Ballistic™

LINEHAUL
R247

User Guide
Australia & New Zealand

TABLE OF CONTENTS

MAIN FEATURES 4
- Dual SIM 4
- Auto idle 4

GETTING STARTED 5
- To turn the phone on 5
- Prior to installation 5
- Inserting Internal SIM 5
- Inserting Battery 5
- Inserting External SIM 5
- Switching SIMs 5
- Making calls 6
- Receiving calls 6
- Call Options 6
- Sound options 8
- Power off 8
- Ignition Sense 8
- Network Coverage 8

USING THE KEYPAD 9
- Keypad 10
- Function Keys 10
- Navigation keys 11
- Ready mode / Shortcut keys 11
- Icons 12

MENU MAP 13

CONTACTS 15
- Contacts List 15
- Adding a new entry 15
- Speed dialling 16
- Deleting entries 16
- Copying entries 16
- Contacts Statistic 16

TABLE OF CONTENTS

MESSAGES 17
- View inbox 19
- New Message 19
- Voicemail 20
- Outbox/Drafts/Sent/Archive 20
- Messages full 21
- Delete 21

CALL REGISTER 22
- Call List options 23
- Call Statistics 23

ALARMS 24

SETTINGS MAP 25

SETTINGS 28
- Call Diversion 29

CONTACT US 38

SOFTWARE UPDATES 38

WARRANTIES 39

TROUBLESHOOTING 39

CHEAT SHEETS 41

INDEX 45
- Glossary 47

WIRING GUIDE FOR INSTALLERS 48

MAIN FEATURES

- Dual SIM capability
- Ability to change screen backlight and keypad brightness independently of each other in both the active and idle modes.
- Multiple alarms – 8 in total
- Multiple size fonts - small, medium and large
- Big Buttons
- Loud,clear audio

Fixed in-vehicle:

- Network barring option to allow/bar incoming and outgoing calls (Network dependent)
- SMS barring option to allow/bar incoming and outgoing SMS (Network dependent)
- Fixed in-vehicle installation has an optional accessory privacy handset

DUAL SIM

The installer can put the fleet SIM as the internal SIM prior to mounting on the dash. The driver can put a personal SIM in the external slot – Use Menu,6 to swap between SIMs.

Note: Only **one** SIM can be in use at **any** time so it is **necessary** to swap SIMs to check for calls or messages on the other SIM.

AUTO IDLE

The phone default is to have auto idle ON.

The level of **idle** brightness for the keypad and screen can be changed via Menu,5,4,2,1.

The level of **active** brightness for the keypad and screen can be changed via Menu,5,4,2,2 and Menu,5,4,2,3.

GETTING STARTED

To turn the phone on: Hold down the either the green (SND) key or red (END) key for 2 seconds until you see the screen light up.

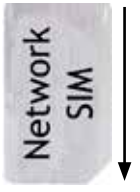
To turn the phone off: Hold down the red (END) key for 2 secs until you see the ***goodbye…*** screen.

PRIOR to INSTALLATION

Remove the lower back cover (unscrew the 2 screws holding the cover on) to locate the SIM holder and battery holder. Insert SIM, if required, and battery (see below), reattach the back, attach the antenna and install on the dash. Then connect the wiring as per guide on back page.

Inserting Internal SIM

Flip open the SIM holder and place the SIM in, network logo facing up, notched corner facing the bottom right corner as per diagram 1. Ensure the holder clips over the SIM cleanly.



Inserting internal SIM

Inserting Battery

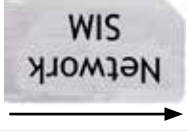
Insert the battery – this provides smooth power to the phone whilst the engine is starting.

Note: For dangerous goods vehicles, it is ok to not use the internal battery.

Inserting External SIM

Flip open the SIM holder and place the SIM in, network logo facing up, notched corner facing the bottom right corner as per diagram 1. Ensure the holder clips over the SIM cleanly.

Diagram 2



Inserting external SIM

Switching SIMs

From the Ready Menu, LFK to Menu and scroll to Swap SIM.

Privacy Warning: Any time SIMs are switched or removed, the Messages and Call Register Folders will remain as is. To ensure private messages are not read, delete prior to removing or swapping SIMs.

Making calls

To make a call from the Ready screen, just enter the numbers using the keypad and use the SND key to dial or refer to the Contacts List for dialling a number from Contacts.

Receiving calls

To receive/answer a call, use either the LFK or SND key to answer.

To set any key to answer (other than the green SND key), go to Settings/Calls/ In Call Setup/ Answer Key.

The optional privacy handset cannot be used to answer a call.Switch to it once the call has been answered.

Call Options

During any call, the following options are available:

Hold/Resume, Mute/Unmute, New Call, End Call, Menu

Hold/Resume call

Using this will mean the other party cannot hear anything from the microphone on your phone.

Use this to have an in-person conversation with someone which the phone caller cannot hear or in order to dial a new number. Resume will continue the call as normal.

Mute/Unmute call

Use this to mute a call (ie the other party cannot hear anything from your microphone). This option will then become Unmute in the Options list to enable the call to continue as normal.

New Call

Using this when on a call will put the first call on hold and allow you to dial a 2nd number.

Volume Adjustment

The Up and Down keys can be used whilst the phone is ringing or dialling to adjust the ring volume temporarily. To permanently alter the volume, go to Settings.

The audio volume can only be set by using the Up and Down keys whilst on a call. The value is retained (ie not changeable in Settings).

Call Waiting

If Call Waiting is active, an alert will sound if there is another incoming call whilst you are already on a call. You will then be able to hold the first call in order to answer the 2nd call. See Settings/Calls/In Call Set-up/Call Waiting (Menu 5,3,2,4) to see whether the call waiting option is set to active or not.

