swissvoice

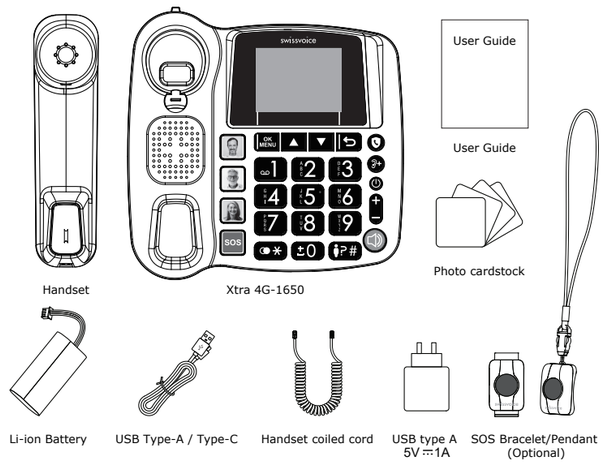
Xtra 4G-1650
4G Corded Phone



User Guide

www.swissvoice.net

1.Box Content

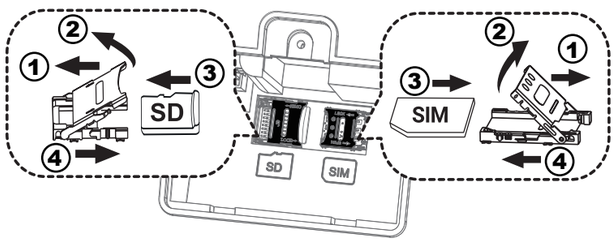


2. Installation

A. SIM Card / Battery / SD Card (optional)

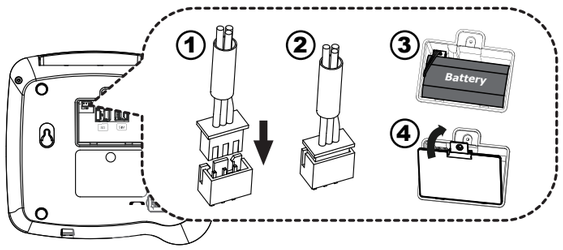
- Unclip the battery compartment door at the rear of the base.
- Insert your Nano size SIM card into SIM slot (mandatory) and the SD card into SD slot (optional) located in the battery compartment.

The SD Card is necessary to record personal SOS voice message and also to personalize the talking caller ID.
Please follow carefully the steps described in the drawing :



B. Install the battery

Follow the steps below to connect and snap :

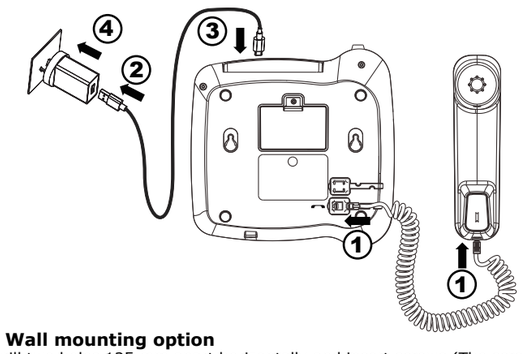


C. Connecting the telephone.

- Connect the handset coiled cord (RJ9 plug) to the handset and telephone ①.
- Connect the USB cable (type A plug) to the adapter ② .
- Connect the adapter cord (type C plug) to the telephone ③.
- Connect the adapter to your mains electrical wall outlet socket ④.

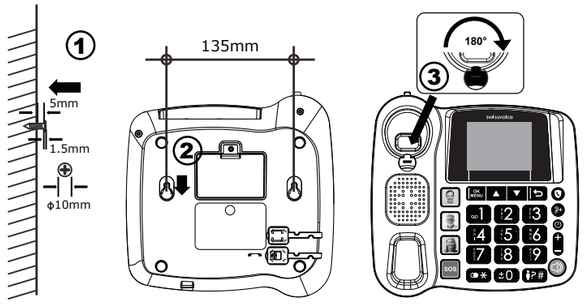
IMPORTANT NOTE:

The rechargeable battery provides power back-up in case of mains power failure.
The phone needs to be connected to the mains at all times.



