



LG

Life's Good

ENGLISH

Simple Manual

LG-P500

P/N : MMBB0393952 (1.2)

www.lg.com

Congratulations on your purchase of the advanced and compact LG-P500 phone by LG, designed to operate with the latest digital mobile communication technology.

LG-P500 User Guide



This guide will help you get started using your phone.

If you need more information, please visit www.lg.com.

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Important notice

Please check to see if any problems you have encountered with your phone are described in this section, before taking the phone in for service or calling a service representative.

1. Phone memory

When available space on your phone memory is less than 10%, your phone can not receive new message. You need to check your phone memory and delete some data such as applications or messages to make more memory available.

To manage application

- 1 On the home screen, touch **Applications** tab and select **Settings> Applications> Manage applications**.
- 2 Locate application from either Downloaded, Running, All, and On SD card tabs located at the top of the screen.
- 3 Touch Uninstall then touch OK to uninstall the application.

2. Optimising Battery Life

You can extend your battery's life by turning off features that you don't need to run constantly in the background. You can also monitor how applications and system resources consume battery power.

To extend the life of your battery

- Turn off radio communications that you aren't using. If you aren't using Wi-Fi, Bluetooth, or GPS, turn them off.
- Turn down screen brightness and set a shorter screen timeout.
- Turn off automatic syncing for Google Mail, Calendar, Contacts, and other applications.
- Some applications you've downloaded may cause your battery's life to be reduced.

To check the battery charge level

- 1 On the home screen, touch **Applications** tab and select **Settings> About phone> Status**.
- 2 The battery status (charging, discharging) and level (as a percentage of fully charged) are displayed at the top of the screen.

To monitor and control what uses the battery

- 1 On the home screen, touch **Applications** tab and select **Settings> About phone> Battery use**.
- 2 The top of the screen displays battery usage time. Either how long since last connected to a power source or, if connected to a power source, how long you were last running on battery power. The body of the screen lists applications or services using battery power from greatest amount to least.

3. Installing an Open Source OS

If you install an open source OS on your phone, and do not use the OS provided by the manufacturer, this may cause your phone to malfunction.



WARNING: If you install and use an OS other than the one provided by the manufacturer, your phone is no longer covered by the warranty.



WARNING: To protect your phone and personal data, download applications only from trusted sources, such as Android Market. If some applications are not properly installed on your phone, your phone may not work normally or a serious error can occur. You will need to uninstall those applications and all of its data and settings from the phone.

Important notice

4. Using Unlock pattern

Set unlock pattern to secure your phone.

On the home screen, touch Applications tab and select Settings>Location & security>Set up screen lock>Pattern.

Follow the screens to be guided through drawing a screen unlock pattern. Select OK to continue to next screen.

Opens a set of screens that guide you through drawing a screen unlock pattern.



WARNING: Precautions to take when using the Pattern Lock. It is very important that you remember the unlock pattern you set. You have 5 opportunities to enter your unlock Pattern, PIN or Password. If you have used all 5 opportunities, you may attempt again after 30 seconds.

When you can't recall your unlock Pattern, PIN, or Password:

If you have setup a google account on the phone and failed to use the correct pattern 5 times. Then you are required to sign in with your google account to unlock your phone.

If you haven't setup a google account on your phone or you have forgotten it, you need to perform a factory reset

5. Using Hard Reset

* Using Hard Reset (Factory Reset)

Use Hard Reset to initialise your phone to the original condition. Turn on the phone by pressing and holding Power + Home + Down volume key at the same time (for 10 seconds), the phone will turn on and perform factory reset immediately.

WARNING

If you perform Hard Reset, all user applications and user data will be deleted. Please remember to back up any important data before performing **Hard Reset**.

6. Connecting to Wi-Fi networks

Use Wi-Fi on your phone to access a wireless access point, or "hotspot". Some access points are open and you can simply connect to them. Others are hidden or implement other security features, so you must configure your phone so it can connect to them.

Turn off Wi-Fi when you're not using it, to extend the life of your battery.

To turn Wi-Fi on and connect to a Wi-Fi network

- 1 On the home screen, touch **Applications** tab and select **Settings > Wireless & networks > Wi-Fi settings**.
- 2 Touch **Wi-Fi** to turn it on and begin scan for available Wi-Fi networks.
 - List of available Wi-Fi networks are displayed. Secured networks are indicated by a lock icon.

