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1 General Information

1.1 Profile

Please read this pamphlet carefully in order to make your phone in perfect condition.

Our company may change this mobile phone without prior written notice and reserves the final right to interpret the performance of this mobile phone.

Due to different software and network operators, display on your phone may be different, refer to your phone for details.

1.2 Safety Information

If your phone has lost or been stolen, notify the telecommunication office the SIM card is disabled (network support is required). This can avoid economic loss caused by unauthorized use.

Please take measures as following to avoid your phone being unauthorized used:

- Set PIN code of SIM card

- Set phone password

1.3 Safety warning and Attentions

Safety warning

➤ ROAD SAFETY COMES FIRST

Do not use a hand-held phone while driving. Use hands-free fittings when calls are unavoidable while driving. In some countries, dialing or receiving calls while driving is illegal!

➤ SWITCH OFF IN AIRCRAFT

Wireless devices can cause interference in aircraft. Using a mobile phone in flight is illegal and risky. Please make sure that your mobile phone is powered off in flight.

➤ SWITCH OFF BEFORE ENTERING RISKY AREAS

Strictly observe the relevant laws, codes, and regulations on the use of mobile phones in risky areas. Turn off your mobile phone before entering a place susceptible to explosion, such as an oil station, oil tank, chemical plant or a place where a blasting process is under way.

➤ OBSERVE ALL SPECIAL REGULATIONS

Follow any special regulations in force in any area such as hospitals and always switch off your phone whenever it is forbidden to use it or, when it may cause interference or danger. Properly use your mobile phone near medical apparatuses, such as pacemakers, hearing aids and some other electronic medical devices, as it may cause interference to such apparatus.

Follow any special regulation in force in any area such as hospital and always switch off your phone whenever it is forbidden to use it or, when it may cause interference or danger. Properly use your mobile

phone near medial apparatuses, such as pacemakers, hearing-aids and some other electronic medical devices, as or may cause interference to such apparatuses.

➤ **INTERFERENCE**

The conversation quality of any mobile phone may be affected by radio interference. An antenna is built inside the mobile phone and located below the microphone. Do not touch the antenna area during a conversation, lest that the conversation quality deteriorate.

➤ **QUALIFIED SERVICE**

Only qualified personnel may install or repair phone equipment. Installing or repairing the mobile phone on your own may bring great danger and violate the warranty rules.

➤ **ACCESSORIES AND BATTERIES**

Use only approved accessories and batteries.

➤ **USE SENSIBLY**

Use only in a normal and proper manner.

➤ **EMERGENCY CALLS**

Ensure the phone is switched on and in service, enter the emergency number, e.g. 112, then press the Dial key. Give your location and state your situation briefly. Do not end the call until told to do so.

Note: *Just like all other mobile phones, this mobile phone does not necessarily support all the features described in this manual due to network or radio transmission problems. Some networks even do not support the emergency call service. Therefore, do not rely solely on the mobile phone for critical communications such as first aid. Please consult the local network operator. Just like all other mobile phones, this mobile phone does not necessarily support all the features described in this manual due to network or radio*

transmission problems. Some network even do not support the emergency call service

Precaution

This mobile phone is well designed with fine art. Please exercise special care when using it. The following suggestions will help your mobile phone survive the warranty period and extend its service life:

- Keep the mobile phone and all its fittings beyond children's reach.
- Keep the mobile phone dry. Keep away from rain, moisture, liquid or other substances that may corrode electronic circuits.
- Do not use or store the mobile phone in dusty place, lest that active parts of the mobile phone be damaged.
- Do not store the mobile phone in a high-temperature place. High temperature will shorten the life of electronic circuits and damage the battery and some plastic parts.
- Do not store the mobile phone in a chilly place. Otherwise, moisture will be formed inside the mobile phone to damage electronic circuits when the mobile phone is moved to a constant temperature place.
- Do not throw, knock or shock the mobile phone, as that will destroy the internal circuit and high precision components of the mobile phone.

2 Your phone

2.1 Phone overview

The phone has many powerful function and good appearance.

2.2 Functions of Keys

◆ Dial key

Press it to originate a call by entering the called number or selecting a contact from the phonebook; or press it to receive an incoming call; or press it in standby state to show the latest call records.if you want to dial a call.

◆ End key

Press it to end a call being dialed or end an ongoing call; or press it to exit the menu and return to the standby state. You can hold it for two or three seconds can power on/off the mobile phone

◆ Direction key

Press them to scroll the options when browsing a function list. In edit state, press direction keys to navigate.

◆ Left and right soft key

The bottom line on the screen displays the functions of the Left and Right soft key.

◆ OK key

Press it to confirm a selection

◆ Number keys, * key and # key

Press number keys 0 through 9 to input or edit state to input numbers and characters;
In idle screen, you can press right soft key then press * to lock/unlock keypad.
Press two times the key * to input "+" in standby interface. When the symbol "+" appears,
Press the * key quickly to input "P" or "W", "P" and "W" are used for calling the extension; "+" are used for dialing an international call.

