

# tecdesk | Model 5

SIM Desk Phone



**User Manual**

English



In order to make best use of your Tecdesk Model 5 SIM desk phone, please read this manual carefully. This phone is designed for use with a valid SIM card from your mobile network operator.

## Illustration Overview



# IMPORTANT NOTE

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1. On installing your phone for the first time, charge the battery between 12 and 16 hours. Subsequently, if the phone is left in the charging cradle over night, it will be enough to keep the battery charged.
2. To extend the battery life of your phone, it is recommended not to leave the phone charging on the cradle for long periods of time (i.e. holidays, days-off etc)
3. If the phone is not going to be used for a long period of time, remove the battery.
4. If the battery has not been used for a long period of time or it is completely exhausted, it is likely that the phone screen will not turn on. Only once the battery has been charging for a while will you be able to switch the phone back on to use it.
5. There is an increased risk of explosion if battery is replaced by an incorrect or unauthorised battery. Dispose of the used batteries according to the instructions.


## Installation and Commissioning

These instructions are intended for the safe and effective use of your phone. Please follow these guidelines as failure to do so might cause the product to malfunction, or even a potential hazard to your health.

- Always read the safety instructions carefully.
- Keep this user manual for future reference.
- Keep the phone away from humidity.
- Place the phone on a reliable flat surface before setting it up.
- If any of the following situations arise, have the unit checked by an approved service technician: exposure to moisture, dropped and damaged, obvious signs of breakage.
- Do not place the phone in a damp room at a distance of less than 1.5m from a water source. Keep the device away from water or any form of liquid.
- Do not use the device in environments where there are risks of explosions.
- Maintain the phone in an environmentally-friendly manner.

# INSTALLATION

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1. Remove the back cover from the phone by sliding it down from the grip.
2. If the battery is already installed, remove the battery from the phone.
3. Insert the SIM card gently into its respective slot. Make sure the gold contact on the SIM card is facing down and the bevelled edge is aligned with the corresponding edge of the SIM card slot. This also applies if you would like to install a memory card.
4. Insert the battery making sure you match the battery connectors together. Replace the back cover onto the phone and slide up.
5. Turn the phone ON by pressing the [  ] ON/OFF key on your phone for 3 seconds.
6. If you are asked to enter a <sup>1</sup>PIN, please contact your mobile network operator or company administrator. This PIN should be supplied with your SIM pack.

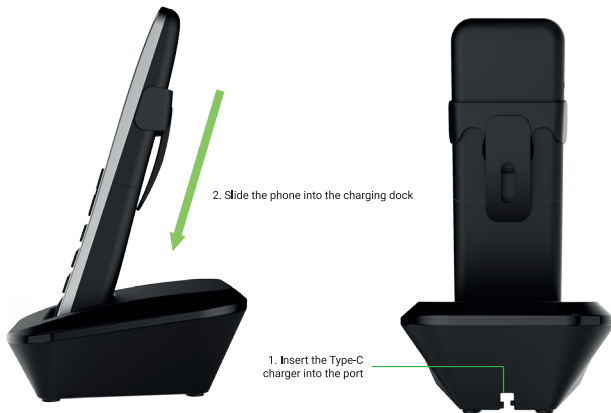
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<sup>1</sup> PIN and PUK: The personal identification number (PIN) protects your SIM card from unauthorised use. The pin unblocking key (PUK) number can unlock a PIN lock. The PIN and PUK are supplied with the SIM card. For more details contact your mobile network provider.



# CHARGING YOUR PHONE

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1. Connect the charging adaptor provided to a power socket in your office or home.
2. Connect the Type C charging connector to the charging dock.
3. Place the phone into the cradle to charge the battery.
4. When the battery is fully charged, you will notice a full battery icon in the top right of the screen.



## Charging Indicator

When your phone is charging in the cradle, you'll see the movement on the battery icon [  ] displayed at the screen bar. When your phone is fully charged, the movement will stop and you'll see the battery level on icon to be full [  ].

## Low Battery Warning

When your battery is low, you will see a 'low battery' notification displayed on the screen of your phone. Once you're notified, you must place the phone in to the charging cradle or connect the power adapter to charge the battery.