If Call Waiting is not set, the 2nd call will go to another number as per the number set in the Settings /Call Diversion menu.

The RFK will enable switching between the 2 calls.

Note: Only 1 call can be active at a time- it is not possible to join the calls (ie Conference Calls).

Sound options

Calls can be conducted via the hands free speaker only or by using a privacy handset (optional accessory). The privacy handset cannot be used to answer a call. Switch to it once the call has been answered.

Power off

The phone should be wired to the battery and ignition, with this set up the phone will power up and down via ignition sense. The default power down safety timer is set to 120 Mins. If the phone's power and ignition sense wires are both wired to constant power the phone will remain on and must be powered down manually. This also means it must be powered on manually.

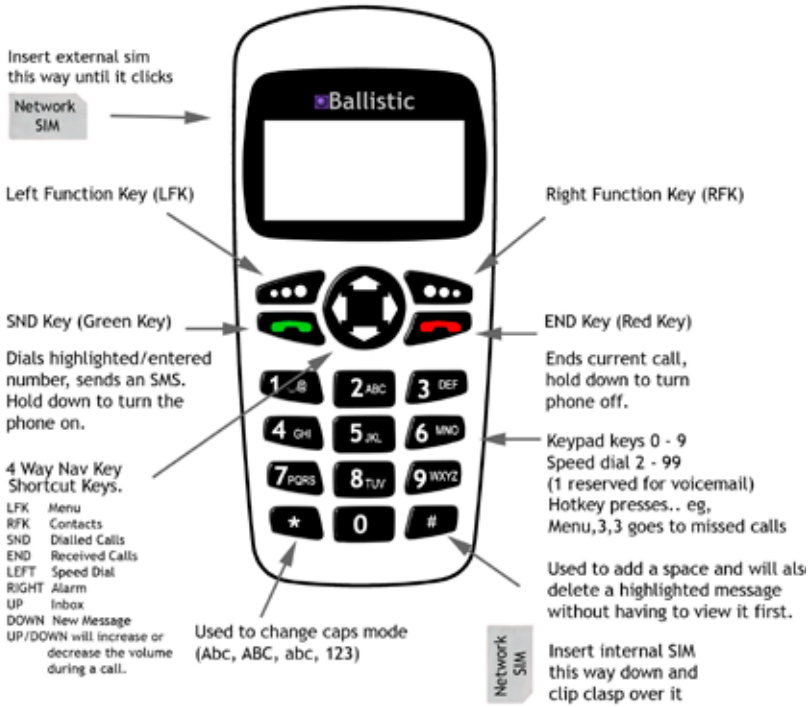
Ignition Sense

The phone will detect when the vehicle is started if wired to ignition and will automatically turn on the phone. The phone will shut down when the vehicle is turned off. If the Safety Timer setting has been selected it will remain on for the duration selected -see Settings/Car Settings/Safety Timer.

Network Coverage

The fixed in-vehicle phone requires a compatible external antenna to be connected at installation time. A quad or penta band antenna that covers the 850/900/1800/1900/2100 mHz bands is preferred. For those that still have an 850 mHz CDMA antenna, this will be suitable for the Linehaul.

USING THE KEYPAD



Keypad

An icon of 123 on the header line shows that the keypad is in number mode.

An icon of Abc or ABC or abc on the header line shows that the keypad is in text mode.

When in text mode, a long press of a key will insert the relevant number instead (ie a 3 when the def key is pressed, 4 instead of ghi).

The # key in a Message preview list is used to delete the highlighted message without having to view it first.

The # key in text mode is used to advance a space.

The * key is used within text mode to change case.

A long press of the 0 key will insert a + symbol when dialling numbers.

The 1 key will rotate through a standard list of symbols.

Function Keys

LFK – Left function key – its use is shown on the screen in the lower left corner.

RFK – Right function key – its use is shown on the screen in the lower right corner.

SND – also known as the green key. For most functions it will dial the highlighted number (ie Contacts, messages) and for others it will send a message or is inactive.

Hold down the key for 2 secs to turn the phone on.

END – also known as the red key. For most functions it will jump the screen back 1 or 2 levels without saving what was being done.

From the Ready screen, hold down the key for 2 secs to turn the phone off.

Navigation keys

The 4-way navigation button is used to move around within text or to help scroll up and down where options can be selected on the screen.

Ready mode / Shortcut keys

From the ready mode, the following keys will take you to a sub menu without having to go to the MENU list first:

LFK=Menu

RFK=Contacts List

SND=Dialled Calls (Call Register List of dialled calls)

END=Received Calls (short press)

LEFT=Speed Dials List

RIGHT=Alarms

UP=Inbox in Messages Folder

DOWN=New Message

- Hold down the 1 key to go directly to Voicemail.
- Holding 0-9 keys will dial your pre-set Speed Dial numbers – speed dial slots are from 2 – 99. *See Speed dials on page 16*

Icons

E	Store to External SIM
I	Store to Internal SIM
	Phone
	Unread Message
	New Voicemail Message (New Zealand only)
	Message folders are full. No messages can be sent/ received until some are deleted.
	Alarm enabled
	Keypad locked
	Signal Strength
E	External SIM in use
I	Internal SIM in use
x	No SIM inserted
	Unsent Message – Check Outbox
	Call Forward - Diversion of All Calls has been set.