D. Wall mounting option

- Drill two holes 135 mm apart horizontally and insert screws (The screw head has a diameter of 10 mm and a thickness of 1.5 mm.), so that they project 5 mm from the wall ① and let the power cable be plugged easily.
- Place the telephone to fit the screws into the slots, and slide it downwards slightly ② .
- Turn the receiver hook ③ 180°so that the handset stays securely in place when hung up.



E. Turn ON the Phone

- Press and hold the power button ⏻ to turn ON the phone. (number 11 in chapter 7).
- Enter the PIN Code.

Your SIM card is protected by a PIN code, which helps prevent unauthorized use of your telephone.
It is requested each time you turn on the phone - it is not a phone password or screen lock code.
To enable or change the SIM PIN, please select :

Menu [OK MENU] → ▼ **Settings** → [OK MENU] → ▼ **Security** → [OK MENU] → ▼ **PIN.**

If you enter the PIN incorrectly three times in succession, you will need the PUK (Personal Unblocking Key) to unlock the SIM card. The PUK is usually supplied with your SIM card.
If it is not provided, contact your mobile network service provider.

3. First use configuration

A. Language

Language by default is the SIM card language, then possibility to change in the settings.
To change the language please follow the steps below :
1. Select your Language as follows:

Menu [OK MENU] → ▼ **Settings** → [OK MENU] → ▼ **Phone settings** → [OK MENU] → ▼ **Language settings**

2. The phone can be set to one of 12 languages:

English	**Français**	**Deutsch**	**Español**	**Português**	**Magyar**
Nederlands	**Italiano**	**български**	**Dansk**	**Polski**	**Čeština**

B. SOS button configuration and bracelet pairing (if applicable)

By default the product is set up with an SOS key configuration, please see below how to program the SOS button:
You can set up to 5 SOS emergency contact numbers, that will be called when SOS key is pressed.

SOS Emergency Contact Number Settings

To set up 5 numbers :

Menu [OK MENU] → ▼ **SOS** → [OK MENU] → ▼ **SOS number** → [OK MENU] → ▼ Select an SOS number from 1 to 5 → [OK MENU] → Enter the SOS number using the numeric keypad, then confirm by pressing the OK key.
Repeat the operation to record the other 4 emergency contacts you may want to add.

SOS Voice Message

When SOS key is pressed, the first emergency contact is called automatically and a pre-recorded voice message is played : "This is an emergency call. To accept this call, press 0."
Once the first contact answers and presses 0, the conversation is established in hands-free mode.
If you have an SD card, you can personalize the message, but you absolutely need to say in the message " To accept this call, press 0".
To record your own emergency voice message :

Menu [OK MENU] → ▼ **SOS** → [OK MENU] → ▼ **Outgoing voice** → [OK MENU] → ▼ **Personal** → [OK MENU] → ▼ **Recorder** , Press the OK key to start the recording.When you finish the recording (20 seconds max), press the [↩] to save the message. You can listen to your message by selecting "**Play**".
If you prefer the factory default message, select:

Menu [OK MENU] → ▼ **SOS** → [OK MENU] → ▼ **Outgoing voice** → [OK MENU] → ▼ **Default** → [OK MENU]

SOS Text Message

When SOS key is pressed, the first emergency contact will also receive a default SOS text message.
To enter your own SOS text message :

Menu [OK MENU] → ▼ **SOS** → [OK MENU] → ▼ **Set text message** → [OK MENU] → ▼ Type your personal informative text message → [OK MENU] .
You can use [↩] to delete a character.

Set SOS Alarm volume

To set up the alert level from 0 to 6 :

Menu [OK MENU] → ▼ **SOS** → [OK MENU] → ▼ **Set Alarm Vol** → [OK MENU] → ▼ Press the Up and Down keys to change the SOS volume alarm then press the OK to confirm your choice.
NOTE: Level 0 sets the SOS alarm volume to Off.

SOS Bracelet Pairing (Optional)

- To pair a new SOS remote device :

Menu [OK MENU] → ▼ **SOS** → [OK MENU] → ▼ **Pairing settings** → [OK MENU] → ▼ **Add a new SOS remote device** → [OK MENU] After pairing starts, press and hold the SOS bracelet button for 3 seconds to complete pairing.