## Locking / Unlocking your phone

There are three ways to lock and unlock your phone including a) \* Key b) PIN c) Password.

To unlock the phone via \* Key, press [ \* ] key and [ # ] key on your keypad. To lock the phone, press [  ] once.

Head over to Settings > Security for the details on how to set up password or PIN lock code.

# BASIC PHONE FUNCTIONS

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## Calls

You can make calls in two different ways.

### Call via Keypad



Enter the phone number using the numeric keys on the phone and then press the Dial key [  ].



To delete any numbers entered, press [  ] on the right located underneath the 'clear' title on the screen.

To end any call, press [  ].

### Call via Contacts

Press the Dial key [  ] and either select a recently dialled number or 'Contacts'.

If selecting a recently dialed number, use the navigation keys [  ] to select the number and press the button in the middle of the navigation keys or press the Dial key [  ] to make the call.

If selecting 'Contacts', use the navigation keys [  ] to select your contact and press the button in the middle of the navigation keys or press the Dial key [  ] to make the call.

### Answering and Ending Calls

To answer an incoming call, press [  ]. To end an existing call, press [  ].

## MAIN MENU



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To enter the main menu, press [  ] button on the left or the center button the navigation key [  ].

### Contacts

With this menu you can access your contact list. To access contacts, press [  ] button on the left.

Using the navigation keys (press left or right key as necessary), go to 'Contacts' and select 'OK'. To select 'OK', you can either press [  ] or the button in the center of the navigation keys [  ].

Once you select 'Contacts' from the main menu, you can view all contacts by using the navigation keys [  ]. You can search for a saved contact name or a number on your contact list by navigating to the search button on your screen. Type a name or phone number on the search bar [  ] to view the contact details or to make a call.

**Add Contact:** To add a new contact, go to Contacts > Options > Select Add contact. You can choose either to save contacts to the Phone or SIM card. Using the keypad, enter the name, phone number and other details. Once all the necessary fields are filled, press [  ] button on the left to select Options > Save.

**Contacts to display:** Using this option you'll get a choice to display the contacts saved on SIM only, on Phone only or all the contacts on your contact list. Go to Contacts > Options > Contacts to display > Select > choose 'All contacts' or 'Phone' or 'SIM card' using the navigation keys > Select. The list will now display the contacts based on what you chose.

**Import/Export:** Using this option, you can manage your contact storage, copy them, move them from SIM card to the device or vice versa.



You can also share the contact on your list via Bluetooth. Go to Contacts > Options > Import / Export > select ' Share visible contacts' using navigation keys > select the contact/contacts you want to share > Options > Done > select 'Bluetooth'.


If you choose to send via Bluetooth, scan for devices and you'll see the list of available Bluetooth devices. Select the correct Bluetooth name and your contact will be sent.

**Batch Delete:** Delete a single, multiple or all contacts using this option.


**SIM Capacity:** With this option, you can track the number of contacts saved on your SIM card.

## History

To access History, go to the main menu by pressing [  ] button on the left > History > select by pressing the button in the middle of the navigation keys [  ].

This function allows you to view your call history. You can view either view 'all calls' or dialled, missed and received calls separately. For an individual view, use the navigation keys [  ] to move left or right.

You can delete an individual contact or number from the call history by selecting the contact name or number on your call log > select 'Detail' > Options > Remove from call log.

To clear all calls from the history, select options > Clear call logs > 'Choose' by pressing the button in the middle of the navigation keys [  ] > Options > Select all > Options > Clear all the call log.

If you'd like to block a number or contact on your list from making calls, you can add them to black list. To do so go to call log . highlight the name or the number using navigation keys > Options > Add to blacklist > choose by pressing the button in the middle of the navigation keys.

## Messaging

This function allows you to view SMS messages that have been sent and received. To access Messaging, press [  ] icon on the left or the



center button on the navigation keys [⊕]. Using the navigation keys (press left or right key as necessary), go to 'Messaging' and select by pressing the button in the center of the navigation keys [⊕].

