CoComm



CV140

User manual

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CV140
User manual

* Carefully read the instructions contained in this user manual before starting to use the device

Introduction

Thank you for choosing the COCOMM CV140 smartphone. This voice mailbox is designed for use with GSM 850/900/1800/1900, UMTS 900/2100 MHz, LTE FDD B1/2100MHz, B3/1800MHz, B7/2600MHz, B8/900MH, B20/800MHz and LTE TDD networks B38 /2600MHz. For its operation it requires a valid SIM card from your network operator. For more information, contact your network operator.

Safety instructions

- Read the following instructions carefully before starting to use your COCOMM CV140 smartphone:
- Please save this user manual for future reference.
- Keep your voice mailbox away from moisture.
- Place the voicemail on a stable surface before starting.
- If any of the following situations occur, have it checked by a qualified technician:
    - Has been exposed to moisture.
    - You have been hit or damaged.
    - It has obvious signs of breakage.
- Do not place your voicemail within 1.5 m of a water source.
- Do not use the appliance in areas at risk of explosions.

Contents of the sales package

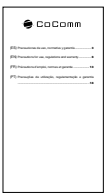
Please check that your sales package includes the following components. If items are missing, please contact the supplier.



1. COCOMM CV140 voice mailbox



2. Quick Guide



3. Guarantee Card



4. Power adapter



5. Rechargeable battery



6. Security screw and key



7. External antenna

Precautions for use

Operating environment

Your COCOMM CV140 voice mailbox is an RF transmitter, so turn off the terminal or disable radio functions in the following situations:

- When you're on a plane.
- When it is located near flammable atmospheres and is reported by the body responsible for risk management.
- When he is near electro-explosive devices and is reported by the body responsible for risk management.

Respect the special regulations in force in the area you are in and always turn off your phone when its use is prohibited or if it could cause danger. When connecting your phone or any accessory to another device, read the user manual for detailed safety instructions. Do not connect incompatible products. It is recommended to use the equipment only in the normal position for correct operation and for the safety of personnel. Do not expose the equipment to temperatures lower than -10° or higher than 50° centigrade.

Medical equipment

Be sure to turn off your phone in areas near electronic medical equipment that obviously requires turning off your phone (such as pacemakers, hearing aids, etc.).

Most medical devices can be shielded from your phone's RF signal, but some cannot. If you have questions or need more information, please consult your doctor or medical device manufacturer.

Cardiac pacemaker

Pacemaker manufacturers recommend that the distance between the voice box and the cardiac pacemaker should be at least 6 inches (15.3 cm), otherwise the voice box may interfere with the pacemaker.

People with pacemakers should be aware of the following:

- Always maintain a distance (at least 15 cm) between the phone and the pacemaker when the voice mailbox is turned on.
- Do not carry the voice box close to your chest.

Precautions for use

- Use the voice box in the ear furthest from the pacemaker.

Please turn off your voicemail if you hear interference and consult your doctor as soon as possible.

Emergency calls

This voice mailbox works with radio signals which cannot guarantee connection in all conditions. Therefore, you should never rely solely on a cell phone for important communications, such as medical emergencies. To make or receive calls, your phone must be turned on and in a service area with adequate signal strength. To make an emergency call, dial the local emergency number in standby mode and press the call button.

Care and maintenance

- Listening to a music player at a very high volume can damage the user's hearing and cause hearing problems (temporary or permanent deafness, ringing in the ears, tinnitus, hyperacusis). Therefore, we strongly recommend that you do not use your player at full volume or for more than an hour a day at medium volume.
- Keep the device away from children and pets. They could accidentally damage the device or choke on small parts. Do not drop or hit the device. Rough handling can damage electronic circuits.
- Keep the device dry and avoid liquids that can corrode the device. Do not use the device with wet hands, which can cause electric shock.
- Do not place your device in areas with excessive heat, which can shorten the life of electronic devices, damage batteries, or melt accessories.
- Do not place the device in cold places. When the device warms up to its normal operating temperature, moisture can build up inside the phone which can damage electronic circuits.
- Do not place the device in areas exposed to sunlight as it may overheat.
- Do not place the device near flammable liquids, gases or explosive substances.