Important notice

- 3** Touch a network to connect to it.
- If the network is open, you are prompted to confirm that you want to connect to that network by touching **Connect**.
 - If the network is secured, you're prompted to enter a password or other credentials. (Ask your network administrator for details.)
- 4** The Status bar displays icons that indicate Wi-Fi status.

7. Using a microSD card

Pictures, along with Music and Video files, can only be saved to external memory.

Before using the built-in camera, you need to insert a micro SD memory card to your phone first. Without inserting a memory card, you will not be able to save pictures and video.

WARNING:

Do not insert or remove the memory card when the phone is on. Otherwise, it may damage the memory card as well as your phone, and the data stored on the memory card may be corrupted. To remove the memory card safely, On the Home screen, touch Applications tab and select Settings>**Storage (For Android 2.2 version, SD Card & Phone Storage)**>Unmount SD card.

8. Opening and Switching Applications

Multi-tasking is easy with Android because opened applications will keep running even when you open another application. There's no need to quit an application before opening another. Android manages each application, stopping and starting them as needed, to ensure that idle applications don't consume

resources unnecessarily.

To stop an application

- 1 On the home screen, touch **Applications** tab and select **Settings > Applications > Manage applications** Choose from either **Downloaded, Running, All, or On SD card** tabs.
- 2 Scroll and touch the desire application then touch Force stop to close the application.

TIP Getting back to recent Apps

- Press and hold Home key, then a screen will display listing the applications you used recently

9. LG PC Suite IV

The LG PC Suite IV is a program that helps you connect your mobile phone to a PC using a USB data communication cable, so that you can use the functions of the mobile phone on

your PC.

Major Functions of the LG PC Suite IV

- Create, edit and delete phone data conveniently
- Synchronise data from PC & phone (Contacts, Calendar, Message(SMS), Bookmark, Call log)
- Transfer multimedia files (photos, videos, music) conveniently with a simple drag & drop between a PC and phone

Installing LG PC Suite from your microSD memory card

- 1 Insert your microSD memory card on your phone. (It may already be inserted on your phone.)
- 2 Before connecting the USB data cable, make sure that the **Mass storage only** mode is enabled on your phone. (On the applications menu, choose **Settings > Storage**

Important notice

(For Android 2.2 version, SD Card & Phone Storage), then select **Mass storage only** check box.)

- 3 Connect your phone through USB data cable to your PC.
- 4
 - In the status bar, drag down the USB icon.
 - Touch Turn on USB storage button, then touch OK to confirm.
 - You can view the mass storage content on your PC and transfer the files.
- 5
 - Run 'LGInstaller.exe' file from the USB mass storage.

"When LG PCSuite IV installation is completed, disable Mass storage only mode on the phone to run LG PCSuite"

NOTE: Please do not remove or delete other program file installed on your memory card this may damage pre-installed application on the phone.

10. Connecting your phone to a computer via USB

LG-P500 does not support:

- PC Connection via Bluetooth
- LG Air Sync (Web Sync, R-Click)
- OSP (On Screen Phone)
- To-do in Calendar
- Java Application

User's guide for PC Suite IV is in the Help menu after installing PC Suite.

- 1 Use the USB cable with your phone to connect the phone to a USB port on your computer. You should receive a notification that a USB device is connected.
- 2 Open the Notification drawer and touch USB connected.
- 3 Touch **Turn on USB storage> then Ok** to confirm that you want to transfer files between your phone's microSD card and the computer.

When the phone is connected as USB storage, you receive a notification. Your phone's microSD card is mounted as a drive on your computer. You can now copy files to and from the microSD card.

11. Unlock screen when using data connection

Your display will go dark if untouched for a period of time when using data connection. To turn on your LCD screen, just press a hard key..

Note: When uninstalling PC Suite IV, USB and Bluetooth Drivers are not automatically removed. Therefore, they must be uninstalled manually.

Tip! While in Mass Storage mode, you can't access the microSD card from your phone. So you can't use applications that rely on the microSD card such as, Camera, Gallery, and Music.

To use the microSD card on the phone again, you need to turn off Mass Storage mode. Open the Notification drawer on your phone and touch "Turn off USB storage".

To avoid losing information on the microSD card, carefully follow your computer's instructions to disconnect USB devices

- 1 Open the Notification drawer and touch Turn off USB storage.
- 2 Safely disconnect the USB device from your computer.

12. Hold Phone straight up

Please hold the mobile phone straight up as a regular phone.

While making/receiving calls or sending/receiving data, try to avoid holding the lower part of the phone where the antenna is located. It may affect call quality.

