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Introduction

Thank you for choosing WP560C / WP560CD / WP960C / WP960CD Fixed Wireless Terminal (FWT) of ZTE Corporation. To keep your FWT in the best condition, please read this manual carefully before use and keep it well for future use.

The pictures in this user manual are only used to demonstrate your terminal's functions, so they are maybe different from what you see on your FWT. Please refer to your FWT if there are any differences.

Safety Precautions

During Operation

- The FWT may interfere with heart pacemaker, hearing aid and other electronic medical devices. Therefore please follow the instructions given by your equipment suppliers or consult your doctor.
- Do not attempt to disassemble the FWT and battery by yourself. Non-expert handling of the devices may cause damages.
- If you want to clean your FWT, use only a dry, soft cloth with cleanser containing no alcohol, benzene or acetone.
- Don't drop the FWT or have it hit with great force.
- Please turn off your FWT when you plug or unplug R-UIM card.
- Press and hold the ⏻ key to turn off the FWT, instead of pulling out the plug / socket directly.

Work Environment

- The FWT can only be installed indoors.
- The working temperature is -10℃ ~ +55℃, so don't operate it outside the range. Operation under too high or too low temperature might cause problems.
- Keep the FWT from dust, furnace or gas stove.
- Don't put it under humid environment to avoid dampness, otherwise the circuit board may be eroded and you may lose the data.
- Keep the FWT away from magnetic field and static electricity.

- Place the FWT out of the reach of small children. The FWT may cause body injury if used as a toy.
- Don't use the FWT outdoors during thunderstorms.

Battery & Power Adapter

- Generally, your FWT is supplied by power adapter, and the backup battery is used only on special occasions such as blackout or other circumstances. The battery's standby time depends on the network status.
- If the battery is used for the first time, please pull out the power adapter, supply your FWT with the battery alone until the battery capacity is exhausted and your FWT is automatically powered off, then charge the backup battery until it is fully charged, and then supply your FWT with the battery alone until the battery capacity is exhausted and your FWT is automatically powered off. Circulate the procedure for three times.
- During daily use, do not pull out the power adapter.
- The battery could be normally charged under the temperature range of 10 ℃~40℃. If the battery is charged under the temperature outside this range, the battery performance might be compromised or even the battery might be damaged.
- Please press and hold the ⏻ key to turn off the FWT and then unplug the power adapter before replacing the battery.
- Use only the original power adapter and battery. Using the power adapter from other manufacturers might damage the terminal. Don't use the adapter for other purposes.
- The power adapter must be used within the specified AC voltage range.
- When the FWT is only supplied by the battery instead of the power adapter, please charge the battery in time to avoid over-discharging caused by low voltage.
- Take out the battery if you won't use your FWT for a long period of time and keep the battery well.
- Don't use the power adapter if the power cable is damaged. Contact the maintenance center immediately and replace the adapter.
- Dispose the useless battery as required rather than throw it into the general domestic dustbin.

⚠ **Note:**

If the battery is damaged, you should avoid the contact of the

substances in the battery. If your skin has contacted these substances, wash with a lot of clear water, and seek for help from your doctors if necessary.