Precautions for use

- To clean the device, use a damp or anti-static cloth. Do not use a dry or static cloth. Do not use chemicals such as cleaning solvents to clean the surface. Turn off the device before cleaning it.
- Do not apply paint on the device, it could prevent its correct functioning.
- The manufacturer's warranty does not cover device repair if the phone or battery gets wet or if the label on the phone is damaged, even if the phone's warranty has not expired.
- Always make sure your device is turned off before removing the 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.

Measures that concern user safety

- Do not use the device in certain situations (while driving) and in certain places (airplanes, hospitals, schools, petrol stations and professional workshops).
- For cell phones, please note the ban on manual use of the telephone by the driver of a vehicle in circulation.
- Users of electronic implants (pacemakers, insulin pumps, neurostimulators, etc.) must take the following precautions: the distance between the device and the implant must be at least 15 cm; the position of the device, during the call, must be on the opposite side of the system.

Instructions for use to reduce the level of consumer exposure to radiation (this advice is given as a simple precautionary measure, no danger associated with the use of a mobile phone has been observed)

- It is recommended to use the device in good reception conditions, in order to reduce the amount of radiation received (especially in an underground car park, when traveling by train or car...).
- Make reasonable use of radio equipment, such as mobile phones, by children and adolescents, for example, by avoiding communications at night and limiting the frequency and duration of calls.

Precautions for use

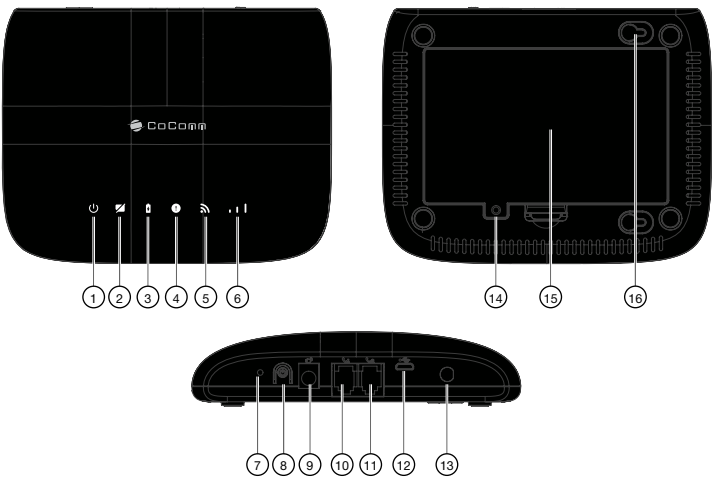
- Indication of good reception parameters (for example: display of four or five bars on the telephone screen).
- We recommend using a hands-free kit and, in this situation, taking the following precautions during a call: keep the phone away from the stomach in pregnant women or from the lower abdomen in adolescents.

Battery usage

- Never use the charger or battery if they are damaged. Do not short-circuit the battery, it could damage it or cause a fire.
- Do not subject the battery to high temperatures or fire, as it may explode.
- Return the used battery to your retailer or deposit it at designated recycling points. Do not dispose of the battery with household waste.
- The battery charging time depends on the remaining charge, the type of battery and the charger used. Use original chargers, batteries and accessories approved by the manufacturer.
- The battery can be charged and discharged hundreds of times, but its life will gradually decrease. When the operating time is noticeably shorter than normal, replace the battery with a new one.
- Unplug the charger from the electrical outlet and the device when the phone is not in use. Do not overcharge the battery as this may damage it or shorten its life.
- Do not expose the battery to places with extremely hot or cold temperatures as it will reduce the battery's capacity. Lithium-ion batteries are particularly affected by temperatures below 0º Celsius.

When the battery level is low, the phone will emit a warning tone and a low battery message. Connect the power supply to 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 may take 2-3 hours. Fully charge the battery before using the device for the first time.

