



SPC HARMONY

INDEX

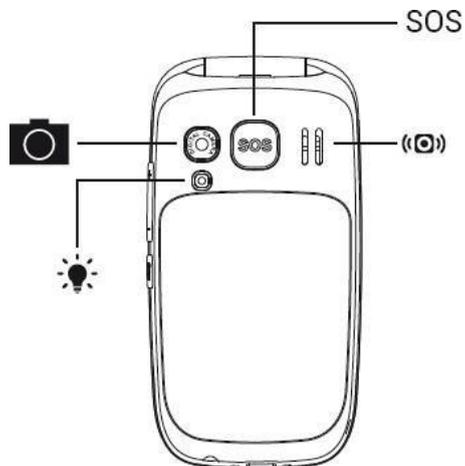
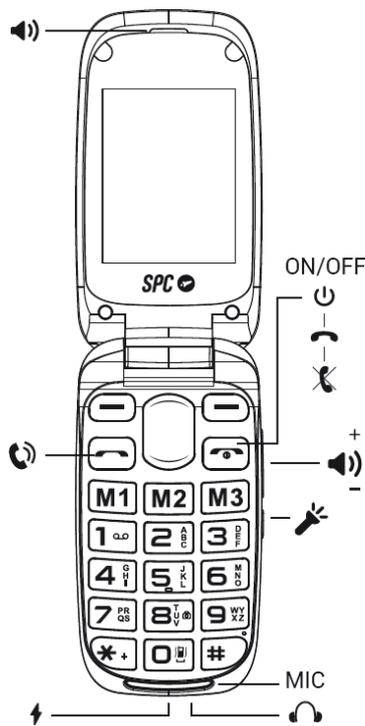
1. Introduction	3
2. Location of controls	3
3. Useful tips	4
4. First steps before switching on	4
5. Switching on the phone	6
6. Unlock or turn on the phone screen	6
7. Call	6
a. Calling a contact in the phonebook	
b. Calling from history	
c. Answering/rejecting a call	
d. Answering and hanging up calls by opening/closing the flap	
e. In conversation	
f. Missed call indicator	
8. Speed dialling	8
a. Direct memories	
b. Indirect memories	
9. Bells, tones and volume	9
10. Agenda	
a. Consult the agenda	
b. Quick search	
c. Contact options	
d. Add a contact	
11. Messages	10
a. New message received	
b. Write a message	
12. SOS button	12
a. SOS button configuration	
b. Using the SOS button	
13. Smart Help	13
a. What is Smart Help?	
b. Remote Configuration	
c. Intelligent Doorbell	
d. Smart Notifications	
14. Multimedia	
a. Cameras	
b. Images	
c. Video recorder	
d. Music player	
e. Voice recorder	
f. Radio	
g. File Manager	
15. Adjustments	18
16. Battery and charging	20
17. Other functions/Tools menu	21

a. Bluetooth	
b. Calculator	
c. Calendar	
d. Alarm	
e. World Clock	
18. Lantern -----	23
19. Technical data -----	23
20. Frequently Asked Questions -----	23

1. INTRODUCTION

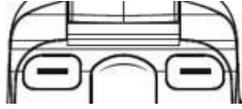
This document is a user manual for the HARMONY key-operated mobile phone from SPC. You will find information about the first steps to follow in order to use your mobile phone and also about its different functionalities.

2. LOCATION OF CONTROLS



3. USEFUL TIPS

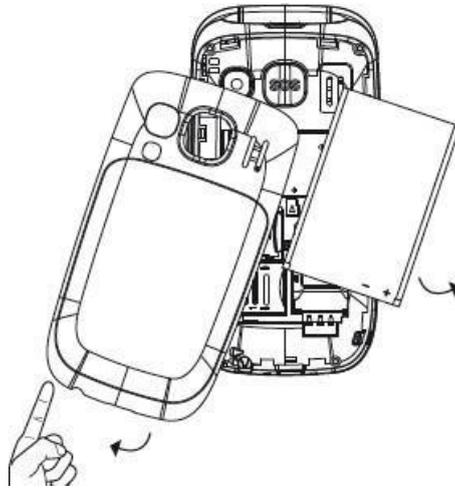
- To access the main menu when the phone is in standby, press the top left key.