Getting to Know Your FWT

Antenna

Handset

LED

Microphone

Battery cover

Data interface

Power interface
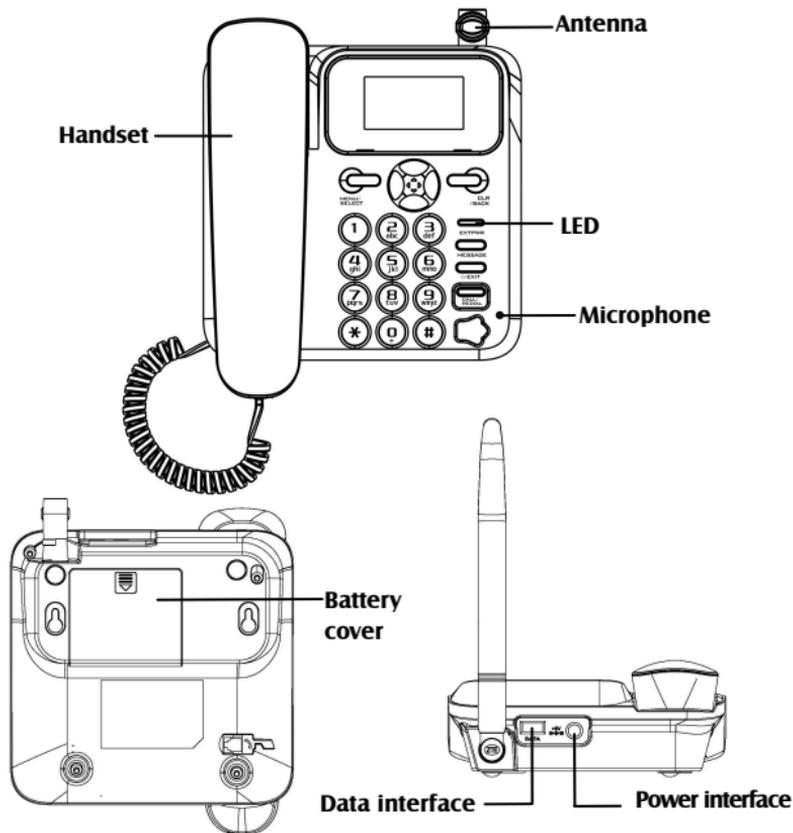
Keys

Keys	Descriptions
MENU/SELECT	Press this key to enter the main menu in idle mode; Use this key to select or confirm.
MESSAGE	Press this key to enter **Messages** menu in idle mode.
⏻/EXIT	Press and hold this key to turn on / off FWT; Press this key to reject upon an incoming call; Press this key to return to the main menu; Hang up the call.
⊗ **Navigaiton keys**	Use Left / Right key to move the cursor; In idle mode, press the Left key to enter **Extra**; and press the Right key to enter **Contacts** .
	Use Up/Down key to select the menu option; In idle mode, press the Up key to adjust the volume; and press the Down key to enter **Recent Calls**.
CALL/REDIAL	Press this key to dial a number or view the recent calls.
CLR/BACK	Press this key to return to the previous menu; Press this key to delete the inputs.
⌔ **Handsfree key**	In idle mode, press this key to enter handsfree status; In other mode, press this key to return to the main menu.
Numeric Keys	Press these keys to input numbers and characters; Under letter input method, press "1" to enter common symbols.
∗ Key	Under any kind of input method, press ∗ key to enter the list of symbols; When only the numbers are allowed to input, press ∗ key to enter the symbol "∗"; In idle mode, press and hold ∗ key to mute.
# Key	Under text input method, press # key to switch among the input methods; When only the numbers are allowed to input, press # key to enter the symbol "#"; In idle mode, press and hold # key to lock the keypad.

Display Icons

📶	Current signal strength	📞	Handset status indication
✉	Unread short messages	📧	New voice mail
🔒	Keypad lockup indication	🔇	Mute
⏰	Alarm on	🔌	Supplied by external power
🔋	Supplied by battery		

Installing the FWT

Installing the power adapter

Please connect the adapter with FWT's power interface before connecting it with external AC power supply.

Installing R-UIM card

(If your FWT doesn't support R-UIM card, please skip this step.)

⚠ *Note:*

> *If your FWT supports R-UIM card, you should install R-UIM card before use. Before installing R-UIM card, make sure your FWT is turned off and the power adapter is disconnected.*

Please install the R-UIM card before installing the battery.

1. Remove the battery cover

2. Push the R-UIM card into the card holder in the direction indicated by the arrow (pay attention to R-UIM card's cut corner position)
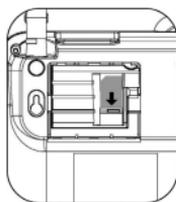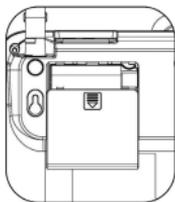
Installing the battery

⚠ *Note:*

> *Before installing the battery, make sure your FWT is turned off and the power adapter is disconnected.*
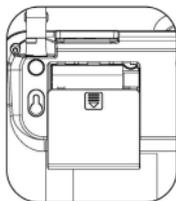
1. Remove the battery cover   **2.** Install battery
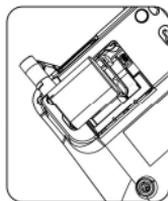
3. After the battery is installed   **4.** Install the battery cover
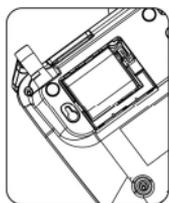
Charging the battery

The accompanying rechargeable battery can be used after being unpacked. To make the battery always in its best condition, please exhaust the capacity of the battery and then fully recharge it for the first three times.

The power adapter will be firstly used to supply the FWT. After the power adapter is inserted, the battery charging is automatically started. When the power adapter is unable to supply the FWT (blackout or uninserted), the battery will start to work.

