USER MANUAL

COCOMM DT100



cocomm

Table of contents

5 Introduction

6 Sales package content

7 Presentation

8 Installation

11 Keyboard

12 Numeric keyboard

13 Starting screen

14 System icons

15 Application menu

17 Settings diagram

18 System icons

21 Messages

23 Contacts

25 Bluetooth® connection

26 Troubleshooting

Please read the instructions contained in this user manual carefully before starting to use the device.

Introduction

Thank you for choosing the COCOMM DT180 smartphone. This phone is designed for use with the GSM 900/1800, UMTS 900/2100 MHz, LTE FDD B1/2100MHz, B3/1800MHz, B7/2600MHz, B8/900MHz, B20/800MHz, B28/700MHz and LTE TDD B38 networks. /2600MHz, B40/2300MHz, B41/2500MHz. For its operation it requires a valid SIM card from your network operator. Please consult your network operator for more information.

Security instructions

Please read the following instructions carefully before you start using your COCOMM DT100 smartphone:

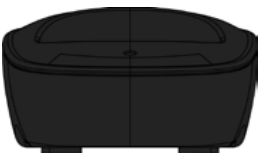
- Please keep this user manual for future reference.
- Keep the phone away from moisture.
- Place the phone on a stable surface before starting it up.
- If the device has been exposed to moisture, has been dropped or damaged, or has obvious signs of breakage, have it checked by a qualified service technician.
- Do not place the phone within 1.5 m of a water source.
- Do not use the appliance in areas where there is a risk of explosion.

Sales package content

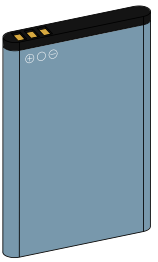
Please check that the sales package includes the following components. If any items are missing, please contact your supplier.



Terminal DT100



Base de carga



Battery



Technical Doc.
(Quick Guide & Guarantee card)



