



ENGLISH

USER GUIDE

LG-C310



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LG-C310 User Guide - English

This guide will help you understand your new mobile phone. It will provide you with useful explanations of features on your phone.

Some of the content of this manual may differ from your phone depending on the software of the phone or your service provider.



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Guidelines for safe and efficient use

Please read these simple guidelines. Not following these guidelines may be dangerous or illegal.

Exposure to radio frequency energy


Radio wave exposure and Specific Absorption Rate (SAR) information
This mobile phone model LG-C310 has been designed to comply with applicable safety requirements for exposure to radio waves.

These requirements are based on scientific guidelines that include safety margins designed to assure the safety of all persons, regardless of age and health.

- The radio wave exposure guidelines employ a unit of measurement known as the Specific Absorption Rate, or SAR. Tests for SAR are conducted using standardised methods with the phone transmitting at its highest certified power level in all used frequency bands.
- While there may be differences between the SAR levels of various LG phone models, they are all designed to meet the relevant guidelines for exposure to radio waves.

- The SAR limit recommended by the International Commission on Non-Ionizing Radiation Protection (ICNIRP) is 2 W/Kg averaged over 10g of tissue.
- The highest SAR value for this model phone tested by DASY4 for use at the ear is 1.26 W/Kg (10g) and when worn on the body is 1.44 W/Kg (10g).
- SAR data information for residents in countries/regions that have adopted the SAR limit recommended by the Institute of Electrical and Electronics Engineers (IEEE), which is 1.6 W/Kg averaged over 1g of tissue.

Product care and maintenance

 **WARNING:** Only use batteries, chargers and accessories approved for use with this particular phone model. The use of any other types may invalidate any approval or warranty applying to the phone, and may be dangerous.

- Do not disassemble this unit. Take it to a qualified service technician when repair work is required.

- Keep away from electrical appliances such as TVs, radios, and personal computers.
- The unit should be kept away from heat sources such as radiators or cookers.
- Do not drop.
- Do not subject this unit to mechanical vibration or shock.
- Switch off the phone in any area where you are required by special regulations. For example, do not use your phone in hospitals as it may affect sensitive medical equipment.
- Do not handle the phone with wet hands while it is being charged. It may cause an electric shock and can seriously damage your phone.
- Do not to charge a handset near flammable material as the handset can become hot and create a fire hazard.
- Use a dry cloth to clean the exterior of the unit (do not use solvents such as benzene, thinner or alcohol).
- Do not charge the phone when it is on soft furnishings.
- The phone should be charged in a well ventilated area.
- Do not subject this unit to excessive smoke or dust.
- Do not keep the phone next to credit cards or transport tickets; it can affect the information on the magnetic strips.
- Do not tap the screen with a sharp object as it may damage the phone.
- Do not expose the phone to liquid or moisture.
- Use the accessories like earphones cautiously. Do not touch the antenna unnecessarily.

Efficient phone operation Electronics devices

All mobile phones may get interference, which could affect performance.

- Do not use your mobile phone near medical equipment without requesting permission. Avoid placing the phone over pacemakers, for example, in your breast pocket.
- Some hearing aids might be disturbed by mobile phones.
- Minor interference may affect TVs, radios, PCs, etc.

Guidelines for safe and efficient use

Road safety

Check the laws and regulations on the use of mobile phones in the area when you drive.

- Do not use a hand-held phone while driving.
- Give full attention to driving.
- Use a hands-free kit, if available.
- Pull off the road and park before making or answering a call if driving conditions so require.
- RF energy may affect some electronic systems in your vehicle such as car stereos and safety equipment.
- When your vehicle is equipped with an air bag, do not obstruct with installed or portable wireless equipment. It can cause the air bag to fail or cause serious injury due to improper performance.
- If you are listening to music whilst out and about, please ensure that the volume is at a reasonable level so that you are aware of your surroundings. This is particularly imperative when near roads.

Avoid damage to your hearing

Damage to your hearing can occur if you are exposed to loud sound for long periods of time. We therefore recommend that you do not turn on or off the handset close to your ear. We also recommend that music and call volumes are set to a reasonable level.

Blasting area

Do not use the phone where blasting is in progress. Observe restrictions, and follow any regulations or rules.

Potentially explosive atmospheres

- Do not use the phone at a refueling point.
- Do not use near fuel or chemicals.
- Do not transport or store flammable gas, liquid, or explosives in the same compartment of your vehicle with your mobile phone and accessories.

In aircraft

Wireless devices can cause interference in aircraft.

- Turn your mobile phone off before boarding any aircraft.
- Do not use it on the aircraft without permission from the crew.

Children

Keep the phone in a safe place out of the reach of small children. It includes small parts which may cause a choking hazard if detached.

Emergency calls

Emergency calls may not be available under all mobile networks. Therefore, you should never depend solely on the phone for emergency calls. Check with your local service provider.

Battery information and care

- You do not need to completely discharge the battery before recharging. Unlike other battery systems, there is no memory effect that could compromise the battery's performance.
- Use only LG batteries and chargers. LG chargers are designed to maximise the battery life.
- Do not disassemble or short-circuit the battery pack.
- Keep the metal contacts of the battery pack clean.
- Replace the battery when it no longer provides acceptable performance. The battery pack maybe recharged hundreds of times until it needs replacing.
- Recharge the battery if it has not been used for a long time to maximise usability.
- Do not expose the battery charger to direct sunlight or use it in high humidity, such as in the bathroom.
- Do not leave the battery in hot or cold places, this may deteriorate the battery performance.
- There is risk of explosion if the battery is replaced by an incorrect type.
- Dispose off used batteries according to the manufacturer's instructions. Please recycle when possible. Do not dispose as household waste.

Guidelines for safe and efficient use

- If you need to replace the battery, take it to the nearest authorised LG Electronics service point or dealer for assistance.
- Always unplug the charger from the wall socket after the phone is fully charged to save unnecessary power consumption of the charger.
- Actual battery life will depend on network configuration, product settings, usage patterns, battery and environmental conditions.

Getting to Know Your Phone



Getting to Know Your Phone



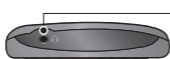
Charger/USB cable connector

TIP: Please ensure the phone is powered on, external memory card is inserted and in idle mode before connecting the USB cable for Mass Storage.



Side keys

- **In standby mode:** Controls the ring volume.
 - **During a call:** Earpiece volume adjustment.
 - **During playing MP3 music:** Audio volume adjustment.
- SIM Switching Key**
(SIM1 and SIM2 selection)



Headset

Camera lens

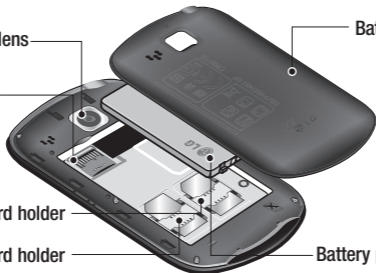
Memory card holder

SIM2 Card holder

SIM1 Card holder

Battery cover

Battery pack



Installing the SIM and battery

1 Remove the battery cover

Press the battery cover release latch.