Presentation

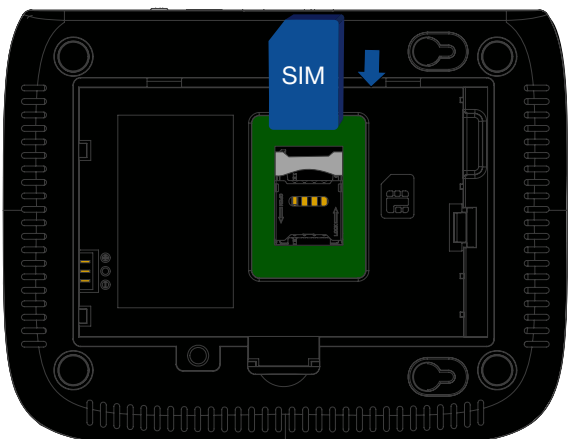


1. [⏻] Power indicator
2. [◪] SIM card indicator
3. [▮] Battery charge indicator
4. [!] Alarm/voice indicator
5. [ )))] Wi-Fi connectivity indicator
6. [▁ ▃ ▅] Signal strength indicator
7. Reset button
8. On/off button
9. Power port
10. Telephone port
11. Telephone port
12. Micro USB port
13. Antenna connector
14. Security screw
15. Battery compartment
16. Wall supports

Installation

Follow the steps below to install the SIM card and different accessories of the COCOMM CV140 voice mailbox:

1. Verify that the COCOMM CV140 is turned off and unplugged from the power adapter.
2. Remove the battery compartment cover at the bottom of the device to install the SIM card.



Note:

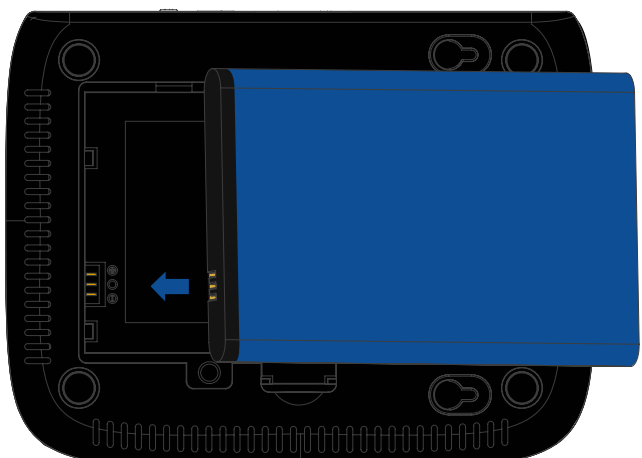
To install the SIM card, slide the metal tab to the right to unlock it, then lift it and insert the SIM card as shown in the image. Put it back in place and move the metal tab to the left to lock it.



Installation

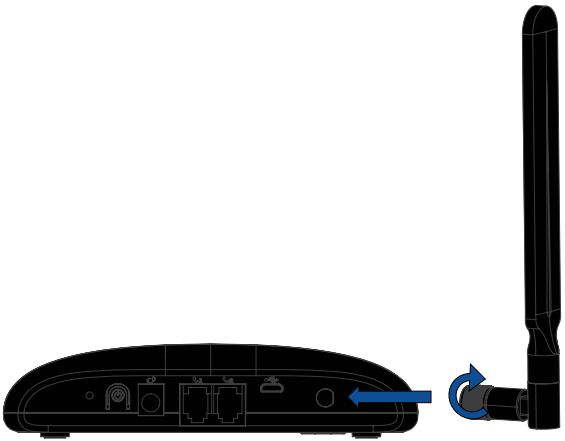
3. Insert the battery into its compartment, making sure that the electrodes on the connector on the terminal match the grooves on the top of the battery, as shown in the image. Close the battery compartment cover using the supplied screw and hex wrench.

- When the COCOMM CV140 is new, the battery charge level is low. Charge it for a while and then turn it on to use it for the first time.
- If you do not use the COCOMM CV140 for a long time, remove the battery.

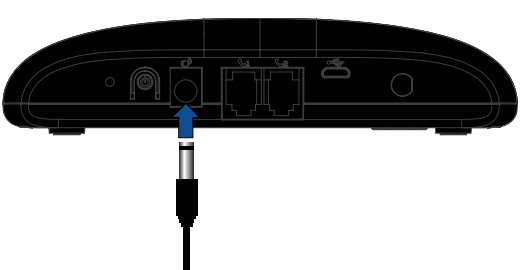


Installation

4. Connect the external antenna to the corresponding port, as shown in the following figure, and adjust it by screwing it until it is securely connected.