Charger

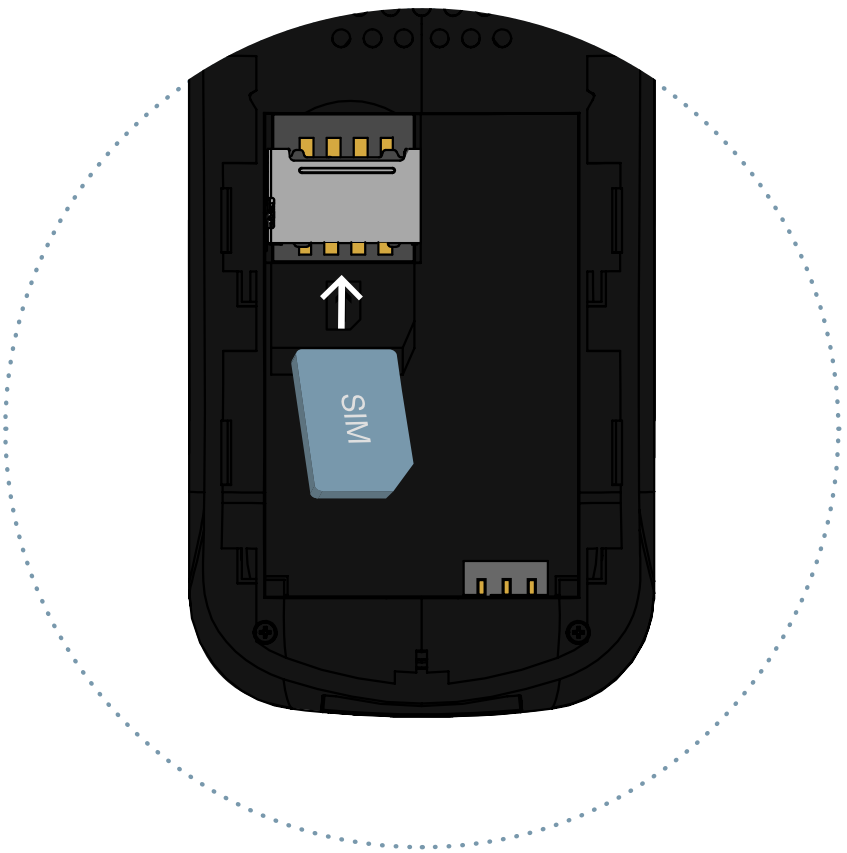
Presentación



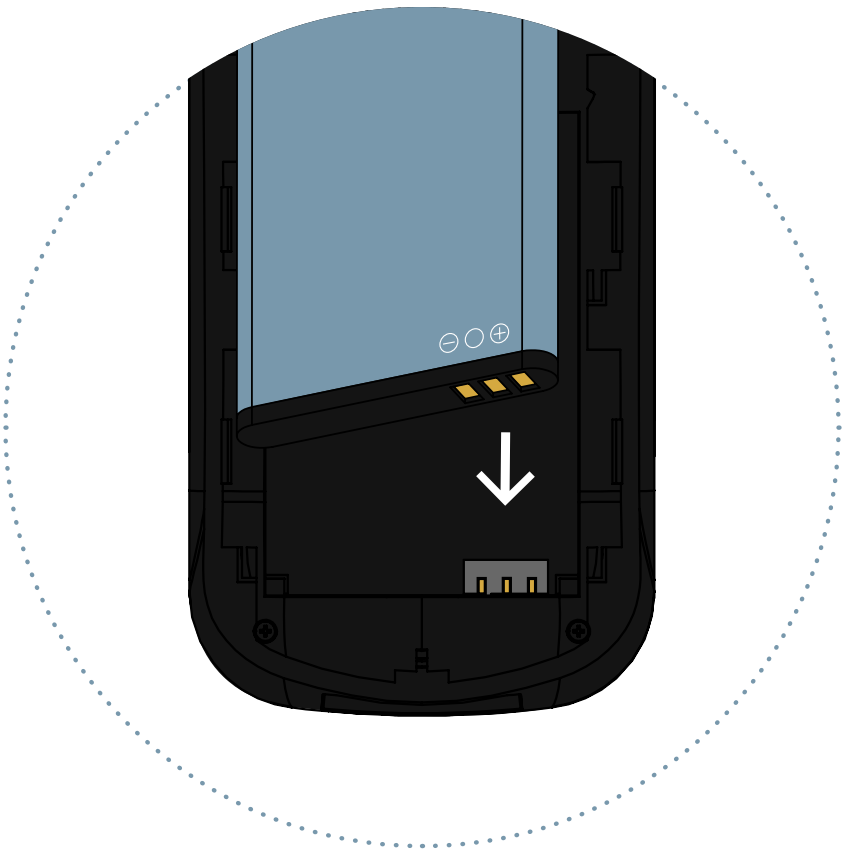
Installation

Follow the steps described below to install your SIM card and the different accessories of your COCOMM DT100 phone:

