swissvoice

C50s

Instruction Manual

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1. INTRODUCTION

C50s is a smartphone with desktop **SMARTBASE**.

When C50s smartphone is sitting at the SMARTBASE cradle, user can control the smartphone features from SMARTBASE keypad.

C50s features :

- Easy-to-use interface
- Text <=> Speech message
- Audio boost +35dB/ Ringer 85dB
- **SOS** button
- Easy-charging
- Call / Music / Radio handsfree speaker on **SMARTBASE**

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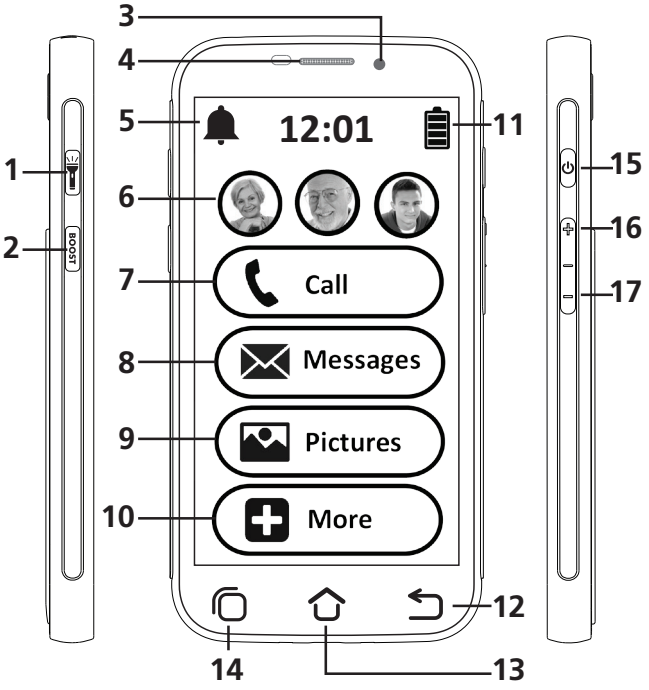
2. TOUCH SCREEN AND KEYS DESCRIPTION



1 - Torch (Long press)
2 - Audio Boost button
3 - Front camera
4 - Receiver
5 - Silent / Vibrate only / Normal mode
6 - One Touch speed dials
7 - Calls Center
8 - Message Center - SMS, WhatsApp, email, etc.
9 - Pictures Center - View received photos and videos
10 - More . . . Flashlight, camera, applications, settings etc.
11 - Battery level
12 - Back button

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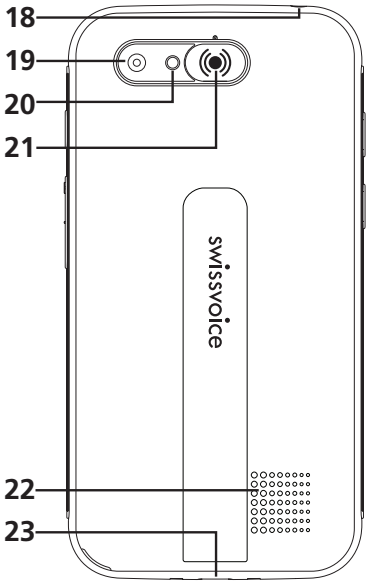
13 - Home Button
14 - Task Manager (Can be enabled in **Advanced Settings / Display & Sound Settings**)
15 - Turn ON/OFF the screen; Power ON/OFF (Long press)
16 - Volume up key
17 - Volume up key



18 - Headset socket
19 - Main camera
20 - Flashlight / Flash LED
21 - Emergency call (SOS) key
22 - Speaker
23 - Micro-USB socket for charging