### **New Message**

To create a new message for the first time > select 'New' by pressing the button in the middle of the navigation keys [⊕]. If your message box already contains some messages, press options > select 'New Message'. Type the phone number or browse the contact from your contact list by selecting [👤]. After selecting the contact, select 'Type message' using the navigation button and type the message using the keypad displayed on the screen. You can also insert a subject or an attachment. Select 'Options' by pressing the icon [☰] on the left. Once you've completed typing the message, adding subject or an attachment > press 'Send'.

### **Delete and Share the message**

- To delete a thread, open the messaging app > highlight the message you want to delete > select 'options' by pressing the icon [☰] on the left > select 'delete thread' using the [☰] on the left > press [☰] again to select / check the box > select delete and confirm 'delete'. Please note that you cannot delete the locked messages until it is unlocked.
- Using the share option, you can share the message through SMS, Bluetooth or any other available applications like Gmail.

**Received Messages:** You will receive a notification when you receive a new message. Open the 'messaging' app > you'll see the messages received and sent on the same conversation window.

### **Message settings**

With this function you can adjust the messaging font size, assign limit to storing SMS & MMS per conversation, manage notification settings, ringtone and all.

- To adjust the font size, go to the 'messaging' app > select 'options' using [☰] icon on the left > select 'settings' > select 'general' by pressing the center button on the navigation keys > select 'Font size setting' > increase or decrease the font size using the navigation keys > press 'OK'.
- To assign the text message limit, go to the 'messaging' app > select 'options' using [☰] icon on the left > select 'settings' > select 'general' pressing the center button on the navigation keys > select 'Text message limit' > Enter the number > press OK. You can also set limit to Multimedia message limit. You can also choose to delete the old messages as limits are reached.
- To delete the old messages, go to the 'messaging' app > select 'options' using [☰] icon on the left > select 'settings' > select

'general' pressing the center button on the navigation keys > select 'delete old messages' > you can check or uncheck the option using the center button on the navigation keys.

- You can choose whether to include recipient's number while forwarding a SMS. Go to messaging > options > settings > general > check or uncheck the option 'SMS forward number' using the center button on the navigation keys.
- You can choose to be notified when receiving a new message. Go to messaging > options > settings > general > check or uncheck the option 'notifications' using the center button on the navigation keys.
- To change the notification sound, go to messaging > options > settings > general settings > sound > choose one from the list of sounds available on your device > press 'OK' using the navigation keys.
- You can request a delivery report for each SMS you send. To enable or disable delivery reports, check or uncheck the option using the center button on the navigation keys.
- You can choose whether to store SMS on a SIM card or Phone. To enable or disable saving SMS on a SIM card, check or uncheck the option using the center button on the navigation keys [⊕]. Enabling this option means any new SMS received are saved on SIM card by default.
- Multimedia Messaging (MMS) service dependent on your service provider. For further details, contact your network service provider.



## Settings

To access 'Settings', press [■] icon on the left or the center button on the navigation keys [⊕] which takes you to the Main Menu. Using the navigation keys (press left or right key as necessary), select 'Settings' by pressing the button in the center of the navigation keys [⊕]. This function allows you to manage overall settings of the device that includes Common Settings, Personal Settings and System Settings.

### Common Settings



**Wi-Fi:** Go to settings > Wi-Fi > select by pressing the button in the center of the navigation keys [⊕]. To turn the Wi-Fi function ON, press the center button on the navigation keys [⊕]. When the Wi-Fi is ON, you can see the list of available networks. Select the Network you want to connect to by using the button in the center of the navigation keys [⊕]. Enter the Password (if the network is protected by a password).

Using the navigation keys, select 'Connect'. You're now connected to the internet.

**Bluetooth:** Go to Settings > Bluetooth > select by pressing the button in the middle of the navigation keys [  ]. To turn the Bluetooth function ON, press the center button on the navigation keys [  ]. When the Bluetooth is ON, you can see the list of available devices which also means your device is visible to all other nearby Bluetooth devices. You can change your Bluetooth name by selecting Options > Rename Phone > type the name > Rename.