- To delete a Bracelet pairing :

Menu [OK MENU] → ▼ **SOS** → [OK MENU] → ▼ **Pairing settings** → [OK MENU] → ▼ **Delete all SOS remotes**.

- To initiate an Emergency Call :

After the bracelet is paired with the phone, press and hold the SOS bracelet button for 3 to 5 seconds to initiate an emergency call.
NOTE: To cancel the SOS call, press and hold the SOS key.

To deactivate the SOS function (SOS key + SOS Bracelet)

You can choose another configuration with 4 memory keys M1 M2 M3 M4 by deactivating the SOS button :

Menu [OK MENU] → ▼ **SOS** → [OK MENU] → ▼ **SOS Key function** → [OK MENU] → ▼ **M4 function** → [OK MENU] .

4. General Settings / Profiles

Time and Date

Time and date is preset and obtained from your mobile network service provider. You can also set it manually, and select the time and date format.

- [OK MENU] → ▼ to **Settings** → [OK MENU] → ▼ to **Phone settings** → [OK MENU] .

Select **Time & date**: **Set time**, **Set date**, **Time format** (12/24h), **Date format** (Y-M-D / M-D-Y / D-M-Y), and **Update time settings** (Auto/Manual) → [OK MENU] .

Event LED (see Chapt.7-2)

The LED flashes for incoming calls, new messages or missed calls.
To enable/ disable the LED :

[OK MENU] → ▼ to **Settings** → [OK MENU] → ▼ to **LED switch** → select **Off/On** → [OK MENU] .

How to turn off the LED after an event :
When you have missed a call/SMS, the LED starts flashing and there is a pop-up on the screen you can acknowledge by "Details" or "Exit".
Clicking "Details" will directly read the missed call or the SMS, and will switch the light Off.
Clicking "Exit" will close the pop-up and switch the light Off.
If there is a new incoming call, the pop-up and flashing LED will appear again.

Low battery warning by SMS

Sends warning SMS messages to a preset number if power fails or adapter disconnects (or if the battery is running low).
It's a safety feature for the user. To fix the problem : check adapter connection or wait for power restoration.

- [OK MENU] → ▼ to **Settings** → [OK MENU] → ▼ to **Low battery warning by SMS** → Select **Low battery SMS or Charger unplugged** → [OK MENU] Enter a number → [OK MENU] .

Tone setting

[OK MENU] → ▼ to **Settings** → [OK MENU] → ▼ to **Audio setting** → [OK MENU] **Equalizer** → [OK MENU] Select one of the 3 tone settings: **Normal, Bass and Treble** → [OK MENU] .

You can change the tone settings during a call using the **Equalizer** [↩] key.

Permanent Audio Boost Activation

When activated, the audio Boost will be enabled automatically to every call. It increases the volume by 20dB.
When disabled, you can choose to use the Audio Boost call by call manually with the dedicated key (Chapt.7-10).

[OK MENU] → ▼ to **Settings** → [OK MENU] → ▼ to **Audio setting** → [OK MENU] → ▼ → **Boost Lock** [OK MENU] → Select **Off/On** → [OK MENU] .

Ringer settings

You have the option to select a different ringtone for Incoming calls and Enable/Disable Talking CID.
NOTE: Ringtone Volume (max 90dB)

- **Incoming Ring Choice**

[OK MENU] → ▼ **Profiles** → [OK MENU] → ▼ **Ringer settings** → [OK MENU] → ▼ **Ringer settings** → [OK MENU] → ▼ to select ringtones → [OK MENU] .

- **Volume Ring Settings**

To set up the default ringer volume :

[OK MENU] → ▼ **Profiles** → [OK MENU] → ▼ **Ringer Volume** → [OK MENU] → ▼ to select your ringer and use + and - keys on the keypad (number 12 of chapter 7) to adjust the volume

- **Talking Caller ID**

When you receive a call, the phone will announce the telephone number of the incoming call.

[OK MENU] → ▼ **Profiles** → [OK MENU] → ▼ **Ringer settings** → [OK MENU] → ▼ **Talking CID** → [OK MENU] → ▼ select **On / Off** → [OK MENU] .

Talking keypad
When this function is activated, the phone will announce the number of the numeric key you have pressed. For example if you press 3 on the keypad, the phone will announce 'three'.