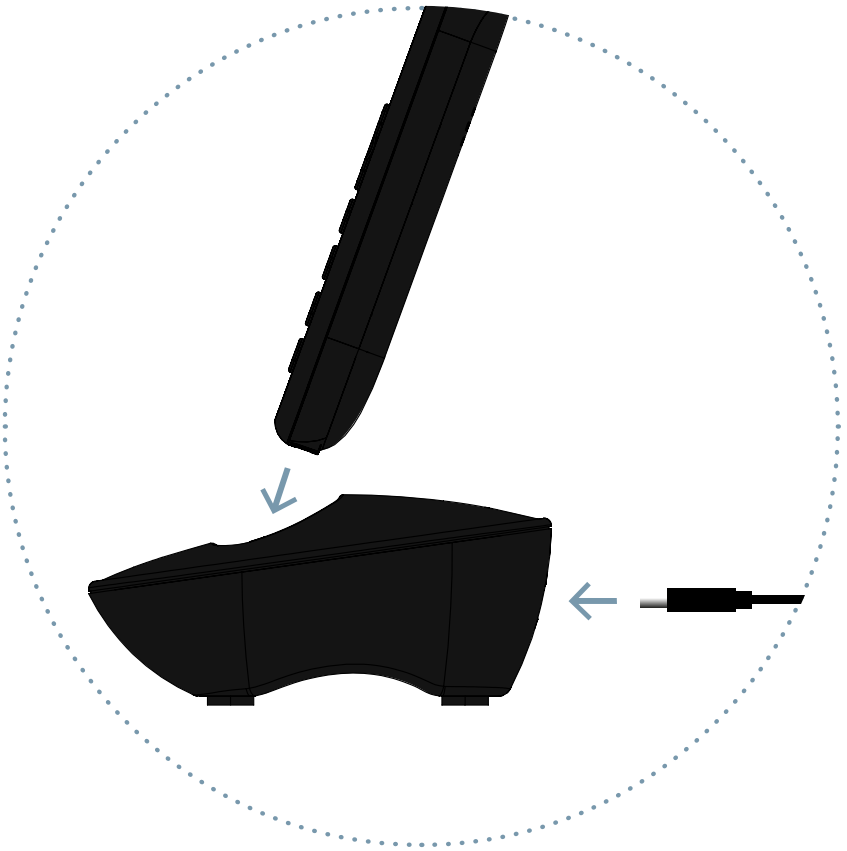
1. Disconnect the power adapter and remove the battery compartment cover on the back of the device to install the SIM card.
2. Insert the SIM card into the slot under the battery, following the direction indicated in the figure. Make sure both the battery and power adapter are disconnected when installing the SIM card.



3. Insert the battery into its compartment making sure the connector electrodes on the terminal match the slots on the bottom of the battery, as shown in the image. Replace the battery compartment cover, checking that it is perfectly secured in place.



4. Connect the end of the Micro USB power cable to the connector on the back of the charging base, and then connect the power adapter to an AC outlet.
5. Place the phone on the charging cradle, and check that the battery level indicator flashes while the battery charging process completes.



Battery charge

When the battery level is low, there will be a warning tone, a low battery message, and the battery icon will be displayed in red. Plug the power adapter into the device to start charging. The display will indicate the battery level during charging mode and once fully charged, the battery icon will appear full. Charging a completely discharged battery can take 2 to 3 hours. Fully charge the battery before using the device for the first time.

Note

Always make sure your device is turned off before removing your SIM card. This will prevent data loss and damage to the SIM card. Do not place the SIM card near electromagnetic surfaces

or environments and avoid touching the metal connectors. For more information, contact your network operator.

From settings, you can change the language of the terminal (English or Arabic)

Keyboard

Turn on / Turn off [☎]
During an active call, press to end the call. From an application, tap to return to the main menu. When the terminal is off, press for 3 seconds to turn on the phone. When the terminal is on, press for 3 seconds to turn off the phone.

Hook off [📞]
Press to make a call or answer an incoming call.

Up [▲] / Down [▼]
Move the cursor up/down. On the home screen press [▼] to access the applications menu and [▲] to access Calendar.

Left [◀] / Right [▶]
Move the cursor left/right when accessing the on-screen menu or submenus. On the home screen press [◀] to access the messages application and [▶] to access audio profiles.

Confirmation [OK]
Confirm operations when accessing the menu or submenus on the screen. In standby mode, press to access the menu.

Selection keys [▬]
Use these keys to execute the different options indicated at the bottom of the on-screen menus.

Numeric keyboard [1...9]
Press to enter numbers.

Asterisk key [*]
Press to enter the asterisk symbol. With the second press you will enter the [+]. symbol.

Hash key [#]
Press to enter the hash symbol. A long press will activate silent mode.