When the battery capacity is low, "Low Battery" appears on the screen, and there is a sound prompt. At this point, you should charge the battery in time.

Attaching the handset
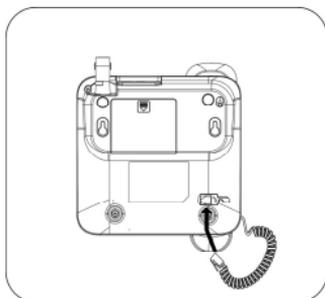
Connecting the FWT to PC (only for WP560CD and WP960CD)
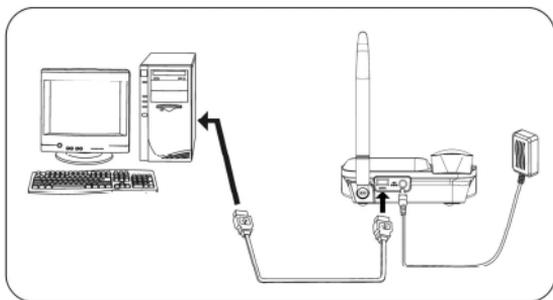
Wall-Mount Installation
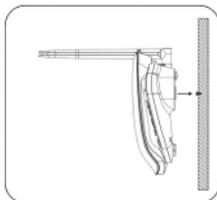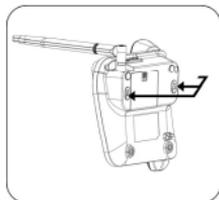
Switching on / off the FWT

Switch on the FWT

Hold the ⏻ key until the power-on animation appears on the LCD.

The FWT will automatically detect whether R-UIM card is inserted or available, and then the following will be displayed on the screen:

- ◆ **Enter PIN**: if you set PIN code for R-UIM card.
- ◆ **Searching**: search for available network.

Switch off the FWT

Hold the ⏻ key until the power-off animation appears on the LCD.

Call Function

Making a Call

Directly Make a Call

1. Using the handset or hand-free key

  ◆ In idle mode, pick up the handset or press ⬭ key;

  ◆ Dial the number after hearing the dialing tone;

  ◆ Press the **CALL** key or wait for several seconds to dial automatically;

  ◆ Hang up the handset or press ⬭ key to end the call.

2. Preset dial

  ◆ Dial the number directly in idle mode;

  ◆ Press the **CALL** key to make the call;

  ◆ Press the **EXIT** key after the conversation is over.

Make a Call from Contacts

1. Press the **MENU** key in idle mode to enter menu and select **Contacts**;

2. Select **Find** or **In Phone**, search for the contact you desire;

3. Press the **CALL** key to dial the default number;

4. If you want to dial other type of number of the contact, press the **SELECT** key to view the details, and press **Up/Down** key to select the number, and then press the **CALL** key to dial.

Make a Call from Recent Calls

1. In idle mode, press the **CALL** key to enter the list of recent calls;

2. Select the number you want to dial and press the **CALL** key to make a call.

Dialing Extension Number

1. Input the direct number in idle mode, press the **Right** key to select **Pause** and then press the **SELECT** key to add a "P" after the direct number;
2. Input the extension number and press the **CALL** key to dial.

Dialing IP Number

1. Input the number in idle mode, press the **Right** key to select **IP** and then press the **SELECT** key to add "IP access number";
2. Press the **CALL** key to dial.

Receiving a Call

Upon an incoming call, pick up the handset or press ⬡ key to answer the call.

Mute

1. During the calling, press **Left/Right** key to select **Mute** , and then press the **SELECT** key, the other side can't hear your voice;
2. Press the **SELECT** key again to return to the conversation.

Menu Operations during a Call

During the calling, press the **Left/Right** key to select **Menu** and then enter submenus. the call won't be ended during the menu operations.

Emergency Call

As long as your FWT can detect CDMA digital network signal, you could dial the emergency call numbers preset in the FWT to seek for help in case of emergencies.

Messages

If your FWT supports R-UIM card, you could move the messages from the inbox to R-UIM card. If your FWT doesn't support R-UIM card, please skip the contents about R-UIM card in this chapter.

Create Message

1. Enter **Create Message**, after inputting the text, select **Continue** (select **Priority** to set the level);
2. Input the recipient's number directly or select from **Contacts**;
3. After selecting **Continue**, you could:
   - ◆ **Send**: send out the message now.
   - ◆ **Save**: save as draft.
   - ◆ **Send to multireceiver**: send out the message to multiple recipients.