MENU MAP

• 1. Contacts	Menu 1
1. List	Menu 1,1
2. New Entry	Menu 1,2
3. Speed Dial	Menu 1,3
4. Delete	Menu 1,4
5. Copy	Menu 1,5
6. Statistics	Menu 1,6
• 2. Messages	Menu 2
1. View Inbox	Menu 2,1
2. New Message	Menu 2,2
3. Voicemail	Menu 2,3
4. Outbox	Menu 2,4
5. Drafts	Menu 2,5
6. Sent	Menu 2,6
7. Archive	Menu 2,7
8. Delete	Menu 2,8
• 3. Call Register	Menu 3
1. Dialled	Menu 3,1
2. Received	Menu 3,2
3. Missed	Menu 3,3
4. Delete Call Lists	Menu 3,4
5. Call Statistics	Menu 3,5
• 4. Alarms	Menu 4
1-8. Alarm1- Alarm8	

• 5. Settings	Menu 5
1. Contacts	Menu 5,1
2. Text Message	Menu 5,2
3. Calls	Menu 5,3
4. Screen&Sound	Menu 5,4
5. Set&Forget	Menu 5,5
6. SIM Settings	Menu 5,6
7. Security	Menu 5,7
8. Car Settings	Menu 5,8
• 6. Swap SIM	Menu 6

CONTACTS (MENU 1)

1. List
2. New Entry
3. Speed dials (Shortcut=LEFT key)
4. Delete
5. Copy
6. Contacts Statistic

Go to Settings/Contacts to choose :

Store to - SIM only, Phone only

Get from – SIM only, Phone only or Both

The letter after the Name shows where it is located:

E =External SIM

I =Internal SIM

=Phone

Contacts List

The list of names in the phone book will be displayed in ascending name order.

If a name in the Contacts list is highlighted and the SND key is pressed, the number will be dialled.

Phone and SIM entries can only contain 1 number.

Entries stored on Phone rather than SIM will enable a quicker bootup.

Adding a new entry

Choose New Entry, Add the Name and enter the number. Optionally, choose a ringtone for calls from this number (if the number is not blocked).

Speed dials (Shortcut=LEFT key)

Will show the list of the 99 speed dial slots using 2 digit search.

Speed dial 1 is always reserved for Voicemail and cannot be moved to any other position.

Numbers must be in the CONTACTS list before they can be allocated a Speed Dial number.

Removing a speed dial number will not delete it from CONTACTS.

The SND key will dial the highlighted number from this screen.

To use speed dial from the Ready Screen :

Hold down the 1 key to go directly to Voicemail.

Hold down the 2-9 key to dial pre-set Speed Dials 02-09.

For Speed Dials 10-99, enter the first digit as if to enter a number and then hold down the 2nd digit to dial the pre-set Speed Dial.

Delete

Contacts can be deleted : One by One, SIM, Phone, SIM and Phone.

Copy

Contacts can be copied : Phone to SIM or SIM to Phone

Warning : In ALL copy functions, existing names will be overwritten if the name is the same.

Since **Phone** entries can only contain one number per name and no detail, only phone numbers can be copied across, not details.

Contacts Statistic

Shows the number of entries and amount free on Phone and active SIM.

MESSAGES (MENU 2)

1. View Inbox (Shortcut = UP key)
2. New Message (Shortcut=DOWN key)
3. Voicemail
4. Outbox
5. Drafts
6. Sent
7. Archive
8. Delete

Only text SMS messages can be sent and received; photos and other files attached to a message will not be able to be opened.

The expectation for text messages are that they are instant, in some circumstances the phone will have sent the message but the S/P may have some technical issue for the message not being delivered immediately. Check with your S/P regarding their guidelines on messaging.

Number of characters in a message

The maximum number of characters in a text message that can be sent is 160 characters. This is equivalent to 1 chargeable unit for most S/P.

On occasion, incoming messages that contain longer messages may be split into 160 characters per message.

Sorting/folder size and matching with Contacts

Messages in the inbox are sorted by date/time only. If the sender/sendee is in the Phone Book, the name will show rather than the number but you can view details to show which number was used.

Messages menu will show the total number of messages per folder.

When viewing message folders lists, the SND key will dial the highlighted number; otherwise it will send the message.

The # key in messages is used to delete the highlighted message in any folder without having to view it first.

Note: Unsent Messages - you cannot send or receive messages when there is no network coverage.

The message will be saved and the send will be attempted again later and an icon will show while there are still unsent messages.

Use Detail

Select this option to view the Phone Number that sent the message and save to Contacts if required.

Predictive text

The phone does not support predictive text.

To change between UPPER, lower or Mixed (1st letter upper only) case, use the * key.

To add a space after a word, use the # key.

Certain letters of the alphabet are assigned to each of the 2-9 number keypads. Pressing a key in quick succession will rotate between the choices.

To use 2 letters on the same key, a pause is required in between.
Eg to type the word hi : Press 44,pause and then 444.

View inbox

Your inbox folder will list all messages by Subject until they are manually deleted.

The # key in messages is used to delete the highlighted message without having to view it first.

Options

The options for a highlighted or viewed message are:

Delete, Reply, Use Detail, Forward, Message Details, and Move.

See Settings/ Text Message Settings to turn confirm delete on/off.

Replied messages will not contain the original text – use Forward instead.

Inbox messages can be moved to the Archive Folder for saving when Message folder is full.

New Message

The maximum number of characters that can be entered in a text message is 160.

Options

The options for new message are:

Send to 1 or More, Save to Draft, Clear Text, Insert Contact Number, Insert Contact Name, Insert Contact Detail, Insert Symbol.