Numeric keyboard

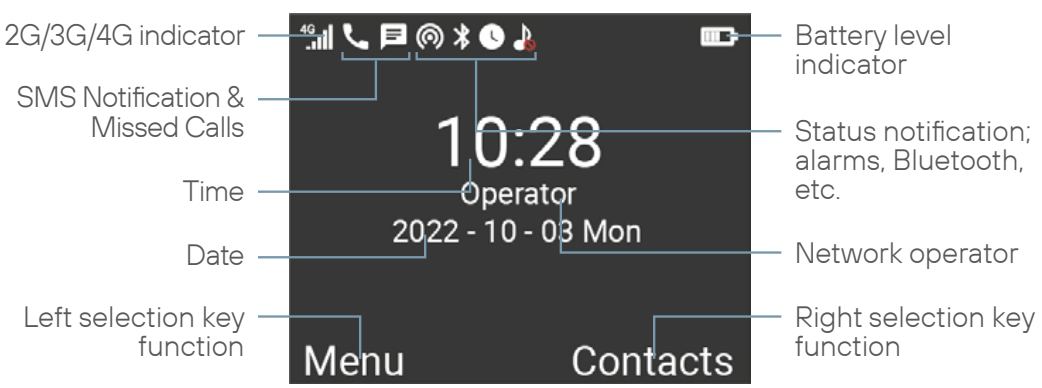
When entering any type of text on your phone, you can toggle between entering numbers (123), lowercase (abc), or uppercase (ABC) by pressing the # key.

Key	Lowercase (abc)	Uppercase (ABC)
1	. , ? ! - @ 1	. , ? ! - @ 1
2	abc2	ABC2
3	def3	DEF3
4	ghi4	GHI4
5	jkl5	JKL5

Key	Lowercase (abc)	Uppercase (ABC)
6	mno6	MNO6
7	pqrs7	PQRS7
8	tuv8	TUV8
9	wxyz9	WXYZ9
0	[space] & 0	
#	Toggle between: Numeric / Lowercase / Uppercase / Default text	
*	Special character selection menu	

Starting screen

When the terminal is off, press [☎] for 3 seconds to turn on the phone. The first time a SIM card is inserted, the terminal will request the PIN code. Then the following user interface will be displayed on the screen:



Press [ ] to access History. You can also make a call from this interface by directly dialing the phone number on the keypad.

You can press the [▼] key to access the application menu. On the other hand, if you press the [▲] key you will access the calendar.

You can press the [▶] key to access the message menu and send a New message. And if you press the [◀] key you will access the device's audio profiles.

Long press the [#] key to mute the device volume.

To turn off the device, press the [ ] key for 2 seconds.

System icons

The following illustration explains the meaning of some of the system icons that may be displayed on your terminal:

- 4G/3G/2G signal level
- No signal
- Message received
- Lost call
- Call in progress
- End of call
- Free hands
- Battery charging
- Low battery
- No SIM card
- silent sound
- Bluetooth activated
- Alarm activated

Application menu

Under the applications menu, use the arrow keys[◀] [▶] [▲] [▼] to move through the different applications in the menu, press [**OK**] to access the application.

Contact



Select the Contact icon in the application menu, and press [**OK**] to access the phone's contact book.

Messages



Select the Messages icon in the applications menu, and press [**OK**] to access the phone's messaging application. In this application you can both compose and send SMS text messages, as well as check received messages.

Call log



Select the Call Log icon in the application menu, and press [**OK**] to access the call log. From this menu you can check the calls made, received and missed on the terminal.

Bluetooth



Select the Bluetooth icon in the application menu to activate the Bluetooth connection. Press [**OK**] to turn it on or off. Use the arrow keys [▲] [▼] to access other options such as Bluetooth Visibility, Paired Device, Name, Storage and Help.