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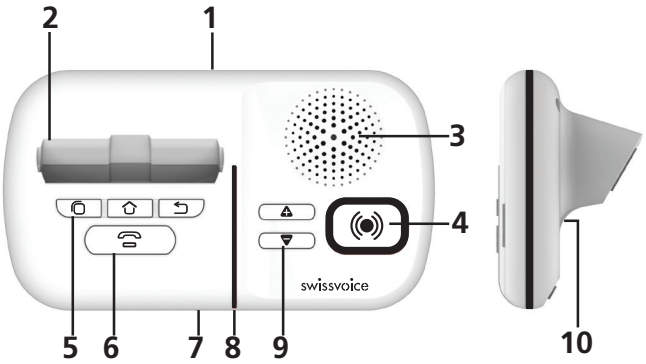
3. SMARTBASE KEYS DESCRIPTION



1 - Power supply socket
2 - Charging cradle
3 - Speaker
4 - SOS key
5 - Three Android keys, from left to right: Task manager, Home, Back (Same functions as the smartphone keys). Work by short press
6 - Answer/Call key
7 - Microphone
8 - Status Indicator
9 - Hearing volume control
10 - Humidity and Temperature Sensor

Note: All the diagrams are for illustrative purposes. It may be slightly different from the actual unit.

In keeping with our environmental preservation and compliance commitment, we include Quick User Guide in our packaging. For digital copy of user manual and useful information, please visit our website or contact our Helpline. ***www.swissvoice.net***

4. Unit as received

1. C50s Smartphone
2. Smartbase
3. Adaptor with USB cable
4. Quick user guide
5. Battery
6. Battery Cover
7. Earphones

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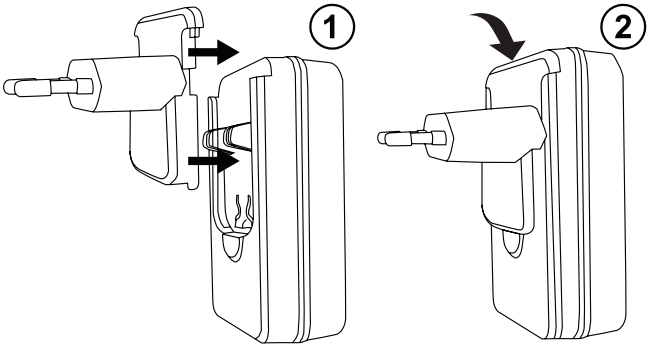
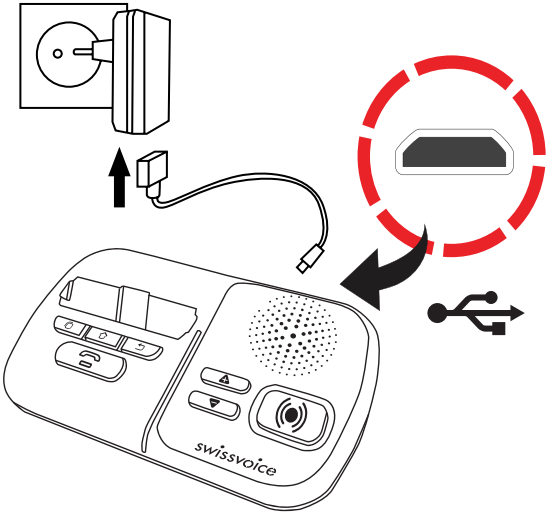
5. GET STARTED

Power the SMARTBASE

- Select and install the power plug



- Connect the USB plug of the adaptor to the charging cradle.



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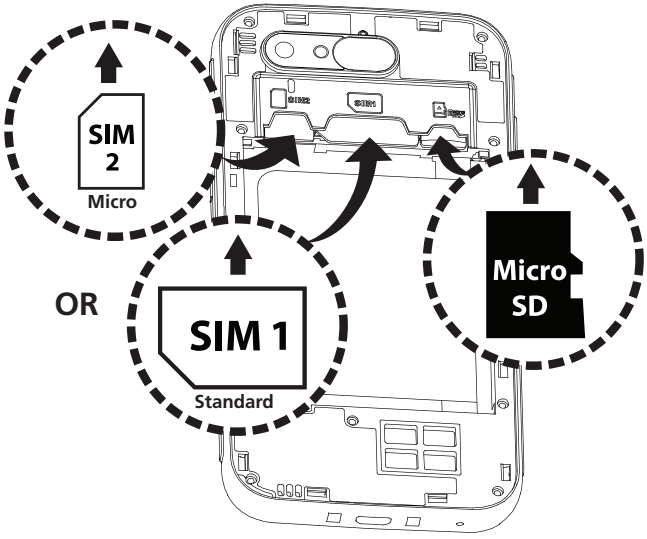
Insert the SIM card (required) and the memory card (optional)