Voicemail

Ring Voicemail from your Contacts list or you can also access Voicemail easily from the main menu. A long press of the 1 key when in the ready screen will invoke Voicemail and dial your Mailbox number, once connected your S/P will provide prompts for functions within the mailbox. The mailbox and the messages on it are all saved on the S/P network and not on the phone.

Australia only:

New Voicemail messages will be shown on your phone as incoming SMS messages but the sender will show as Voicemail.

New Zealand only:

New Voicemail messages will be shown on your phone as a popup screen asking whether to **Call** Voicemail or **Exit**. The icon ⌂⌂ will show on the Ready screen if there are remaining Voicemail messages to listen to.

Outbox/Drafts/Sent/Archive

These folders will list all messages by Subject.

Messages that are in the process of being sent will be shown in the Outbox folder.

Sent messages do not have the date/time recorded.

Messages full

When the message folders are full , a dark envelope ✉ will appear on the Ready screen and no messages will be sent or received until some Messages are deleted. The Message space can hold over 200 Messages on average (depending on the number of characters in the text).

Delete messages from either Inbox, Drafts, Sent or Outbox or move to Archive to free up space. The Inbox, Outbox, Drafts and Sent folders all share the one space. Messages can only be manually deleted.

See Delete below for instructions on how to delete manually.

If a message is replied or forwarded, the original is still kept in the relevant folder; this includes messages that were saved in Drafts.

Delete

- Inbox
- Outbox
- Draft
- Archive
- Delete all

For each of these options, you can choose to delete messages:

One by One
All

CALL REGISTER (MENU 3)

1. Dialled Calls
2. Received Calls
3. Missed Calls
4. Delete Call Lists
5. Call Statistics

All call lists are shown in descending date/time order.

Each list can hold 30 calls; older ones are deleted off automatically once the list reaches the maximum.

Use the Delete Call Lists options to manually clear the lists when desired.

The name belonging to the first occurrence of a number found in Contacts will be used. If a number was hidden by the network, Private Number will be shown instead and options such as Edit Number, Save to Contacts, View Number or Send Message will not be available.

Details such as date, time and duration of call can also be viewed.

Use the SND key to dial the highlighted number from any of the lists.

Call List options

- Call Details
- Save to Contacts
- View Number
- Send Message
- Delete

Call Statistics

- Call Times

Call Times

Statistics for Call Times are in hh:mm:ss.

Available statistics are Last Call, Dialled Calls, Received Calls, All Calls and Lifetime.

If Master Clear/Reset has been done, the times for the first 4 lists are reset but the Lifetime list is not.

See Settings/Security Settings/Master Clear/Reset to understand how the phone will be affected when performing this function.

ALARMS (MENU 4 OR SHORTCUT RIGHT KEY)

Alarms

Up to 8 alarms can be used, these can be renamed to any 13-character name, and ideally these could include the time for frequently used alarm times.

eg

Wake up 06am
Wake up 07am
Delivery 11am
Delivery 1pm
Back to depot

Warning: The RFK will turn the highlighted alarm on/off without having to select it.

Note: the alarm time is the time of the phone; customers that travel into different time zones should take this into consideration when setting an alarm time.

Alarm ringtones are specified in the option for each Alarm and not in Settings.

When an alarm time occurs, you have the option of snoozing for another 10 minutes (Snooze=alarm time + 10 minutes), otherwise stop will turn off the alarm.

If the alarm is not acted upon, the alert will stop after 1 minute and snooze mode will automatically occur but the phone will only snooze 3 times if no action is taken and then stop.

If the phone was off when the alarm time occurs, the phone will still sound the alarm and give the option of turning the phone on or keeping the phone off.

SETTINGS MAP (MENU 5)

• 1. Contacts Settings	Menu 5,1
o Store to	Menu 5,1,1
o Get from	Menu 5,1,2
• 2. Text Message Settings	Menu 5,2
o Confirm delete	Menu 5,2,1
o Save Sent Messages	Menu 5,2,2
• 3. Call Settings	Menu 5,3
o Diversion	Menu 5,3,1
o In Call Setup	Menu 5,3,2
▪ Timer Alert	Menu 5,3,2,1
▪ Caller ID	Menu 5,3,2,2
▪ Answer Key	Menu 5,3,2,3
▪ Call Waiting	Menu 5,3,2,4
• 4. Screen&Sound Settings	Menu 5,4
o Volume	Menu 5,4,1
▪ Ringtone volume	Menu 5,4,1,1
▪ Ascend Ring	Menu 5,4,1,2
▪ Keypad	Menu 5,4,1,3
▪ Message	Menu 5,4,1,4
o Brightness	Menu 5,4,2
▪ Auto idle (Off, On, Set level)	Menu 5,4,2,1
▪ Keypad	Menu 5,4,2,2
▪ Screen	Menu 5,4,2,3
▪ Calls	Menu 5,4,2,4
▪ Other	Menu 5,4,2,5

• 4. Screen&Sound Settings (cont.)	Menu 5,4
o Contrast	Menu 5,4,3
o Tones	Menu 5,4,4
▪ Calls	Menu 5,4,4,1
▪ Message (Tone,Reminder)	Menu 5,4,4,2
▪ Keypad	Menu 5,4,4,3
o Font (Small, Medium, Large)	Menu 5,4,5
• 5. Set&Forget	Menu 5,5
o Initial Set up	Menu 5,5,1
▪ Date&Time (option includes Set Network Time)	Menu 5,5,1,1
▪ DTMF	Menu 5,5,1,2
▪ Set Keypad Lock	Menu 5,5,1,3
o S/P Settings	Menu 5,5,2
▪ Service Centre Number	Menu 5,5,2,1
▪ SMS Retry	Menu 5,5,2,2
• 6. SIM Settings	Menu 5,6
o Software info	Menu 5,6,1
o Modem info	Menu 5,6,2
o Show IMEI	Menu 5,6,3
o Show Serial ID	Menu 5,6,4
o Network Selection	Menu 5,6,5
o Hardware Version	Menu 5,6,6
o Service	Menu 5,6,7