Radio



Select the FM Radio icon in the application menu, and press [**OK**] to access the FM radio application and use the [▲] [▼] arrows to increase and decrease the volume and the [◀] [▶] arrows to search for frequencies.

Profile



Select the Profile icon in the applications menu to access the device's audio profiles.

Settings



Select the Settings icon in the application menu, and press [**OK**] to enter the system settings menu. Use the direction keys [▲] [▼] to select the settings of call, phone, display, security, connect etc, and press [**OK**] to access the settings.

Tools



Select the Tools icon and press [**OK**] to access other applications on the device such as; Alarm, Calendar, Calculator, World Clock and Timer.

Hotspot



Select the Hotspot icon in the application menu and press [**OK**]. Once you are in the interface, set the hotspot name and set the password you want.

Settings diagram

Call settings

- Voicemail server
- Call forwarding
- Call waiting
- Restricted call
- Others
  - Mark IP
  - SMS response after rejecting
- Minute call reminder time

Phone settings

- Time and date
- Language settings
- Settings Shortcuts
- Restore settings

Show (Display Settings)

- Contrast
- Backlight
- Keyboard lighting time

Security

- PIN
- Locked phone
- Keypad auto lock
- Screen lock
- Fixed dial number
- Blacklist

Connect

- GPRS service
- Data roaming. Connect to service data while roaming
- Network selection
- Network type
- VoLTE

Version

- HW version
- SW version
- Build time

Software update

Phone information

- Device Name
- Serial number
- IMEI
- IMEI SV

System icons

There are several procedures to make calls with your COCOMM DT100 terminal:

Make a call using the alphanumeric keypad

1. In standby mode, enter the phone number using the alphanumeric keypad and press the [ ] key to make the call.
2. To end the call, press the [ ] key.

Make a call in hands-free mode

1. In standby mode, enter the phone number using the alphanumeric keypad and press the [ ] key to make the call.
2. Press the left selection key to access Menu, use the selection keys [▲] [▼] to select Send Voice Hands-Free and press [**OK**].
3. To end the call, press the [ ] key.

Answer or silence an incoming call

1. During an incoming call press the [ ] key to answer the call.
2. Before the call is answered, you can silence the ringtone of the incoming call by pressing the [▲] [▼] keys.
3. Press the left selection key to access Menu, use the selection keys [▲] [▼] to select Mute and press [**OK**].
4. To reject an incoming call, press the [ ] key.

Volume settings

During an active call, press the [▲] [▼] keys to respectively decrease or increase the volume of your headset or hands-free.

Make a call to voicemail

1. In standby mode, press and hold [**1**] key to call voicemail. The call will start automatically.
2. To reject an incoming call, press the [ ] key.

Make a call from the call log

1. In standby mode, press the left selection key to access the application menu, and then select the icon to access the call log. Select Missed calls, Dialed calls, Received calls, or Rejected calls.
2. Use the [▲] [▼] keys to navigate the list and press the [**OK**] icon to call the selected number or contact.
3. To reject an incoming call, press the [ ] key.

Make a call from the contact book

1. In standby mode, press the left selection key to enter the application menu, and then select the  icon to display the phone's contact book.
1. Use the [▲] [▼] keys to scroll up and down the contact list and select the desired contact.
2. Once selected, press the [] key to make the call.
3. To reject an incoming call, press the [] key.

Transfer an incoming call

1. During a call, press the left selection key to access Menu, and select Hold from the pop-up menu to pause the current call.
2. Access Menu again, and select Add new call, initiate a second call to another phone number or contact in the phonebook.
3. When the second call is active, press the left selection key again to access Menu, and select Transfer.

Make a telephone transfer

1. During a call, press the left selection key to access Menu, and select Hold from the pop-up menu to pause the current call.
2. Access Menu again, and select Add new call, initiate a second call to another phone number or contact in the phonebook.
3. When the second call is active, press the left selection key again to access Menu, and select Merge calls.