- Depends on the SIM card size, choose the appropriate SIM card slot.
- With the SIM card golden contacts facing down, insert the SIM card into the slot until it stops as illustrated.
- To expand the internal storage memory, you can insert a microSD memory card (maximum capacity of 32 GB / not included). Insert the memory card into the slot until it stops as illustrated.

Note: Both card slots (SIM1=Standard, SIM2=Micro) support LTE (4G). If nano SIM card is used, a SIM card adaptor is required (provided by operator).

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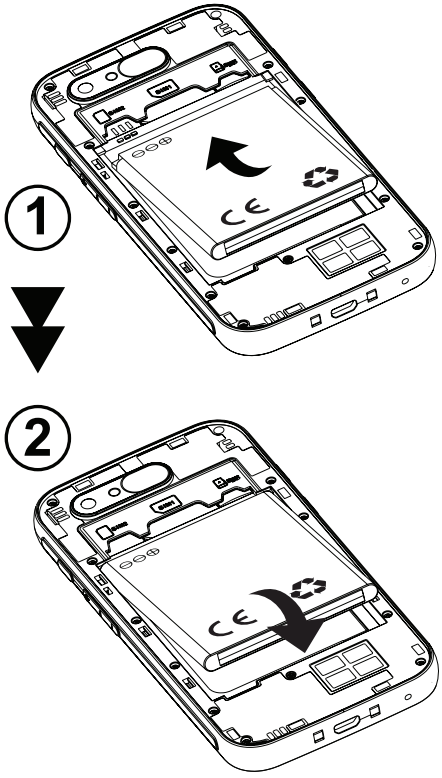
ATTENTION :

- Risk of swallowing small objects! The SIM card & memory card can be removed. Small children can swallow them.
- Do not bend or scratch the SIM card. Prevent any contact with water, dirt or electrical charges.
- Turn off the phone and disconnect the charger before removing the battery cover.

Insert the battery



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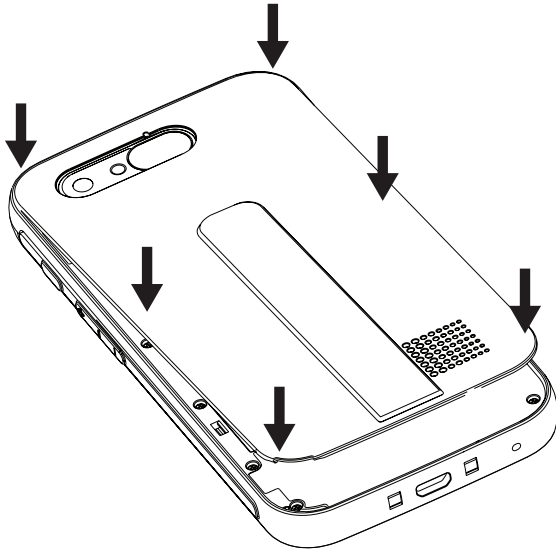
- Insert the battery into battery compartment with golden contacts of the battery pointing to the top-left of the phone. Press lightly on the bottom end of the battery until it snaps into place.

Replace the battery cover



- Replace and secure the battery cover until it clicks into place.

⚠ATTENTION :

• Only use battery, charger and accessories that have been approved for using with this particular model. Connecting other accessories may be dangerous and may invalidate the warranty.

• The SMARTBASE needs to be connected to a power outlet all the time, and it is FUNCTIONAL ONLY IF the C50 SMARTPHONE is sitting in the SMARTBASE.