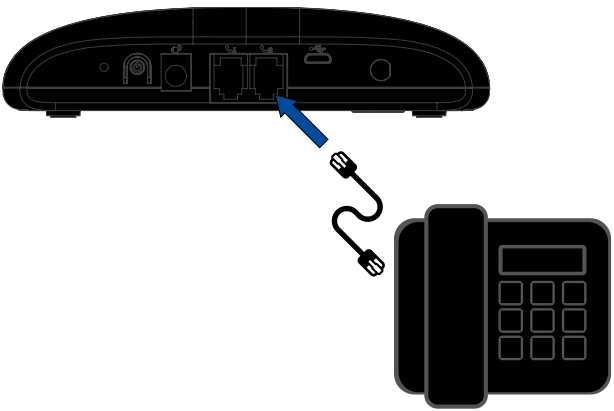


5. To use the COCOMM CV140 we recommend connecting the power adapter. Connect the power cord to the connector on the back of the voice mailbox, and then plug the power supply into a household AC outlet.



Installation

6. The COCOMM CV140 has two telephone ports. Therefore, you can connect up to 2 phones using the same phone number. In the event that the COCOMM CV140 replaces a landline connection, it is recommended to disconnect the cable from the telephone wall socket/rosette and connect this cable directly to the COCOMM CV140.



- Do not connect the COCOMM CV140 to a telephone wall socket (or a public switched telephone network), as it may be damaged.

Battery charging

When the battery level is low, the computer's front battery LED flashes quickly. Connect the power adapter to the device to start charging. Charging a completely discharged battery can take 2 to 3 hours.
Fully charge the battery before using the device for the first time.

7. To turn on the COCOMM CV140, press the On/Off button. It may take approximately 50 seconds for the device to fully boot.

Installation

Note:

If the SIM card has the PIN code activated, the SIM card indicator [ ] will flash continuously. Enter it by dialing *#80*PIN# on your phone. If you entered it incorrectly, you will hear a long beep and a 0 will appear on the screen. If you entered it correctly, you will hear two beeps as a confirmation code, a 1 will appear on the screen and the SIM card indicator [ ] will turn off .

When you enter the PIN code incorrectly 3 times, you need to enter the PUK code. When the PUK code is requested, the LED [ ] will flash quickly. The COCOMM CV140 is now ready to receive and make calls.

If all signal strength indicators [ ] remain off, the COCOMM CV140 may be defective or you may not be within the network coverage area to use the COCOMM CV140. To resolve the problem, contact your service provider.

8. Para To turn off the COCOMM CV140, press the On/Off button.

Note:

If you want to restore factory settings, reset the device by pressing the RESET button for 5 seconds.

Notification LED

Led	Function
[⏻] Power indicator	Constant light: The device is connected to the charger.
[▰] SIM card indicator	Constant light: SIM card is not inserted or a faulty SIM card is inserted. Flashing: PIN code is required. Fast flashing: Enter the required PUK code.
[▮] Battery charge indicator	Constant light: battery charged to more than 50%. If the charger is plugged in, it will indicate that it is 100% charged. Continuously turning on and off: the battery is charging. Flashes every 2 seconds: battery between 50% and 30%. I blink every second: battery between 30% and 20%. Fast flashing: Battery is less than 15%. Off: The battery is not installed or is completely discharged.
[●] Alarm/voice indicator	Constant light: call in progress. I blink every second: earphone off. Rapidly flashing: incoming call or line busy. Off: When no speech process is running.
[◝] Wi-Fi connectivity indicator	Constant light: Wi-Fi connection is established and emitting. Off: The Wi-Fi connection is disconnected.
[▁▃▅] Signal strength indicator	Constant light: represents different levels of low, medium and high signal. Rapid flashing: Searching for network or need to enter PIN code. Slow flashing: recording on mobile network.

Functionality

Make a call

- Dial the number in the usual way. The number will be dialed after a few seconds. Do not perform any operation during the interval after dialing.
- If the analog terminal has a call button, dial the number and press

Enter *#11*xx# to configure the interval at which the COCOMM CV140 dials a phone number. The xx element indicates a number between 2 and 12. The COCOMM CV140 will dial the telephone number in xx seconds.