Make a call using speed dial

1. In standby mode, press and hold a key on the numeric keypad [**1...9**] to use speed dial. The call will start automatically.
2. To reject an incoming call, press the [] key.

Set speed dial keys

1. In standby mode, press the left selection key to enter the application menu, and then select the  icon to display the phone's contact book.

2. Press the left selection key to access Options, and select Others from the pop-up menu, then select Speed dial.

Note

Please make sure the contacts have been installed in the memory keys before using the speed dial keys. The [**1**] key is reserved for the voicemail function.

Messages

The COCOMM DT100 terminal supports SMS text messages. This section explains how to send and receive messages, as well as other associated features.

Create and send message

1. Access the applications menu, select the  icon and press [**OK**] to launch the phone's messaging application and select Write message.
2. Enter the phone number to whom you want to send the message. To select a contact, press the left selection key to access Options and select Contacts. Select the desired contact and press [**OK**].
3. Write the text in the indicated field. Press the [**#**] key to switch between uppercase, lowercase, and numbers, or use the [*****] key to enter special characters.
4. Pulse Opciones y a continuación pulse [**OK**] sobre Enviar para enviar el mensaje.

View and reply to messages

1. Access the applications menu, select the  icon and press [**OK**] to launch the phone's messaging application and select Inbox.

2. Select a message and press [**OK**] to view the message.
3. To reply to the message, press the left selection key to access Options and select Reply from the pop-up menu.
4. Write the text in the indicated field. Press the [**#**] key to switch between uppercase, lowercase, and numbers, or use the [✱] key to enter special characters.
5. Press Options and then press [**OK**] on Send to send the message.

Delete messages

1. Access the applications menu, select the  icon and press [**OK**] to launch the phone's messaging application and select Inbox or Sent box.
2. Select a message, then press the left selection key to access Options and select Delete from the pop-up menu if you only want to delete that message or Delete all if you want to delete all messages in the folder.

Message settings

Access the applications menu, select the  icon and press [**OK**] to launch the phone's messaging application. Use the arrow keys [▲] [▼] and select.

SMS settings:

- **Message center**: Messaging server of the network operator, this field must not be modified.
- **Message validity period:** Select this option to set the validity time of messages.
- **Status Report:** Activate this option to receive a delivery report when you send a message.
- **Reply route**
- **Preferred storage**: Select the storage location for messages.

Contacts

Creating a new contact from the phone app

1. In standby mode, use the alphanumeric keypad to enter the new contact's number.
2. Press Options and select Add to contacts from the pop-up menu, then select Add to new contact.
3. Select the destination where the contact will be saved (SIM card, phone, etc.).
4. Fill out the form with the data you want to enter for the new contact, press Options and select Save to memorize the entry and finish the operation.

Creating a new contact from the call menu

1. In standby mode, press the left selection key to access the application menu, and then select the  icon to access the call log. Select Missed calls, Dialed calls, Received calls, or Rejected calls.
2. Select the phone number you want to add and press the left selection key to access Options and select Add to contacts.
3. Select the destination where the contact will be saved (SIM card, phone, etc.).
4. Fill out the form with the data you want to enter for the new contact, press Options and select Save to memorize the entry and finish the operation.

Creating a new contact from the application

1. Access the applications menu, and then select the  icon to display the phone's contact book.
2. Select one of the contacts and press the left selection key to access Options, and select Delete from the pop-up menu if you only want to delete that contact or Delete Multiple if you want to delete multiple contacts.

3. Select the storage location for the contacts you want to delete, and then select them, pressing the left selection key, to access Options, and select Mark for each of them.
4. Then press [**OK**] to delete them.

Editing contacts

1. Access the applications menu, and then select the  icon to display the phone's contact book.
2. Select one of the contacts and press the left selection key to access Options, and select Details from the pop-up menu.
3. Press the left selection key again to access Options, and select Edit Contacts from the pop-up menu.
4. Select each of the fields and select Edit from the Options menu.