Important notice

13. When Screen freezes

If the phone does not respond to user input or the screen freezes:

Remove the battery, insert it again and power on the phone. If it still does not work, please contact the service center.

NOTE: Do not connect your phone when you power on/off your PC.

Before using the mobile phone, please read first!

How to save music/video files to the phone

Connect your phone to the PC using the USB cable.

Touch and drag down the status bar on the home screen. Select **USB connected > Turn on USB storage > select OK > Open folder to view files.**

If you didn't install LG Android Platform Driver on your PC, you need set it manually.

For more information, refer to 'Transferring files using mass storage devices' .

Save music or video files from the PC to the phone's removable storage.

- You may copy or move files from the PC to the phone's removable storage using a card reader.
- If there is a subtitle file with the video file (smi or .srt file with the same name as the video file), place them in the same

folder to display the subtitle automatically when playing the video file.

- When downloading music or video files, copyright must be secured. Please note that a corrupted file or file with a wrong extension may cause damage to the phone.

How to play music/video files to the phone

Playing music files

From home screen touch Application tab > Music. Locate the file you want to play from Artist, Albums, Songs, Playlists tabs

Playing video files

From home screen touch Application tab > Video player. , locate the file you want in the list and select it to play.

Before using the mobile phone, please read first!

How to move the contacts from the old phone to the current phone

Export your contacts as a CSV file from your old phone to the PC using a PC sync program.

- 1 Select the **Contacts** icon. Press the Menu key then touch More > Import/Export > Import from SD card and select the vCard (vcf) file saved in the PC.
- 2 If the fields in the imported CSV file are different from the ones in Mobile Sync for Android, you need to map the fields. After mapping the fields, click OK. Then, the contacts are added in Mobile Sync for Android.

- 3 If the connection of LG-P500 phone (using the USB cable) is detected by Mobile Sync for Android, click "Sync" or "Sync contacts" to synchronize the contacts saved in the PC to your phone and save them.

How to send data from your phone via Bluetooth

Sending data via Bluetooth:

You can send data via Bluetooth by running a corresponding application, not from Bluetooth menu, unlike regular mobile phones.

NOTE: Check and make sure that Bluetooth is turned on before following steps below.

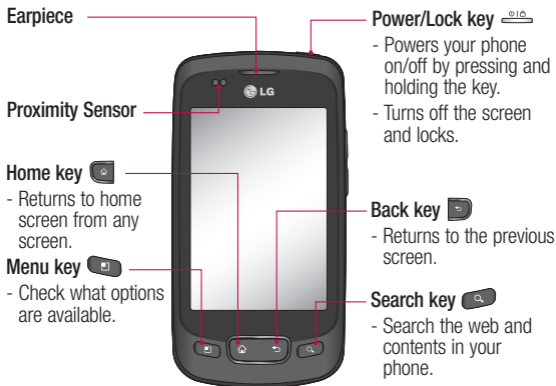
- * **Sending pictures:** Run the Gallery application and select the picture to send, press **Menu key then touch Share > Bluetooth > Scan for devices > Choose the device you want to send data from the list.**

- * **Exporting contacts:** Run the Contacts application. Touch the address you want to export. Press **Menu** and Select **Share > Bluetooth > Scan for Devices** or choose the device if it has already been paired.
- * **Sending multi-selected contacts:** Run the "Contacts" application. To Select more than one contact press Menu key and touch **Multiselect** . Select the contacts you want to send or press **Menu** key and touch Select all to select all the contacts and > **Touch Share > Bluetooth > Scan for devices** > Choose the device you want to send data from the list.
- * "Bluetooth settings". Then, select the "Discoverable" checkbox and search for other devices by scan for devices option . Find the service you want and connect to the FTP server.
- If you want to search for this phone from other devices, From Application tab go to Settings>Wireless & networks>Bluetooth settings. Then, select the "Discoverable" checkbox.
- The checkbox is cleared after 120 seconds.
- Supported profiles are HFP, HSP, OPP, A2DP and AVRCP.

Getting to know your phone

To turn on the phone, press and hold Power key for 3 seconds.

To Turn off the phone, press Power key for 3 seconds , touch Power Off and touch Ok.



⚠ WARNING: Placing a heavy object on the phone or sitting on it can damage its LCD and touch screen functionalities. Do not cover the protective film on the LCD's proximity sensor. This can cause the sensor to malfunction.

Tip! Press Menu key whenever you tap an application to check what options are available.