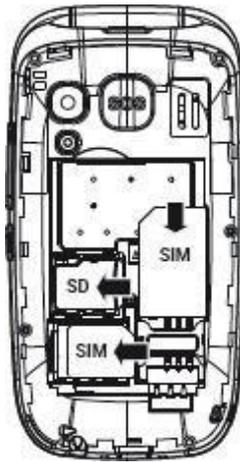
- To navigate up and down the main menu and different submenus, press the edges of the centre key up or down.
- The top left key performs the action shown at the bottom left of the screen.
- The top right key performs the action shown at the bottom right of the screen.
- To confirm a choice, press the appropriate top key.
- To return to the home screen from the display, simply press the hang up key.



4. FIRST STEPS BEFORE TURN IT ON



Lift the battery cover using the tab on the bottom of the phone.

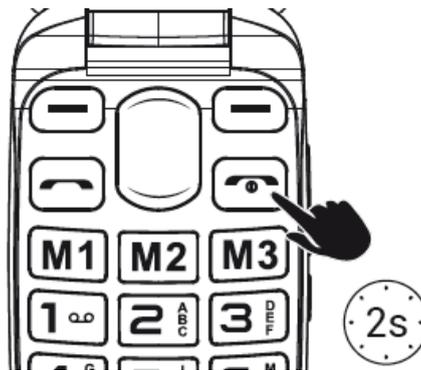


Insert the SIM card(s) by matching the gold contacts on the phone and the card(s). Insert the battery by matching the gold contacts on the phone and the battery.



To charge the handset, connect the power supply to the charging cradle and to any power socket in your home. Check the orientation of the connector and do not force the connection if it is not immediate. Place the phone on the charging cradle.

5. SWITCH ON PHONE



Press and hold the power key  for a few seconds to switch on the phone. Enter the PIN provided with your SIM card. If two SIM cards are inserted, the phone will ask for the PIN of SIM 1 first and then SIM 2.

Press and hold this key to switch off the phone.

NOTE: The Personal Identification Number (PIN) protects the SIM card from unauthorised use. The PIN Unlocking Key (PUK number) allows you to unblock a blocked PIN. The PIN and PUK are supplied with the SIM card. For more details, contact your operator.

6. UNLOCK OR TURN ON THE SCREEN OF PHONE

The phone locks automatically when the flip is closed and unlocks itself when the flip is opened, without the need to touch any keys or activate any functions.

This device has the option to lock the phone only at the moment of switching it on, so that if the security code is not entered, the phone cannot be switched on. To activate this function you can go to:

- Menu --> Settings --> Security --> Phone --> Phone --> Lock Phone.
- The phone's default code is 1122.

To change this code you can go to:

- Menu --> Settings --> Security --> Phone --> Change password.

7. CALL

In the case of using two SIM cards, the phone will ask for confirmation of the SIM card to call with before making calls.



During a call, you will be able to make and receive further calls from/to the same number, but you will not be able to make or receive calls from/to the other SIM card.

1. Dial the number you want to call.

2. Press  to delete incorrectly entered digits.

3. Press and select the SIM card you want to make the call with. Press  .

4. When calling, if the number is stored in the phonebook, the name of the contact will appear on the display.

5. Press  to end the call.

Calling a contact from the phonebook

1. Press "Agenda" from the home screen with the right function key. The screen will display the list of contacts in alphabetical order.

2. Use the up/down keys to scroll through the list to the desired contact.

3. Press the call key  to call the selected contact.

4. Press the end call key  to end the call.

Calling from history

1. With the phone on standby, press the key  to access the list of sent calls. You can also access the call history from the main menu.
2. Use the navigation keys to scroll through the list, select a record and press to  call.

Answering / rejecting a call

When you receive a call the number or name will be shown on the display. Press the key to  answer or  to reject the call.

In conversation

During the conversation, press "Speakerphone" to activate handsfree mode. During the conversation, press "Options" to access the different options:

- Call waiting
- End call
- Phone book
- Call history
- Messages
- Start recording
- Silence

8. SPEED DIALLING

The telephone has three direct memories (M1-M2-M3) and nine indirect memories.

Indirect memories or speed dial numbers are those that are activated by holding down one of the digits 1 to 9.