Delete contacts

1. Access the applications menu, and then select the  icon to display the phone's contact book.
2. Select one of the contacts and press the left selection key to access Options, and select Delete from the pop-up menu if you only want to delete that contact or Delete Multiple if you want to delete multiple contacts.
3. Select the storage location for the contacts you want to delete, and then select them by pressing the left selection key to access Options, and select Mark for each of them.
4. Then press [**OK**] to delete them.

Bluetooth® connection

The Bluetooth® function will allow you to pair your terminal with other Bluetooth® devices, allowing to perform different functions:

- Connect Bluetooth® accessories, such as paired Bluetooth® headphones to answer calls received on the terminal.
- Exchange contacts and video, audio and photo files with other paired Bluetooth® devices.

Pair to a Bluetooth® device

1. In standby mode, press the left selection key to access the application menu, and then select the  icon to access Bluetooth settings.
2. Then press [**OK**] on Bluetooth to activate the function. Make sure you have temporary visibility turned on for both devices.
3. Then use the arrow keys [▲] [▼] to select Paired Device and Add New Device.
4. The devices that are visible within the range of the terminal will appear on the screen.
5. Press [**OK**] on the device you want to pair your terminal with, and accept the request in the pop-up window on both devices.

When the Bluetooth function is activated, the  icon will be displayed in the notification bar.

To deactivate the Bluetooth function, access the Bluetooth application, then press [**OK**] on Bluetooth. The Bluetooth function will be disconnected immediately.

Troubleshooting

The phone cannot be turned on

- Be sure to hold down the [ ] key for more than 5 seconds.
- Make sure the battery is securely connected to your phone.
- Remove the battery, reinstall it and restart your phone.
- If the battery is dead, recharge it.

The phone requests PIN code

The PIN lock function is activated. Every time you turn on your phone, the PIN must be entered (if you are using your phone for the first time, you must enter the PIN code provided with the SIM card).

The phone requests PUK code

The phone requests an unlock code

The phone's auto-lock function has been enabled. You must enter the unlock code before you can use the phone.

SIM card error

- Clean the metal contacts of the SIM card with a clean cloth (do not use a solvent).
- The SIM card is not inserted correctly. Insert the SIM card according to the image on the computer.
- The SIM card is damaged, contact your network provider.

Network failure

You may be located in a weak signal area, move to a place with a stronger signal.

You are out of network service coverage

The SIM card is invalid, contact your network provider.

You have entered a number but the call is not made

- Make sure you have pressed the key correctly.
- Review call restriction options. Check that it is disabled for the contact number.
- Check that the fixed dialing setting is disabled.
- Check that the SIM card is within network coverage.
- Your network operator may be experiencing connection problems.

Call quality is poor

- Check the volume.
- You are in a weak signal area, such as near tall buildings or in a basement. Move to a location with better signal strength.
- Your network operator may be experiencing connection problems.

Your caller cannot reach you

- Make sure your phone is turned on and connected to a network.
- Make sure the SIM card is not locked.
- Check that the SIM card is within network coverage.
- Check that you have not set incoming call restriction.

Your interlocutor cannot hear you

- Increase the earphone volume.
- Check that the headset cable is securely connected to the phone.

Standby battery life is too short

Standby battery life is related to network settings. You may be in a weak signal area. If the phone cannot receive signals, it will continue to send a paging signal to the network and consume additional power, which shortens the standby time.

The battery needs to be changed

- If the battery is not charged properly.
- Check that the power cord is connected to the unit to charge the battery efficiently.
- Clean the phone and battery charging contacts with a clean, dry cloth.
- Replace the battery or charger if it appears damaged.

If the above instructions do not help resolve the issue, take note of your phone's model and serial numbers, details of your warranty, as well as a clear description of the problem. Then contact your supplier's after-sales service.

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