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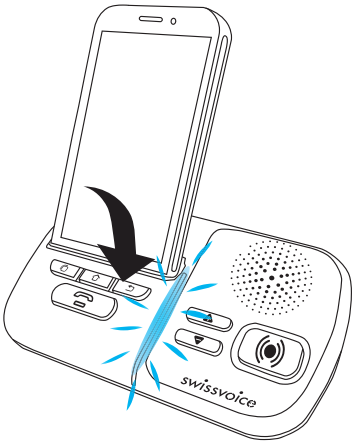
Getting Started Guide

**** Please read this "Getting Started Guide" CAREFULLY before start using your Swissvoice C50s.**
**** All touch-screen clicks are long click. A valid key press should have a confirmation vibration.**

1. Long press ON/OFF button (15 in the figure) to power up the phone.
2. The display will be lighted up.
3. Enter the SIM PIN code (Optional : Service provider dependent)
4. Select the desired language > **Yes** > Wait for 10 seconds
5. Follow the on-screen instruction, place the phone into the cradle. The status indicator will be flashing in blue.



- The C50 handset will be paired with the SMARTBASE automatically. After SMARTBASE pairing done, you can use the buttons on the SMARTBASE to control the smartphone, as well as answer a call in handsfree mode (when smartphone is in base), listen to radio with speaker.

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6. Setup Wizard (Once “Exit Setup”, available under SETTINGS) This quick menu allows access to most important settings

a. Wifi set up (if Wifi internet access is available)
b. Google Account
c. Copy Contacts
d. New Contacts
e. SOS and Support
f. Speed Dial
g. Favorite contacts
h. WhatsApp
i. Advanced Settings
j. …. Exit Setup

7. Manual Pairing Process :
If the SMARTBASE status indicator flashing in RED or the SMARTBASE is not connected to C50, manual pairing is required.

- **More** > (2) > **Settings** > **SMARTBASE Pairing**
- Follow the on-screen instruction to pair the SMARTBASE again.
- When reconnection is done, the status indicator will be OFF

6. BASIC OPERATION

⚠ATTENTION:
Once C50 is taken out of the SMARTBASE, all the function buttons (including the cradle’s SOS button) of the SMARTBASE would NO LONGER BE FUNCTIONAL.

Turn the Phone ON/OFF

- Long press the ON/OFF button ⏻ (15 in the figure)
- The display will be lighted up.

(To turn off the phone : **More** > (3) > **Power Off** > **Turn off**)

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Call from the 3 One-Touch speed dials

- Press one of the 3 One-Touch speed dials directly (6 in the figure)
- Press to end the call

Make a Call

- Press **Call** > **Dial number** > Enter the number **0…..9** (Press **Del** to delete)
- Press to dial
- Press to end the call

Call from Phonebook

- Press **Call** > ▶ to search and select the number

OR

- Press **Call** > **Search** > enter the 1st character of the contact > **Search** > select the number
- Press to dial
- Press to end the call

Call Log

- Press **Call** > **Call Log** > ▶ …. to view the recent incoming call log
- To call back the incoming call number, press the number

Receive a Call

- Press to answer
- Press to end the call

Adjust the earpiece loudness

- During a call, press **+/-** to adjust the loudness
- If you need extra receiver loudness, press the **BOOST** button (2 in the figure). It can reach the **M4/T4** level

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ATTENTION :
Excessive exposure to loud sounds may cause hearing damage.

Ringer mode

- In idle mode, press > select the ringer mode between **Sound / Silent / Vibrate**

Messages

- All types of messages (SMS, WhatsApp, missed call, voice mail, email, medication reminder, and all different app's notifications) are consolidated in Messages.
- When there is a new message, the Messages button will be highlighted with a new indication.
- To read the messages, press on the new items to read the details or press **Read old messages….**

Write New Messages

- **Messages > Write a new message**
- Input the sending number by **Dial number** > **Next**

OR

- Select from existing phonebook with ▶
- Input from Keyboard > **Send**

OR

- Select the pre-defined simple message by **Next**

Pictures

- **Pictures** > ▶ move to the next….

(Press **All images** to see all pictures > ▲ / ▼ to scroll through them)

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Camera

- **More** > **Camera** > **Capture** to take photo or **Record** to take video
- Remember to **Save** or **Save and Send** the photo….