Tip! LG-P500 does not support Video call.

Tip! If LG-P500 has errors when you use it or you can not turn it on, remove battery ,install it again and turn it on after 5 seconds.

Stereo earphone connector



Power/Lock key



Volume keys

- On the home screen: controls ringer volume.
- During a call: controls your earpiece volume.
- Controls multimedia volume while playing multimedia tracks



Charger, micro USB cable connector



Microphone connector

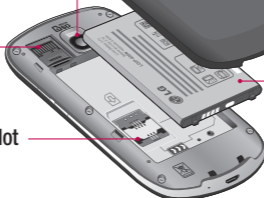
Camera lens



Back cover

microSD memory card slot

SIM card slot



Battery

Getting to know your phone

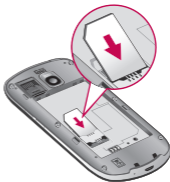
Installing the SIM card and battery

Before you can start exploring your new phone, you'll need to set it up. To insert the SIM card and battery:

- 1 To remove the back cover, Hold the phone on your hand firmly. With the other hand, firmly press your thumb on the back cover. And lift off the battery cover



- 2 Slide the SIM card into the SIM card holder. Make sure the gold contact area on the card is facing downwards.



- 3 Insert the battery into place by aligning the gold contacts on the phone and the battery.



- 4 Replace the back cover of the phone.



Charging your phone



NOTE: The battery must be fully charged initially to improve battery lifetime.

NOTE: The LG-P500 has an internal antenna. Be careful not to scratch or damage this area, as that will cause loss of performance

Installing the memory card

To store multimedia files such as captured images by using a built-in camera, you must insert a memory card in to your phone.

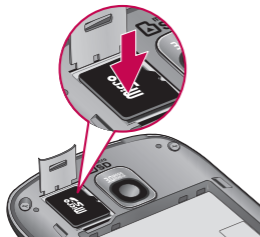
To insert a memory card:

- 1 Turn the phone off before inserting or removing the memory card. Remove the back cover.



- 2 Open the slot protection and insert the memory card into the slot. Make sure the gold contact area is facing downwards.

Getting to know your phone



3 Close the slot protection.



WARNING!

Do not insert or remove the memory card when the phone is on. Otherwise, it may damage the memory card as well as your phone, and the data stored on the memory card may be corrupted.

Formatting the memory card

Your memory card may already be formatted. If it isn't, you must format it before you can use it.

NOTE: All files on the card are deleted when you format the card.

NOTE: If there is content on your memory card, the folder structure may be different after formatting since all the files will have been deleted.

Tip! If your memory card is already Unmount, you can use the following step to format it. Touch **Applications > Settings > Storage (For Android 2.2 version, SD Card & Phone Storage) > Erase SD Card.**

Your Home screen

Proximity sensor

When receiving and making calls, this sensor automatically turns the backlight off and locks the touch keypad by sensing when the phone is near your ear. This extends battery life and prevents the touch keypad from activating unintentionally during calls.

Lock your phone

When you are not using LG-P500, Press the power key to lock your phone. This helps prevent accidental presses and saves battery power.

Also, If you do not use the phone for a while, the home screen or other screen you are viewing, is replaced with the lock screen to conserve the battery.

- If there are any programs running when you lock your phone, they may still be running in lock mode. It is recommended to exit all programs before entering

the lock mode to avoid unnecessary charges. (e.g., phone call, web access and data communications)

Setting unlock pattern: You can draw your own unlock pattern by connecting four or more dots. After you have set an Unlock pattern; to unlock the phone, draw the pattern you set on the screen.

Caution: The phone will be locked for 30 seconds after 5 incorrect attempts at drawing the unlock pattern.

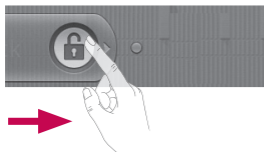
If you have forgotten your unlock pattern, you cannot unlock the phone. In this case a Factory Reset is required to unlock your phone.

To prevent unnecessary lose of personal data. You should set up your Gmail account on the phone before you set an Unlock pattern. Your Gmail account can be used to unlock your phone after 5 incorrect attempts.



Your Home screen

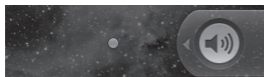
Unlock screen

Whenever your LG-P500 is not in use, it will return to the lock screen. Touch the lock icon and drag your finger to the right to unlock the screen.



Silent Mode

From Notification drawer, touch  Or if you don't use unlock pattern, simply drag  to the left.