If you hear the confirmation tone (double beep), the interval has been set. If you hear the rejection tone (long beep), you pressed the wrong button and the interval could not be set. Wait for the device to return to the off-hook state and for the dial tone to be heard again to set the interval.

Adjust the call volume

You can adjust the call volume independently for the microphone and speaker. There are 9 volume levels available. Level 1 is the lowest and level 9 is the highest. The default value for both is 5.

- To adjust the microphone volume, take your phone and enter the code *#15 *x# where x corresponds to the volume level we want to configure. You can check the configured volume with the code *#15#.
- To adjust the speaker volume, take the phone and enter the code *#16 *x# where x corresponds to the volume level we want to configure. You can check the configured volume with the code *#16#.

If you hear the confirmation tone (double beep), the volume level has been set correctly.

If you hear the rejection tone (long beep), you have pressed the wrong key and the call volume cannot be adjusted. In this case, end the call and try again.

Some services are network dependent. For further information, contact your network operator.

Functionality

Multiple call

COCOMM CV140's multi-call function allows you to talk to two users at the same time.

1. During the first call, when a second incoming call is received, dial #*2# to answer the second call. At that point the first call will be suspended. Then, to establish the multiple call between the caller of the first call, the caller of the second call and you, press #*13#.

2. Another possibility is that we call the second line that we want to incorporate into the multiple call. To do this, the code # *15# is dialed, which both puts the first call on hold and allows us to dial a second call. Dial the desired number and when it answers you can establish the multiple call by dialing the code #*13#.

3. To end both conversations, hang up the phone.

Activate call forwarding

The COCOMM CV140 can forward calls to another phone number. The phone does not ring until the service is deactivated.

1. Dial the code *#73*1*NUM# where NUM will be the telephone number to which you wish to forward the calls.

2. If you hear the confirmation tone (double beep), call forwarding has been set up correctly.

Disable call diversion

1. Dial the code *#73*0#.

2. If you hear the confirmation tone (double beep), it means that the service has been successfully disabled.

You can check the status of the call forwarding feature at any time by dialing *#73*2#. If the call forwarding function is activated, after hanging up the call, another call will be received whose origin will be the telephone number to which the calls were forwarded. If disabled, a 0 will be displayed.

Functionality

Turn on the Wi-Fi hotspot

You can activate the Wi-Fi access point of your COCOMM CV140 voicemail to have an Internet connection on your devices. To do this, from your analog terminal enter the code *#60*1# to activate Wi-Fi and the LED indicator [ ] will light up.

By default, the SSID network name will be COCOMM CV140 and the password will appear on your voicemail sticker, which you can find by removing the battery from its compartment.

To deactivate Wi-Fi, enter the code *#60*0# from your analog terminal.

Advanced functions

Below are the different configuration commands that you can enter in your COCOMM CV140 voice mailbox. You can insert them via an analog terminal connected to an RJ11 output. Many of the codes output a response to your terminal, so if you have a screen and support the DTMF function, you can view the code's response on the screen.

Otherwise, once the command has been launched, wait and a phrase will indicate the response of the command sent.

To initiate the codes and verify that they have been received correctly, dial the corresponding code and wait until you hear 2 consecutive beeps. This means that the code was received successfully.

Otherwise, a consecutive beep will sound indicating that the command was entered incorrectly or is incorrect

Call management	#*0#	Reject an incoming call.
	#*1#	Hang up an active call and answer an incoming call.
	#*2#	Place an active call on hold and/or answer an incoming call.
	#*13#	Establish a conference.
	#*14#	Switch between calls.
	#*15#	Opening a new communication channel, to make a second call.
	#*16#	Call transfer. Dial the number and press #*15# to put the call on hold. Add a second call and press #*16# to transfer it.
	#*18#	Hang up an active call and retrieve a held call.
	#*19#	End a call on hold and keep a second call active.
Forwarding of call	*#73*1*NUM#	Activate call forwarding all, NUM is the phone number to which calls will be forwarded.
	*#73*0#	Disable call forwarding all.