Settings

- **More** > (2) > **Settings** >….
- Under the **Settings** menu, the following options can also be accessed:
  1. **Contacts**
  2. **Speed Dial**
  3. **Language**
  4. **Advanced Settings**
  5. **SMARTBASE Pairing**
  6. **Setup Wizard**

ADD new Contact

- **Call** > ▶…. > **New contact**
- **Name** > input the name > **Next**
- **Number** > input the number > **Next…..**
- **Save**

OR

- **More** > (2) > **Settings** > **Contacts** > **New contact**
- **Name** > input the name > **Next**
- **Number** > input the number > **Next…..**
- **Save**

EDIT Contact

- **More** > (2) > **Settings** > **Contacts** > **Update contact**
- Select a contact for editing
- **Name** > Edit the name > **Next**
- **Number** > Edit the number > **Next…..**
- **Save**

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Edit the 3 One-Touch speed dial buttons

- **More** > (2) > **Settings** > **Speed Dial**
- Select the empty button
- Choose the number from contact list (▶ to next page)
- **Add contact to list**

(Add speed dial photo..... Go to **Advanced Settings** > **Contacts....**)

Add new contact to Favorite contacts in CALL button

- **More** > (2) > **Settings** > **Contacts** > **Favorite contacts**
- Select the empty button
- Choose the number from contact list (▶ to next page)
- **Add contact to list**

(Favorite contacts can be selected by pressing **Call**)

Advanced Settings

- **More** > (2) > **Settings** > **Advanced Settings**
- Under the **Advanced Settings** menu, the following options can also be accessed:
  1. **Step by step setting**
  2. **Contacts**
  3. **Personal Info**
  4. **SOS and Support**
  5. **Android settings**
     - **Ringer melody and Volume**
     - **Wifi**
  6. **Medication Reminder**
  7. **Dsiplay & Sound settings**
  8. **.....**

(Button long press duration can be adjusted ..... **More** > (2) > **Settings** > **Advanced Settings** > **Display & Sound Settings**)

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Talking Dialing Digits

- While pressing the numeric buttons, C50s will announce the corresponding number.

(To disable this feature, go to **Advanced Settings** menu > **Display & Sound Settings** > **Sound Settings…..**)

TORCH

- Long press to turn ON/OFF
- Remember to turn on the phone first, this feature will be deactivated in sleep mode.

7. UNIQUE FEATURES HIGHLIGHT

SOS Assistance button

- Long press for 3 seconds to dial out assistance numbers.
- C50s will enter handsfree mode automatically when this assistance call is accepted.
- In parallel, SMS will be sent to the recipient of this assistance number and Caregiver members.

(To stop the SOS action : Long press **CANCEL**)

Set SOS number

- Make sure the desired phone number exist in the phonebook.
- **More** > (2) > **Settings** > **Advanced Settings** > **SOS and Support** > **SOS number** > Select the numbers…..

ATTENTION:

• Remember to set the **SOS** number and inform the recipient.

• To have SOS function working normally, the network service must be active.

• Sending SMS may require additional cost!

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Caregiver/Family Member Remote Monitoring and Assistance Premium Service

- The Caregiver/Family Members can register to these services. For more details, please visit our website - ***www.swissvoice.net***