• 7. Security Settings	Menu 5,7
o Ask for PIN	Menu 5,7,1
o Network Barring	Menu 5,7,2
▪ Outgoing	Menu 5,7,2,1
• Bar Outgoing	Menu 5,7,2,1,1
• Allow Outgoing	Menu 5,7,2,1,2
▪ Incoming	Menu 5,7,2,2
• Bar Incoming	Menu 5,7,2,2,1
• Allow Incoming	Menu 5,7,2,2,2
o SMS Barring	Menu 5,7,3
▪ Change password	Menu 5,7,3,1
▪ Set Barring	Menu 5,7,3,2
• Allow Outgoing SMS	Menu 5,7,3,2,1
• Bar Outgoing SMS	Menu 5,7,3,2,2
o Change passwords	Menu 5,7,4
▪ Phone PIN	Menu 5,7,4,1
▪ Security code	Menu 5,7,4,2
▪ Network Barring	Menu 5,7,4,3
o Master Clear/Reset	Menu 5,7,5
▪ Restore Factory Settings	Menu 5,7,5,1
▪ Clear User Data	Menu 5,7,5,2
• 8. Car Settings	Menu 5,8
o Auto Answer	Menu 5,8,1
o Safety Timer	Menu 5,8,2
o Mic Profile	Menu 5,8,3
o Speaker Profile	Menu 5,8,4

SETTINGS (MENU 5)

1. Contacts Settings

Store to	Default is SIM. Choose to store numbers to the SIM or on the Phone. SIM entries only allow 1 number per name. Power up will be quicker if Contacts are stored to Phone.
Get from	Default is BOTH. Display numbers on the SIM only, on the Phone only or both. Note: If this is set to SIM only or Phone only, the Store setting will be adjusted to store to the same location.

2. Message Settings

Confirm delete	Yes- always ask for confirmation (default). No – never ask for confirmation.
Save Sent Messages	Choose whether to keep sent messages in the Sent folder (default is YES).

3. Call Settings

- Call Diversion (Menu 5,3,1)

See Cheat Sheets on Page 44 for Shortcut Commands for diversion.

Diversion to Voicemail requires your S/P to have setup your Voicemail details and have a Voicemail number in your Contacts list (Ensure that Settings/Contacts/***Getfrom*** (Menu 5,1,2) option shows the correct Contact List to use - SiM or Phone or Both).

Important: Some pre-paid Services may not have Call Diversion available.

If you are having trouble setting Call Diversion please check with your S/P.

The Diversion menu is :

1 Voice calls	Calls can be diverted to different numbers for these call types. Typically Voice Calls are diverted to Voicemail.
2 Cancel All	Will deactivate ALL diversions set.
3 Show Status	Will list whether diversion is ON/OFF for each call type.

3. Call Settings (continued)

- Call Diversion (Menu 5,3,1) *continued*

The Voice Calls sub menu (Menu 5,3,1,1) is:

Condition	Reason why called is not answered
1 Divert all	Activate this only when no calls are to come to the phone (the network will divert them immediately without the phone ringing)
2 When Busy	Already on a call and no Call Waiting or already on 2 Calls with Call Waiting
3 Not Reachable	Phone is out of range or turned off
4 No Reply	Phone rings but is not answered

Selecting any one of above Conditions will first popup a status screen:

Call Diversion Status
Condition: ON/OFF
Diverted to: number/no number

Where *condition* is one of the four listed above and *number* is the number the calls will be diverted to (or the text *no number* will be displayed if the condition is not active) and then the following Option screen will display:

1 Activate
2 Deactivate
3 Set Diversion Number ←Set this first then Choose Activate

Remember to include the area code for landline numbers !!!

3. Call Settings (continued)

- In call set up (Menu 5,3,2)

Set the following Call Options:

Timer Alert	Default is OFF. Set alert beep to OFF/ON (2, 5 or 9 minute intervals).Beep will sound 15 secs before time interval.
Caller Id	Default is Network Set. Choose SHOW ALWAYS or HIDE ALWAYS to show or hide your mobile number when making calls. Note when sending Messages, your mobile number is always sent with the message.
Answer Key	Default is OFF. ON - Will allow any key press to answer the phone (excluding the RFK and END keys) when the phone is in ready mode. OFF – Will only allow the phone to answer calls using the LFK or SND keys.
Call Waiting	Default is INACTIVE. ACTIVE - will allow notification of another caller when on a call(you can then choose to take the 2nd call or not). INACTIVE - will mean the 2nd call will be diverted (if set) or get a busy message.

4. Screen & Sound Settings

- Volume

Alter the default settings using UP and DOWN keys only.

Ringtone volume	Choose the default for incoming calls.
Ascend Ring	Choose ON to have this increase from quiet to loud for incoming calls only.
Keypad	If keypad tone is not set to Silent, this will set the level of sound when the keypad is pressed.
Message	This will set the level of sound to alert for a new incoming message.

- Brightness

Alter the default settings using UP and DOWN keys only.

Auto adjust (backlight)	Default is ON. Adjust the backlight brightness of screen and keypad for either day or night. After 90 seconds of no use, the phone will automatically dim to the idle settings selected.
Incoming call	Default flashing is ON (screen and keypad) for any incoming calls.
Other incoming activity	Default flashing is ON (screen and keypad) for any other incoming activity (ie messages, alerts, alarms).

