BECAUSE SOME COUNTRIES/ STATES/JURISDICTIONS DO NOT ALLOW THE EXCLUSION OR LIMITATION OF LIABILITY, BUT MAY ALLOW LIABILITY TO BE LIMITED, IN SUCH CASES, THE LIABILITY OF LICENSOR, ITS SOFTWARE SUPPLIERS AND THEIR RESPECTIVE AFFILIATES AND EMPLOYEES SHALL BE LIMITED TO, AT LICENSOR'S OPTION, EITHER (A) RETURN OF THE PRICE PAID LESS A REASONABLE AMOUNT FOR USAGE, OR (B) REPAIR OR REPLACEMENT OF THE SOFTWARE THAT DOES NOT MEET THE LIMITED WARRANTY PROVIDED WITH THE PHONE AND WHICH IS RETURNED IN ACCORDANCE WITH THE REQUIREMENTS OF THE LIMITED WARRANTY. Nothing contained in this Agreement shall prejudice the statutory rights of any party dealing as a consumer. Nothing contained in this Agreement limits Licensor's liability to You in the event of death or personal injury resulting from Licensor's negligence if law

prohibits such a limitation. Licensor is acting on behalf of its software suppliers and their respective employees and affiliates for the purpose of disclaiming, excluding and/or restricting obligations, warranties and liability as provided in this clause 9, but in no other respects and for no other purpose.

10. TECHNICAL SUPPORT.

Licensor has no obligation to furnish You with technical support except as agreed in writing between You and Licensor in the Limited Warranty provided with the phone.

11. EXPORT CONTROL.

The Software may be subject to export regulation of the United Kingdom and other countries. You agree that You shall comply with all applicable export laws, restrictions and regulations of the United Kingdom or foreign agencies or authorities, and shall not export, or transfer for the purpose of re-export, any Software, product or technical data received under this Agreement or any Software or product produced by use of such technical data, including processes and services, in violation of any applicable restrictions, laws or regulations, or without all necessary approvals.

12. APPLICABLE LAW & GENERAL PROVISIONS.

This Agreement shall be governed by and construed in accordance with the internal laws of the United Kingdom without regard to its conflicts of laws rules.

This is the entire agreement between Licensor and you relating to the Software and it supersedes any prior representations, discussions, undertakings, end user agreements, communications or advertising relating to the Software.

10 Warranty Statements

This chapter contains two warranty statements. The first is for all products purchased in North and South America - this is called the Americas Warranty. The second is for products purchased anywhere else in the world, excepting North and South America; this is called the Global Warranty.

Americas Warranty

Sendo America, Inc. ("SENDO") warrants, subject to the exclusions and limitations set forth below, that this cellular phone ("Product") is free from defects in material and workmanship that result in Product failure during normal usage, according to the following terms and conditions:

1. The limited warranty for the Product extends for ONE (1) year beginning on the date of the purchase of the Product or FIFTEEN (15) months from the date of its manufacture as determined by the date code in the Product.
2. The limited warranty extends to the original purchaser of the Product ("Consumer") and is not assignable or transferable to any subsequent purchaser or user.
3. The Limited warranty extends only to Consumers who purchase the Product in the market for its intended sale.
4. During the limited warranty period, SENDO will repair, or replace, at SENDO's sole option, any defective parts, or any parts that will not properly operate for their intended use with new or refurbished replacement items if such repair or replacement is needed because of malfunction or failure of the Product during normal usage. No charge will be made to the Consumer for any such parts. SENDO will also pay for the labor charges incurred by SENDO in repairing or replacing the defective parts. The limited warranty does not cover defects in appearance, cosmetic, decorative or structural items, including framing, and any non-operative parts. This limited warranty does not apply to any damage or failure to operate caused by use of the product other than in accordance with the instructions contained in the User Manual, or for periodic maintenance or repair due to normal wear and tear. SENDO's limit of liability under the limited warranty shall be the actual cash value of the Product at the time the Consumer returns the Product for repair, determined by the price paid by the Consumer for the Product less a reasonable amount for usage. SENDO shall not be liable for any other losses or damages. These remedies are the Consumer's exclusive remedies for breach of warranty.
5. Upon request from SENDO, the Consumer must prove the date of the original purchase of the Product by a dated bill of sale or dated itemized receipt.
6. The Consumer shall bear the cost of taking or shipping the Product to the place of purchase or the Customer Service Department of SENDO. If the Product was taken to the place of purchase, the Consumer shall bear the cost of retrieving the Product. If shipped to SENDO, SENDO shall bear the cost of shipping the Product back to the Consumer after the completion of service under this limited warranty and provided that repairs were required to be performed under this limited warranty.