To wake up your phone, press **Menu, Home, Back, Search** or **Power** key. The lock screen will appear. Touch the lock icon and


drag your finger to the right to unlock your home screen or the last screen you were working

Home screen

Simply swipe your finger to the left or right to view them. You can also customise each panel with widgets, which are shortcuts to your favourite applications, folders and wallpapers.

NOTE: Some screen images may be different depending on your phone provider.

Tip! To add an application icon to home screen, touch and hold an application you want to add to home screen.

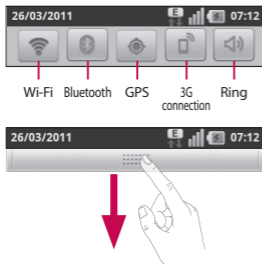
Tip! To delete an application icon on the home screen, click and hold the shortcut icon you want to delete and drag to .

Getting back to a recently used applications

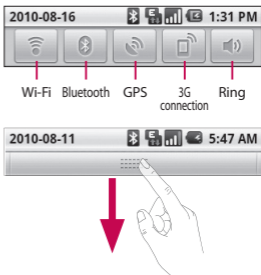
Touch and hold the Home key. The screen will show you a pop up with icons of applications that you've used recently.

Notification drawer

The notification drawer runs across the top of your screen.
<Android 2.3>



<Android 2.2>



Touch and slide the notification drawer down with your finger. Or, on the home screen, touch **Menu** key and select **Notifications**. Here, you can check and manage Wi-Fi, Bluetooth, GPS, 3G Connection, Silent mode status as well as other notifications.

Viewing the status bar

The status bar uses different icons to display phone information, such as signal strength, new messages, battery

Your Home screen

life, and active Bluetooth and data connections.

Below is a table explaining the meaning of icons you're likely to see in the status bar.


<Android 2.3>



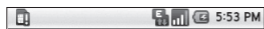
[Status bar]

Icon	Description
	No SIM card
	No signal
	Wi-Fi is on and connected
	Wired headset
	Call forward
	Call hold
	Speakerphone
	Call mute
	Missed call
	Bluetooth on












Icon	Description
	Bluetooth connected
	System warning
	Alarm
	New voicemail
	Flight mode
	Silent
	Vibrate
	No SD card
	Battery fully charged
	Battery is charging
	Data in
	Data out
	Data in and out
	USB to PC
	Download
	Upload
	GPS is acquiring


















Icon	Description
	GPS is on

<Android 2.2>



[Status bar]

Icon	Description
	No SIM card
	No signal
	Wi-Fi is on and connected
	Wired headset
	Call forward
	Call hold
	Speakerphone
	Call mute
	Missed call
	Bluetooth on
	Bluetooth connected

Icon	Description
	System warning
	Alarm
	New voicemail
	Flight mode
	Silent
	Vibrate
	No SD card
	Battery fully charged
	Battery is charging
	Data in
	Data out
	Data in and out
	USB to PC
	Download
	Upload
	GPS is acquiring
	GPS is on


Your Home screen

Entering text


You can also enter text using the onscreen keyboard. The onscreen keyboard displays automatically on the screen when you need to enter text. To manually display the keyboard, simply touch a text field where you want to enter text.

Phone Keypad


 **Shift Key** - Touch once to capitalize the next letter you type. Double-tap for all caps.

 **XT9 Key** - Turn on or off XT9 Mode.



 **Setting key**


 **Number and Symbols Key** - Touch to change input to number and symbol entry.

 **Enter Key**

 **Key** Remove keypad from the screen.

 **Delete Key**

  Go forward or backward between letters.

Tip! To switch between Qwerty Keypad and Phone Keypad, Touch  and choose Keypad types.

Google Account Set-up

The first time you open the Google application on your phone, you will be required to sign in with your existing Google account. If you do not have a Google account, you're prompted to create one.

IMPORTANT

- Some applications, such as Calendar, work only with the Google Account. If you plan to use more than one Google Account with your phone you have option to use more than one google account, When you sign in, your contacts, Gmail mails, Calendar events, and other information from these applications and services on the web are synchronized with

your phone.

To set up a Gmail account on the phone:


On Home screen, touch Applications tab and select Settings>Accounts & sync>Add account>Google

Follow the prompts to set up your Gmail account

Calls

Answering and rejecting a call

When screen locked

Drag the **Answer** icon  to the right to answer an incoming call.