- Contrast

Set contrast	Set screen contrast default.

- Tones

Choose default ringtone or tone for each event.

This phone does not have the ability to download ringtones.

Incoming Call	Choose default ringtone. To assign a ringtone to a number, go to Contacts.
Message	Choose message ringtone and set reminder beeps to every 5 or 15 minutes or off. Default is OFF. For New Zealand only: (Excludes reminder beeps for Voicemails that use icon notification of 📼 instead of Text Message reminders. There is no audible reminder for 📼)
Keypad	Set to Beep or Silent. Default is Beep.

- Fonts

Font size	Small, Medium or Large (1 line per display) where possible. Note: even in large font some pop-up messages may be small to fit on the screen. Default is MEDIUM.

5. Set & Forget

- 1 Initial Setup

Date&Time	Use submenus to select display format and set the date and time of the Phone. Note: Use Network Time is the default. When powering up, the phone will automatically obtain the local time from the Network. Set this to Never before setting the time manually.
DTMF	To send commands over the phone to automated services (banking etc). Set to long, short or off. Default is SHORT.
Keypad Lock (used to prevent inadvertent use of the phone)	Default is OFF. Choosing ON will cause the phone to lock after 60 seconds of no use. Menu and then * then allows use of keypad.Calls can still be answered but pressing the keypad will do nothing when lock is on.

Warning: When Use Network Time is ON, the time shown could vary depending on which time zone the nearest cell site is in.
Some S/P may not have Use Network Time set to current date/time. Check with your S/P.

- 2 S/P Settings

Service Centre Number	Display the default service centre number for this SIM(used for SMS).
SMS Retry	Default is SP Default. Specifies how many days to try to resend an SMS.

6. SIM Settings

Software info	Show the software version number
Modem info	Show firmware version
Show IMEI	Show the phone's IMEI
Show Serial ID	Show the phone's Serial ID
Network Selection (S/P dependent)	1. Select Network - Default is Automatic Lists available networks 2. Network Mode – Default is Automatic Lists different bands available
Hardware Version	Shows the Hardware Version
Service	Shows the signal strength and band in use.

FOR TELSTRA USERS ONLY (AUSTRALIA)
To perform a manual network selection of Telstra ONLY and also to lock the phone into 2G/GSM Mode, please action in this order:

1) Network Selection→Select Network→Manual→Telstra Mobile
2) Network Selection→Network Mode→GSM

7. Security Settings

These settings may vary per Service Provider

Ask for PIN	Asks for PIN on power up.
Network Barring	Limit calls for certain conditions: Outgoing, Incoming. This is a password provided by your Service Provider.
SMS Barring	Set/change barring password and disable outgoing messages. Default = 0000.
Change passwords	Change PIN, security code, and network passwords here. Default Security Code = 000000 SMS barring and Call Barring are network passwords.
Master Clear/ Reset	Restore will reset Settings to their defaults. 2009 model also included Cancelling Call Diversion,Call Waiting and Caller ID. Clear will delete User Data – Contacts on the phone, Speed dials, Messages (other than those stored in the Module or on the SIM), Statistics (Call Register and Call Times) and Alarms. Both options require the Security Code. Default is 000000

Entering the PUK

If the PIN has been entered incorrectly 3 times, the phone will then ask for a PUK code before it can be used for other than Emergency Calls. Contact your Service Provider for the PUK code, and enter on the screen. You will then be required to set a new PIN and confirm the PIN before being able to use the phone.

In the event that the phone is needed to make an Emergency Call, press Cancel to get to the Emergency Calls only screen.

To get the Enter PUK screen back, just turn the phone off using the END key and then power on again using SND or END key. Then enter the PUK, the new PIN, confirm the new PIN and the phone is back to normal.

8. Car Settings

Auto Answer	Set to auto answer or after 2 or 5 rings. Default is OFF.
Safety Timer (requires wiring to ignition)	Default is ON and set to 120 minutes. (Options are 0,30,60,120,12 hours, Always on). Choose the amount of time the phone remains on when the ignition is turned off (will wait till after a call is finished if phone was in use when ignition was turned off). Safety Timer requires that wiring was done correctly to ignition. Option of 12 hours applies to 2010 model only.
Mic Profile	Default is Profile 3 (not 2009 model). This option changes mic gain and may be useful for noisy trucks. (Use a lower profile number for a noisier truck).
Speaker Profile	Default is Profile 1. This option changes speaker gain and may be useful for noisy trucks.

CONTACT US

Our website www.ballisticmobile.com.au will have fact sheets for common questions to download.

Australia:

Ballistic Mobile	Phone:	+ 61 3 9376 3000
	Fax:	+ 61 3 9376 2500
	Email:	info@ballisticmobile.com.au

New Zealand:

GlobalCom	Phone:	+ 64 9 274 8382
	Fax:	+ 64 9 274 8387
	Email:	info@globalcom.co.nz

WARRANTIES

2 year warranty on handset,speaker,microphone and mounting bracket and 1 year for optional privacy handset (if purchased). Warranty will be void if product damaged or altered without the permission of Ballistic Mobile.

Note: removal of screws, other than the bottom two, to place internal SIM or battery into the phone, will void the Warranty. Installation of the fixed in-vehicle phone must be as per wiring/installation notes.

TROUBLESHOOTING

Can't make a call or screen says No Network

If a using a new SIM, check it has been activated. Ensure mobile reception is available in the area and your mobile plan is paid up to allow outgoing calls. Check an appropriate external antenna is connected and ensure it has not been damaged by overhanging trees etc.