Inbox

1. Enter **Inbox**, select the message, and press the **SELECT** key to view the details;
2. Press the **Up/Down** key to turn up/down the page, press **Left/Right** key to select **Reply** / **Forward** / **Next** / **Erase** / **Sender** / **Move to R-UIM**.

Outbox

The sent messages, unsent messages and the messages to be sent will be stored in the **Outbox**.

Erase Messages

You could delete **Entire InBox**, **Entire OutBox**, **Entire R-UIM** or **Old InBox**.

Pref Msg

There are several preferred messages saved in the FWT. You could directly send it, edit it or insert it while creating a new message.

Voice Mail

When you are unable to answer the call, you could make the other party leave a message to you through voice mail service, and then listen to your voice mail.

In idle mode, hold "1" key to dial the preset voice mail number.

⚠️ *Note:*

> *This function requires network support.*

Message Settings

- ◆ **Voice Mail Number**: add voice mail number, please consult your local telecom operator for the specific number.
- ◆ **Message Alert**: you could select **Alert Once** or **Alert & Remind**.
- ◆ **Auto Erase Inbox**: you could select **Enable**. If the inbox is full, the terminal will automatically erase the old messages once receiving a new message.
- ◆ **LifeTime**: LifeTime indicates the period, in which the FWT saves your messages when you fail in switching on the FWT upon the receipt of a new message.
- ◆ **Delivery ACK**: this is to confirm if the FWT has already sent the message or not. You can activate or deactivate this function.

Send To Multi

1. Select **Add Receiver** to add up to 10 recipients. Input the recipient's number directly or select from **Contacts**;
2. After selecting the recipients, select **List OK** and then input the text and send the message.

Contacts

The contacts' information could be saved either in the terminal or R-UIM card.
You could classify the contacts saved in the terminal and manage the contacts'
information.

⚠️ *Note:*

> *If your terminal doesn't need R-UIM card, the contacts'*
> *information could be saved only in the terminal. Please skip the*
> *section that is related to R-UIM card.*

Find

Search by name

Input the name and then select **Find** to view all relevant contacts.

Search by number

1. Press the **SELECT** key and the **Right** key to select **Mode**;
2. Select **According to number**, input the number, select **Find** to view all
   relevant contacts.

Add to Phone

1. Select from **Phone** / **Email** / **Address** / **Web Page** ;
2. Add the relevant information, and then select **Next** ;
3. Input the contact's name, and then select **Next** ;
4. Select **Options** to perform the following operations:
   - ◆ **Add New**: add new information.
   - ◆ **Edit Name**: edit the contact name.
   - ◆ **Classify Contact**: classify the contacts into different groups.
   - ◆ **Erase Contact**: delete new contacts.

Add to R-UIM

The new entries added into R-UIM card could only record contact's name and single phone number.

In Phone / In R-UIM

Select **In Phone** or **In R-UIM** to view all contacts saved in terminal or R-UIM card.

Modify a Contact

1. Select the desired contact , and press the **SELECT** key to view details;

2. Select **Options** and then select **Edit name** or **Add New**;

3. Select the phone number of the contact, and press the **SELECT** key, you can **Edit** or **Erase** the number.

Delete a Contact

1. Select the desired contact, and press the the **SELECT** key to view details;

2. Press **Options** and then select **Erase Contact**.

Send a message to a Contact

1. Select the desired contact and press the **SELECT** key to view details;

2. Select the phone number and press the **SELECT** key, then select **Send text msg**.

Group View

Select **Group View** to view the contacts in certain group.

Copy the Contacts

Copy one

1. Select the contact, and press the **SELECT** key to view the details;

2. Select the number and press the **SELECT** key to select **Save on R-UIM** / **Save on Phone**.

Copy All

Select **Sync to RUIM** to copy from Phone to R-UIM; select **Sync from RUIM** to copy from R-UIM to Phone.

Speed Dial

The FWT provides 8 speed dial numbers ranging from 2 to 9.

Add

1. Select the contact , and press the **SELECT** key to view details;
2. Select the number, press the **SELECT** key to select **Add to Speed Dial**.

Make a call using speed dial number in idle mode

In idle mode, press and hold the corresponding numeric key of speed dial number to dial directly.

View all speed dial numbers

Select **Speed Dial List** to view all speed dial numbers.

Memory Status

You can check the current memory status of the phonebook.

Erase All

Select **In Phone** or **In R-UIM** to delete.

Data Service

(only for WP560CD and WP960CD)

Through the connection of your FWT and PC, you can get High-speed Packet Data Dial-up Internet Access, and receive / send a fax.

