

# look at this second

Get the maximum from your Orange Dublin



# welcome to Orange

Your Signature Phone has been carefully selected, tested and improved, so you can go straight to the services you love, quickly and simply. We've provided lots of extra benefits exclusively available to you, so why not give them a try?

## what guide do I need?

- to find out more about Orange services – use this guide
- to find out how your mobile phone works – use the standard user guide.

Getting to know your **Orange Dublin**

1

Orange applications and services

2

Troubleshooting

3

# Orange TV

The best TV experience on your mobile phone, tablet or computer:

With Orange TV you can watch live, replay & record all of your favourite programmes with a single subscription:

- over 70 live TV channels
- catch up on TV programmes you have missed over the past days with Replay TV
- an interactive and enriched TV guide
- simultaneous TV recording from several programmes.



your Orange Dublin Orange TV



## to subscribe to Orange TV:

- go to Orange TV portal [tv.orange.ch](http://tv.orange.ch)
- or download 'Orange TV player' from your device's application store
- or just send 'Start TV' to 5915
- or go to 'my account' and subscribe to Orange TV.

## tips

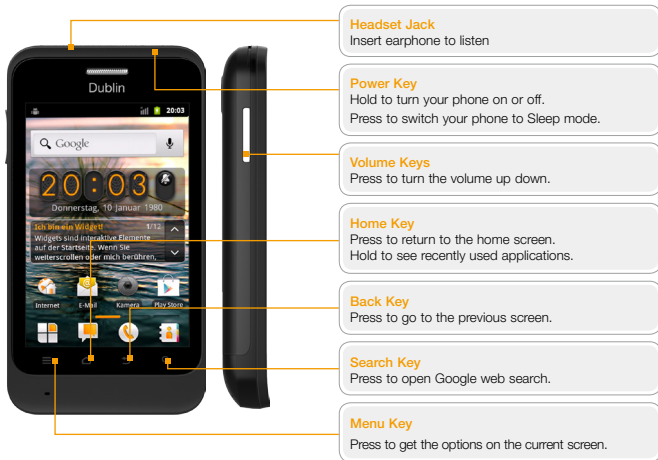
don't run after your TV anymore! Record or replay your favorites programs anytime, anywhere. Watch them later on on your smartphone, tablet or computer.



you can find this Orange TV icon on your home screen



# your mobile phone on the outside



your Orange Dublin don't forget, we've customised more than just the buttons

# Homescreen by Orange

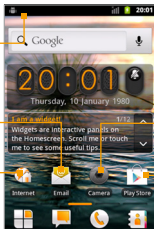
We have built a personalised Orange Homescreen into your phone so that you can quickly link to the services you use the most. The Homescreen takes you straight to the services you need and love, in as few as one key press.

We've included some services you might use, but you can personalise it as you wish. It works like a computer desktop, so you can add shortcuts of your favourite applications and services. This is where you'll find out about any missed phone calls or text messages.

Missed phone calls,  
emails and text  
messages

Email

Internet



Camera

PlayStore

# exploring the menus



**Internet:** Discover our mobile Internet portal which offers quick and direct access to news, games, social networks, and much more!



**Alarm:** Get organised using alarms and reminders.



**Google Search:** Fast access to the Internet and all your favourite site.



**Camera:** Open your viewfinder to take photos or record videos.



**Messaging:** Stay in touch using messaging and email.



**Camera picture:** Easy access to all your pictures.



**Address Book:** View and manage your contacts.



**Media player:** Play music on your phone.



**Video:** Watch videos on your phone.



**Calendar:** Stay in control using the calendar.



**TV :** Bring your mobile phone to life with our new Live TV service.



**Settings :** Change your phone to suit your use.

# personalising your phone

There are many ways in which you can personalise your mobile phone to make it reflect your personality. Your mobile phone has ringtones and pictures stored on it to use right away and you can also download Ringback tones from the Orange mobile portal, [m.orange.ch](http://m.orange.ch)

The days where your friends were waiting for your answer listening to the sound of “tuuut tuut” are gone. Now you can choose your Ringback tone and the caller will hear the music you choose!