Advanced functions

Forwarding of call	*#73*2#	Check the forwarding status of all calls.
	*#74*1*NUM#	Enable call forwarding when turned off or out of coverage.
	*#74*0#	Disable bypass when turned off or out of coverage.
	*#74*2#	Check the status of the offset when it is turned off or out of coverage.
	*#75*1*NUM#	Enable call forwarding when you don't answer.
	*#75*0#	Turn off the offset when you don't answer.
	*#75*2#	Check the status of the offset when it is not responding.
	*#76*1*NUM#	Enable call forwarding when you are busy.
	*#76*0#	Disable bypass when busy.
	*#76*2#	Check the status of the offset when it is busy.
Call waiting	*#77*1#	Activate the call waiting service.
	*#77*0#	Deactivate the call waiting service.
	*#77*2#	Check the status of the call waiting service.

Configuration codes

Auto dial interval	*#11*XX#	Enter the code via caller ID and after hearing 2 beeps, hang up. XX= 2-12 seconds For example: if we want the interval to be 6 seconds, enter the code *#11*6#
Microphone volume	*#15*X#	Enter the code via your Caller ID phone and after hearing 2 beeps, then hang up. X= 1 - 9 levels For example: if we want the volume to be at level 6, enter the code *#15*6#

Advanced functions

Speaker volume	*#16*X#	X= 1 - 9 levels For example: if we want the volume to be at level 6, enter the code *#16*6#
Automatic dialing with # key	*#30*1#	Automatic dialing will be activated when the # key is pressed, after entering the desired phone number.
	*#30*0#	Automatic dialing will be disabled.
DTMF codes in band	*#21*1#	DTMF commands to send to the out-of-band network will be enabled.
	*#21*0#	DTMF commands to the out-of-band network will be disabled, so they will be sent in-band.

Note:

By default, DTMF commands are sent in band, for compatibility with remote assistance services.

Black book

You will be able to add phone numbers to your blacklist to block incoming call to all stored numbers.

Note that each number must be stored in a memory location, between 1 and 99.

Black book	*#62*XX*NUM#	Add a 9-digit phone number to the blacklist, where X is the location in memory where you want to store the number. For example, to save the number 666 555 333 in position 1, enter the code *#62*01*666555333#
	*#62*XX#	Check the number stored in position XX, being a value between 01 and 99. If no number is stored, it will return the number 0.
	*#62*2#	Check the number of numbers stored in the blacklist.
	*#62*3#	Delete all stored numbers.

Advanced functions

Network feature codes

Select the network moderete	*#66*BANDA#	Configure the network selection mode: - 0: Auto 2G/3G/4G mode - 1: To select 2G only - 2: To select 3G only - 3: To select 4G only
Run queries in network mode	*#66#	Check the network mode: - 0: 2G/3G auto mode - 1: Only 2G mode selected - 2: 3G only mode selected - 3: 4G only mode selected
Check the connected network	*#64#	- 1: 2G network - 2: 3G network - 3: 4G network
Check the operator	*#65#	Check the carrier, your phone should display the MCC and MNC of the selected carrier on the screen

Safety function codes

PIN code	*#80*PIN#	Enter your PIN code.
	*#82*1*PIN#	Activate the PIN code.
	*#82*0*PIN#	Disable the PIN code.
	*#82*2#	Check the status of the PIN (indicate 1 if activated or 0 otherwise).
	*#83*PIN* NewPIN#	Change your PIN code.
PUK code	*#81*PUK* NewPUK#	Enter your PUK code and enter a new PIN.

Terminal information codes

Check IMEI	*#96#	If the IMEI is displayed on the display, it is compatible on an analogue terminal.
Check IMEI SV	*#96*#	The IMEI SV will be displayed on the screen if your analog terminal is compatible.