2 Remove the battery

Lever the top edge of the battery and remove it carefully from the battery compartment.



⚠ WARNING: Do not remove the battery when the phone is switched on, as this may damage the phone.

3 Install the SIM card

Slide the SIM card into the SIM card holder. Make sure that the gold contact area on the card is facing downwards. To remove the SIM card, pull it gently in the reverse direction.

⚠ WARNING: Do not replace or remove the SIM card while your phone is being used or turned on, or data may be lost or the SIM card might be damaged.



4 Install the battery

First insert the bottom of the battery into the bottom edge of the battery compartment. Ensure that the battery contacts align with the terminals on the phone. Press top of the battery until it clips into place.

Installing the SIM and battery

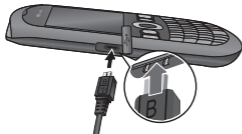


5 Insert the battery cover



6 Charging your phone

Pull and open the cover of the charger socket on the side of your LG-C310. Insert the charger and plug into a mains electricity socket. Your LG-C310 will need to be charged until a message reading "Battery full" appears on screen.



Using Dual SIM-card

You can see two Network Signal icons on the left-top of the screen when you insert two SIM-Card.

Activating and switching SIM cards

The SIM Switching function allows you to select the default SIM card for call or message in Contact, Call logs and Message box.

- 1 Select [Settings] from the main menu, and then select [Dual SIM].
 - 2 Select [SIM Switching] to set the switching mode.
- **Auto** - SIM card is switched automatically.
 - **User setting** - Use the up and down navigation key to set Default calling by and Default messaging by.

Use the left and right navigation key to switch the SIM card you want to assign.

User can also press Dual SIM key simply on the right side of the LG-C310. Dual

SIM key make it easy for you to switch SIM-Card whenever you call, send messages and so on.

Note: If there is only one SIM card installed, this SIM card would be activated as default

TIP! You can see the network signals highlighted by background colour when you switch them. It makes you easily identify the strength of your signal of the selected SIM-Card.

Tip! You must choose SIM1 or SIM2 to use some function. For example, Call, Messaging, Phonebook, Settings and any Options.

Memory card

Installing a memory card

You can expand the memory available on your phone using a memory card.

Note: A memory card is an optional accessory.

- 1 Remove the battery cover and then remove the battery.
- 2 Push the microSD card slot to release lock.
- 3 Flip up the slot.
- 4 Put the microSD card on the card tray. Make sure the gold colour contact area is facing downwards.
- 5 Flip down then pull the slot to lock.



Formatting the memory card

Your memory card may already be formatted. If your memory card isn't formatted, you will need to format it before you can begin using it.

- 1 From the home screen press **Menu** then select **Settings**.
- 2 Choose **Device** and **Memory info.** and select **External memory**.
- 3 Press **Format** and enter the password, which is set to 0000 as default. Your memory card will be formatted and ready to use.
- 4 To view the new formatted folders on your LG-C310 press **Menu** and select **My stuff**. Choose **My memory card**.



WARNING: When you format your memory card, all the content will be wiped. If you do not want to lose the data on your memory card, back it up first.

Menu map

Games & apps

- 1 Games
- 2 Applications

Logs

- 1 All logs
- 2 Calls only
- 3 Messages only
- 4 Missed logs
- 5 Outgoing logs
- 6 Incoming logs
- 7 Call duration
- 8 Data volume

Camera

- 1 Camera
- 2 Video camera
- 3 Album

Browser

- 1 Home
- 2 Enter address
- 3 Bookmarks
- 4 Google Search
- 5 Orkut
- 6 Picasa
- 7 Flickr
- 8 Saved pages
- 9 History
- 0 Settings

SNS

Messaging

- 1 Write message
- 2 Inbox
- 3 Conversation
view
- 4 Drafts
- 5 Outbox
- 6 Sent
- 7 IM
- 8 My folders
- 9 Templates
- 0 Settings

Music

- 1 MP3 player
- 2 FM radio

E-Mail

- 1 New e-mail
address
- 2 Others

My stuff

- 1 Images
- 2 Sounds
- 3 Videos
- 4 Games
- 5 Applications
- 6 Others

Phonebook

Tools

- 1 Quick menu
- 2 Organiser
- 3 Alarm clock
- 4 Calculator
- 5 Dictionary
- 6 Voice recorder
- 7 Stopwatch
- 8 Unit converter
- 9 World clock
- 0 USIM services

Settings










- 1 Dual SIM
- 2 Profiles
- 3 Device
- 4 Display
- 5 Call
- 6 Connectivity











Your home screen

The status bar

The status bar uses various icons to indicate things like signal strength, new messages and battery life, as well as telling you whether your Bluetooth connection is active.



The table below explains the meaning of icons you're likely to see in the status bar.

Icon	Description
	Network signal strength (number of bars will vary)
	No network signal
	GPRS available
	EDGE available
	Flight mode is activated
	Calls are diverted
	Roaming service
	Bluetooth® is activated
	WAP service is connected

Icon	Description
	An alarm is set
	Schedule
	New message
	New voice message
	New Email
	Normal profile in use
	Silent profile in use
	Outdoor profile in use
	Headset inserted
	Remaining battery life
	Battery empty
	External memory
	FM radio
	MP3 music playing

Calling


Making a call

- 1 Make sure your phone is on.
- 2 You can use the keypad. To delete a digit press back arrow.
- 3 Press  to begin the call.
- 4 To end the call, press .

TIP! To enter + when making an international call, press and hold 0.

Making a call from your Contacts

It's easy to call anyone whose number you have stored in your **Phonebook**.

- 1 Press **Menu** to open the main menu. Select **Phonebook**.
- 2 Using the keypad, enter the first letter of the contact you want to call and scroll to the **Phonebook**.
- 3 Press  to begin the call.

Answering and rejecting a call

When your phone rings, press **Accept** or press  to answer the call.

While your phone is ringing you can press **Silent** to mute the ringing. This is useful if you have forgotten to change your profile to silent for a meeting.

Press  or select **Reject** in order to reject an incoming call.

Note:


In call when speaker is activated, the speaker icon is displayed with red colour cross, when the speaker is deactivated speaker icon is displayed without red colour cross.

Speed dialling

You can assign a speed dial number to a contact you call frequently.

- 1 Press **Menu** to open the main menu. Select **Phonebook**, then select **Option** and **Speed dials**.
- 2 Your voicemail is preset to speed dial 1 and you cannot change this. Select any other number either by using the navigation keys and selecting **Set** or by pressing the hard key number and selecting **Set**.
- 3 Your **Phonebook** will open. Select the contact you'd like to assign to that number using the navigation keys then Press **Select**.

Calling

To call a speed dial number, press and hold the assigned number until the contact appears on screen. The call will begin automatically and there is no need to press .

Viewing your Call logs

Press **Menu** and select **Logs**.

All logs - View a complete list of all your dialled, received and missed calls and also sent and received messages.

Calls Only - View a list of all the numbers you have called, received calls and missed calls.

Messages Only - View a list of all the numbers you have sent or received messages.

Missed logs - View a list of any calls you have missed.