If the device you're looking for isn't visible on the list of available devices, select 'Options' > Search for devices > 'Select' by pressing center button on the navigation keys. To pair the Bluetooth, simply select the device from the list of available device. Once paired, you can begin transferring files.

You can define time frame for how long you want your Bluetooth to be visible. Go to Settings > Bluetooth > Options > Visibility time out > select the time of your choice using center button on the navigation keys. To turn 'OFF' the Bluetooth function, Settings > Bluetooth > Options > Select.

**Airplane Mode:** To put your phone on the airplane mode, Go to settings > select 'More' using the navigation keys & press the center button > press the center button again to check the box [  ]. You can now see the airplane icon [  ] on your screen bar. Enabling this feature means you will no longer be able to receive calls and messages. To **deactivate** the airplane mode, uncheck the box. You will no longer see the icon of an airplane on the screen bar.

### Mobile Network Settings

Data Roaming - Enabling this option will allow you to connect to your data services when <sup>1</sup> roaming. To enable roaming, go to Settings > Data roaming > check or uncheck the option using the center button on the navigation keys.


Preferred Network Type - You can choose the network type from 2G only, 3G/2G only or 4G/3G/2G mode. To select the preferred network type, go to Settings > Preferred network type > select one of the options using the center button on the navigation keys. You can also enable or disable the VoLTE call availability.

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<sup>1</sup>Roaming is a service that's dependent on your service provider. For further details, contact your network service provider.

**Portable Wi-Fi hotspot:** Portable Wi-Fi hotspot is a functionality that allows you to share the cellular data i.e. your device's internet connection with the other devices, which is also known as tethering. To set up the Wi-Fi hotspot, create a name and a password that the other devices require to connect to your personal hotspot.


**Audio Profiles:** To change the audio profile, go to settings > select 'Audio profiles' using the navigation keys > select one of the default audio modes > Select > Use. Alternatively, you can create a profile of your own.

To create a new profile, select Options > Add profile name > OK. Select 'Edit' from the options to adjust the volume / select call ringtones from your phone / adjust key notifications sound and / or the screen lock sound. To delete the profile you created, select the profile using [] > Options > Delete > select using center key on the navigation keys > OK.

**Display:** To access 'Display', go to settings > select 'Display'. This function allows you to manage wallpapers, brightness & sleep time of your phone.

**Brightness** - To adjust the brightness of your screen, go to settings > select 'Display' > select 'Brightness' using the center button on the navigation keys > use the left or right key on the navigation keys to decrease or increase the brightness respectively.

**Wallpaper** - To change the wallpaper, go to settings > select 'Display' > Wallpapers > find the wallpaper of your choice using the navigation keys and select the one you prefer using center button on the navigation keys.

**Sleep** - You can activate your phone to go on sleep mode within a certain time of inactivity. Select the 'Sleep' option and choose the time based on your preference > select using the center button on the navigation keys [].

**Accessibility:** To access Accessibility, go to settings > select 'Accessibility'.

**Text to speech** - Text to speech (TTS) converts the text into spoken voice output. To enable this function, go to settings > Accessibility > select 'Text to speech' using the center button on the navigation keys [] > select the functions you'd like to apply TTS by checking the box.

**Data Usage:** With this function, you can monitor and keep track of how much data is a particular app is using from both mobile data & Wi-Fi.

**Call Settings:** Call settings allows you to manage functions like Voicemail, Fixed dialling, Call forwarding, Call barring, Call recording, Fade-in ringer and other call settings.

## General Settings

**Fade-in ringer:** When enabled, incoming call ringer volume will be turned up. To enable or disable this function, go to Settings > Call settings > select 'General settings' > Fade-in ringer > check or uncheck the box [  ].

**Call recording:** You can record the conversations using this function. To turn ON/OFF the automatic recording, go to Settings > Call settings > select 'General settings' > Call recording > check or uncheck the box [  ].

## Personal

**Security:** This function allows you to set up a Screen lock, Lock screen message and SIM card lock.

**Screen Lock:** To add a Screen lock, go to Settings > Security > Screen Lock > and select 'None' or '\* Key' or 'PIN' or 'Password'. To lock your phone by PIN, go to Settings > Security > Screen Lock > Choose your 'PIN' > type the number you want to keep as your PIN code > using the navigation keys select Continue > to confirm type the PIN number again > using the navigation keys select OK.

