

KONKA U6 – FREQUENTLY ASKED QUESTIONS

Q1. How do I insert the sim card into my Konka U6?

To insert the sim card, you need to remove the back cover from the phone and remove the battery. To do this, you just need to find the small cut-out edge on the bottom right corner of the back cover and remove it. You can then remove the battery via the small opening underneath the camera. The sim goes in via the left slot, which has 3 gold pins visible. You slide the sim card inside the space available, with the **small cut out edge** of the card facing to the **bottom right**. There is a diagram above the gold pins to help you with the positioning.

Q2. How do I turn the device on and off?

To turn the device on and off, you simply hold down the **Red End Key** for around 5 seconds. This will put the device into the boot-up system to power on and the boot-down system to power off. **Remember:** A single press will **not** turn the phone off; it will only **lock** the device.

Q3. How can I factory reset my Konka phone?

Before you proceed – remember to back up **all personal data** (photos, videos, contacts etc....) – these will be lost when the device is reset. To reset your device, head into your applications menu by pressing the **Menu** button whilst on the home screen. Keep pressing right on the directional keys until you find **settings**. Press the **OK** key on settings. Keep pressing down on the directional keys until you see **Factory Data Reset**. Press **OK**. Now keep pressing down again until you see **Reset phone**. You can select “erase all data” if you wish. Press **OK** when ready. Finally, you need to just press **OK** one more time to confirm you wish to proceed. Once you press this, the phone will re-boot and eventually return you to the home screen. Your phone is now reset.

Q4. Can I adjust the in-call volume?

If you feel you cannot hear the individual on the other end very well, you can alter this setting, to improve volume. You need to be in an active call to do this, so please make sure you make a phone call first. During the call, all you need to do is use the increase/decrease volume keys on the right hand side of the device. The top half of the button increases the volume, whereas the bottom half decreases the volume.

Q5. How do I put my phone into hands free loudspeaker mode?

To activate loudspeaker, you need to be in the call itself. Whilst in a call, press down on the **directional keys** and you will notice one of the **four** icons on the screen highlight. Press left **once** to highlight the loudspeaker icon. Press **OK** to activate. You simply press **OK** on the same icon to switch this off. Please note that once the phone is put into the hands free mode, you can alter the volume the same way you can for a regular call. The **microphone** icon will allow you just **mute** your own voice; the **pause** icon can be used to put the other person on the call **on hold**. The final icon is for conference calling, more on that in the next question.

Q6. How can I do a conference call?

During a call, there are 4 icons at the bottom of the screen. Use the directional keys to navigate down and across those 4 icons. The final icon on the right, will allow you to activate **conference calling** and **switch calling**. By pressing that final button, you can then enter a **third** number to call. If this person answers, you will only be talking to them, whilst having the **original caller** on hold. 2 new **icons** will appear at the bottom right. The far right will put the phone into conference call, which means all 3 people can talk and listen at the same time. The 2nd from the right will simply switch between the two callers and thus put the **new** person back on hold.

Q7. How do I save a photo that I sent as an attachment via SMS?

To do this, **open the message**. Use the **directional keys** to move over and highlight over the photo itself and **long press** the **OK key**. Now click **OK** on the “save attachment” notification. Now go up and to the right to highlight the word: **OK**. Press the **OK** key to save the attachment. The photo will now save to your gallery.

Q8. Why won't my phone unlock?

You need to ensure you are pressing the two-button combo quickly. Press the **menu button** followed immediately by the **asterisk (*) key**. This will unlock the handset. To **lock** the handset, simply press the **red end key** just once. This will only lock the handset if you are on the **home screen**. If you have an application open, it will only **take you back** to the home screen, rather than locking it. **Note:** This is a country wide policy, the lock cannot be removed.

Q9. How do I turn the torch on?

To turn the torch on, you simply **long press** the **hash key (#)** and then long press it again to **turn it off**.

Q10. How do I adjust the ringtone as well as its volume?

To adjust these settings, we need to locate the user profiles. From the **home screen**, press the **menu button**. Press right on the **directional keys** until you see **settings**. Press **OK** key on settings. Now keep going down until you see **user profiles**. Press **OK** on user profiles. You should be highlighted over **general**. Press the **menu** button and then go down to **Edit**. Press **OK** key on that to edit settings. Press **OK** again to proceed. Now you can go through each setting, including **volume, phone ringtone and the default notification sound**.