Outgoing logs - View a list of all the numbers you have called.

Incoming logs - View a list of all the numbers that have received.

TIP! From any call log select **Options** and then **Delete** to delete selected items.

Using call divert

- 1 Press **Menu** and select **Settings** and **Call**.
- 2 Select from divert **SIM1** or **SIM2**.
- 3 Choose whether to divert all calls, when the line is busy, when there is no answer and when you are out of reach.
- 4 Choose **Activate** and select whether to divert to voice mail, to other number or to recent diverted numbers.
- 5 Enter your divert number or select **Search** to browse for your divert number.

Note: Charges are incurred for diverting calls. Please contact your network provider for details.

TIP! To turn off all call diverts, choose Call divert from calling menu then select Options then select Deactivate all.

Using call barring

- 1 Press **Menu** and select **Settings** and **Call**.
- 2 Select **Call barring** from **SIM1** or **SIM2**.
- 3 Choose any or all of the options:
 - All outgoing calls**
 - Outgoing international**
 - Outgoing international calls except home country**
 - Incoming calls**
 - Incoming when abroad**
- 4 Enter the call barring password. Please check with your network operator for this service.

TIP! Select **Fixed dial numbers** from the **calling menu** to turn on and compile a list of numbers which can be called from your phone. You'll need your PIN2 code from your operator. When activated, only numbers included in the fixed dial list can be called from your phone.

Changing the call settings

- 1 Press **Menu** and select **Settings** and **Call** then select **SIM1** or **SIM2**.
- 2 From here you can amend the settings for:
 - Call divert** - Choose whether to divert your calls.
 - Call barring** - Select which calls you would like to be barred.
 - Call waiting** - Be alerted when you have a call waiting.
 - Fixed dial numbers** - Choose a list of numbers that can be called from your phone.
 - Call reject settings** - Select **Off** or **On** and choose to reject all calls, those from specific groups, contacts, unregistered numbers (those not in your list of contacts) or those with no caller ID.
 - Send my number** - Choose whether your number will be displayed when you call someone. (Depends on your network provider.)
 - Auto redial** - Allows you to set the auto redial function when a call attempt has failed.

Calling

Minute minder - Determines whether to sound a tone every 1 minute when you are in the call.

Save new number - Selecting this option will save numbers that are not already in your contacts upon ending the call.

Call costs - View the charges applied to your last call or all calls. This service is network dependent, some operators are unable to support this.

Changing the call Common setting

- 1 Press **Menu** and select **Settings** and **Call** and Select **Common setting**.
- 2 From here you can amend the settings for:

Excuse message - Before you reject an incoming call, you can use "Excuse messages" to send a message to explain why you do not receive an incoming call.

Bluetooth answer mode - Choose how to answer a call when using a Bluetooth headset. Select **Hands-free** or **Handset**.

Camera

Taking a quick photo

- 1 Press **Menu** and select **Camera** and **Camera**.
- 2 When the camera has focused on your subject, select the Capture icon on the bottom-centre of the screen and press **OK** to take a photo.

After taking a photo

Your captured photo will appear on the screen. The image name is shown on the bottom top of the screen with five icons on the bottom side.

Album - View the pictures and videos you have taken in your Album.

Send - Send the photo as **Message**, as an **Email** or via **Bluetooth**.

New - Take another photo straight away.

Set as - Use the image as Wallpaper, as a **Contact** image, or in your Start up image or Shut down image.

Delete - Delete the photo you have just taken. The viewfinder will reappear.

Video Camera

Shooting a quick video

- 1 Press **Menu** and select **Camera** and choose **Video Camera**. The video camera's viewfinder will appear on screen.
- 2 Focus the camera on what to record.
- 3 Select the Rec. icon on the bottom-centre of the screen and press **OK** to take a video. Rec will appear at the bottom of the viewfinder. Press  again to stop recording.

After you've shot your video

A still image representing your captured video will appear on screen.

After recording a video clip, you can check the menu as follow:

Album - View the pictures and videos you have taken in your Album.

Play - Play the file.

New - Press to shoot another video straight away.

Send - Send the video as **Message**, as an **Email** or via **Bluetooth**.

Delete - Delete the video you have just made. The viewfinder will reappear.

Music

MP3 Player

Your LG-C310 has a built-in music player so you can play all your favourite music.

Note:

- Before using music player, you will need to transfer music file onto your phone.
- Music player supports codec types as follows: MP3, WMA, AAC. Music player does not necessarily support all features and variations of file formats.

To access the music player, press **Menu** and select **Music** and select **MP3 player**. From here you can access to:

Recently played - View all of the songs you have played recently.

All songs - Contains all of the songs you have on your phone.

My Playlists - Contains all playlists you have created.

Artists - Allows you to view all tracks sorted by artist.

Albums - Allows you to view all tracks sorted by album.

Genres - Allows you to view all tracks sorted by genre.

Shuffle all songs - Allows you to play all of the songs in random order.

Transferring music onto your phone

The easiest way to transfer music onto your phone is via Bluetooth or sync cable.

To transfer music using Bluetooth:

- 1 Make sure both devices have Bluetooth switched on and are visible to one another.
- 2 Select the music file on the other device and choose to send it via Bluetooth.
- 3 When the file is sent you should to accept it on your phone by selecting **Yes**.
- 4 The file should appear in **All songs**.

Playing a song

- 1 Press **Menu** and select **Music**, then choose **MP3 player**.
- 2 Choose **All songs** then select the song you want to play. Select **OK**.

Music

- 3 Select **OK** to pause the song.
- 4 Select **▶** to skip to the next song.
- 5 Select **◀** to skip to the previous song.
- 6 Select **Back** to stop the music and return to the **All songs** menu.

TIP! To change the volume while listening to music, use the volume keys on the right hand side of your phone.

Note:

The copyright of music files can be protected in international treaties and national copyright laws. Therefore, it may be necessary to obtain a permission or a license to reproduce or copy music. In some countries national law prohibits private copying of copyrighted material. Before downloading or copying the file, please check the national legislation of the applicable country concerning the use of such material.

Using options while playing music

Select **Options** and choose from:

Minimize - Hide the music player screen so that you can continue using your phone as normal while music is playing.

Repeat - You can listen the music repeated.

Shuffle - Play your tracks in a random order.

Equalizer - You can view Equalizer on the screen.

Visualization - Select a visual effect.

File info. - You can view information about the music file you are listening to.

Add to playlist - Adds the current track to a playlist.

Send via - Send the song as a **Message, Email** or via **Bluetooth**.

Set as - Use the song as **Ringtone, Message tone, Start-up** or **Shut down**.

FM Radio

Using the FM radio

Your LG-C310 has an **FM radio** feature so you can tune into your favorite stations and listen on the move.

Listening to the radio

- 1 Press **Menu**, select **Music** and choose **FM radio**.
- 2 Select the channel number of the station you would like to listen to.

Searching for stations

You can tune your phone to radio stations by searching for them either manually or automatically. They will then be saved to specific channel numbers, so you don't have to keep re-tuning

To auto tune:

- 1 Press **Menu** and select **Music**.
- 2 Select **FM radio** choose **Options**.
- 3 Select **Auto-scan**. A confirmation message appears. Select **Yes**, then the stations will be automatically found and allocated to a channel in your phone.