To lock your phone by Password, go to Settings > Security > Screen Lock > Choose your 'Password' > type the word you want to keep as your Password > using the navigation keys select Continue > to confirm type the password again > using the navigation keys select OK. To remove the 'Screen lock', go to Settings > Security > Screen lock > select 'None'.

**Lock screen message:** You can set up a message that displays on your screen while your phone is locked. Go to Settings > Security > Lock screen message > type the message using keypad > select 'Save' using the navigation keys.

**Lock SIM card:** To lock your SIM card, please go to Settings > Security > Set up SIM card lock > select 'lock SIM card' > input 4 - 8 numbers > select OK > to confirm type the <sup>2</sup>PIN number again > using the navigation keys select OK.

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<sup>1</sup> Both the PIN and Password needs to be at least 4 characters. Password is case sensitive.



<sup>2</sup> You only have 3 PIN attempts. If you incorrectly enter your PIN 3 times, your SIM card will get blocked and you may need to reach out to your network provider to unblock it.

**Date & Time:** Select between 'Automatic date & time' or 'Automatic time zone'. If selecting 'Automatic date & time', this options relies on the network or internet to display an accurate result. If selecting 'Automatic time zone', this option relies on the time zone you're in to display an accurate result. To access Date and time, go to settings > select 'Automatic time zone' or 'Automatic date & time' using the navigation keys. You can also choose whether or not display the time on 24-hour format.

**Language & Input:** This function gives you the option to select the phone display language and the phone keyboard language. To change the language, go to Settings > select 'Language & input' > select Language > select the language of your choice using the navigation keys. You can also change the input method with this option.

Go to Settings > select 'Language & input' > select Keyboard & Input Methods > select the keyboard of your choice using the navigation keys. Furthermore, you can select 'Set up input methods' to customise the keyboard settings.

**Scheduled Power On & Off:** This function allows you to manually enter the time(s) and day(s) that you would like your phone to turn on and off. You may use this feature to save battery life (if not in the cradle) or you may not want to be disturbed on certain days and times.

To access this function, go to Settings > select 'Schedule power on & off' > select ON or OFF option using button on the navigation keys > set the time > press Done using the central button on the navigation keys. You can also choose if you want the ON/OFF schedule to repeat. To select the day, select Repeat > select the days > select 'OK' by pressing the [  ] center button on the navigation keys and select 'Done' by pressing the [  ] center button on the navigation keys again.


## System

**Storage:** To access 'Storage', go to settings > select 'Storage'. This function allows you to view details on how much storage the applications in your phone are consuming. You also have the ability to Erase Phone storage from here. Using the navigation keys select 'Erase Phone Storage' > press the button on the navigation keys > press the button again to confirm. Please note if you select this option, you will erase all the data on the phone.

**Battery:** This function displays the battery percentage of your phone. To access Battery, go to settings > select 'Battery'.

**Apps:** This function allows you to view and manage the list of apps on your phone. You can monitor the running time and size of the apps. If you'd like to reset any downloaded app, go to Settings > Apps > Downloaded > highlight the app you'd like to reset using the navigation keys > select 'options' > select 'Reset app preferences' > reset apps.



**Reset:** This function allows you to delete all DRM licenses, reset network settings and erase all data on your phone. We recommend you speak to your company administrator or mobile network provider before using this function.

Factory data reset - This function will erase all data from your phone's internal storage that can't be undone. To access this function, go to settings > select 'Reset' using the navigations keys > select Factory data reset > select 'Reset phone' using the navigation keys and press the button in the middle of the navigation keys [  ].

Network settings reset - This function will reset all the network settings, including Wi-Fi, Cellular data and Bluetooth. This will also delete any saved Wi-Fi networks & Paired Bluetooth devices.

