

If you have any questions about the phone, please find the solutions from the table below.

FAQs	Causes	Solutions
Poor reception	When you use your phone at poor reception areas, for example, near high rise buildings or base rooms, the radio wave cannot be transmitted effectively.	Avoid this as far as you can.
	When you use your phone at network traffic congestion, such as working time and off-duty time, the congestion can result in poor reception.	Avoid this as far as you can.
	This is related to the distance to base station in question.	You may ask the network service provider to provide service coverage map.
Echoes or noises	The trunk line of network is in bad condition. It is a regional problem.	Hang off the call and dial again. Choose another better line.
	In some areas, the call lines are in bad condition.	
Failed to turn on your phone	The battery power is used up.	Check the battery power level or charge the battery.
SIM card error	The SIM card is damaged.	Contact your network service provider.
	The SIM card is not properly installed.	Ensure the SIM card is properly installed.
	The metallic face of the SIM card is contaminated.	Wipe the face with a clean cloth.
Failed to connect to the network	The SIM card is invalid.	Contact your network service provider.
	Beyond the GSM coverage.	Consult the network service provider for service areas.
	The signal is feeble.	Retry at a stronger signal area.
Failed to charge the battery	The battery or the charger is damaged.	Change a new battery or charger.
	Charge the battery when ambient temperature is lower than -10℃ or above 55℃.	Change the environment.
	Poor connection.	Check whether the plug is properly connected.
Failed to add contacts to phonebook	The storage space of phonebook is used up.	Delete some contacts from the phonebook.
Failed to set up some features	Your network service provider does not provide the services, or you haven't subscribed them.	Contact your network service provider.

Para su seguridad, use solamente accesorios y móviles originales

Advertencia: Use solo accesorios originales de VK (incluyendo la batería). Si utiliza accesorios que no sean originales, puede causar daños en su terminal y la pérdida de la garantía. El terminal solo puede usar baterías aprobadas por VK World. Utilizar baterías que no hayan sido aprobadas por nuestra factoría puede causar daños al terminal y sus accesorios.

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Sitios Oficiales VKWORLD (spain):
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For your safety, please use genuine mobile phones and accessories
















Warning: Use only approved original accessories (including battery). Using other types of accessories may cause the phone to recognize and void the warranty and may be dangerous. The phone needs to use the factory-approved batteries, use of unapproved batteries will cause the phone to performance degradation and may cause damage to the phone or other accessories.

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Mobile's official website(china):
www.vkworld.cc

Shenzhen Rui Er Sheng Technology Co., Ltd

In the standby mode, the following icons may appear in standby screen:

Icon	Description
	Indicate the intensity of network signals.
	Show missed calls.
	Location by satellite.
	Receive a new message.
	An application is being downloaded.
	The downloading is over.
	The alarm clock has been set and activated.
	A call is in progress.
	The phone is playing a song.
	Show battery level.
	Enable USB.
	The access is blocked.
	Get connected to the wireless network
	Turn on the Bluetooth.
	GPRS data connection is on.