Menu [OK MENU] → [▼] **Profiles** → [OK MENU] → [▼] **Alert volume** → [OK MENU] → [▼] **Talking keypad** → [OK MENU].

Set the volume to 0 to disable the feature, or select the desired volume.

5. Contacts numbers programmation

A. Phonebook
Create a Phone Book Entry

1. If you need to create a Phone book, press [↩] → [OK MENU] → **NEW** → [OK MENU].
2. [▲] / [▼] to select **SIM** or **Phone** → [OK MENU].
3. On **Name**, → [OK MENU] → [▼] to select **Edit** → [OK MENU] → enter the name of contact → [OK MENU].
4. [▼] to select **Number** → [OK MENU] → [▼] to select **Edit** → [OK MENU] → enter the phone number of contact → [OK MENU].
5. If you have inserted an SD Card, you can personnalize the photo for some contacts:

[▼] to select **Modify icon** → [OK MENU] → [▼] to select **Edit** → [OK MENU] → Select from album → [OK MENU].

6. If you want to personnalize the ringtone for some contacts: [▼] to select **Default Ringtone** → [OK MENU] → [▼] to select **Edit** → [OK MENU] → [▼] **Phone ringtones** → [▼] to select ring tone → [OK MENU].
7. To save information, → [OK MENU] → [▲] to select **SAVE** → [OK MENU].

B. Speed dial / Photo Keys
To store a telephone number in Speed dial or Photo key memory, follow these steps:

1. **Press Contacts → Options →** [▼] **Speed dial or Pictures →** [OK MENU].
2. Use the [▲] [▼] keys to select either **2 to 9 (Speed dial keys) or M1, M2, M3 and M4 (unless M4 is set as SOS key).**
3. Press [OK MENU] → Edit, enter the telephone number, then press OK.
4. Press [↩].

You can assign a phonebook entry to a speed dial number :

[↩] → [OK MENU] → [▼] → Speed dial or Pictures → [OK MENU] → [▼] to select 2to 9 or M1 to M4 → [OK MENU] **Edit** → [OK MENU] to select Contacts → [▼] to choose the contact → [OK MENU].

6. Making and Receiving Calls

Outgoing call
Dial number with keypad, then lift the handset or press to launch the call .

Press [↩] to delete last digit.

Press and hold [±0] to insert + for international calls.

Incoming call & answering

Lift handset or press to answer.

To end: replace handset or press again.

SOS Calls [SOS]

Press and hold to launch SOS Call.
Press and hold to stop or cancel SOS Call.

Auto-Answer Mode
When this mode is ON, incoming calls from direct memory contact (M1,M2,M3,M4) will automatically be answered in hands-free mode after a certain period of time, which you can modify in the settings. (15 seconds by default).
No need to hurry up and lift the handset, it's also a security for the user.

To select this mode :

[OK MENU] → [▼] to **Settings** → [OK MENU] → [▼] to **Auto-Answer Mode** → [OK MENU].

Dial from Contacts

Press Contacts key, select the desired contact, then lift handset or press to call.

Speed dial / Photo memory
From standby mode, press and hold the desired key (2-9) or Press (M1-M4) to directly call the corresponding number.

Dial from call logs (Redial or Received /Missed)

Shortcuts: press and hold [✱] to open Outgoing calls list;

press and hold [#] to open Received / Missed calls list.

Muting the microphone

During a call: press Options [OK MENU] → select Mute (microphone off).

To unmute: press Options [OK MENU] → select Cancel mute.