Note: You can also manually tune into a station by using **▲** and **▼** displayed in the centre of the screen. If you press **▲** and **▼** hold and , the stations will be automatically found.

Note: If you are in an area with bad radio reception, you may have difficulty listening to the radio. You will need to insert your headphones in order to listen to the radio. Insert them into the headphone socket.

Recording the Radio

- 1 Press **Option** and select **Radio recorder** during listening to the radio.
- 2 The recording time is displayed on your phone.

If you want to stop the recording, press **Stop**. If recording is done, the recorded contents will be saved in **My stuff** -> **Sounds** as mp3 file.

Browser

Accessing the web

You can launch the WAP browser and access the homepage of the activated profile on web settings. You can also manually enter a URL address and access the associated WAP page.

- 1 Press **Menu** and select **Browser**.
- 2 To go straight to the browser home page, select **Home**. Alternately, select **Enter address** and type in the URL, followed by **Connect**.

NOTE: You will incur extra cost by connecting to these services and downloading content. Check data charges with your network provider.

TIP! LG-C310 has default bookmarks to launch below Social Networking Sites. Orkut: <http://m.orkut.com> Picasa: <http://picasaweb.google.com> Flickr: <http://m.flickr.com>

Messaging

Messaging

Your LG-C310 includes functions related to SMS (Short Message Service), MMS (Multimedia Message Service) as well as the network's service messages. To use these functions, press **Menu** and select **Messaging**.

Sending a message

- 1 Press **Menu**, select **Messaging** and choose **Write message**.
- 2 A new message editor will open. Message editor combines **SMS** and **MMS** in one intuitive mode that is easy to switch between. The default setting of the message editor is **SMS** mode.
- 3 Enter your message using the keypad. See **Entering text** on the right for more information on how to enter text.
- 4 Select **Options** and choose **Insert** to add an **Image, Video, Sound, Template, Emoticon, Name & Number, New slide, Subject** or **More (Business card/Schedule/Memo/Task/My business card)**.

Tips! User can Copy/Paste the sentence by selecting **Options** and choose **Copy/Paste**.

- 5 Choose **Send to**.
- 6 Choose a contact from the list of contacts or enter the phone number.
- 7 Select **Send**.



WARNING: Image, Sound, Video, New slide, Subject, Business card, Schedule or My business card is added to the message editor, it will be automatically converted to MMS mode and you will be charged accordingly.

Entering text

You can enter alphanumeric characters using the phone's keypad. For example, storing names in contacts, writing a message and creating scheduling events in the calendar all require entering text. The following text input methods are available in the phone: **Abc** mode, and **123** mode.

Note: Some fields may allow only one input mode (e.g. telephone number in contact fields).

Messaging

Text input mode using the keypad

When you want to enter text, for example when writing a message, the keypad will default to Abc mode. If you are entering a number, for example when making a call, the keypad number keys will default to numbers.

Message folders

Press **Menu** and select **Messaging**.

The folder structure used on your LG-C310 should be self-explanatory.

Write message - Create your new message.

Inbox - All the messages you receive are placed into your Inbox. From here you can reply, forward and more.

Conversation view - You can view the messages by each numbers.

Drafts - If you don't have time to finish writing a message, you can save what you have written so far in here.

Outbox - This is a temporary storage folder used while messages are being sent.

Sent - Copies of all the messages

you send are kept into your Sent folder.

IM - Allows you to send and receive an Instant Message at any time.

My folders - You can move messages of **Inbox** or **Sent** into **My folders**. Also you can move those messages of **My folders** into the original message box.

Templates - A list of pre written useful messages, useful for a quick reply.

Managing your messages

1 Press **Menu**, select **Messaging** and choose **Inbox**.

2 Select **Options** and then choose to:

Reply - Send a reply to the selected message.

Forward - Send the selected message on to another person.

Write message - Write a new message or email regardless who sent you message.

Call by - Call the person who sent you the message.

Save number - Save the number of the message.

Delete - Delete the selected message.

Messaging

Copy&Move - Choose to copy or move the selected message to the phone and specially move selected message to **My folders**.

Selection mode - Mark a message or all.

Search - you can find messages by **Keyword** or **Sender**.

Filter - Displays messages by desired message types.

Delete all - Delete all messages.

Message info - You can check the message info of its type, subject, where it is from and its date.

If you see the message **No space for SIM message**, you should delete some messages from your inbox to create space.

If you see the message **No space for messages**, you can delete either messages or saved files to create more space.

TIP! While viewing the received message, press Options and select Template reply. This is useful if you need to reply the message during a meeting.

TIP! While you see the message, press **Options** and select **Extract**. You can extract the information such as a number, email address or web address from the selected message.

Changing your text message settings

Press **Menu**, select **Messaging**, then choose **Settings** and **Text message** from **SIM1** or **SIM2**. You can make changes to:

Text message centre - Enter the details for your message centre.

Delivery report - Choose to receive confirmation that your message have been delivered.

Validity period - Choose how long your messages are stored at the message centre.

Messaging

Message types - Convert your text into **Voice, Fax, X.400** or **Email**.

Character encoding - Choose how your characters are encoded. This affects the size of your message and therefore data costs.

Send long text as - Choose whether to send your message as Multiple SMS or MMS when you enter a text longer than 2 pages in the message field.

Changing your multimedia message settings

Press **Menu**, select **Messaging**, then choose **Settings** and **Multimedia message** from **SIM1** or **SIM2**. You can make changes to:

Retrieval mode - Choose to automatically or manually download multimedia messages depending on whether you are at home or roaming.

Delivery report - Choose to request or allow a delivery report.

Read reply - Choose to request or allow a read reply.

Priority - Choose the priority level of your multimedia message.

Validity period - Choose how long your message is stored at the message centre.

Slide duration - Choose how long your slides appear on screen.

Creation mode - Allows you to select the contents type supported by MMS.

Delivery time - Configures the delivery time of message to the recipient. The multimedia message centre will deliver the message after the delivery time.

Multi msg centre - Allows you to configure network information such as the multimedia service centre and the internet profile to send a multimedia message.

Changing your other settings

Press **Menu**, select **Messaging**, and choose **Settings** then:

Text message - You can configure text message related options.

Multimedia message - You can configure multimedia message related options.

Messaging

Voicemail - Add a new voicemail service. Contact your network operator for more information on the service they provide.

Service message - Choose to receive or block service messages. You can also set your message security by creating trusted and untrusted lists of senders.

Save sent message - You can select to save message you sent.

Message counter - You can check amount of messages you sent during period you want to know.

Info. service - Choose the reception status, channels and language of your info messages.

Games & Apps

You can install new games and applications on your phone to keep you amused when you have spare time.

LG-C310 also comes with some preloaded applications.

Messenger - This application enables user to make new friends and stay connected.

Push e-mail - With a push email application, the client's mailbox is constantly updated with arriving email without user intervention.

Note: Make sure that Auto update is on before using Push E-mail.

