**Restarting the Device**
- If the SISWOO C50 longbow becomes unresponsive, restart the device by pressing the Power key for 10-15 seconds. Once the device power off, press the Power Key again to turn on the device.

**Poor Cellular Reception**
- Move to an area with a stronger signal or temporarily turn off your device.
- Try again at a less congested time.
- Ask your service provider for a service area plan.

**Echo or Noise**
- Hang up and redial. If the relay is changed then the line may be better.

**Shortening of the Standby Time**
- Temporarily turn off your device.
- Move to an area with a stronger Wi-Fi or Data signal.

**Unable to Turn On the Device**
- Recharge the battery to full capacity.
- Press and hold Power key for 10-15 seconds.
- Have the battery or charger replaced by an authorized SISWOO service center if necessary.

**SIM Card Malfunction**
- Contact your network provider.
- Confirm if SIM card is properly inserted.
- Use a clean, dry cloth to clean the metal contact point of the SIM card.

**Unable to connect to the Network**
- Contact your network provider.
- Consult your network provider regarding the service area.
- Move to a place with stronger signal and try again.

**Unable to Make a Call**
- Cancel the fixed call setting.

**Incorrect SIM PIN**
- Contact your network provider.

**Unable to Charge**
- Press and hold Power Key for 10-15 seconds.
- Ensure that the plug is properly connected.
- Have the battery or charger replaced by an authorized SISWOO representative.

**Unable to Add New contacts**
- Delete some entries.

**Unable to Set Certain Network Functions**
- Contact your network provider.

**System Failure**
- Install a third party program may result in faulty operation.
- Press the Power key for 10-15 seconds to reboot the system.
The SISWOO C50 Longbow needs to be fully charged prior to first use.

- Plug in the supplied SISWOO charger.
- When the screen indicates that charging is complete, disconnect the charger.
- Charge only in well-ventilated areas with temperatures between -10°C to +45°C. Use only the supplied SiSWOO charger.

**STEP 2: Insert SIM Cards**

The SISWOO C50 Longbow accepts 2 Micro SIM Cards.

- To install, make sure that the unit is turn off.
- Open the back case, take out the battery, then insert the SIM card into the appropriately sized slots.
- Installed the mobile phone again.

**STEP 3: Power On**

- Press and hold the Power Key until the device switches on.
- If no SIM card is installed, the device will enter Emergency Call Mode.

**STEP 4: Update the software**

- Go to Settings > About Phone > Wireless Update.
- Click on "Check for Updates," if an update is available, follow the onscreen instructions.

**NOTE:** Always perform a "Factory Data Reset" after updating your software.

- Back up all phone data.
- Go to Setting > Backup and Reset > Factory Data Reset.

**STEP 5: Read the User Manual**

- To know more about the features and functions of the SISWOO C50 longbow please refer to www.siswoo.com.