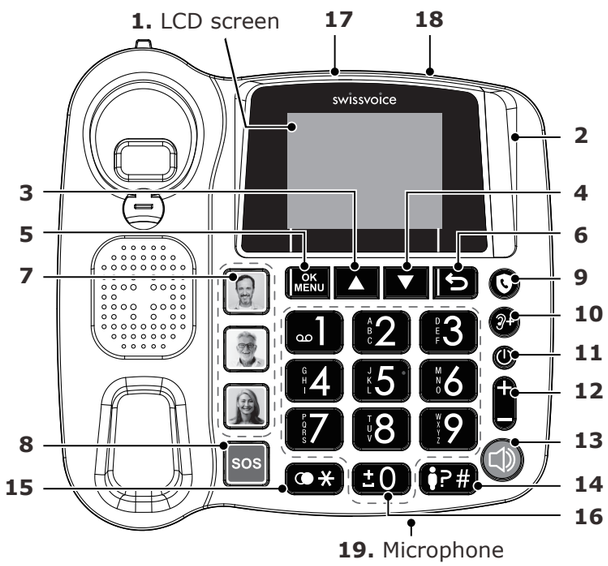
Handset volume boost

Press [2+] during a call to increase earpiece volume by 20 dB (boost icon appears).
Caution: High volume may damage hearing - adjust gradually.

Hearing aids
This phone is HAC (hearing aid compatible).
Switch your hearing aid to the T - coil setting for best results and place the handset receiver on the hearing aid.

Equalizer (tone control)
During a call, press the Back key (Equalizer) to change the tone: Bass, Normal, or Treble.

7. Keys description



2. Visual Indicator	Flashes when ringing on incoming call. Flashes in standby to signal an event : missed call, new message on operator voicemail, new SMS. See detail in chapter 4.
3 / 4. [▲] [▼]	To go up and down in the menu : In idle mode, use the shortcut key to access the alert volume setting.
5. [OK MENU]	**Menu / OK / Options / Edit** This key works as a soft key, with its current function always shown at the lower left corner of the screen and changingaccording to the menu displayed.
6. [↩]	**Contacts / Back / Delete** This key works as a soft key, with its current function always shown at the lower right corner of the screen and changing according to the menu displayed.
7. 	The **3 picture keys** are used as one-touch speed dial keys. The photo key pictures can be swapped by the user. A set of blank labels is also included in the box to personnalize the memory keys with names.
8. [SOS]	**SOS key** for emergency press and hold. Or replace by one-touch speed dial (see chapt.3)
9.	**Blacklist key** In standby mode : press to access the blacklist. When the phone is ringing : press to reject the call.
10.	Press this key during a call to activate / desactivate handset **BOOST** mode (20dB louder volume).
11.	**POWER ON / OFF** key - Press and hold to power the telephone On and Off. One touch to put in standby mode.
12.	**Handset and loudspeaker volume up/down** Press + to increase the volume. Press – to decrease the volume.
13.	**Handsfree / Make / Answer / End a call.** Press this key to activate the **Handsfree mode** during a call.
14. [#]	**Received call / Hash key** In standby status, Press and Hold to access to Received calls. Press to switch between different input modes while composina text message or editing a contact name.
15. [✱]	**Redial / Star key** In standby status, Press and Hold to access to Outgoing calls. Press this key to insert one or more symbol while composing a message or editing a phonebook entry name.
16. Dialing keypad	**In dialing status:** Press to dial a digit. Press and hold 0 to insert +. Press and hold 1 to call the voicemail. Press and hold 2-9 to speed dial positions.
17. USB-C 5V⎓1A	**USB-C connector** to charge the device.
18.	**Headset socket** to plug in a headset for calls.

8. Text Messages

A. Broadcast Messages
This telephone supports broadcast information messages from your mobile network service provider.
You can select whether to receive these messages, the language of the messages and channel settings.

[OK MENU] → [▼] → **Message** → [OK MENU] → [▼] to **Broadcast Message** → [OK MENU] → [▼] to **Settings** → [OK MENU] → select **On/Off** or **Channel settings** or **Select Language**.

B. Personal text messages
This phone supports sending/receiving standard SMS text messages. It can store up to 200 messages.

[OK MENU] → [▼] → **Message** → [OK MENU] → [▼] select **Write message** to send a text message.

[OK MENU] → [▼] → **Message** → [OK MENU] → [▼] select **Inbox** to read received messages.

9. Call block

Blacklist
To block unwanted incoming calls (SOS numbers are not blocked):

when the phone is ringing press to manually reject the call.

To review rejected calls : [OK MENU] → to **Call Logs** → **Rejected calls**.

To add a rejected call to the Blacklist, select the desired entry, press Options and select Add to Blacklist.

In standby mode → Press **Enter the blacklist mode**

1. Press Options → [OK MENU] → **New** → Enter the name and number. Press Save.
2. Press Options → [OK MENU] → **Import contacts** → Press Options → Mark this contact as a blocked number.