RockeTalk - RockeTalk is a social networking application to enable you to search and make new friends and stay connected

Note: RockeTalk is free to use. RockeTalk uses a data (internet) connection, and operator data costs will apply. We recommend that you use an unlimited (flat rate) data plan, which you can get from your operator.

News Hunt - News Hunt is a unique mobile application designed to enable viewing and reading newspapers in the regional languages on the go.

Social network services (SNS)

Your LG-C310 has SNS that lets you enjoy and manage your social network. You can update your own SN place status and view your friends' SN updates.

Note: SNS feature is a data intensive application. An additional costs may be incurred when connecting and using online services. Check your data charges with your network provider.

Facebook

Home: Log in and you will see your friend's updated status. Input your comment about new status or check others. Select Options to choose Refresh, News Feed filter (Status updates, Photo), Delete or Settings.

You can also write comments by selecting + icon.

Twitter

Twitter is a microblogging service that enables its users to send and read messages known as tweets.

MySpace

It is a social networking service enables user to find friends & classmates, meet new people, share photos, watch videos..etc

E-Mail

Sending an email using your new account

To send/receive an email, you should set up an email account.

- 1 Press **Menu**, select **E-Mail** and choose the account you want to use.
- 2 Choose **Write e-mail** and a new email window will open.
- 3 Write a subject line then press **OK**.
- 4 Enter your message using the keypad.

Retrieving your email

- 1 Press **Menu** and select **E-mail**.
- 2 Select the account you want to use.
- 3 Select **Inbox**.
- 4 Choose **Refresh** and the phone will connect to your email account and retrieve your new messages.

Message folders

Press **Menu** and select **E-mail**. The folder structure used on your LG-C310 should be self-explanatory.

Write e-mail - Create your new message.

Inbox - All the e-mails you receive are placed into your **Inbox**. From here you can reply, forward and more.

Drafts - If you don't have time to finish writing a e-mail, you can save what you have written so far in here.

Outbox - This is a temporary storage folder while e-mail are being sent or stores the messages that are failed to sent.

Sent - Copies of all the e-mail you send are kept into your Sent folder.

Trash - All the e-mail you remove are placed into your **Trash**.

Changing your email settings

- 1 Press **Menu**, choose **E-mail**.
- 2 Select the account you want to use.
- 3 Select settings from options then you can adapt the following settings:

E-mail accounts - You can set up an email account.

Allow reply e-mail - Choose to allow the sending of 'read confirmation' messages.

Request reply e-mail - Choose whether to request read confirmation messages.

Retrieve interval - Choose how often your LG-C310 checks for new email messages.

Show amount - Choose the number of emails to be shown at any one time.

Include message in Fwd & Reply - Choose whether or not to include the original message.

Include attachment - Choose whether or not to include the original attachment.

Auto retrieval in roaming - Choose whether or not to automatically retrieve your messages when abroad.

New e-mail notification - Choose whether or not to be alerted to new emails.

Signature - Create an email signature and switch this feature on.

Priority - Choose the priority level of your email messages.

Maximum size for receiving - Choose the size of emails to be retrieved at any one time.

Mail sending size - Choose the size of emails to be sent at any one time.

Phonebook

Searching for a contact

- 1 Press **Menu** and select **Phonebook**.
- 2 Using the keypad enter the first letter of the name of the contact you want to call.
- 3 To scroll through the contacts and their different numbers use the navigation keys.

Or, using the slightly quicker method...

- 1 Enter the number you wish to search on the home screen and select **Options**.
- 2 Choose **Search contacts** in option menu.

Adding a new contact

- 1 Press **Menu** and select **Phonebook**.
- 2 Press **Option** and select **New contact**.
- 3 Choose whether to store your new contact on your **Handset** or **SIM** card.
- 4 Enter the information you want in the fields provided and select **Done**.

Or to use a slightly quicker method...

- 1 Enter the number you wish to store and press **Options**.
- 2 Choose **Save number**, and choose either **New contact** or **Update contact**.
- 3 Enter the relevant information and select **Done**.

Contact options

There are many things you can do when viewing a contact. Here's how to access and use the options menu.

- 1 Press **Menu** and select **Phonebook**.
- 2 Select **Options** to open the list of options. From here you can:
 - Message** - Send a message to the contact.
 - Call by** - Directly make voice call to a contact you choose.
 - Edit** - Change any of the contact's details.
 - Delete** - Delete the contact. Select **Yes** only if you are sure.
 - New contact** - Add a new contact.

Phonebook

Storage location - Choose to move or copy to the phone or SIM card (depending on where you originally saved the contact).

Send contact - Send the contact's details to another person as a business card. Choose to send as a **Text message**, **MMS**, **E-mail** or via **Bluetooth**.

Selection Mode - Choose whether to mark a contact or unmark.

Speed dials - You can assign a frequently-called contact to a speed dial number.

Sort by - Sort a contact by **ABC↑** or **ABC↓**.

Creating a group

- 1 Press **Menu** and select **Phonebook**.
- 2 Select **Groups** and choose **Options**.
- 3 Select **New group**.
- 4 Enter a name for your new group.
- 5 Press **Done**.

Note: If you delete a group, the contacts which were assigned to that group will not be lost. They will remain in your contacts.

TIP! You can edit an existing group by highlighting it and selecting **Options**. Choose to **Assign members** to the group from your contacts, select **Edit group** or **Delete** the group.

Changing your contact settings

- 1 Press **Menu** and select **Phonebook**.
- 2 Select **Option** and choose **Settings**. From here you can adjust the following settings:
 - Display name** - You can select to show the **First name first** or **Last name first** or **Last name, First name**.
 - Main store and view** - Choose whether to store contacts **SIM1** or **SIM2** or **Handset**. And also choose whether to view contacts saved to **Both handset & USIM**, **Handset only** or **SIM1 only** or **SIM2 only**.

Phonebook

Copy all - Copy your all contacts from your **SIM1** or **SIM2** to your handset or from your handset to your **SIM1** or **SIM2** or from **SIM1** to **SIM2** or from **SIM2** to **SIM1**.

Move all - This works in the same way as **Copy all**, but the contact will only be saved to the location you've moved. If you move a contact from the SIM card to the handset it will be deleted from the SIM card memory.

Export contacts - You can save all the phonebook data in the handset to an external memory card by the form of vcard.

Import contacts - You can restore all the phonebook data in an external memory card to the phone memory by the form of vcard.

Send all contacts via Bluetooth
- Send all contacts information to another handset by Bluetooth.

Tools

Setting your alarm

- 1 Press **Menu** and select **Tools**, then choose **Alarm clock**.
- 2 Press **Options** and select **New alarm**.
- 3 Scroll down and enter the time you would like the alarm to sound at.
- 4 Choose the repeat type to indicate whether you would like your alarm to sound **Not repeated, Daily, Mon - Fri, Mon - Sat, Select days**.
- 5 Scroll down and choose whether you would like the alarm to **Always sound, Always vibrate, Always sound and vibrate** or **As in profile**.
- 6 Scroll down to choose the alarm tone. Press **OK** and choose a sound from the My stuff.
- 7 Scroll down and enter a name for the alarm or keep the suggested name.
- 8 Finally you can set the snooze interval at 5, 10, 20, 30 minutes, 1 hour or off.
- 9 Select **Done**.