Please refer to <Data Services User Guide> in USB installation CD.

Settings

Auto Key Guard

Auto Key Guard could prevent the misoperations caused by wrong keypress. As the keypad is locked, press the **SELECT** key and * key to unlock.

Call Setting

Originate Mode

You can choose the originate mode. You can select:

- ◆ **After 3s**: make a call 3 seconds after inputting the number.
- ◆ **After 6s**: make a call 6 seconds after inputting the number.
- ◆ **Sent Press**: make a call only by pressing the **CALL** key .

Call Restrict

- ◆ **Specified**: set call barring of 5 incoming calls and outgoing calls.
- ◆ **National**: set call barring of domestic long-distance outgoing calls (number started with "0").
- ◆ **International**: set call barring of International long-distance outgoing calls.
- ◆ **Origination**: set call barring of all outgoing calls (emergency number and service number allowed).
- ◆ **Password**: change call restrict password.

⚠ *Note:*

> *You need input the password (initial password is 0000) to enter* ***National***, ***International*** *and* ***Origination***.

Hot Line

If hotline mode is activated, dial any number to call the hotline number (not including emergency number).

Voice Privacy

Voice Privacy allows you to encrypt your voice during a conversation, but system support is required for this service. If you need this service, please contact your local telecom operator.

IP Call

You can make IP calls conveniently. Please contact your local telecom operator to apply for the service and consult them for the operations.

1. Enter **Setting** to select **ON** or **OFF**;
2. Enter **Edit** to edit the IP access number.

Any Key Answer

Select **ON** to activate then you can press any key (except Navigation keys) to answer upon an incoming call.

Supp. Services

Call Waiting

Call waiting allows you to answer the second call while you're in the existing call.

Call Forwarding

Call forwarding allows you to forward the incoming call to the preset number. Please contact your local telecom operator for this function.

⚠️ *Note:*
> *The above functions require network support.*

Sound

- ◆ **Volume**: select **Ringer Volume** / **Call Volume** / **Key Beep**; press Navigation keys to adjust the volume.
- ◆ **Ringer Mode**: select **Ringer On** or **Ringer Off**.

- ◆ **Ringer Type**: select the type of ringer.
- ◆ **Key Beep**: turn **ON/OFF** the key beep.
- ◆ **Key Tone Length**: select **Normal** or **Long**.
- ◆ **SMS Alert Type**: select the type of the alert upon the receiving of a new message.
- ◆ **Clock Ringer Type**: select the type of the alert upon the alarm.

Display

- ◆ **Backlighting**: select **Never**, **5s** or **10s**.
- ◆ **Banner**: view and edit the banner on idle screen.
- ◆ **Menu Format**: select large or small icons for main menu.
- ◆ **Time Format**: select **12HR** or **24HR**.
- ◆ **Date Format**: select **MM/DD/YYYY**, **DD/MM/YYYY** or **YYYY/MM/DD**.

Local Number

You could edit the local number under this menu.

Alert

- ◆ **Missed Call**: select if there is alert or not upon a missed call.

Security

For the terminals requiring R-UIM card, you need input the PIN code (the default PIN code is "1234"). Please change the PIN code as soon as you can.

For the terminals requiring no R-UIM card, simply input the code "0000".

Phone Reset

You could restore the FWT to factory settings.

PIN Lock

As you set PIN Lock **ON**, the terminal will ask you to input PIN code after it is powered on. The terminal will be unlocked after you input the correct PIN code. Otherwise, only emergency call is allowed.

PIN Change

You could change PIN code under this menu.

⚠️ *Note:*
> *You need set/change PIN code only for those terminals requiring R-UIM card.*
> *The R-UIM card will be locked if you enter wrong PIN code three times in succession, and in this case you need PUK code to unlock. The PIN code and PUK code may be provided together with the R-UIM card. If not, contact your service provider. The default PIN code is normally 1234.*

Sec Code Change

You need change security code for those terminals requiring no R-UIM card.

Recent Calls

View Recent Calls

1. Select **Missed Calls**, **Incoming Calls**, **Outgoing Calls** or **All Recent Calls**;

2. Select the record you want to view and press the **SELECT** key to select:

   ◆ **Call Information**: view details.

   ◆ **Edit Number**: edit the number.

   ◆ **Delete Entry**: delete the record.

   ◆ **Send text msg**: send messages.

   ◆ **Save to Phone**: save the number into phone.

   ◆ **Save to Existing**: save to existing record.

