

Cingular 2125 Troubleshooting

Problem	Solution
Power and Battery	
My device's date and time reset to factory default when the battery is removed or replaced.	Always re-insert the battery immediately while replacing it. Data may be lost if the battery has been removed for a long time.
During initial charge, how long should a battery be charged?	Your phone is equipped with a Li-Ion battery. Li-Ion batteries should be charged for 5-6 hours initially. Thereafter, you can charge according to the user manual. Remember that a battery, after lying on a shelf for some time, usually takes 2 to 4 full charges and discharges before it achieves its full potential.
What is the best way to optimize the standby times on batteries and increase battery life?	To optimize battery life and conserve power, you can adjust the Power management settings for display, backlight, and light sensor.
How does the 'Backlight timeout' differ from the 'Display timeout'?	The 'Backlight timeout' specifies the time the light on the display will be tuned on to its brightest setting. When off, the screen is still active and is viewable in certain light conditions. The 'Display timeout' will turn off the display entirely while leaving the device on to continue receiving calls or performing data operations.
Why does my screen go blank?	Your phone may be configured to shut off the display after a period of inactivity to conserve battery power. To turn the screen on again, press any key. You can adjust the display time-out using the Power management settings.
Sound and Ringtone	
My device doesn't make any sound.	Check the Sounds settings by clicking Start > Settings > Sounds. Check the current profile. Your phone may be in silent mode.
I am in a meeting. How do I change my phone ringer to vibrate?	Click Start > Settings > Sounds, and select Vibrate as the Ring tone for your phone. Finally, click Done.
Can I have my device vibrate and play my ring tone when I receive a call?	Yes, using sound 'Profiles' you can specify how your device alerts you to incoming calls and other device alerts and notifications. By editing a profile and choosing 'Vibrate and Ring' as the ring type, your device will both vibrate and play the currently selected
I cannot find the ring tone I just copied to my device. How can I select it?	Files you wish to use as custom ring tones should be placed in the \Smartphone\Application Data\Sounds directory on your device. The ring tones may also be located on a storage card.
Phone	
My phone says that it is blocked and that I need a PUK.	The SIM card on your phone is usually blocked when your SIM PIN is entered three times incorrectly. You can unblock it by obtaining the PIN Unblocking Key (PUK) from your service provider.
How can I save a contact on my phone SIM card instead of simply storing it in Contacts?	Open the contact with the call details or enter the contact information and click Menu > Save to SIM. Take note that only a single phone number can be saved per SIM contact entry. SIM contacts are also not synchronized.

What is the difference between 'Key Lock' and 'Phone Lock'?	'Key Lock' on a Windows Mobile device refers to locking the numeric keypad so numbers cannot accidentally be pressed while the device is being held in a pocket or case, preventing unexpected calls or actions to occur. The 'Key Lock' can be disabled without a password. 'Phone Lock' provides the ability to place a password on the device. This allows the user to restrict access to data located on the phone should it be misplaced.
Why can I not choose the 'Headset' profile?	The 'Headset' profile will be automatically selected when the device recognizes that a headset or hands free device has been plugged into the device.
I cannot enable the 'Speakerphone' profile. How do I do that?	To enable the speakerphone, you must have an open call and click Menu > Speakerphone On. An icon will appear on the title bar indicating that the speakerphone profile is engaged. It is necessary to enable the speakerphone for each call as it will be turned off once a call is ended.
I'm getting feedback (an echo or "squelch") whenever I talk on my phone.	Turn down the volume. In some cases, your microphone can hear your ear piece (this is especially true for hands-free car kits). Adjusting your volume to a lower setting should help.
Active Sync	
ActiveSync operation cannot be performed or connected.	Make sure you have correctly installed the ActiveSync software found on the Companion CD that came with your device, and followed the instructions accordingly. Restart your device or/and PC and try again. DO NOT plug in the USB cable before loading ActiveSync. Make sure the ActiveSync cable is connected securely. On your PC, make sure the Connection Settings are correctly selected in File > Connection Settings of Microsoft ActiveSync.
ActiveSync is connected, but I cannot transfer data.	Make sure you have established a Partnership with the PC, and check Tools > Options of Microsoft ActiveSync on your PC, to see if the information types you want have been selected for synchronizing. For more information, see ActiveSync Help.
Can I synchronize my phone with a PC using Bluetooth?	Yes, if the PC is Bluetooth enabled or has a Bluetooth Dongle. To turn on Bluetooth on your phone, click Start > Settings > Connections > Bluetooth and select Discoverable. Then start ActiveSync and click Menu > Connect via Bluetooth. Your phone will either display an existing partnership or ask you to set up a new partnership. Follow the instructions on your phone to search for a new Bluetooth enabled device (here, it is your PC) to set up a partnership. Your phone will then try to connect to that Bluetooth device.
What type of server must I be using in order to synchronize by phone to a PC?	In order to synchronize directly with a server, your mailbox must reside on a Microsoft Exchange 2003 Server. To synchronize task items, the server must be running Microsoft Exchange 2003 Server, Service Pack 2. Contact your IT administrator if you are unsure what type of mail server is being used.
Can I synchronize and view attachments?	Windows Mobile supports downloading and viewing attachments