Adding an event to your calendar

- 1 Press **Menu** and select **Tools** and select **Organiser**, then choose **Calendar**.
- 2 Select the date you would like to add an event to. You can choose a date either by scrolling to it using the navigation keys or by selecting **Options** and **Go to date** in order to enter a date.
- 3 Select **Options** then select **New schedule** and scroll down to enter the time you would like your event to begin. Scroll down and enter the end time of your event.
- 4 Enter a **Subject** for the event. Use the keypad to type letters and numbers.
- 5 Scroll down again and choose whether you would like to set an **Alarm** for the event. Scroll left or right to see the available options. You can set the alarm to go on at the starting time of the event or at a set period of time before the event starts to remind you the event is coming up.

Tools

- 6 Scroll down once more to select whether the event is occurring **Not repeat** or repeated at **Daily**, **Weekly**, **Monthly** or **Annually** intervals. If the event is repeated, you can also scroll down to enter an **Expiration date** for when the events will stop completely.
- 7 Select **Done** and your event will be saved in the calendar. A square cursor will mark the days of any saved events.

Adding an item to your task list

- 1 Press **Menu** and select **Tools** and choose **Organiser**.
- 2 Select **Tasks** and select **New task**.
- 3 Set the date for the to do item, add notes and choose alarm and select a priority level: **High**, **Normal** or **Low**.
- 4 Save your to do list item by selecting **Done**.

TIP! You can edit an item by selecting it, pressing **Options** and **Edit**. Confirm your amends by selecting **Done**.

Adding a memo

- 1 Press **Menu** and select **Tools** and select **Organiser**, then **Memo**.
- 2 Select **New memo** and type your memo.
- 3 Select **Save**.
- 4 Your memo will appear on the screen.

TIP! You can lock the memo. Press **Option** and select **Lock** for the private memo to protect privacy.

Date finder

Date finder is a handy tool to help you calculate what the date will be once a certain number of days have passed.

Voice recorder

Using the Voice recorder

Use your **Voice recorder** to record voice memos or other sounds.

Recording your voice memo

- 1 Press **Menu** and select **Tools**, then choose **Voice recorder**.
- 2 Press **OK** to begin recording.

- 3 Choose **Stop** to end the recording.
- 4 Press **Options** and select **Play** to listen to the recording.

Note: You can listen to all of the voice recordings you have saved by selecting options and go to Album.

Sending a voice recording

- 1 Once you have finished recording, select **Options**.
- 2 Select **Send** and choose from **MMS**, **E-mail** or **Bluetooth**. If you choose **MMS** or **E-mail**, the recording will be added to the message and you can write and send it as normal. If you choose **Bluetooth**, you will be prompted to turn Bluetooth on.

Using your calculator

- 1 Press **Menu** and select **Tools**, then choose **Calculator**.
- 2 Press the numeric keys to input numbers.
- 3 For simple calculations, select the function you require (+, -, ×, ÷) using the navigation keys followed by =.

- 4 For more complex calculations, select **Options** to choose a command.
- 5 Select **⊖** to clear the screen and start a new calculation.

Using the Dictionary

Press **Menu** and select **Tools**, then choose **Dictionary**. Your Oxford Dictionary contains Search word, Search list, Vocabulary, Review test and Information about Dictionary.

Using the stopwatch

- 1 Press **Menu** and select **Tools**, then choose **Stopwatch**.
- 2 Select **Start** to begin the timer.
- 3 Choose **Lap** if want to record a lap time. Up to 99 lap times can be saved.
- 4 Select **Stop** to end the timer.
- 5 Choose **Resume** to restart the stopwatch at the time you stopped it at or select **Reset** to return to zero.

Converting a unit

- 1 Press **Menu** and select **Tools**, then choose **Unit converter**.
- 2 Choose whether you would like to convert **Currency**, **Area**, **Length**,

Tools

Weight, Temperature, Volume or Velocity.

- 3 Scroll left and right to select a unit, then scroll down and enter the unit quantity.
- 4 Scroll down to the unit conversion box and choose the unit measurement you want to convert into. The conversion will show automatically in the line below.

Note: For **Currency** convert, you need to set **Rate** according to current exchange rate first.

Adding a city to your World clock

- 1 Press **Menu** and select **Tools**, then choose **World clock**.
- 2 To find out the time of specific city, press **Options** and select **New city**.
- 3 Move a city by navigator key and select a city on the Map. Select **Options** and choose **View city list**, then also you can select the list or enter the first letter of the city in search field.
- 4 Press **Select**.

Settings

Changing your profiles

- 1 Press **Menu** and select **Settings**.
- 2 Select **Profiles** and then choose the profile you want to edit.
- 3 Select **Options** and choose **Personalise**.
- 4 You can change all of the tones, its volumes and alert options from here.

Using flight mode

To turn on flight mode, press **Menu** and then select **Settings** and **Profiles**. Select **Flight mode** to activate. Flight mode will not allow you to make calls, connect to the internet or send message.

Changing your Device settings

- 1 Press **Menu** and select **Settings**.
- 2 Select **Device** settings and choose from the list below.

Power save - Choose to switch the factory set power saving settings On or Off.

Languages - Change the language of for your LG-C310's display.

Auto key lock - Lock the keypad automatically in standby screen.

Primary storage settings - If you insert an external memory card in your phone, you can also select Primary storage settings then choose the default location you prefer items to be saved to.

Device info - View the technical information for your LG-C310.

Changing the date & time

- 1 Press **Menu** and select **Settings**.
- 2 Select **Device** and choose **Date and Time** and choose from the list below:

Date and time settings - Select Auto update On, and the phone will automatically update the date and time.

Date format - You can enter the current date. You can set the date format (DD/MM/YYYY, MM/DD/YYYY, YYYY/MM.DD).

Date separator - You can enter the current date. You can set the date separator (DD/MM/YYYY, DD.MM.YYYY, DD-MM-YYYY).

Time format - You can set the date format **12 hours** or **24 hours**.

Settings

Changing your security settings

Change your security settings to keep your LG-C310 and the important information it holds protected.

1 Press **Menu** and select **Settings** and choose **Device**.

2 Select **Security** and choose from the list below:

PIN code request - Choose a PIN code to be requested when you turn your phone on.

Device lock - Choose a security code to lock your phone **Never, At device start up, When SIM card is changed** or **Immediately**.

Application lock - You can lock the contents you want to hide. (Phonebook, Messaging, E-mail, etc.)

Anti Theft Mobile Tracker
- When the handset is stolen, handset sends the SMS to the numbers configured by real Owner. To activate the ATMT feature, you will need to set ATMT on, and configure the ATMT settings with Owner name and

Alternate numbers. Default ATMT Code is "0000"

Change codes - Change your PIN code (This menu item will appear if PIN code request is set to On), PIN2 code, Security code.