7. The Consumer shall have no coverage or benefits under this limited warranty if any of the following conditions are applicable:

- a) The Product has been subject to abnormal use, abnormal conditions, improper storage, exposure to moisture or dampness, unauthorized modifications, unauthorized connections, unauthorized repair, misuse, neglect, abuse, accident, alteration, improper installation, or other acts which are not the fault of SENDO, including damage caused by shipping.
- b) Physical damage to the surface of the Product, including scratches or cracks in or to the outside casing or LCD, or damages caused by dropping the Product.
- c) The Product has been damaged from external causes such as liquid, water, collision with an object, or from fire, flooding, sand, dirt, windstorm, lightening, earthquake or damage from exposure to weather conditions, an Act of God, or battery leakage, theft, blown fuse, or improper use of any electrical source, damage caused by computer or internet viruses, bugs, worms, Trojan Horses, cancelbots or damage caused by the connection to other products not recommended for interconnection by SENDO.
- d) The Product has been altered or repaired by anyone other than an approved SENDO service center or if it has been used with unapproved accessories or other ancillary items.
- e) For adaptations or adjustments made to the Product to comply with local standards in any country other than one for which the Product was designed and manufactured.
- f) Loss or integrity of any user data stored in the Product or any storage device used in conjunction with the Product at any time.
- g) The Customer Service Department at SENDO was not advised by the Consumer in writing of the alleged defect or malfunction of the Product within fourteen (14) days after the expiration of the applicable limited warranty period.
- h) The Product serial number plate or the accessory data code has been removed, defaced or altered.
- i) The defect or failure to operate was caused by defective function of the cellular system or by inadequate signal reception.

8. If a problem develops during the limited warranty period, the Consumer shall take the following step-by-step procedure:

- a) The Consumer shall return the Product to the place of purchase for repair or replacement processing. Back up all data before returning the Product for repair. If the Consumer has sensitive information stored on the Product, the Consumer must copy it to another device and delete it from the Product before repair.
- b) If "a" is not convenient because of distance (more than 50 miles) or for other good cause, the Consumer may contact the Customer Service Department at SENDO, at the phone number listed on the bottom of the next page, for further instructions.
- c) The Consumer shall ship the Product prepaid and insured. Expenses related to removing the Product from an installation are not covered under this limited warranty.

- d) The Consumer will be billed for any parts or labor charges not covered by this limited warranty. The Consumer will be responsible for any expenses related to reinstallation of the Product.
- e) SENDO will repair or authorize the repair of the Product under the limited warranty within 30 days after receipt of the Product by SENDO or an SENDO authorized service center. If SENDO cannot perform repair covered under this limited warranty within 30 days, or after a reasonable number of attempts to repair the same defect, SENDO at its sole option, will provide a replacement Product or refund the purchase price of the Product less a reasonable amount for usage.
- f) If the Product is returned to the Customer Service Department at SENDO during the limited warranty period, but the problem with the Product is not covered under the terms and conditions of this limited warranty, the Consumer will be notified and given an estimate of the charges the Consumer must pay to have the Product repaired, with all shipping charges billed to the Consumer. If the estimate is refused, the Product will be returned freight collect. If the Product is returned to the Customer Service Department at SENDO after the expiration of the limited warranty period, SENDO's normal service policies shall apply and the Consumer will be responsible for all shipping charges.
9. The Product consists of newly assembled equipment that may contain used components that have been reprocessed to allow machine compliance with Product performance and reliability specifications.
10. ANY IMPLIED WARRANTY OF MERCHANTABILITY, OR FITNESS FOR A PARTICULAR PURPOSE OR USE, SHALL BE LIMITED TO THE DURATION OF THE FOREGOING LIMITED WRITTEN WARRANTY. OTHERWISE, THE FOREGOING LIMITED WARRANTY IS THE CONSUMER'S SOLE AND EXCLUSIVE REMEDY AND IS IN LIEU OF ALL OTHER WARRANTIES, EXPRESS OR IMPLIED. SENDO DOES NOT WARRANT UNINTERRUPTED OR ERROR FREE INTERNET OR DATA CONNECTIONS. SENDO SHALL NOT BE LIABLE FOR SPECIAL, INCIDENTAL OR CONSEQUENTIAL DAMAGES, INCLUDING BUT NOT LIMITED TO, LOSS OF ANTICIPATED BENEFITS OR PROFITS, LOSS OF SAVINGS OR REVENUE, PUNITIVE DAMAGES, LOSS OF USE OF THE PRODUCT OR ANY ASSOCIATED EQUIPMENT, LOSS OF DATA, COST OF CAPITAL, COST OF ANY SUBSTITUTE EQUIPMENT OR FACILITIES, DOWNTIME, THE CLAIMS OF ANY THIRD PARTIES, INCLUDING CUSTOMERS, AND INJURY TO PROPERTY, RESULTING FROM THE PURCHASE OR USE OF THE PRODUCT OR ARISING FROM BREACH OF THE WARRANTY, BREACH OF CONTRACT, NEGLIGENCE, STRICT TORT, OR ANY OTHER LEGAL OR EQUITABLE THEORY, EVEN IF SENDO KNEW OF THE LIKELIHOOD OF SUCH DAMAGES. SENDO SHALL NOT BE LIABLE FOR DELAY IN RENDERING SERVICE UNDER THE LIMITED WARRANTY, OR LOSS OF USE DURING THE PERIOD THAT THE PRODUCT IS BEING REPAIRED OR LOSS OF DATA.
11. Some jurisdictions do not allow limitation of how long an implied warranty lasts, so the above one year warranty limitation may not apply to you (the Consumer). Some jurisdictions do not allow the exclusion or limitation of incidental and consequential damages, so certain of the above limitations or exclusions may not apply to you (the Consumer). This limited warranty gives the Consumer specific legal rights and the Consumer may also have other rights that vary from jurisdiction to jurisdiction.