3. Press the **CALL** key to directly dial this number.

Delete All Calls

You could delete **Missed Calls**, **Incoming Calls**, **Outgoing Calls** or **All Recent Calls**.

Call Time

You can check **Outgoing Times**, **Incoming times** and **Total Times**. When viewing the call time, select **Clear** to clear the relevant record.

⚠️ *Note:*

The call time here is just for reference, which can't be regarded as the charging time.

Extra

Stop Watch

Select **Start** to begin counting time; select **Stop** to stop counting time; select **Reset** to clear the records.

Alarm

Set Alarm

1. Select **Set** to set the alarm;
2. Press numeric keys to input the time, press the **Left/Right** key to switch between hour and minute;
3. Select the alarm mode **Once** / **Daily** / **Weekdays**;
4. Press the **SELECT** key to confirm.

Turn off alarm during the alarm's ringing

When the alarm rings, select **OFF** to turn off the alarm; select **Snooze** to delay the alarm by 10 minutes.

Disable

Select **Disable** to turn off the alarm.

⚠️ *Note:*
> *The alarm can work only when the terminal is turned on.*

Scheduler

Add Event

1. Enter **Add Event**, Input the name of new scheduler, then select **Next**;

2. Press the **Left/Right** key to switch among **Start**, **Duration** or **Alarm**, press the **Up/Down** key to set;

3. After the setting, press **SELECT** key to input the contents of events and then select **Next** to confirm.

View the scheduler

You can view the scheduler per day or per month.

Edit

Enter one scheduler and select **Edit** to edit the schedule.

Erase

Enter one scheduler and select **Erase** to delete the schedule.

Options

- ◆ **Set Work Hours**: set working time, namely, the beginning and ending time of work in scheduler every day.
- ◆ **Auto Delete**: delete the record time for event after the event happened.
- ◆ **Default Alarm**: set the default of alarm when you add the scheduler.

Calculator

The calculator enables you to have basic mathematical computation.

⚠️ *Note:*

> *The definition of calculator is limited and rounding errors may occur.*

Appendix

Input Methods

The FWT provides the following input methods: English word input method, English Letter (uppercase and lowercase) input method, Number input method and Symbol input method.

Input Method	Operation Methods
English Letter (uppercase and lowercase) input method	1 In text input mode, press # key to switch to **ABC**/**abc** input method; 2 Press the corresponding alphanumeric key once to input the first letter, while press the key twice to input the second letter, and so on; 3 Wait for the cursor to move to the right, and input the next letter; 4 Press 1 key to input some common symbols, and press 0 key to input space.
Number input Method	1 In text input mode, press # key to switch to **123** input method; 2 Press the corresponding numeric keys to input numbers.
English word Input Method	1 In text input mode, press # key to switch to **Word** input method; 2 Press the corresponding alphanumeric keys until the desired word appeared on the screen; 3 If the word on the screen is not the one you want, you may press the **Up/Down** key to view other suited words; 4 Select the desired word and then press the **SELECT** key; 5 Press 0 key to input space.
Symbol Input Method	1 In non number input mode, press * key to enter the list of symbols; 2 Press the **Left/Right** key to switch the screen, press the corresponding alphanumeric keys to input the symbols.
Delete Characters	Press the **CLR** key to delete the previous input; Press and hold the **CLR** key to delete all inputs.
Move the cursor to left or right	Press the **Left** or **Right** key.

Troubleshooting

Problems	Solutions
No display on the LCD after the FWT is switched on	Check the quality of the adapter and battery, and check if the connection is reliable; Switch on the FWT after everything is OK.
No display on the LCD after the FWT is switched on and supplied by battery	Check if the battery is charged and correctly installed; Check if the battery socket and plug are well connected, and if the battery's connection cable is broken or has welding problem; Switch on the FWT after everything is OK.
No signal strength indication	Change the antenna's position; Change the FWT's position.
No dial tone after the handset is picked up	Hang up and pick up the handset again; Check the connection between the terminal and the handset.
"Adapter Error!" displayed on the LCD and there is a sound alert	Pull out the power adapter after switching off the FWT, and replace with the original power adapter.
No ring for a incoming call	Check the Settings in **Sound**, and check if **Mute** is enabled.
No Internet access (only for WP560CD and WP960CD)	Firstly check if USB data cable connection is correct, and then operate according to the instructions in the CD; Switch off the FWT and switch it on.
Prompt to input PUK	R-UIM card is locked due to successive inputting false PIN code for three times. Please contact with operators.