Advanced functions

Check the SW version	*#97#	It will return the SW version of your voicemail.
Check the HW version	*#99#	It will return the HW version of your voicemail.
Restoring factory settings	*#90*57#	The default values that will be changed are: - Self-marking time: 5 sec. - Speaker volume: 6. - Microphone volume: 5.
Check battery %.	*#94#	It will return a value between 0 and 100, being the % of the battery.
Check the RSSI level of the mobile signal	*#98#	It will return the received network signal level to RSSI. This value will be between 99 and 31 (99 is no signal).
Check the internal date and time	*#95#	The format that will be returned will be: yymmddhhmmss For example, 180112142512 (12/01/2018 14:25:12).
Set date and time	*#95* yymmddhhmmss#	This function will change the internal date and time.
Enable automatic mode	*#95*1#	With automatic mode, the date and time will be automatically recorded by the mobile network.
Deactivate automatic mode	*#95*0#	Turn on manual mode, then it's time to register manually.
Check the status date and time	*#95*2#	Check whether the date and time are in manual or automatic mode. (indicate 1 for automatic mode or 0 for manual mode)

Note:

By default, the date and time mode is in automatic mode, so it will automatically record the mobile network date and time.

Advanced functions

Wi-Fi setup codes

Reset Wi-Fi settings	*#00*60#	The default Wi-Fi values that will be changed are: - Wi-Fi access point: 0 (off) - SSID Name: CV140 - Password: by default, indicated on the terminal label.
Turn on Wi-Fi	*#60*1#	The Wi-Fi hotspot will be activated.
Turn off Wi-Fi	*#60*0#	The Wi-Fi access point will be disabled.
See HOTS-POT	*#60*2#	Check the status of the Wi-Fi access point. Return: - 0 if disabled - 1 if enabled

Alarm configuration codes

In your COCOMM CV140 voicemail you can receive alert notifications through your analogue terminal. You can set timely alarms or daily reminder alarms.

Set a "Doctor's visit" spot alarm	*#100*3* YYYYMMDD-HHmm#	You will receive a warning call of up to 5 tones and when you answer the voice command it will be played stating "Medical consultation" To be: - YYYY the year - MM per month - DD on the day - HH the hours - mm the minutes For example, 202201121345 for January 12, 2022 at 1:45 pm.
Set the display of the "Dres-sing" point	*#100*4* YYYYMMDD#	You will receive a warning call of up to 5 tones and when You answer the voice command it will be played stating "Medication"
Configure the display of "Notification" points	*#100*5* YYYYMMDD-HHMM#	You will receive a warning call of up to 5 tones and when you answer the voice command indicating "Notify" will be played
Activate Spot alarm	*#100*1*X#	A spot alarm will be activated

Advanced functions

Disable Spot Alarm	*#100*0*X#	The spot alarm will be deactivated
See Punctual alarm	*#100*2*X#	Check the alarm status on time. Return: - 0 if disabled - 1 if enabled
Activate the daily alarm	*#110*1*1*X#	It will activate the alarm with the settings set in the previous point. Being X: - 3 to indicate “Medical visit” - 4 to indicate “Medicine” - 5 to indicate “Notification”
Turn off the daily alarm	*#110*0*1*X#	Disable the alarm with the settings set in the previous step. Being X: - 3 to indicate “Medical visit” - 4 to indicate “Medicine” - 5 to indicate “Notification”
Check the daily status of alarms	*#110*2*1*X#	Check the alarm status. Return: - 0 if disabled - 1 if enabled
Set daily alarm “Doctor’s visit”	*#110*3*HH-mm#	You will receive a warning call of up to 5 tones and when you answer the voice command it will be played stating “Medical consultation” To be: - HH the hours - mm the minutes For example, 1345 for 13:45h
Set daily alarm “Medication”	*#110*4*HH-mm#	You will receive a warning call of up to 5 tones and when you answer the voice command it will be played indicating “Medication”
Set daily alarm “Notification”	*#110*5*HH-mm#	You will receive a warning call of up to 5 tones and when you answer the voice command indicating “Notify” will be played

Troubleshooting

The phone cannot be turned on

- Make sure to press and hold the On/Off button for more than 5 seconds.
- Make sure the battery is well connected to the phone.
- Take out the battery, reinstall it and restart your phone.
- If the battery is empty, recharge it.

The phone requires a PIN code

- The PIN lock function is activated. Every time you turn on the phone you must enter the PIN (if you use the phone for the first time you must enter the PIN code supplied with the SIM card).