12. SENDO neither assumes nor authorizes any authorized service center or any other person or entity to assume for it any other obligation or liability beyond that which is expressly provided for in this limited warranty including the provider or seller of any extended warranty or service agreement.
13. This is the entire warranty between SENDO and the Consumer, and supersedes all prior and contemporaneous agreements or understandings, oral or written, and all communications relating to the Product, and no representation, promise or condition not contained herein shall modify these terms.
14. This limited warranty allocates the risk of failure of the Product between the Consumer and SENDO. The allocation is recognized by the Consumer and is reflected in the purchase price of the Product.
15. Any action or lawsuit for breach of warranty must be commenced within eighteen (18) months following delivery of the Product.
16. Questions concerning this limited warranty may be directed to: www.sendo.com/warranty.
17. The limited warranty period for SENDO accessories are specifically defined within their own warranty cards and packaging.

Global Warranty

Note: This warranty statement covers all phones purchased anywhere in the world, other than North or South America.

Sendo International Limited ("Sendo") warrants, subject to the exclusions and limitations set forth below, that your cellular phone, battery and accessories (collectively "Product") is free from defects in materials and workmanship according to the following terms and conditions:

1. The limited warranty for the Product commences on the date of purchase and continues for a period of one (1) year from that date. Upon request from Sendo, you, (the "Consumer") must prove the date of the original purchase of the Products by dated itemised receipt.
2. The limited warranty extends to the original purchaser of the Product, the Consumer, and is not assignable or transferable to any subsequent purchaser or user.
3. The warranty extends only to Consumers who purchase the Product in the market for its intended sale.
4. During the limited warranty period, Sendo will repair, or replace, at Sendo's sole option, any defective parts, or any parts that will not properly operate for their intended use with new or refurbished replacement items if such repair or replacement is needed because of a malfunction or failure of the Product during normal usage. No charge will be made to the Consumer for any such parts. Sendo will also pay for the labour charges incurred by Sendo in repairing or replacing the defective parts. This warranty does not apply to any damage or failure to operate caused by use of the Product other than in accordance with the instructions contained in the User Manual, or for periodic maintenance or repair due to normal wear and tear. Sendo's limit of liability under the limited warranty shall be the actual cash value of the Product at the time the Consumer returns the Product for repair, determined by the price paid by the Consumer for the Product less a reasonable amount for usage. Sendo shall not be liable for any other losses or damages. These remedies are the Consumer's exclusive remedies for breach of warranty.

5. The warranty will be invalidated if any of the following circumstances are applicable:

- a) The Product has been subject to abnormal use, abnormal conditions, improper storage, exposure to moisture or dampness, unauthorized modifications, unauthorized connections, unauthorized repair, misuse, neglect, abuse, accident, alteration, improper installation, or other acts which are not the fault of Sendo, including damage caused by shipping.
- b) Physical damage to the surface of the Product, including scratches or cracks in or to the outside casing or Liquid Crystal Display, or damages caused by dropping the Product.
- c) The Product has been damaged from external causes such as liquid, water, collision with an object, or from fire, flooding, sand, dirt, windstorm, lightning, earthquake or damage from exposure to weather conditions, an Act of God, or battery leakage, theft, blown fuse, or improper use of any electrical source, damage caused by computer or internet viruses, bugs, worms, Trojan Horses, cancelbots or damage caused by the connection to other products not recommended for interconnection by Sendo.
- d) The Product has been altered or repaired by anyone other than an authorised Sendo service centre or if it has been used with unapproved accessories or other ancillary items.
- e) For adaptations or adjustments made to the Product to comply with local standards in any country other than one for which the Product was designed and manufactured.
- f) Loss or integrity of any user data stored in the Product or any storage device used in conjunction with the Product at any time.
- g) The Sendo authorised service centre was not advised by the Consumer in writing of the alleged defect or malfunction of the Product within fourteen (14) days after the expiration of the applicable limited warranty period.
- h) The Product serial number plate or the accessory data code has been removed, defaced or altered.
- i) The defect or failure to operate was caused by the defective function of the cellular system or by inadequate signal reception.