10. Trouble Shooting

Power/Display Issues
- Phone doesn't turn on: Check battery and power adapter.
- Blank display: Check power, battery, SIM, and adapter connections.
- Screen locked: Enter PUK to unlock SIM.
- No display while charging: Battery is very low; wait a few minutes.

Network & SIM Issues
- "No Service": Move to an area with better signal. Contact provider if it persists.
- "Insert SIM" / "Limited Service": Re-insert SIM card correctly.
- Cannot connect to network: Weak signal or damaged SIM — contact provider for replacement.
- Cannot make/receive calls: Check account status, SIM validity, call barring/diverting settings, or network issues.

Battery Issues
- Drains fast or doesn't charge: Charge for at least 4 hours.

Audio Issues
- No ringtone: Check ringer volume and ensure Silent mode is off .
- No handset amplification: Check that Audio Boost is turned "On".
- Noise/static/interference: Move away from other electronics or to a different location.

Caller ID information does not show
- You may need to subscribe or enable this service with your mobile network service provider. The caller may have withheld their details.

Reboot the telephone
- Press and hold the Power key until the phone turns Off, press and hold the Power key again until the phone restarts.
- If the phone is unresponsive, remove the battery, wait 10 seconds, reinsert it, and power on again.
- A reboot can resolve temporary software glitches without deleting any personal data.

11. Safety

Do not use your telephone to notify a gas leak or other potential explosion hazard. Do not open the phone,handset,SOS remote bracelet (except to replace batteries or SIM)Contact the helpline for all repairs. Only use the power supply and approved rechargeable battery supplied with this product. Remove the battery if not using the phone for over a month. Never dispose of batteries in a fire –risk of explosion and/or release of toxic fumes.

Do not expose your product to fire,direct sunlight,water,or damp/humid conditions (e.g.,bathrooms). Clean only with a soft cloth;do not use polishes or cleaning agents. Ensure free air flow over the surfaces. Operating temperature range:5°C to 45°C.

i 12. General Information

CONFORMITY
Hereby, ATLINKS EUROPE declares that the radio equipment type Xtra-4G-1650 is in compliance with Directive 2014/53/EU. The full text of the EU declaration of conformity is available at the following internet address: ***www.swissvoice.net.***

ENVIRONMENT
This symbol means that your inoperative electronic appliance must be collected separately and not mixed with the household waste. Local authority has implemented a specific collection and recycling system for which producers are responsible. Help us protect the environment in which we live!

WARRANTY
This product is guaranteed in accordance with the laws in force in the country where you purchased it. Please consult our web page for detailed information on the guarantee applicable in that country and the steps to be taken to implement it: ***www.swissvoice.net***

13. Technical details

A. 4G Phone Technical details

Band	4G LTE FDD B1 / 3 / 5 / 7 / 8 / 20 / 28AB, TDD B38 3G - WCDMA: 2100 / 900 / 850 2G - GSM: 900 / 1800
SIM socket	NANO SIM socket
Display	3.5inch Color LCD, 240x320 Pixels
Display languages	12 LCD display languages (English / French / German / Spanish / Portuguese / Hungarian / Dutch / Italian / Bulgarian / Danish / Polish / Czech)
Hearing aid compatibility	Hearing aid compatibility (ETS300381 preferred range)
Bluetooth	Bluetooth®V5.0 (supports Bluetooth® headset)
Audio socket	3.5mm audio in out socket
Wi-Fi Hotspot	2.4GHz / 802.11 b/g/n / up to 8 devices
Power adaptor	Input : AC100-240V 50/60Hz 0.2A Output : 5V DC 1A USB Type-A
Battery type	3.7V, 4000mAh Li-ion
Power connector	USB Type-C
SD Card holder	Supported SD Card with max 32GB capacity

B. SOS bracelet Technical details (when applicable)

Model	Xtra 4G-1650 SOS bracelet
Bracelet type	Radio link 433 MHz Up to 5 bracelets can be connected to the phone
Range	30m in open sight
Batteries	1x CR2025 3V, changeable by the user.
Battery life	over a year (depends on usage)
IP Rating	IP65 (dust-tight and protected against water jets)

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