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8. TECHNICAL DATA

Band	GSM (850/900/1800/1900 MHz) , WCDMA (2100/850 MHz) , 4G Band-FDD LTE (800/1800/2100/2600 MHz)
Dual cards	SIM + 4G USIM; dual standby
HAC	M4/T4
Processor	MTK6737VWA Quad-cortex 1.3GHz CPU
OS	Android 7.0
Memory	RAM 1 GB DDR2, ROM 8 GB, supports a TF Memory Card up to 32 GB (optional)
Camera	Front 2 M pixel, Rear 8 M pixel, Autofocus
WiFi / Mobile data	IEEE 802.11b/g/n, 2G GPRS, 3G: WCDMA/ HSPA, 4G:FDD-LTE
Battery	Li-Ion, 3.8V, 3200mAh
Maximum earpiece volume	up to +35dB
Talk time	up to 8 hours
Standby time	up to 210 hours
Dimensions / Weight	approx. 168 x 180 x 91 mm / approx. 370 g incl. battery
USB jack	Micro USB
Headset connection	3.5 mm jack
SAR	GSM 900 - Head: 0.11W/kg Body: 0.4W/kg DCS 1800 - Head: 0.03W/kg Body: 0.53W/kg WCDMA Band I - Head: 0.08W/kg Body: 0.24 W/kg LTE Band 1- Head: 0.06W/kg Body: 0.15W/kg LTE Band 3 - Head: 0.05W/kg Body: 0.37W/kg LTE Band 7 - Head: 0.06W/kg Body: 0.25W/kg LTE Band 20 - Head: 0.08W/kg Body: 0.23W/kg WIFI 2.4G - Head: 0.01 W/kg Body: 0.05W/kg

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9. PROBLEMS AND SOLUTIONS

Problems	Solutions
The mobile phone cannot be switched on	No battery inserted; Battery is not charged.
The phone is requesting a PUK when I switch on the phone	If you do not have the PUK for your SIM card, please contact your service provider.
No signal quality is displayed	No network connection. The mobile phone is in a location where there is no network service, please move to a different location or contact your service provider
A message appears in the display for some functions, indicating execution/ use is not possible	Some functions can only be used after the respective service has been applied for. Contact your service provider.
Screen frozen or no response when pressing keys	Remove the battery for 3 minutes and try again
No connection to the mobile telecommunication network	Contact your service provider
The “Insert SIM“ message appears in the display	Ensure that the SIM card has been installed correctly. Contact your service provider.
The battery cannot be charged or is empty within a short time	Battery is defective; Place the phone correctly in the charging unit or connect the charging unit properly; Clean the charging contact of the mobile phone and charging unit with a dry soft cloth; Charge the mobile phone for 4 hours.
The mobile phone has accidentally got wet	Switch off the phone immediately, remove the battery and allow the unit to dry completely before powering it on again.

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TIPS ON THE BATTERY

• Only use batteries, cables and charging unit approved by the manufacturer, otherwise the battery could be damaged.
• Do not short circuit the battery. Always leave the battery in the phone to avoid accidentally short circuiting the battery contacts.
• Keep the battery contacts clean and free of dirt.
• The battery can be charged/discharged hundreds of times but its service life is limited. Replace the battery when the battery power has decreased noticeably.

NETWORK SERVICES AND COSTS

C50s is designed for use when connected to a mobile phone network. Using network services and SMS may result in traffic costs.

AREA OF USE

• Do not use the phone in prohibited areas.
• Switch the phone off without affecting nearby medical equipment (e.g. in hospitals).
• Do not use the phone in petrol stations or near fuels and chemicals.

SAFETY

• Prevent exposure to smoke, dust, vibration, chemicals, moisture, heat and direct sunlight.
• The phone is not waterproof, please keep it dry.
• Only use original accessories and battery. Never attempt to connect other
products.
• Never attempt to connect incompatible products.
• Repairs to this device must be completed by qualified service personnel.
• Keep the phone and accessories out of the reach of children.
• The SIM card can be removed. Caution! Small children can swallow them. • The ringing tone is issued via the loudspeaker. Take an incoming call first and then hold the phone to your ear. This prevents any possible hearing damage.
• Use approved handsfree equipment and appropriate holder while driving. It is essential to observe the applicable national laws and regulations.
• Always maintain a distance of at least 15 cm to implanted heart pacemakers to prevent interference. Do not carry the phone in a chest pocket when switched on. Always hold the phone to the ear furthest away from the pacemaker during calls. Switch the phone off immediately if you notice or suspect any adverse effects. Consult your doctor if you have any question.
• This phone is hearing aid compatible. If you wear a hearing aid, please contact your doctor or the hearing aid manufacturer to inquire about any possible impairments through mobile communication equipment.
• Do not rely on the mobile phone as a safeguard for emergencies. For

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a variety of technical reasons, it is not possible to guarantee a reliable connection under all circumstances.
• Ensure access to the power adapter plug is not obstructed by furniture or such.