6. Any implied warranty of satisfactory quality, merchantability, or fitness for a particular purpose or use, shall be limited to the duration of the foregoing written warranty. Otherwise, the foregoing warranty is the Consumer's sole and exclusive remedy and is in lieu of all other warranties, express or implied. Sendo does not warrant uninterrupted or error free internet or data connections. Sendo shall not be liable for special, incidental or consequential damages, including but not limited to, loss of anticipated benefits or profits, loss of savings or revenue, punitive damages, loss of use of the product or any associated equipment, loss of data, cost of capital, cost of any substitute equipment or facilities, downtime, the claims of any third parties, including customers, and injury to property, resulting from the purchase or use of the product or arising from breach of the warranty, breach of contract, negligence, strict tort, or any other legal or equitable theory, even if Sendo knew of the likelihood of such damages. Sendo shall not be liable for delay in rendering service under the limited warranty, or loss of use during the period that the product is being repaired or loss of data.

7. Some jurisdictions do not allow limitation of how long an express or implied warranty lasts and so the one year warranty period referred to above may not apply, to you, the Consumer. Some jurisdictions do not allow

the exclusion or limitation of incidental and consequential damages and so to the extent that such limitations are not allowed, the above limitations or exclusions may not apply, to you, the Consumer. This limited warranty gives the Consumer specific legal rights and the Consumer may also have other legal rights under the legislation of some jurisdictions. These legal rights vary from jurisdiction to jurisdiction and are not prejudiced by anything contained in this limited warranty. It also means that in some jurisdictions our responsibility to you the Consumer may be more extensive than in other jurisdictions.

8. The Consumer shall take the following steps to make a claim under this limited warranty:

Please do not ship the Product for service without first contacting the nearest Sendo Authorised Service Centre.

Contact information for the world-wide network of Sendo authorised service centres is available at www.sendo.com.

If the Product qualifies for in-warranty service, the Consumer must prove the date of the original purchase of the Products by a dated proof of purchase.

Back up all data. If the Consumer has sensitive information stored on the Product copy it to another device and delete it from the Product before repair.

The Consumer must ship the Product prepaid and insured. Expenses related to removing the Product from an installation are not covered under this limited warranty.

If the Product is returned for service and the Product is deemed out of warranty under the terms and conditions of this warranty, the Consumer will be notified and given an estimate of the applicable charges. If the estimate is refused a minimum service fee for collection, inspection and quotation of said product would be due.

9. Subject to any more extensive legal rights granted to the Consumer by law of the Consumer's jurisdiction, Sendo neither assumes nor authorizes any authorised service centre or any other person or entity to assume for it any other obligation or liability beyond that which is expressly provided for in this limited warranty including the provider or seller of any extended warranty or service agreement.

10. This is the entire warranty between Sendo and the Consumer, and supersedes all prior and contemporaneous agreements or understandings, oral or written, and all communications relating to the Product, and no representation, promise or condition not contained herein shall modify these terms.

11. This limited warranty allocates the risk of failure of the Product between the Consumer and Sendo. The allocation is recognized by the Consumer and is reflected in the purchase price of the Product.

12. Diagnostic instructions and other service information is available free of charge at www.sendo.com. Information on out of warranty repair costs and charges is available at www.sendo.com.

Declaration of conformity

We: Sendo International Ltd.
Of: Sendo Base Station, Hatchford Brook, Hatchford Way,
Sheldon, Birmingham, B26 3RZ, United Kingdom.

Declare under our sole responsibility that the product referenced within this user guide and uniquely identified by the IMEI and type number affixed to the product, to which this declaration relates, is in compliance with the essential requirements of the Radio and Telecommunications Terminal Equipment Directive (R&TTE) 1999/5/EC.

The conformity assessment procedure referred to in Article 10 and detailed in Annex IV of the R&TTE Directive (1999/5/EC) has been followed with the involvement of the UK Notified Body, Radio Frequency Investigations (RFI) Ltd, Ewhurst Park, Ramsdell, Basingstoke, RG26 5RQ, England.

A copy of the original Declaration of Conformity is available for download from the Sendo website.

Class of equipment: This product is designated Class 1 equipment (R&TTED 1999/5/EC), the use of which is harmonised throughout all EU member states. This product is designated for use on licensed GSM 900/1800/1900 MHz networks.

www.sendo.com

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