To set up these numbers you need to have a SIM card installed and, in addition:

- go to Menu -> Settings -> Speed dial
- Activate it (Status: On),
- and Set number.

9. TIMBRES, TONES AND VOLUME

This setting is under the Profiles option in Settings. Here you can select and configure the type of ringtone for calls, volume level, message tone, etc. By default, the selected profile is General.

With the cursor keys you can move between the available profiles (General, Silent, Meeting and Outdoor) and enter their settings by pressing the Opt button.

You can now activate it, customise it or restart it.

You can customise a profile according to your tastes and needs and adjust the following parameters. Hover over the setting you want to change and then Options --> Change or OK:

- Alert type and choose between ringing only, vibrating only, vibrating and ringing; or vibrating and then ringing.
- Type of ringing (repeat or single beep).
- Choose the ringing tone for incoming calls on SIM 1 (from a choice of 7 ringtones or select a melody stored in the phone files).
- Choose the ringing tone for incoming calls on SIM 2 (from a choice of 7 ringtones or select a melody stored in the phone files).
- Select the call volume.
- Choose the ringtone for messages received on SIM 1 (3 ringtones to choose from).
- Choose the ringtone for messages received on SIM 2 (3 ringtones to choose from).
- Select the volume of received messages (7 levels).
- Choose keyboard sound type between click, tone, voice or mute.
- Choose the volume of the keyboard tone (7 levels).
- Choose the power-on tone (between 3 tones and mute)
- Choose the off-tone (between 3 tones and silence)
- Select the tone for opening the lid (between 3 tones and silence).
- Select the tone for closing the lid (between 3 tones and silence).

10. AGENDA

a. Consult the agenda

1. With the phone on standby, press the "Phonebook" key.
2. or access from the main menu, Agenda.
3. Use the "up/down" navigation keys to scroll through the list and view all contacts.

b. Quick search:

With the list of contacts displayed (previous step Consult phonebook) enter the first letters of the contact you are looking for. Contacts containing those letters will be displayed on the screen.

c. Contact options:

Select a contact and press Options to view the available options:

- See,
- Send SMS,
- Call,
- Edit,
- Delete,
- Copy,
- Move,
- Add to the blacklist,
- Adjustments.

d. Add a contact

1. With the Contacts list displayed, select the "Add" option and press OK.
2. Select the memory where you want to save the contact (on SIM1, SIM2, or in the Phone).
3. Enter the contact details (Name, Number, etc.).
4. Once edited, press "Opt">"OK" to save the contact.

e. Add a contact with image

1. With the Contacts list displayed, select the "Picture" option and press OK.
2. Press "Edit" and enter the contact details (name, number, etc).
4. After editing, press Options / OK to save the contact.

11. MESSAGES

a. New message received

When you receive a new text message, the phone will beep and display an alert on the

screen. In addition, will display the



icon

To open the message:

1. Go to the "Messages / Inbox" menu. New messages are marked with the icon of a sealed envelope.

Select "View" if the notification appears on the screen, or go to the "Messages --> Inbox" menu. New messages are marked with a closed envelope icon.

2. Press "Options / View" to open and read the message.  .

3. Each message will be marked with a "1" or "2" icon depending on the SIM card in which the message is sent. that the message has been received.

NOTE: The new message icon  will remain displayed as long as there are unread messages.

Message options:

When you open a message, you can:

- See: Read the message.
- Reply: Reply to the message with another text message.
- Call: Call the person who sent you the message.
- Forward: Forward the message to another contact.
- Delete: Delete the current message
- Delete all: Delete all messages.
- Save to phonebook: Save the sender's number in the phonebook.

b. Write a message

Go to Menu --> Messages --> Write message.

The text input mode is the font used for messages, entering contacts, etc. The icon at the top left indicates the mode used (predictive, numeric or touch).

From Options > Writing mode, you can select

- Es (the first capital letter and the rest lower case),
- EN (all caps),
- en (all lower case),
- Smart Es (predictive, first case and the rest lower case)
- Smart ES (predictive, all caps)
- Smart es (predictive, all lower case),
- Numeric
- Insert symbol

You can also select the language and switch between upper and lower case letters and numbers within Write Message by pressing the # key once. The icon at the top left indicates the mode used.