Drag **Decline** icon  to the left reject an incoming call. Drag the Excuse msg button up from the bottom if you want to send one.

If the caller is unknown, this Excuse msg bar is not available.

Speed dialling

You can assign a frequently-called contact to a speed dial number.

NOTE: To remove the speed dial contact from the list, touch and hold the assigned contact. When the pop up screen is shown, tap **Remove speed dial**.

Messaging

Your LG-P500 combines SMS and MMS into one intuitive, easy-to-use menu.



WARNING: The 160-character limit may vary from country to country depending on how the SMS is coded and language.

Your Home screen



WARNING: If an image, video, or audio file is added to an SMS message, it will be automatically converted into an MMS message, and you will be charged accordingly.

Opening Email and the Accounts Screen

You can use the **Email** application to read email from services like Gmail. The Email application supports the following account types: POP3, IMAP and Exchange.

Camera

Getting to know the viewfinder

Brightness – This defines and controls the amount of sunlight entering the image. Slide the brightness indicator along the bar, towards “-” for a lower brightness image, or towards “+” for a higher brightness image.

Zoom – Zoom in or zoom out. Alternatively you can use the side volume keys.



Video mode – Slide down this icon to switch to video mode.

Taking a photo

Gallery – This enables you to access your saved photos from within the camera mode. Simply touch, and your gallery will appear on the screen.

Settings – Touch this icon to open the settings menu.

Focus – Touch this icon to select the options menu. See **Using the focus mode**.

Scene mode – Choose from **Auto**, **Portrait**, **Landscape**, **Sports**, **Night**, and **Sunset**.

NOTE: You need to insert a memory card first to take a picture. Without inserting a memory card, you will not be able to take a picture.

Camera

Once you've taken the photo

Share Touch to share your photo via **Bluetooth, Email, Gmail, Messaging, Picasa.**

NOTE: Additional charges may apply when MMS messages send or downloaded while roaming.

Set as Touch to use the image as **Contact icon** or **Wallpaper.**

Rename Touch to edit the name of the selected picture.

Additional Applications

NDrive

NDrive Turns Your Phone Into A FUNCTIONAL GPS NAVIGATION DEVICE with complete ON-Board Maps Downloaded and Stored on Mobile Device-Ready to Use in the Car or Outdoor: WORKS WITH OUT Network Coverage/ WI-FI also, Turn By Turn Navigation Sign Posts, Info Lane 3D Landmarks Voice navigation, Maps alerts and upgrades



News and Weather

News and Weather app which provides both custom news and weather forecast for your region.

AG Indian Newspaper

You can view Times of India, Manorama, The Hindu, Hindustan Times, Mathrubumi, The Economic Times, reuters IN, BBC Sport-Cricket, Rediff, Live Mint, Indian Express...AND MANY MORE (+INTERNATIONAL PAPERS!)

PNR status checker

Find the PNR status from Indian Railways, just enter your PNR number and get the latest status.

Additional Applications

Bollywood Ji

Get the latest bollywood gossip, news, movies, reviews, and photos, Follow hindi, film star, like SRK, Salman khan, Amitab Bachan, Ranbir, Kareena, Priyanka, Bipasa Basu, Katrina Kaif, Aishwarya and more.

Infant Vaccine Tracker

An application to track the vaccination details of children.

Provides features for Adding/ Deleting/Editing Child details for vaccination tracking. Display the total number of over due vaccines for a child.

ThinkFree Office

ThinkFree Office allows you to read documents, and provides limited edit functions for Microsoft Word, Excel and PowerPoint. But You can not edit PDF file.

Touch and hold a file, then Open, Upload, Rename, Move, Copy, Delete, Send and Properties options are available. This is depending on the file type.

Browser

Browser

NOTE: Additional charges apply when connecting to these services and downloading content. Check data charges with your network provider.

Using options


Press the **Menu** key to view options.

 **New window** – Open a new window.

 **Bookmark** – Add/Show Bookmark, show Most Visited Site and History.


 **Windows** – Show all your open windows.

 **Refresh** – Touch to refresh the web page.

 **Forward** – Goes to the page you connected later than current page. This is opposite concept with Back key, which goes to the previous page.


Wi-Fi

Turn on Wi-Fi

From Home Screen , open Notification drawer and touch  on.

Or from Applications tab, touch Settings > Wireless & networks > Wi-Fi .

To connect to Wi-Fi

Choose Wi-Fi network you want to connect. If you see  , you need to enter password to connect.

TIP!