10. ENVIRONMENT

This symbol means that your inoperative electronic appliance must be collected separately and not mixed with the household waste. The European Union has implemented a specific collection and recycling system for which producers are responsible

Help us protect the environment in which we live!

CE

12. DECLARATION OF CONFORMITY

The logo printed on the products indicates the conformity with all essential requirements (RED directive : 2014/53/EU). You can download the Declaration of Conformity from our website - ***www.swissvoice.net***

12. WARRANTY

Please read carefully the user guide included in this box. C50s is an approved equipment in accordance with the European regulations, attested by the CE marking. The product you just bought is a technological product, it must be handled with care.
Note: You have a legal warranty on this product in accordance with the regulations applicable to the sale of consumer goods in the country in which you made this purchase.
For any information regarding this legal warranty, please contact your dealer. Without prejudice to the legal guarantee of the products, ATLINKS guarantees that the product in this box conforms to its technical specifications contained in the user guide included in the this box, and this during a warranty period, counted from the date of purchase of the new product, the date on your invoice or ticket checkout where is indicated the name of your reseller, and equal to: Twenty four (24) months for the telephone, excluding consumables, accessories and batteries. For any claim under this warranty during the warranty period, you must return the entire Product to your dealer, together with the proof of purchase, the invoice or receipt issued by your dealer, indicating the place of purchase and the serial number of the Product, following

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the appearance or discovery of the defect. ATLINKS undertakes to repair any defective item due to a defect in design, material or workmanship, at its expense, or to replace, at its expense, by an identical or at least equivalent element in terms of functionalities and performance. If the repair or replacement is impossible under normal commercial conditions, the Product will be refunded or replaced by a Product equivalent. Within the maximum limit allowed by the applicable law, the product or element replacement, which may be new or reconditioned, is warranted during a period of ninety (90) days from the date of repair or until the end date of the initial warranty period, whichever is the earlier greater than ninety (90) days, it being specified that any period of immobilization of the Product of at least seven (7) days will be added to the warranty period remaining to run. This warranty does not apply in the following cases:
- Installation or use not in accordance with the instructions in the guide of the user,
- Incorrect connection or abnormal use of the Product, especially with non-compatible accessories, as indicated in the user guide,
- Product opened, modified or replaced by means of non-approved parts, serial number deleted, illegible, damaged,
- Normal wear, including normal wear and tear on accessories, batteries and displays,
- Failure to comply with the technical and safety standards in force in the area geographical use,
- Product having suffered a shock or a fall,
- Product damaged by lightning, electrical surge, heat source or radiation, water damage, exposure to conditions of temperature, humidity or other excessive ambient conditions or any other cause external to the product,
- Negligence or faulty maintenance,
- An intervention, a modification or a repair carried out by a not authorized by ATLINKS.

If the returned Product is not covered by the warranty, you will receive a quote from repair that will mention the cost of analysis and transportation costs that you will be charged if you want the Product returned to you. This guarantee is valid in the country in which you regularly purchased the Product, provided that the country is a member of the European Union. Subject to the legal provisions in force, all warranties other than described herein are expressly excluded.

TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW,

A) THIS WARRANTY IS EXCLUSIVE TO ALL OTHER WARRANTIES EXPRESS OR IMPLIED, INCLUDING, BUT NOT LIMITED TO, WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE PARTICULAR;

B) ATLINKS DISCLAIMS LIABILITY FOR LOSS OR DETERIORATION OF DATA, LOSS OF USE LOST TO WIN, LOSS OF CHANCE, DEREVENUES OR INCOME, LOSS OF OPERATION, DAMAGES INDIRECT, CONSEQUENTIAL, CONSEQUENTIAL OR INCIDENTAL;

(C) ATLINKS LIABILITY IS LIMITED TO THE VALUE OF PURCHASE OF PRODUCT EXCEPT HEAVIL OR UNINTENTIONAL FAULT AND EXCEPT DAMAGE BODY

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