In addition, within Write Message, by pressing the * (asterisk) key once, you will have direct access to the symbols you can include.

12. BUTTON SOS

The SOS button is a physical button located on the back of the phone. If you find yourself in an emergency, by simply pressing this button for a few seconds (once it is configured, see "SOS number settings"), the phone will automatically make a call and send an emergency SMS to up to 5 numbers.

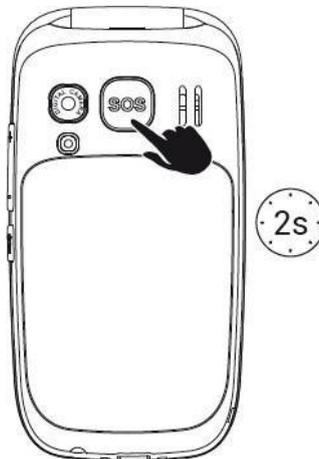
You need to configure the SOS emergency numbers to make use of this functionality.

SOS number configuration:

From "Menu"-->"Setting"-->"SOS":

- Activates the "Status"/"On" function.
- Set the emergency numbers in the "SOS number list" (1 to 5), the emergency numbers (1 to 5), the emergency numbers (1 to 5), the numbers must be stored in the phonebook and in the phone memory.
 - Write the help message to be sent to the SOS numbers "SOS Message". You can also disable this option from "Send message when calling".

Use of the SOS function:



If you find yourself in an emergency situation and press the SOS button, the handset:

- It will start calling the previously defined numbers.
- It will send the SOS message at the end of this cycle.
- It will activate the loudspeaker.
- It will call the SOS numbers in consecutive order, also sending the SOS message via SMS.

- If there is no response, it will jump to the next number until one of them responds, this cycle will be repeated 3 times.

**If a number in the list has voicemail, the cycle will end.*

SMS may increase your monthly bill depending on the type of contract you have with your operator.

Cancel the SOS function:

If you have activated the SOS function by mistake, you can stop sending calls by pressing the key



13. SMART HELP

What is Smart Help?

Smart Help is a set of intelligent help functionalities that enables HARMONY users to use their device with peace of mind and helps their family and loved ones to take care of them even when they are far away. You can configure them from the Settings > Smart Helper menu.

To this end, Smart Help allows:

- Send notifications from this mobile to another phone in situations of low usage or total inactivity,
- and activate HARMONY ringing at maximum for unanswered calls.

Before going on to activate each of the functions, the phone allows you to configure the helper contacts that the phone will notify or that will be able to remotely configure your phone. To do this:

- add the numbers (maximum 3) from "Settings > Smart helper number".
- You can add numbers from the phonebook or enter numbers.

**You must include the dialling code (+34 for Spanish mobile numbers), for example +34611222333.*

The following section describes each of these functions.

Notification and Intelligent Care

With these two functions you can allow up to 3 telephone numbers to receive alerts in the event of certain circumstances that may pose a risk.

Smart Notification will alert in the event of a missed call, or when the battery is low (below 15%).

Smart Care will alert you when there is a missed (unanswered) call, or when there has been no activity in the last 24 hours, i.e. if it detects that you have not pressed any keys, opened or closed the lid or put it on charge.

Intelligent Doorbell

With this feature, your phone will automatically increase the ringer volume if it detects that the same person is trying to call you and you have not answered the call.

The ring volume of your phone will be set to maximum if the same phone number repeats the call within 3 minutes. After answering the call, the volume of your phone will be set back to the previously preset volume.

You can activate or deactivate it from:

- Settings > Smart Helper > Smart Ringer.

Synchronisation control

This function allows them to remotely configure your phone via SMS from another phone. To this end:

- Activate this function from Settings > Synchronisation control.

These are the 3 HARMONY functions that can be configured remotely from another phone via SMS.

