



Troubleshooting Wireless Telephone F-20

In case of getting any of the following messages, troubleshoot with the help of respective instructions.

1. The remote computer is not responding.

- Check if data service is activated on your phone or your number is not temporary blocked.

2. The system prompts “The Modem has no response”.

- Right click on “My Computer” and check out in “Hardware” tab for “Device Manager”. Confirm “Prolific USB-to-Serial Bridge” is installed properly.

3. In case of hardware failure in the modem.

- Check if phone is switched on and modem is installed properly.
- Check whether the baud rate on the interface of the Modem is 115200bps (by default).
- You can set baud rate default value to 115200bps; by pressing menu +8+1 on your phone. If it is not 115200bps then change it to 115200bps, using up and down keys then press ok to save.

4. There is no dial tone.

- Check if data cable is plugged with your phone and computer.

5. If dial-up networking connection cannot be created or the dial-up connection does not get connected to the server.

- Check whether the user name and password typed are correct. Enter user name “DIALOG”, password “DIALOG”.
- If the fault still exists, contact the operator by dialing 450 from your DIALOG set.

6. Phone set display is not functioning.

- Check battery switch is turned on.
- Connect power supply and assure it is connected properly.
- If still you encounter same problem, there is a technical fault. Please contact our nearby service centre for support.

7. No service.

- Check if antenna is plugged properly.
- Turn off and turn on the phone set and wait for 2 minutes.
- Move the phone set to another location and adjust antenna direction, for gaining higher signals.
- If still no service then, configuration of the phone set is not proper.
- There might be a manufacturing fault in phone set or some other technical problem.
- Check out for following options first:

a. Check out if 450 is dialed.

- After dialing 450, if “Thanks Message” is received from DIALOG Inquiry Service, means the phone can access the network and there is no manufacturing or configuration fault.
- If 450 can not be dialed or call drops, it means your phone set cannot access the



network; there may be configuration or manufacturing fault.

b. Check by dialing any Number.

- If DIALLOG phone set dials properly, means the phone set is properly configured and working.
 - If message received “Your Call is Restricted”, means the outgoing call is blocked because of non payment or phone set is not registered in switch system.
 - If message received “You Can’t Dial from This Service Area”, means the phone set is out of defined service area of BTS.
 - If can’t dial or call drops, mean the phone set is not yet active in billing system.
- If the problem still persists, please contact our nearby service centre for further assistance.

8. In case of any of the following two faults:

- a. No Voice from Handset.
- b. No Voice heard at the called party phone set.

Please follow the instructions below:

- Check out for proper plugging of the cable between phone set and handset.
- Adjust ear volume on phone set.
- If still no voice, there might be some manufacturing fault in the phone set.

9. No ring tone is heard.

- Adjust ringing volume on the phone set.
- If still no tone is heard, there might be some manufacturing fault in phone set.

10. Cannot dial long distance call.

- Check out the settings for making long distance calls.
- Procedure is.

Support two ways call restriction.

(1) All outgoing calls, (2) Incoming calls

- Press Menu button of your phone set.
- Press up/down and select “Security” or press <7> key as shortcut + Ok.
- Enter 4 digits “Password”; default password is “0000”.
- Select “Restrict” or press <3> key as shortcut.

There are two options (1) Incoming, (2) Outgoing.

(1) Incoming

Press up/down to select “Yes” or “No”.

To restrict all Incoming calls select “Yes” otherwise select “No”.

(2) Outgoing

Press up/down to select “Yes” or “No”.

To restrict all outgoing calls select “Yes” otherwise select “No”.



11. Unable to use Internet/data services.

- Check out for the proper installation of the modem.
- Check the modem speed is as per the user manual.
- If you receive error message “Remote Computer did not responds” data services feature is not enabled on your phone set.

12. Cannot use fax service.

- Check for the proper installation of the Fax modem.
- Ensure proper installation of the Fax software.
- Check if the settings for Fax are as per user manual.