Note: Security code

The security code protects the unauthorised use of your phone. The default security code is set to '0000' and the security code is required to delete all phone entries and to activate the **Reset settings** menu. Also, the security code is required to enable or disable the phone lock function to prevent unauthorised use of the phone. The security code default setting can be modified from the **Security > Change codes**.

Viewing memory status

Your LG-C310 has three memories available: the phone, the SIM card and an external memory card (you may need to purchase the memory card separately).

You can use the memory manager to determine how each memory is used and see how much space is available.

Press **Menu** and select **Settings**, select **Device** and choose **Memory info** You will then see the current status of the memories in your LG-C310.

Resetting your phone

Use **Reset Device** in **Device of Settings** menu to reset all the settings to the factory definitions. You need the security code to activate this function.

Changing your display settings

1 Press **Menu** and select **Settings**.

2 Select **Display** and choose from:

Homescreen - Adjust the **Wallpaper** and **Display items**.

Menu theme - Quickly change the whole look of your screen.

Menu style - Change the menu view from **List style** or **Grid style**.

Font - Adjust the font size.

Backlight - Choose how long the backlight remains on. Also, use the navigation keys to adjust the main screen brightness.

TIP! The longer the backlight is on, the more battery power is used and you may need to charge your phone more often.

Greeting message - After selecting **On**, you can write a welcome message. The message will appear on screen whenever you start-up the phone.

Other screens - Choose the theme of your home screen or start-up/shut down screen.

Phone Software update

LG Mobile Phone Software update from internet

For more information on using this function, please visit the <http://update.lgmobile.com> or <http://www.lg.com/common/index.jsp> → select country.

This Feature allows you to update the firmware of your phone to the latest version conveniently from the internet without the need to visit a service centre.

As the mobile phone firmware update requires the user's full attention for the duration of the update process, please make

Settings

sure to check all instructions and notes that appear at each step before proceeding. Please note that removing the USB data cable or battery during the upgrade may seriously damage your mobile phone.

Connectivity

Changing your connectivity settings

Your connectivity settings have already been set up by your network operator, so you can enjoy your new phone straightaway. If you want to change any settings, use this menu. Press **Menu** and select **Settings** then choose **Connectivity**. Your options are:

Bluetooth - Set up your LG-C310 for Bluetooth use. You can adapt your visibility to other devices or search through devices your phone is paired with.

USB connection mode - You can select the USB connection mode on your phone for several uses.

Changing your Bluetooth settings

- 1 Press **Menu** and select **Settings** and choose **Connectivity**.
- 2 Choose **Bluetooth** then **Settings**. Make your changes to:

My device visibility - Set Visible or **Visible for 1 min** so that other devices can detect your phone when they are searching for a Bluetooth device. If you select **Hidden**, other devices will not be able to detect your phone when they are searching for a Bluetooth device.

My device name - You can name or rename your phone as it will appear on other devices. Your phone's name will be shown on other devices only when **My device visibility** is set to **Visible**.

Supported services - You can view the list of devices such as headsets and handsfree supported by Bluetooth enabled phone.

My address - Check your Bluetooth address here.

Note: To improve security, we recommend that once you have configured or paired with a device, **Visibility** be set to **Hidden**. For incoming connections, regardless of whether or not the other device has been paired with your phone, you can choose to accept or reject the connection.

Pairing with another Bluetooth device

By pairing your LG-C310 and another device, you can set up a passcode protected connection. This means your pairing is more secure.

- 1 Check your Bluetooth is **Turn on** and **Visible**. You can change your visibility in the **Settings of Bluetooth** menu, by selecting My device visibility, then Visible.
- 2 From **Bluetooth**, choose **Activate Bluetooth** and select **Search new device**.
- 3 Your LG-C310 will search for devices. When the search is completed **Add** and **Refresh** will appear on screen.

- 4 Choose the device you want to pair with, select **Add** and enter a passcode then choose **OK**.
- 5 Your phone will then connect to the other device, on which you should enter the same passcode.
- 6 Your passcode protected Bluetooth connection is now ready.

Note:

- 1 Pair LG-C310 with any device supporting BT version above 2.0, then passcode is not asked, since passcode is auto generated.
- 2 Pair LG-C310 with any device supporting lesser BT versions such as 1.2 etc, then passcode is asked.

Using a Bluetooth headset

- 1 Check your Bluetooth is **Activate Bluetooth** and **Visible**.
- 2 Follow the instructions that came with your headset to place it in pairing mode and pair your devices.
- 3 Your LG-C310 will automatically connect to your Bluetooth headset and switch to headset profile.

Settings

Sending and receiving your files using Bluetooth

Bluetooth is a great way to send and receive files as no wires are needed and connection is quick and easy. You can also connect to a Bluetooth headset to make and receive calls. Before you can start sharing files using Bluetooth, you will need to pair your phone with another Bluetooth device. For information on pairing devices, see **Pairing with another Bluetooth device**.

To switch Bluetooth on:

- 1 Press **Menu** and select **Settings**. Choose **Connectivity** then select **Bluetooth**.
- 2 Select **Activate Bluetooth**.
- 3 Select **Deactivate Bluetooth** to switch Bluetooth off.

To send a file:

- 1 Open the file you want to send, typically this will be a photo, video or music file.
- 2 Select **Options** and choose **Send via Bluetooth**.
- 3 Select **Yes** to turn Bluetooth on if it is not already activated.

- 4 Your LG-C310 will automatically search for other Bluetooth enabled devices within range.
- 5 Choose the device you want to send the file to and select **OK**.

To receive a file:

- 1 To receive files, your Bluetooth must be both **Activate Bluetooth** and **Visible**.
- 2 A message will prompt you to accept the file from the sender. Select **Yes** to receive the file.

TIP! Keep an eye on the progress bar to make sure your file is sent.

TIP! The Bluetooth® word mark and logos are owned by the Bluetooth SIG, Inc. and any use of such marks by LG Electronics is under licence. Other trademarks and trade names are those of their respective owners.

Synchronise your phone with your PC

You can synchronise your phone with your PC to make sure all your important details and dates match, but also to backup your files to put your mind at ease.

Backing up and restoring your phone's information

- 1 Connect the USB cable to your phone and your PC.
- 2 Select the **PC suite** from the popup menu in your phone.
- 3 Click on the Backup icon, and select **Backup** or **Restore**.
- 4 Mark the contents you would like to back up or restore. Select the location you would like to backup information to, or restore information from. Click OK.
- 5 Your information will be backed up.

NOTE: Install PC Suite using CD provided and follow the Installation Guide.

Viewing your phone files on your PC

- 1 Connect the USB cable to your phone and your PC.
- 2 Select the **PC suite** from the popup menu in your phone.
- 3 After searching the phone it will be connected automatically.

TIP! Viewing the contents of your phone on your PC helps you to arrange files, organise documents and remove contents you no longer need.

Accessories

Various accessories are available for your mobile phone. These are detailed below.

Charger



Battery



Data cable



User Guide



Stereo headset



CD



NOTE

- Always use genuine LG accessories.
- Failure to do so may invalidate your warranty.
- Accessories may be different in different regions. Please check with our regional service company or agent for further enquires.