The phone requires a PUK code

- The PIN code was entered incorrectly three times and the SIM card is now blocked. Enter the PUK code provided by your network operator.

The phone asks for the unlock code

- The automatic phone lock function has been enabled. You must enter the unlock code before you can use your phone.

SIM card error

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

Network error

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

You are out of network service coverage

- The SIM card is invalid, contact your network operator.

Troubleshooting

You entered a number but you don't make the call

- Make sure you pressed the button correctly.
- Review your call blocking options. Verify that it is disabled for your contact number.
- Verify that the fixed dial setting is turned off.
- Check that the SIM card is within network coverage.
- Your network operator may be experiencing connection problems.

The call quality is poor

- Check the volume.
- You are in an area with a weak signal, 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 correspondent cannot reach you

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

Your interlocutor cannot hear you

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

Standby battery life is too short

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

Troubleshooting

The battery needs to be changed

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

Regulation



If the above guidelines don't help resolve the issue, note your phone's model and serial numbers, warranty details, and a clear description of the problem. Then contact your supplier's after-sales service.

Hereby, CO-COMM Servicios Telecomunicaciones S.L. declares that this product complies with the essential requirements and any other applicable or enforceable provisions of Directive 2014/53/EU (RED Directive), of the European Parliament and of the Council of 16 April 2014. You can obtain a copy of the declaration of conformity with the aforementioned directive by sending an email to clientes@cocomm.es, adding the word DoC in the subject line and specifying the product batch number in the body of the message. This product can be used in all EU countries (and other countries following Directive 2014/53/EU).

ErP product information

Hereby, CO-COMM Servicios Telecomunicaciones S.L. declares that this product complies with Directive 2009/125/EC and its implementation standard (EC) Nº1275/2008, as amended by (EC) Nº278/2009, (EC) Nº642/2009, (EU) Nº617/2013, (EU) Nº801 /2013 and related implementing regulation (EC) Nº278/2009

The power consumption of the product, when connected to the network, in standby and with all wireless and physical interfaces connected, is 0.40 W.

To obtain the information required by Regulation (EU) Nº801/2013 appearing on manufacturers' open access websites, visit http://www.cocomm.es.

Regulation

Information on SAR certification

This mobile device complies with guidelines for exposure to radio waves.

It is a low power radio transmitter and receiver. It is designed not to exceed radio wave exposure limits according to recommendations established by international guidelines. These guidelines were established by the International Commission on Non-Ionizing Radiation Protection (ICNIRP), which is an independent scientific organization, and include safety measures aimed at ensuring the protection of people, regardless of their age or health status.

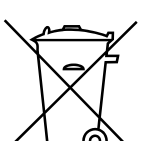
Specific Absorption Rate (SAR) is the unit of measurement of the amount of radium absorbed when using mobile devices. SAR tests are conducted in standard driving positions, with the phone transmitting at its highest certified power level, however, the actual SAR level of the phone during operation is often well below the maximum value. In general, the closer you are to a base station, the less power your phone has.

SAR values may vary between different phone models. To ensure the safety and health of users, your phone is designed and manufactured to meet radio exposure guidelines. the limit of

The SAR recommended by the Council of the European Union for mobile devices used by the general public is 2 W/kg and the highest SAR value for this device, which was tested for use at the ear, is lower than the limit of

RAS recommended.

Part of the body	Maximum SAR value (W/kg)	SAR limit (W/kg)	Network
Body	1.776	2	LTE 7 Network
Limbs (0 mm apart)	1.776	4	LTE 7 Network



This product complies with Directives 2012/19/EU (WEEE Directive) and 2011/65/EU (RoHS2 Directive) and Regulation (EC) No. 907/2006 (REACH) and bears the symbol for the selective treatment of electrical and electronic waste (WEEE). This means that this product must be treated according to the European Directive 2002/96/EC when it is recycled or dismantled to minimize its impact on the environment.

Regulation

For further information, please consult your local or regional authorities. Electronic products not included in the selective treatment process are potentially dangerous for the environment and human health, due to the presence of dangerous substances in them. The cost of environmental management of electronic waste has been included in the final price of the product, as legally established in the R.D. 208/2005.



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