## change your Ringback tone:

- 1 Go to [m.orange.ch](http://m.orange.ch)
- 2 Select Ringback tones
- 3 Choose from the Ringback tones available

If you need additional help, contact our expert service (see the dedicated page on this guide).

## did you know...

a profile is a mobile phone setting that determines how your mobile phone behaves. For example, you can set your mobile phone to silent when you don't want to be disturbed. Once you have chosen a suitable profile, you can customise it to behave in a certain way.

# Orange Box

Your Orange Box is already active. Just dial your number as follows: **+41 86 07xxxxxxxxx**. For example if your number is **078 123 45 67** you would dial **+41 86 078 123 45 67**. Depending on your mobile phone, you may be able to access Orange Box by selecting and holding the 1 key. Listen to the simple steps to save, listen to or delete messages.

To access Orange Box from another phone or while abroad (**+41 86 0xxxxxxxxx**), press \* as soon as you hear the greeting, then enter your password and press # (\*password#).

## to create your Orange Box password

- access Orange Box
- select 'Personal options', select 2
- select 'Password', select 3
- enter your new password (4 digits), then press #

The personal options menu also allows you to manage your account in other ways such

as personalising your greeting, recording or changing your voice signature. Simply select the relevant option from the menu and follow the instructions.

- 1 Go to next message.
  - 2 Delete message.
  - 3 Save message.
  - 4 Repeat message.
- # Call back caller.



# Orange Mobile Internet

The Orange mobile portal [m.orange.ch](http://m.orange.ch) is quick and direct, it's your personal information centre wherever you are.

The Orange mobile portal offers you quick and direct access to news, games, your personal account manager, your favourite social networks and much more. You can, of course, personalise it – you decide what matters on the portal.

A practical service that's easy to use, you're just a click away from what you need.

## why not try it yourself?

[m.orange.ch](http://m.orange.ch) – your personal information centre.



## on the orange mobile portal you can:

- Check all your Orange account information
- Personalize your favorites
- Have a quick view on news
- Listen a music track
- Download new games
- Access the Orange TV or the cinema guide.

# games

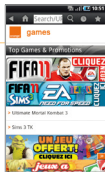
Whether you just want some fun or to improve your co-ordination, Orange games add a whole new dimension to your handset.

Visit the Orange mobile portal, [m.orange.ch](http://m.orange.ch) to view the extensive selection of games available to download. There you can find descriptions of the games and screenshots.

Try demos of games already installed on your signature device and unlock the full version right on your handset, without having to download anything!

Find Games in the following categories:

- Arcade
- Card
- Racing
- Action
- Sports
- Film & TV Series
- Board/Word.



more information on Orange games  
visit: [m.orange.ch/games](http://m.orange.ch/games)

# mobile email

It has never been easier to set up mobile email on your **Orange Dublin**. We give you the freedom to stay in touch with work and home, so that you can communicate not only with customers and colleagues, but with your family and friends even when abroad.

## stay in touch on the move:

- synchronise your mail, you also can access your personal calendar and much more
- Orange lets you easily connect to the following types of internet-based email account: email accounts, Gmail®, MSN® Hotmail®, POP3/IMAP4 ISP etc.

To set up your email account(s), select the email icon on your phone and follow the wizard's instructions. All you need is the internet e-mail and password of your account(s).

## for business use:

- Microsoft® Exchange and IBM Lotus® Domino email accounts (where available; please check with your company's IT department).

### need help?

take a look at the [Expert Assistance](#) page at the end of this guide.

# HD Voice

## the future of mobile communication

Mobile communication just got better. Orange is the first Swiss mobile operator to give you the opportunity to make phone calls in high-definition quality.

- HD Voice technology is truly revolutionary, making phone calls a better, more natural experience. Clearer calls even in noisy environment like crowded streets and stations.
- making HD Voice calls doesn't cost a cent more!