1. ACTIVATE AND CONFIGURE THE SOS FUNCTION

Send an SMS to your phone from one of the numbers with permission with the following codes:

- To activate/deactivate the SOS function:

ACTION	SMS CODE
Activate the SOS function	*SOS#1#
Deactivate the SOS function	*SOS#0#

- To configure phone numbers in the SOS list:

ACTION	SMS CODE
Set the number 611 111 111 as the first in the SOS list.	*SOS#2#1#6111111111 111111
Set the number 622 222 222 as 2nd in the SOS list.	*SOS#2#2#62222222

Set the number 633 333 333 as 3rd in the SOS list.	222222 *SOS#2#3#633333333 333333
Set the number 644 444 444 as 4th in the SOS list.	*SOS#2#4#644444444444
Set the number 655 555 555 as 5th in the SOS list.	*SOS#2#5#655555555555

- To delete numbers from the SOS list:

ACTION	SMS CODE
Remove number 1 from the SOSlist	*SOS#3#1#
Remove number 2 from the SOSlist	*SOS#3#2#
Remove number 3 from the SOSlist	*SOS#3#3#
Remove number 4 from the SOSlist	*SOS#3#4#
Remove number 5 from the SOSlist	*SOS#3#5#

2. ADD CONTACTS TO THE PHONEBOOK OR TO THE QUICK MEMORY

By sending an SMS to HARMONY from one of the numbers with permission with the following codes:

- To add a contact to the phonebook: ("CCC" IS THE NAME OF THE CONTACT).

ACTION	SMS CODE
Add contact 611 111 111 to phonebook	*PB#2#CCC*611111111 1111111

3. TURN THE RINGER, EARPIECE AND HANDSFREE VOLUME UP TO MAXIMUM.

By sending an SMS to HARMONY from one of the numbers with permission with the following codes:

ACTION	SMS CODE
Turning up the volume	*VOL#MAX

14. MULTIMEDIA

a. Camera

A built-in memory card is required.

Activate the camera by pressing the navigation key below or by accessing it from the menu: "Menu" --> "Multimedia" --> "Camera".

Use the numeric keypad to change the camera settings.

- Up/down navigation keys: press repeatedly to zoom in/out.
- Key 1: Press repeatedly to change the image size.
- Key 2: Press repeatedly to change the picture quality.
- Key 4: Press repeatedly to change the white balance.
- Key 5: Press repeatedly to activate/deactivate the flash.
- Key 6: Press repeatedly to set the timer.
- Key 8: Press to capture.

Once you have taken a screenshot, the photo will be saved automatically. Press "Back" to take a new screenshot or press "Options/Clear" to delete the screenshot. You can also send it via Bluetooth from "Options/Send" via Bluetooth.



To take the photo press the 8 key with camera icon

Under "Options" --> "Camera settings", the following camera parameters can be set --> "Camera settings", the camera parameters can be set:

- Flash: activate or deactivate with keys M1 and M3
- Trigger tone (select from 3 sounds or switch off with keys M1 and M3)
- EV (select from the options available with the M1 and M3 keys)
- Contrast (select between 3 levels with keys M1 and M3)
- Anti-flicker (select between 60Hz or 50 HZ with keys M1 and M3)
- Scene mode (select between Auto or Night with the M1 and M3 keys)
- Timer (select from the options available with keys M1 and M3)

Under "Options" --> "Photos" you can also access the photos you have taken. --> "Photos" you can also access the photos you have taken. Once inside the photo, under "Options", we can access a larger number of options:

- you can see the capture,
- send it via Bluetooth,
- use it as a wallpaper,
- rename it,
- remove or
- see the details of the report.

If you go back to the menu above, other functions you will find under "Options" are:

- Switch to video
- Picture settings
 - Image size
 - Image quality
- Effects:
 - Normal
 - Greyscale
 - Cuttlefish

- Greenish
- Blue
- Invert colours
- Memory (to select where you want to store the photos)
- Restore values

b. Image viewer

Here in Multimedia --> Images you will find the images you have taken with your phone's camera. With its "Options" menu you will be able to do the same as we saw in point 14a.:

- See
- Send
- Use as
- Rename
- Delete
- Memory
- Image information

c. Video recording

A built-in memory card is required.

With the camera activated, go to "Options" --> "Switch to video".

You can also access directly from "Menu" --> "Multimedia" --> "Record video".

To start recording a video, press the 8 key with the camera icon.



Press Options in camcorder mode to access the options and change the video quality and anti-flicker.

d. Video player (micro SD memory card required)

You can play videos stored in the phone memory or on the memory card.

The files must be saved in Videos for the phone to recognise the files and add them to the playlist.