Technical Data

Ambient Temperatures

Max.: +55°C (discharging) +45°C (charging)

Min.: -10°C

Declaration of Conformity



LG Electronics

Suppliers Details

Name

LG Electronics Inc

Address

LG Electronics Inc. LG Twin Towers 20,
Yeouido-dong, Yeongdeungpo-gu, Seoul, Korea 150-721

Product Details

Product Name

GSM 850 / E-GSM 900 / DCS 1800 / PCS 1900 Quad band Terminal Equipment

Model Name

LG-C310

Trade Name

LG

CE 0168

Applicable Standards Details

R&TTE Directive 1999/5/EC

EN 301 489-01 V1.8.1, EN 301 489-07 V1.3.1, EN 301 489-17 V2.1.1
EN 301 511 V9.0.2
EN 50360:2001, EN62209-1:2006
EN 60950-1:2006
EN 300 328 V1.7.1

Supplementary Information

The conformity to above standards is verified by the following Notified Body(BABT)

BABT, Forsyth House-Churchfield Road - Walton-on-ThamesSurrey - KT12 2TD , United Kingdom
Notified Body Identification Number : 0168

Declaration

I hereby declare under our sole responsibility that the product mentioned above to which this declaration relates complies with the above mentioned standards and Directives

Name

Issued Date

Doo Haeng Lee / Director

06. Sep. 2010

LG Electronics Logistics and Services B.V.
Veluwezoom 15, 1327 AE Almere, The Netherlands

Signature of representative

Troubleshooting

This section lists some problems that you might encounter while using your phone. Some problems require that you call your service provider, but most of problems you encounter are easy to correct yourself.

Symptom	Possible causes	Possible Corrective measures
No connection to the network	Signal is weak or you're outside of the carrier network.	Move to a window or open space. Check service provider coverage map.
Codes do not match	When you want to change a security code you have to confirm the new code by entering it again. The two codes that you have entered do not match.	Contact your Service Provider.
Function cannot be set	Not supported by Service Provider or registration required.	Contact your Service Provider.
Calls not available	Dialing error or service limitations.	Check the number dialed and check the reception. Contact your service provider.
Calls not available	Dialing error New SIM card inserted Prepaid Charge limit reached	New network not authorized. Check for new restrictions. Contact Service Provider or reset limit with PIN 2.
Phone cannot be switched on	On/Off key pressed too briefly. Battery is not charged. Battery contacts are dirty.	Press On/Off key for at least two seconds. Charge battery. Check charging indicator in the display. Clean the battery contacts.

Symptom	Possible causes	Possible Corrective measures
Charging error	Battery totally empty.	Charge battery.
	Contact problem.	Check power supply and connection to the phone. Check the battery contacts, clean them if necessary.
	No power from outlet.	Plug in to a different socket or check voltage.
	Charger defective.	Test with another charger.
	Wrong charger.	Only use original LG accessories.
	Battery defective.	Replace battery.
Network connection is lost.	Signal too weak.	Reconnection to another service provider if network mode is automatic.
Number not permitted	The Fixed Dial Number function is on.	Check the Settings menu and turn the function off.

CHOLAMANDALAM MS GENERAL INSURANCE CO. LTD.
2nd Floor, 9B, DLF Cyber City, Phase-III,
Gurgaon - 122002

TO

CHOLAMANDALAM MS GENERAL
INSURANCE CO. LTD.

DATE...../...../.....

2nd Floor, 9B, DLF Cyber City,
Phase-III, Gurgaon - 122002.
Haryana

Dear Sir,

RE: Loss of mobile phone no.:

MAKEMODEL

This is to inform that my mobile phone has been lost due to theft on
.....at.....FIR/DD entry has been lodged
with Police Station. I am enclosing the Claim
Form cum Bill along with required documents for settlement of the claims.

Thanking you

Yours Sincerely,

Signature of the Insured

Name

CLAIM FORM CUM CLAIM BILL

To be filled in by the ultimate consumer

Name

Present Address

Tel. No.

Make & Model of the Handset

Invoice No. Date of Purchase

Dealer Name

Address

Tel. No.

IMEI No.

Date of Theft Time

Place of Theft

Details of Theft

FIR No./DD No. Date

Police Station

Amount Claimed

Block the SIM Card within 3 days YES NO

DATE

PLACE

SIGNATURE OF CUSTOMER

TERMS AND CONDITIONS:

POLICY COVERAGE

1. Theft coverage of LG GSM HANDSET for one year from the date of purchase/invoice only. No other loss covered.
2. Offer applicable on all purchases made from 7th April 2010 to 6th April 2011 under Policy No. **PBG-00016391-000-00** Dated 07/04/2010
3. Only theft registered under section 379 IPC or theft reported under Daily Dairy with Police FIR is covered.
4. Reimbursement will be subject to following depreciation/ deduction on the invoice value from date of purchase:

Handset upto 3 months old	-10%
More than 3 months upto 6 months	-15%
More than 6 months upto 9 months	-25%
More than 9 months upto 12 months	-35%

CLAIM PROCESSING DOCUMENTS

In the event of handset loss, the buyer should follow the understated procedure:

- a) (i) Lodge FIR under Section 379 IPC or theft to be entered in Daily Dairy with the Police Station in whose jurisdiction the theft occurred within 24 hours of occurrence of the same.
- (ii) Block the SIM Card with your service provider within 3 days.
- (iii) Send information to the insurance company within 7 days of the loss.
- b) Documents required:
 - (i) Original Invoice & Cash Memo.
 - (ii) Original certified copy of DD/FIR u/s 379 by the police authority.
 - (iii) Translation of vernacular documents in English/Hindi.
 - (iv) Complete claim Form cum Bill and Discharge Voucher.

These documents should be sent to the Policy Issuing Office within 7 days of the loss by regd. post/courier. All document to be submitted in English/Hindi language. The company reserves the right to call for any other necessary document in addition to the documents listed above.

Subject to all the conditions being fulfilled, claim will be settled within 15 days of our receipt of the above documents.

Deduction of Rs. 350/- will be applicable towards accessories.

Note: In case the handset cost is more than Rs. 20,000/-, a survey is required. Contact nearest office of Cholamandalam MS General Insurance Co. Ltd. for survey.

For any future queries assistance related to the policy exclusion and claim settlement you may write to Cholamandalam MS General Insurance Co. Ltd. 2nd Floor, 9B, DLF Cyber City, Phase-III, Gurgaon - 122002. Tel. No. 1800-200-5544, Fax No. 0124-30051-99, e-mail id : customercare@cholams.murugappa.com



DISCHARGE VOUCHER

Received from Cholamandalam MS General Insurance Co. Ltd. under Policy No..... in full and final discharge of our claim, the sum of (in words) Rs.....

Signature of Insured /Customer
across revenue stamp

Affix Re.1 revenue stamp

Date:

Place:

Customer Information Center

For any query related to the after sales service and customer support please contact us at below details



LG

24 x 7 CALL CENTER OPERATIONS



1800-180-9999

(Toll Free)



5757554

(Send SMS)



www.lgindia.com

lgservice@lgindia.com