The first thing you need is an HD ready handset. Check on your device box or on the website below to see if your phone is HD Voice compatible.

To enjoy HD Voice calls both the caller and person getting the call need HD Voice handsets and to be Orange customers (other operators will be launching in the future). Both of you also need to be in a 3G area.

more information on HD Voice visit:  
[www.orange.ch/hdvoice](http://www.orange.ch/hdvoice)

# Orange CineHome – your cinema at home

More convenient than ever before, more variety than any other provider. Orange CineHome brings the cinema to your living room; fantastic feature films, TV series and the latest blockbusters – and, of course, also in HD.

The monthly fee covers unlimited access to the WarnerTV film and series catalogue, plus a selection of **Schweizer Radio und Fernsehen (SRF)** and **Radio Télévision Suisse (RTS)** productions available anytime and updated continuously. You can also find thousands of top feature films and TV series on demand and over 18,000 films on DVD and Blu-ray available by post.

More information on:  
[www.orange.ch/cinehome](http://www.orange.ch/cinehome)



**SRF**

Schweizer Radio  
und Fernsehen

**RTS**

Radio Télévision  
Suisse



## did you know...

as an Orange Mobile customer, you can benefit from exclusive rates? To subscribe go to [orange.ch/cinehome](http://orange.ch/cinehome)

# My Account

Save time and get instant access to your account by managing it online. Simply go to [m.orange.ch](http://m.orange.ch) and click on 'My Account' on the right of the screen.

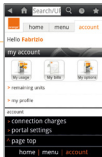
## do more with My Account:

- change your account details online
- manage your options and your services for Orange TV, Ringback tones and many more!
- view your current usage and past bills
- block your SIM card in case of loss or theft\*
- see your current offers and modify your price plan\*
- plus lots of other great features\*.

\*some features are only accessible online with a computer.

## for business users:

Go to [www.orange.ch/business](http://www.orange.ch/business) and click on 'My business account'.



more features are available with your computer on [www.orange.ch/myaccount](http://www.orange.ch/myaccount)



# Expert Assistance

If you need any help using your new device: Expert Assistance is a dedicated service for Orange phone users – either by phone or in an Orange center. You can benefit from the support of our highly skilled, dedicated staff.

## Expert Assistance Smartphone Hotline

Calling **0900 780 780\***, you get personal assistance from our specially trained Orange Experts on:

- how to set-up your smartphone
- get the best out of it
- multimedia coaching on Orange and third party applications.

Orange experts are able to connect directly to your device, offering you real-time,

hands-on assistance.

## Expert Assistance in Orange Centers

Visit one of our Orange Centers, Orange Citydisc Centers and Orange Globus Centers to get personal assistance from our Orange coaches on:

- how to set-up your mobile phone, your smartphone or your laptop with a 3G key
- transferring your mobile phone data.

for more information visit:

[www.orange.ch/expertassistance](http://www.orange.ch/expertassistance)

\*free call from fixed-line and Orange mobile network, service charged between CHF 9.– and CHF 24.–, according to the level of support chosen.



# Eco Orange

Help Orange to protect the environment – return your old fully functional phone and you'll be directly rewarded depending on the model of your mobile phone.

Calculate how much you will receive with the Eco Orange calculator on [www.orange.ch/ecoorange](http://www.orange.ch/ecoorange)

Mobile phones contain many recyclable components such as metals and glass. But they also contain toxic components that need special disposal. By recycling your phone you help the planet twice!

## what's in it for you?

Find out what you can get for your phone by going online:

- 1 Go to [www.orange.ch/ecoorange](http://www.orange.ch/ecoorange)
- 2 Print your voucher
- 3 Visit an Orange Center / Orange Citydisc



The information contained in this guide is correct at the time of going to press, but Orange Communications SA reserves the right to make subsequent changes to it. Offers and services may be modified, supplemented or withdrawn at any time without prior notice. **April 2012.**

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