Press Options to access the playback options:

- Play,
- Send,
- Rename,
- Delete,
- Delete all,
- Memory

c. Audio player

You can play audios stored in the phone memory or on the memory card. The files must be saved in My Music (audio) for the phone to recognise the files and add them to the playlist.

Press the memory and cursor keys to access the playback controls.

e. Recording audio

A built-in memory card is required.

It is under the "Multimedia" menu. You can record conversations, and you can start, pause and stop the recording with the function keys. Under "Options" you can access the recordings you have made.

f. FM radio

Plug a standard headset (3.5mm) into the phone's headphone jack and make sure it is properly inserted.

To listen to the radio, access the Multimedia/FM Radio menu:

- M2 key - press this key to turn the radio on/off.
- M1 / M3 key - press these keys to search for radio stations automatically.
- Up/down navigation keys - press these keys to change the selected frequency manually.
- Side volume keys - press to increase/decrease volume.

From the options menu (Options) you can:

- Record 30 stations
- Manual station search
- Automatic search
- Adjustments
 - o background playback
 - o loudspeaker

15. SETTINGS

The following options are available in the "Settings" menu.

a. Profiles

See point 9.

b. Dual SIM configuration

For the configuration of the dual SIM operation mode.

c. Telephone

Here you can configure:

- Time and date,
- Language,
- Display (background, lock, date and time display) and
- Aeroplane mode
- Shortcuts
- Vibration when pressed

d. Web

Here you can configure manual or automatic selection of the mobile network.

e. SOS

See point 12.

f. Intelligent Helper

See point 13.

g. Synchronisation control

See point 13.

h. Speed dialling

See point 8.

i. Security settings

Configure and modify security and privacy settings and codes that will allow you to:

- Set SIM card PINs.
- Lock phone: If the phone lock is enabled, it will ask for the security password every time it is switched on. The default security password is 1122.
- Change phone lock password.

j. Connectivity

Bluetooth management options such as:

- Status: activate or deactivate with the upper left button
- Visibility: activate or deactivate with top left button
- My device: search for new device

- Search for audio devices
- My name is
- Advanced

k. Calls

Call handling options such as:

- Activate Call Waiting, Diversions and Restrictions in SIMs.
- Blacklist
 - o Reject blacklisted calls
 - o Blacklist: configure the numbers that you want to blacklist
- Automatic redial
 - o Activate
 - o Deactivate
- Call time display
 - o Activate
 - o Deactivate
- Call duration warning
 - o Activate/deactivate
 - o Once
 - o Newspaper
- Response mode
 - o Respond when opening lid
 - o Any key responds
 - o Automatic response with headphones

l. Default values

Allows you to reset the phone settings to factory default. The phone settings password, which is 1122 by default, is required.

16. BATTERY AND CHARGING

You have two options for charging your phone:

Insert the battery by matching the gold contacts on the phone and the battery.



To charge the terminal, connect the power supply to the charger base and to any socket in your home. Check the orientation of the connector and do not force the connection if it is not immediate. Place the phone on the charging cradle.

Important notice on loading

To fully charge the battery it is necessary to put it on charge for about 2 hours.

For good maintenance and to extend the life of the battery, it is not recommended that the battery be left for a long time with a full charge, or with a very low charge. It is better with an intermediate charge. It is recommended not to leave the phone charging for long periods of time (holidays, etc.). It is preferable for the battery to be fully discharged from time to time.

If the phone is not used for a long time, remove the battery with an intermediate charge. If the battery has not been used for a long period of time or if it is flat, the phone's display may not work when you charge it again. Once the battery has been charging for a while, you can switch on the phone to use it.

Low battery warning

When the battery is close to empty, the battery indicator will be empty, the phone will emit a warning tone and display a message on the screen. You must connect the powersupply to charge the battery.

If the phone has no battery power, it will turn off and you will not be able to make or receive calls.

17. OTHER FUNCTIONS/ORGANISER MENU

a. Alarm

It is in the "Organiser" menu. From this option, you can configure up to 5 different alarms. Select one of the alarms (by default they are deactivated) and press "Edit" to configure them.