If you are out of Wi-Fi area and choose 3G connection, additional charges may be applied.

USB tethering

You can share your phone's internet connection with your computer.

You can tether your phone to your computer with a USB cable.

Settings > Wireless & networks
> Tethering & portable hotspot > USB tethering

For more information regarding USB tethering, click Help.

TIP!

To use USB Tethering, you need to install PC Suite on to your PC first.

Wi-Fi Tethering

Use your LG-P500 as portable Wi-Fi hotspot.

Settings > Wireless & networks
> Tethering & portable hotspot > Portable Wi-Fi hotspot

TIP!

If your phone switch to sleep mode even when it is connected to Wi-Fi, the Wi-Fi connection will be disabled automatically.

In this case, if your phone has access to 3G data, it may be connected to the 3G network automatically, and additional charges may be applied.

Phone Software update

LG Mobile Phone Software update from internet

For more information on using this function, please visit the <http://update.lgmobile.com> or <http://www.lg.com/common/index.jsp> → select country and language.

This Feature allows you to update the firmware of your phone to the latest version conveniently from the internet without the need to visit a service centre.

As the mobile phone firmware update requires the user's full attention for the duration of the update process, please make sure to check all instructions and notes that appear at each step before proceeding. Please note that removing the USB data cable or battery during the upgrade may seriously damage you mobile phone.

DivX Mobile

ABOUT DIVX VIDEO: DivX® is a digital video format created by DivX, Inc. This is an official DivX Certified® device that plays DivX video. Visit www.divx.com for more information and software tools to convert your files into DivX video.

ABOUT DIVX VIDEO-ON-DEMAND: This DivX Certified® device must be registered in order to play purchased DivX Video-on-Demand (VOD) movies. To obtain your registration code, locate the DivX VOD section in your device setup menu. Go to vod.divx.com for more information on how to complete your registration.

DivX Certified® to play DivX® video up to 320 x 240.

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Accessories

These Accessories are available for use with the LG-P500.
(Items described below may be optional.)

Charger



Data cable

Connect your LG-P500 and PC.



Battery



User Guide

Learn more about your LG-P500.



Stereo headset



NOTE:

- Always use genuine LG accessories.
- Failure to do this may void your warranty.
- Accessories may vary in different regions.

Troubleshooting

This chapter lists some problems you might encounter while using your phone. Some problems require you to call your service provider, but most are easy to correct yourself.

Message	Possible causes	Possible Corrective Measures
USIM error	There is no USIM card in the phone or it is inserted incorrectly.	Make sure that the SIM card is correctly inserted.
No network connection/ Loosing network	Weak Signal outside of GSM network area. Operator applied new services	Move towards a window or into an open area. Check the Network Operator coverage map. See if the SIM card is older than 6~12month. If so, change your SIM at the office of your network provider.
Codes do not match	To change a security code, you will need to confirm the new code by entering it again. The two codes you have entered do not match.	Contact your Service Provider.
Any application cannot be set	Not supported by Service Provider or registration required	Contact your Service Provider.

Troubleshooting

Message	Possible causes	Possible Corrective Measures
Calls not available	Dialing error New SIM card inserted Prepaid Charge limit reached	New network not authorised. Check for new restrictions. Contact Service Provider or reset limit with PIN 2.
Phone cannot be switched on	On/Off key pressed long enough Battery is not charged Battery contacts are dirty	Press the On/Off key down for at least two seconds. Keep charger attached for a longer time Clean the contacts. Take out the battery and insert again.
Charging error	Battery is not charged.	Charge battery.
	Outside Temperature is too hot or cold	Make sure phone is charging under normal temperatures.
	Contact problem	Check the charger and connection to the phone. Check the battery contacts and clean them if necessary.
	No voltage	Plug into a different socket.
	Charger defective	If the charger does not warm up, replace it.
Number not permitted	Wrong charger Battery defective	Only use original LG accessories. Replace battery.
	The Fixed Dial Number function is on.	Check settings.

Message	Possible causes	Possible Corrective Measures
Impossible to receive/ send SMS & Picture	Memory Full	Delete some existing messages in the phone.
Files not open	Unsupported file format	Check the file format that can be supported
SD Card not working	FAT 16 file system supported only	Check SD card file system via card reader Or format SD card using phone
The screen does not turn on when I receive a call.	Proximity sensor problem	If you use any protection tape or case, check it is covered the area around proximity sensor. Make sure that the area around the proximity sensor is clean.
No Sound	Vibration or manner mode	Check the setting status of sound menu to make sure you are not in vibrate or silent mode.
Hang up or freeze	Intermittent software problem	Take out the battery and insert battery. Turn on the phone. Try to do software update service via WEB site.