The screen says Emergency Calls

Either the SIM is not active or there is no reception from the S/P. It is still possible to make Emergency Calls.

I get a beep/quack sound every few minutes.

There is an unread message and Settings/Screen&Sound/Tones/ Message/Reminder is set to 5 or 15 mins – Go to Menu,5,4,4,2,2.

The phone turns off 2 hours after the truck has stopped

Go to Safety Timer Menu,5,8,2 and choose the preferred option. If your phone is wired correctly to ignition, this sets how long the phone is to remain on after the truck has been turned off (and it will wait for you to finish the call you're on). Default is 2 hours.

Can I delete messages without having to view them first?

Yes, when you're in the Message preview list, use the # key to delete the messages without viewing.

Do I always have to get the Delete Text Message screen when I want to delete a message?

No, Go to Settings/Text Message and set **Confirm Delete** to NO – Never. (Menu 5,2,1,2)

The other party can't hear me loudly

Check the microphone is positioned as per wiring guide on back page and is not covered. Try swapping to a different mic profile – go to Menu 5,8,3 and change to option selected.

The front slots of the microphone need to face toward the driver, the microphone is very directional

CHEAT SHEETS

Calls and Call Register and Contacts

Missed Calls List	Menu 3,3
View the 99 Speed Dial Numbers *1	Menu 1,3
To turn off Call Timer	Menu 5,3,2,1,2
To get 2 minute Call Timer reminders during a Call	Menu 5,3,2,1,1,1
To get 5 minute Call Timer reminders during a Call	Menu 5,3,2,1,1,2
To get 9 minute Call Timer reminders during a Call *1	Menu 5,3,2,1,1,3
To set Answer Key Any to Yes	Menu 5,3,2,3,1,1
To set Answer Key Any to No	Menu 5,3,2,3,1,2
To set Call Waiting ON	Menu 5,3,2,4 Wait,1
To set Call Waiting OFF	Menu,5,3,2,4 Wait,2
Contacts – Store to SIM	Menu 5,1,1,1
Contacts – Store to Phone (recommended)	Menu 5,1,1,2
Contacts – Get from SIM&Phone	Menu 5,1,2,3
Contacts – Copy SIM to PHONE (ALL)	Menu 1,5, Wait,2
Contacts – Copy PHONE to SIM (ALL)	Menu 1,5, Wait,1

*1 = 2010 Model

Messages

To delete a message while in the Message Preview List	Press the # key
To stop the Message Confirmation popup	Menu 5,2,1,2
To stop the Message Reminder beep	Menu 5,4,4,2,2,1
To stop saving Messages in the Sent folder	Menu 5,2,2,2
To delete Messages	Menu 2,8 1 for Inbox or 4 for Sent

CHEAT SHEETS

Screen display (Time, Font Size,Brightness and Contrast)

Before setting the Date/Time manually, you must set ***Use Network Time*** to **OFF**

Set Use Network Time OFF	Menu 5,5,1,1,5,2
Time 12 hour set	Menu,5,5,1,1,4,1
Time 24 hour set	Menu 5,5,1,1,4,2
Date Format dd-month-year	Menu 5,5,1,1,3,2
To lock or unlock the keypad	Menu and then * key
Switch to Small Font	Menu 5,4,5,1
Switch to Medium Font	Menu 5,4,5,2
Switch to Large Font	Menu 5,4,5,3
Set Auto Idle ON	Menu 5,4,2,1,2
Set Auto Idle OFF	Menu 5,4,2,1,1
Set Auto Idle Keypad Brightness	Menu 5,4,2,1,3,1 *set level & Save*
Set Auto Idle Screen Brightness	Menu 5,4,2,1,3,2 *set level & Save*
Alter Active Keypad Brightness	Menu 5,4,2,2 *set level & Save*
Alter Active Screen Brightness	Menu 5,4,2,3 *set level & Save*
To alter Contrast	Menu 5,4,3 *set level & Save*

CHEAT SHEETS

Other

Master Reset	Menu 5,7,5,1 Default Security Code 000000
Master Clear	Menu 5,7,5,2 Default Security Code 000000
Mic Gain Use a lower profile number for a noisier truck	Menu 5,8,3 then select different profile OR when on a call: Options 5,5,8,3 , then select different profile
Speaker Gain	Menu 5,8,4 then select different profile OR when on a call: Options 5,5,8,4, then select different profile
To Swap between SIMs	Menu 6
Auto Answer on after 2 rings	Menu 5,8,1,2
Safety Timer to OFF (lets Phone turn off as soon as ignition is OFF)	Menu 5,8,2,1
Safety Timer to turn off phone 30 minutes after ignition is OFF	Menu 5,8,2,2
Ask for PIN request	Menu 5,7,1,2 *Enter PIN* and Select either *Yes* or *No*

CHEAT SHEETS

Useful Star and Hash Commands for Call Diversion and Call Waiting - (see also pages 29 and 31) *2

Eg Create Contact = DivALLoffice with number = **21**office number#* and just dial it from Contacts List to set the diversion.

Remember to include the area code for landline numbers !!!