**About Phone:** This function displays technical and legal information about your device. You can also view the phone number, signal status, signal strength, battery status, roaming status and more using this option. To view these status, go to Settings > About phone > Status. You can also view the 'IMEI number' of your phone which might be required for any service and repair works.

## Clock

This function allows you to access Alarm, World Time and Stopwatch. To access Clock, press [  ] button on the left or the center button on the navigation keys [  ] > select 'Clock' using the navigation keys.

**Alarm:** To add an Alarm, go to Main Menu > Clock > Options Add Alarm > 'Set Time' using the navigation keys > Done. To delete an existing alarm, highlight the time > Options > select 'Delete Alarm' > Done.


Settings - To edit the snooze length, go to alarm > Options > Settings > select 'Snooze length' > select minutes > Ok.

Edit - You can edit an existing alarm including time, repeat, ringtone, Silence after and Alarm Name.

Alarm Ringtone - To change the alarm ringtone, go to clock > Alarm > Options > Edit > Alarm ringtone > select the ringtone of your choice from the list > Done.

Silence After - You can define the 'length of time' for your alarm to ring before it goes off. Go to Clock > Alarm > Options > Edit > Silence after > Select the time using navigation keys > Done.

Alarm Name - You can name your alarm by going to Alarm > Options > Edit > Alarm Name > type the name using keypad > Ok.

**World Time:** You can add a city to your worldclock by going into the 'Main Menu' > Clock > go to 'Worldclock' using the right key on the navigation keys > go to 'Options' by pressing [  ] button on the left > Add world clock > select the city of your choice from the available list > 'select' by pressing the center button on the navigation keys.

**Stopwatch:** To access stopwatch, go to Main Menu > Clock > go to 'stopwatch' using the left or right keys > Press the center button on the navigation keys to start and/or stop. You can also lap, reset and recover timing.

## Calendar

View the Calendar by going into Main Menu > Calendar.

## File Explorer

View audio, images, videos and documents stored within the internal and external storage of the phone.

## Calculator

Access Calculator by going into the Main Menu > Calculator.

# SAFETY INSTRUCTIONS

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Before using the phone, please read the safety instructions carefully.

## Safety Warnings

1. The working temperature is from -10 to 55 degree Celsius.
2. In each country there may be different rules in force regarding the use of mobile phones (for example, while driving, hospitals, service stations or aircraft).



3. Observe the laws regarding the use of existing mobile phones at home and turn off the device when its use is prohibited or when it may cause interference or dangerous situations.
4. Use the device only in accordance with its intended use and only in places where a phone call is not dangerous.
5. Use the power adapter and battery as supplied or recommended by manufacturer. The risk of explosion may increase if an unsuitable or unauthentic adapter is used. The battery should never be opened or exposed to flames. Dispose the used batteries according to the current guidelines and regulations.
6. The correct operation of medical appliances may be altered by the use of mobile phones. Pacemaker manufacturers recommend that a minimum distance of 20cm between devices when the mobile phone is on. Do not carry your phone in your pocket or near your chest.

## Attention

1. Do not expose the phone to moisture or extreme heat (strong sunlight or direct radiation), or cold (persistent frost).
2. Do not drop the unit and avoid subjecting it to shock, impact or pressure.
3. The phone may cause interference to nearby televisions, radios and other electrical appliances.4. Do not ever spray with spray cleaners as it can penetrate through the holes and damage the appliance.

## Hearing Protection



When listening to music, adjust the volume to a moderate level. Continuous exposure to high volume may impair your hearing.

## Environmental Recycling

1. Never dispose of the phone with household waste.
2. Ask your governing authority about suitable methods of disposal which minimize the risk to the environment. The cardboard box, the plastic contained in the packaging and the pieces in the mobile phone can be recycled in accordance with the rules in force on recycling.
3. Always follow the existing rules on the subject.
4. Violators are subject to sanctions and measures established by law.



The bin symbol and cross, located on the device means that when the equipment has reached the end of its useful life, it must be brought to collection centers, and that treatment must be separated from urban waste. To protect the environment, when you replace the batteries, remember to use public recycling bins specified for batteries.

For more information, please visit [www.tecdesk.com](http://www.tecdesk.com).

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April 2020