CHOLAMANDALAM MS GENERAL INSURANCE CO. LTD.
Delhi Regional Office Plot no. 6, First Floor,Opp.
HP Petrol Pump, Near Metro Pillar No. 81
Pusa Road, Delhi - 110005

TO

CHOLAMANDALAM MS GENERAL
INSURANCE CO. LTD.

DATE...../...../.....

Delhi Regional Office Plot no. 6,
First Floor,Opp. HP Petrol Pump,
Near Metro Pillar No. 81 Pusa Road,
Delhi - 110005

Dear Sir,

RE: Loss of mobile phone no.:

MAKEMODEL

This is to inform that my mobile phone has been lost due to theft on
.....at.....FIR/DD entry has been lodged
with Police Station. I am enclosing the Claim
Form cum Bill along with required documents for settlement of the claims.

Thanking you

Yours Sincerely,

Signature of the Insured

Name

CLAIM FORM CUM CLAIM BILL

To be filled in by the ultimate consumer

Name

Present Address

Tel. No.

Make & Model of the Handset

Invoice No. Date of Purchase

Dealer Name

Address

Tel. No.

IMEI No.

Date of Theft Time

Place of Theft

Details of Theft

FIR No./DD No. Date

Police Station

Amount Claimed

Block the SIM Card within 3 days YES ☐ NO ☐

DATE

PLACE

SIGNATURE OF CUSTOMER

TERMS AND CONDITIONS:

POLICY COVERAGE

1. Theft coverage of LG GSM HANDSET for one year from the date of purchase/invoice only. No other loss covered.
2. Offer applicable on all purchases made from April 7, 2011 to April 6, 2012. under Policy No. **PBG-00030389-000-00**. Dated 07/04/11
3. Only theft registered under section 379 IPC or theft reported under Daily Dairy with Police FIR is covered.
4. Reimbursement will be subject to following depreciation/ deduction on the invoice value from date of purchase:

Handset upto 3 months old	-10%
More than 3 months upto 6 months	-15%
More than 6 months upto 9 months	-25%
More than 9 months upto 12 months	-35%

CLAIM PROCESSING DOCUMENTS

In the event of handset loss, the buyer should follow the understated procedure:

- a) (i) Lodge FIR under Section 379 IPC or theft to be entered in Daily Dairy with the Police Station in whose jurisdiction the theft occurred within 24 hours of occurrence of the same.
- (ii) Block the SIM Card with your service provider within 3 days.
- (iii) Send information to the insurance company within 7 days of the loss.
- b) Documents required:
 - (i) Original Invoice & Cash Memo.
 - (ii) Original certified copy of DD/FIR u/s 379 by the police authority.
 - (iii) Translation of vernacular documents in English/Hindi.
 - (iv) Complete claim Form cum Bill and Discharge Voucher.

These documents should be sent to the Policy Issuing Office within 7 days of the loss by regd. post/courier. All document to be submitted in English/Hindi language. The company reserves the right to call for any other necessary document in addition to the documents listed above.

Subject to all the conditions being fulfilled, claim will be settled within 15 days of our receipt of the above documents.

Deduction of Rs. 350/- will be applicable towards accessories.

Note: In case the handset cost is more than Rs. 20,000/-, a survey is required. Contact nearest office of Cholamandalam MS General Insurance Co. Ltd. for survey.

For any future queries assistance related to the policy exclusion and claim settlement you may write to Cholamandalam MS General Insurance Co. Ltd. **Delhi Regional Office Plot no. 6, First Floor, Opp. HP Petrol Pump, Near Metro Pillar No. 81 Pusa Road, Delhi - 110005**

Tel: +91-11-39813100, Fax: +91-11-39813110

e-mail id : customercare@cholams.murugappa.com



DISCHARGE VOUCHER

Received from Cholamandalam MS General Insurance Co. Ltd. under Policy No..... in full and final discharge of our claim, the sum of (in words) Rs.

Signature of Insured /Customer
across revenue stamp

Affix Re.1 revenue stamp

Date:

Place:

Customer Information Center

For any query related to the after sales service and customer support please contact us at below details

 **LG** **24 x 7** CALL CENTER



1800-180-9999
(Toll Free)



5757554
(Send SMS)



www.lg.com
serviceindia@lge.com

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