These commands are valid for 2010 model *2:

To set Call Waiting ON	*43# *then press* SND (*43*# then press SND *1)
To set Call Waiting OFF	#43# then press SND (#43## then press SND *1)
To Check Call Waiting Status	*#43# *then press* SND
Divert ALL Calls	**21*to number# *then press* SND
Cancel ALL Call Diversion	#21# *then press* SND
Check Status ALL Calls	*#21# *then press* SND
If ALL Calls is not in use then set any/all of these 3:	
Divert No Answer Calls Divert Not Reachable Calls Divert On Busy Calls	**61*to number # *then press* SND **62*to number # *then press* SND **67*to number # *then press* SND
Cancel No Answer Diversion Cancel Not Reachable Diversion Cancel On Busy Call Diversion	##61# *then press* SND ##62# *then press* SND ##67# *then press* SND
Check Status No Answer Check Status Not Reachable Check Status on Busy	*#61# *then press* SND *#62# *then press* SND *#67# *then press* SND

*1 = 2009 model only

*2 = Some Service Providers may not allow all shortcut commands

INDEX

Note: The Table of Contents, Menu Map and Settings Map may also help you find what you are looking for.

A

Adding a new entry 15
Alarms 24
Answer key 31
Antenna
External Antenna 8, 39
Archive folder 20, 21
Ask for PIN 36
Auto Answer 37
Auto Idle 4

B

Backlight 32
Battery 5
Brightness
Backlight 32

C

Call Diversion 29
Call List options 23
Call Register 22
Call Statistics 22
Delete Call List 22
Dialled Calls 22
Missed Calls 22
Private Number 22
Received Calls 22
Call Statistics 22, 23
Call Timer ..... *See* Timer Alert
Call Waiting 7, 31
Caller ID 31
Cheat Sheets 41
Conference Calls 7
Contacts 15
Adding a new entry 15
Contacts List 15
Copying entries 16
Deleting entries 16
Speed dialling 16
Contacts List 15
Contacts Statistic 16
Copying entries 16

D

Dangerous goods 5
Data connection
Date&Time 34
Delete Call Lists 22
Delete messages . 10, 18, 19, 21
Deleting entries 16
Dialled Calls 22
Diversion 29
Drafts folder 20, 21
DTMF 34
Dual SIM 4

E

External Antenna 8, 39

F

Factory Settings .....
.....See Master Clear/Reset
Folder size 17
Function Keys 10
END 10
green key 10
LFK 10
red key 10

RFK..... 10
SND 10

G

Getting started
Inserting External SIM.....5
Inserting Internal SIM 5
Making calls 6
Receiving calls 6
Turning the phone on/off ...5
Getting Started.....5
Glossary 47
green key..... 10

H

Hold call.....6

I

Ignition Sense.....8
Inbox folder..... 19

K

Keypad brightness 32
Keypad Lock 34

M

Main Features.....4
Making calls.....6
Master Clear/Reset ...23, 36, 43
Menu Map 13
Messages..... 17
Archive folder..... 20, 21
Delete (messages)10, 18, 19, 21
Drafts folder..... 20, 21
Folder size..... 17
Inbox folder 19
New Message 19
Outbox folder 20, 21
Predictive text 18
Reminder beeps..... 33
Unsent..... 18
Use Detail..... 18
Voicemail 20
Mic Profile..... 37,43
Missed Calls 22
Mute call 7

N

Network Barring..... 36
Network Coverage
External Antenna 8, 39
Network time 34
New call 7
New Message..... 19
No Network 39

O

Outbox folder..... 20, 21

P

Phone book..... ...*See* Contacts
PIN entry .....See Ask for PIN
Predictive text 18
Prior to installation.....5,48
Privacy Handset 6, 8
Private Number..... 22
PUK..... 37

R

Received Calls 22
Receiving calls.....6
red key 10
Reminder beeps 33
Restore Factory Settings 36

S

Safety Timer 8, 37
Screen brightness 32
Settings..... 28
Settings Map 25
SIM External.....5
SIM Internal 5
SIM Swap 4, 6, 43
SMS Barring 36
Speaker Profile 37,43
Speed dialling 16
Switching SIMs .....*See* SIM Swap

T

Table of Contents 2
Time Zone..... 24, 34
Timer Alert..... 31
Troubleshooting 39
Turning the phone on/off..5, 37

U

Use Detail 18
Use Network time.....
.....*See* network time

V

Voicemail..... 16, 20
Volume.....7, 25, 26, 32

W

Warranties 39
Wiring Guide..... 48

GLOSSARY

LFK – Left Function Key (see page 9)
PIN – personal identification number
PUK – PIN unlock key
RFK – Right Function Key (see page 9)
SND – Send Key or green key (see page 9)
S/P – Service Provider

Printed in 2012

PRIOR TO INSTALLATION:

Remove the 2 screws from lower back half of phone and the rear cover will then slide out.
If required, insert Internal SIM (see page 5 for instructions).
Insert battery with the gold contacts to the top left of cavity and slide into position. Re-attach and screw in back cover.
Attach antenna.
Note: the phone will power up from the battery, let the phone continue its boot process and once it's ready (60-90 seconds), you can turn the phone off by holding the Red key for 3 seconds. Then connect using wiring guide below:

WIRING GUIDE FOR INSTALLERS

Colour	Connection
RED (power)	to +ive battery, the phone is 12V and 24V compatible.
BLACK (ground)	To -ive battery
GREEN (ignition)	Truck ignition (for Safety Timer function)
ORANGE (stereo)	Mutes the stereo when call in progress
WHITE	Not in use.

Mounting requirements:

Microphone: Place approx 30-45 cm away from driver's mouth and away from any other equipment (ie CB radio). Keep mic as far away from Antenna cable as possible.	**The slots should be facing the driver and <u>not</u> the speaker**:
Speaker: Place ideally at least 1 metre away from the microphone. For optimum audio quality do not install speaker behind the dash and do not cover.	Do not place speaker directly facing the microphone.

External Antenna:

A quad or penta band antenna that covers the 850/900/1800/1900/2100 MHz bands is preferred. For those that still have an 850 MHz CDMA antenna, this will be suitable for the Linehaul.