**STEP 1: Charge the Battery**

The SISWOO C55 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 C55 Longbow accepts 2 Micro SIM Cards.

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

**NOTE:**
- Always perform a “Factory Data Reset” after updating your software.
- Back up all phone data.
- Go to Settings > Backup and Reset > Factory Data Reset.

**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 Settings > Backup and Reset > Factory Data Reset.

**STEP 5: Read the User Manual**

- To know more about the features and functions of the SISWOO C55 Longbow please refer to www.siswoo.com.
**Restarting the Device**
- If the SISWOO C55 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 Wi-Fi**
- Check whether the wireless router is working.
- Check whether your units is near the wireless router, or if there are walls or barriers that hamper the signal from wireless router.
- Check whether the user name and the password are correct.

**The Unit Feels warm**
- Operate various programs at the same time or high brightness settings may cause the device to get warm.
- Reset your device after every three hours of heavy use to keep it running well.

**Unable to log in to Your Email Account**
- Check whether the device is connected to the internet well.
- Check if e-mail setting is correct.

**System Failure**
- Install a third party program may result in faulty operation.
- Press the Power key for 10-15 seconds to reboot the system.