	in e-mail. The types of files you can view depend on the viewing software that is installed on your device. Check with your service provider for a list of file viewers that is available on your phone.
I cannot create a 'Partnership' while using ActiveSync. What do I do?	Connecting as a 'Guest', you will be able to move files between the PC and device, install and remove applications from the device and use the pass-through features to access any network or Internet connections your PC may have available. NOTE: For more information on ActiveSync, refer to the related chapter in this user manual, or visit here: http://www.microsoft.com/windowsmobile/help/smartphone/supportsetup.aspx To download the latest version of ActiveSync for your phone, visit here: http://www.windowsmobile.com .
Infrared and Bluetooth	
I am unable to use Infrared (IR) to transfer information. What do I do?	Transfer only one file at a time or decrease the number of contact cards (try sending 25 contact cards only at a time). Line up the IR ports so that they are unobstructed and within close range. Make sure nothing is between the two IR ports. Adjust the room lighting, as some types of light interfere with IR connections. Try moving to a different location or turning off some lights. Do not try to use infrared beaming in the sunlight.
I can't seem to send a photo from my phone via Bluetooth, what must I do?	Sending a photo via Bluetooth is not supported by your phone. You can beam a photo, video, contacts or any other items to another mobile device, be it an IR- or Bluetooth-enabled device. For details on how to beam, refer to the related chapter in this user manual.
My phone and my computer disconnect their infrared connection after 10 seconds. What do I do?	Ensure the infrared data transfer rate is set at 38400 bps or 57600 bps. If the transfer rate is faster, the connection may be too sensitive. If it's too slow, you are not utilizing the full capabilities of the infrared (this is not linked to modem speed, so it is not necessary to reduce to 9600 bps).
Camera	
I cannot adjust the brightness when taking pictures with my phone.	While on the Camera screen, click Menu > Ambience > Adjust View, and adjust the brightness using the navigation control.
Does my phone camera have red eye reduction? How about flash?	Your phone camera does not have the "red-eye reduction" and flash options.
My phone is not able to capture a video.	From the Camera (Video) screen, click on the menu and select options. Make sure the Capture mode is set to Video. In addition, make sure you have sufficient available memory to store the video.
Messaging	
How many e-mail accounts can I setup on my device?	Windows Mobile supports up to eight messaging accounts. Included in these are any ActiveSync, POP3 or IMAP4, Text Messaging, and Multimedia Messaging accounts.
I have problems sending MMS from my phone.	Check to see if the MMS size does not exceed the maximum size the operator's MMS-C accepts. Make sure that access is granted to the operator's MMS services.

My phone could not receive MMS messages.

Make sure that you have the correct MMS settings. Refer to the related chapter in this user manual for a general idea on what MMS configuration and MMSC settings need to be configured. Then contact your service provider to find out the specific settings. If this is a network problem, please notify Cingular to clear it up.