You can set the time, snooze option, snooze mode, tone, alarm type.

b. Calendar

Calendar function, it is in the "Organiser" menu. From "Options" you can:

- See a specific day
- See all events
- Add event
- Delete event
- Go to a date
- Switch to Today
- Weekly view
- Start of the week

c. Tasks

With this option you can add task reminders by filling in the following fields:

- Subject
- Priority: High, Medium or Low (switch with keys M1 and M3)
- Date
- Time
- Alarm: activate or deactivate
- Repeat: choose in Opt --> Select:
 - o Once
 - o Every day
 - o Personalised
 - o Weekly
 - o Monthly
 - o Annual
- Details
- Status: Unfinished or Done (change with M1 and M3 keys)

d. Calculator

Calculator function, located in the "Organiser" menu. Use the numeric keypad and the up/down/left/right navigation keys to use it.

e. File Explorer

From this option you can search for photos or videos saved on your device.

18. LANTERN

The phone has a torch that can be activated by pressing the switch on the right side of the phone for a few seconds when the phone is switched on. You can also go to "Menu" --> "Organiser"--> Flashlight to activate or deactivate it.

19. TECHNICAL DATA

DISPLAY.

Resolution QVGA 240x320 pixels. Display size: 1.44" (outdoor) 2.4" (indoor). GSM signal indicator. Battery status.

CONNECTIVITY.

Dual SIM. Bluetooth. FM radio. Micro SD card slot.

BATTERY.

700mAh lithium battery.

DIMENSIONS AND WEIGHT.

Dimensions: 102x52x18 mm... Weight: 89,5g

CONTENTS OF THE BOX. Telephone. Charging cradle. Power supply. Battery. User manual.

20. FREQUENTLY ASKED QUESTIONS

Phone won't start

- The phone is switched on by pressing and holding the button. 
- Make sure that the battery is correctly placed in the battery compartment.
- The battery may not be charging. Connect the charger to the phone and check that the display shows a battery charging symbol (green bars scrolling). Wait a few minutes until the battery has sufficient charge before trying again.

The phone does not charge properly.

- For proper charging, connect the power supply to the phone and follow the instructions in this manual, section 16.
- The phone can be charged while it is switched off or on. When charging in the off state, a charging battery symbol (green scrolling bars) appears on the screen initially or by briefly pressing any key. If on, the battery icon at the top right will move its bars indicating that it is in the process of charging.
- If it still won't charge, the problem could be with the power supply or the charging dock. To rule out a problem with the charging cradle, connect the phone directly to the power supply and check if it charges correctly. The charging port of the phone is standard micro USB. It is recommended to use the power supply included with the device, but it is also possible to use another micro USB charger, as long as it is reliable.

The phone cannot make or receive calls.

- To be able to make calls, the phone needs an operator SIM. Follow the instructions in the manual to place the SIM card properly. Once inserted, switch on the phone, it will normally ask you for the PIN code of the card and, after entering it, the phone will start up. It should display below the date and time the name of the operator, and a mobile coverage icon at the top left with bars indicating the degree of coverage.
- If you cannot make or receive calls, the SIM may be incorrectly inserted and not recognised. Make sure that the SIM is inserted into the slot with the notch in the indicated position and the metal contacts facing downwards. Note that the format must be micro SIM (SIM1) or mini SIM (SIM2); if your card is smaller (nanoSIM), you must add the corresponding adapter. Your operator can provide you with this adapter.
- Check that you have mobile coverage from your operator. It is possible that you have no coverage in your area or that your operator is temporarily unable to provide coverage due to a technical problem. At the top left of the screen is the mobile coverage icon, with a series of bars indicating signal strength. If there is no coverage, a cross will appear on the corresponding icon.

The telephone ringer does not ring when receiving calls.

- Check that you have correctly configured the ringer setting of your phone. To do this, follow the instructions regarding Profiles in this manual (point 9).
- You may have accidentally pressed the "0" key. Pressing the "0" key continuously switches the phone to "Silent" mode, cancelling the sound so as not to disturb. Press the "0" key again continuously to return to the General profile.

In conversation, I listen very quietly to my interlocutor.

- The conversation volume is adjusted with the two side + and - buttons, or with the Up/Down selection buttons at the top centre of the keypad. You may have accidentally pressed one of these buttons when using the phone in conversation. Turn the volume back up to an acceptable level while in conversation using these buttons.