2.3 Technical specifications

Phone

Dimensions (W×D×H):

Weight:

Lithium battery

Rated capacity:

Continuous standby duration: (Relates to network status)

Continuous conversation duration: (Relates to network status)

Please refer to their labels for other data related to the battery and the charger.

3 Getting started

3.1 Installing the SIM Cards and the Battery

A SIM card carries useful information, including your mobile phone number, PIN (Personal Identification Number), PIN2, PUK (PIN Unlocking Key), PUK2 (PIN2 Unlocking Key), IMSI (International Mobile Subscriber Identity), network information, contacts data, and short messages data.

Note:

After powering off your mobile phone, wait for a few seconds before removing or inserting a SIM card.

Exercise caution when operating a SIM card, as friction or bending will damage the SIM card.

Properly keep the mobile phone and its fittings such as the SIM cards beyond children's reach.

Installation

- ◆ Hold the End key for a while to power off the mobile phone.
- ◆ Take the back cover above the battery away.
- ◆ Take the battery away.
- ◆ Insert the SIM card into the SIM card slot lightly with the corner cutting of the card aligning to the notch of the slot and the gold plate of the card facing down, till the SIM card cannot be further pushed in.
- ◆ With the metallic contacts of the battery facing the metallic contacts in the battery slot, press the battery down until it locks into place.

Using code

The mobile phone and the SIM cards support sorts of passwords, in order to prevent the phone and the

SIM cards from being misused. When you are prompted to input any of the codes mentioned below, just input the correct code and then press the OK key. If you input a wrong code, clear it and then input the correct code.

◆ **Phone lock code**

The phone lock code may be set to prevent your mobile phone from being misused. In general, this code is provided along with the mobile phone by the manufacturer. The initial phone lock code is set to 1234 by the manufacturer. If the phone lock code is set, you need to input the phone lock code when powering on the mobile phone.

◆ **PIN**

The PIN (Personal identification number, 4 to 8 digits) code prevents your SIM card from being used by unauthorized people. In general, the PIN is supplied with SIM card by the network operator. If PIN check is enabled, you need to input the PIN each time when you power on your mobile phone. The SIM card will be locked if you input wrong PIN code for three times.

Unlocking methods as follows:

- Input the correct PUK according to the screen tips to unlock the SIM card.
- Then input the new PIN and press the OK key.
- Input the new PIN again and then press the OK key.
- If the input PUK is correct, the SIM card will be unlocked and the PIN will be reset.

Note: *The SIM card will be locked if you input wrong PIN code for three times. To unlock the SIM card, you need to input the PUK. In general, the PUK can be obtained from the network operator.*

◆ **PUK**

The PUK code (Personal Unlocking Key) is required to change a blocked PIN. It is supplied with SIM card. If not, contact your network operator. If you input wrong PUK code for 10 times, SIM card will be invalid. Please contact the network operator to replace the SIM card.

◆ **Barring code**

A barring code is required for setting the call barring function. You can obtain this code from the network operator to set the call barring function.

3.2 Installing T-Flash Card

The T-Flash card is a pluggable mobile storage card inside the mobile phone.

To install the T-Flash card, open its latch, place its indented side downward, insert the card into the card slot,

Note:

- 1. The mobile phone cannot automatically identify the T-flash card being inserted when the mobile phone is powered on. You must power off the mobile phone and then power it on, so that the phone can identify the T-Flash card.*
- 2. The T-Flash card is a miniature object. Keep it out of the reach of children for fear that children swallow it!*

3.3 Charging the Battery

The lithium battery delivered with the mobile phone can be put into use immediately after being unpacked.

Battery level indication:

- ◆ Your mobile phone can monitor and display the battery state.
- ◆ Normally the remaining energy of the battery is indicated by the battery level icon at the upper right corner of the display screen.
- ◆ When the battery energy is insufficient, the mobile phone prompts "Battery low". If you have set an alert tone, an alert tone will be given off when the battery level is too low.
- ◆ A charging animation appears when the battery is being charged. When the charging is complete, the animation disappears.

Using a travel adapter:

- ◆ Install the battery into the mobile phone before charging the battery.
- ◆ Connect the adapter of the travel charger with the charging slot in the mobile phone. Ensure that the adapter is fully inserted.
- ◆ Insert the plug of the travel charger to an appropriate power outlet.
- ◆ During the charging, the battery level grid in the battery icon keep flickering till the battery is fully charged.
- ◆ It is normal when the battery becomes hot during the charging period.
- ◆ The battery icon does no longer flicker when the charging process ends.

Note:

Ensure that the plug of the charger, the plug of the earphone, and the plug of the USB cable are inserted in the right direction. Inserting them in a wrong direction may cause charging failure or other problems. Before the charging, ensure that the standard voltage and frequency of the local mains supply match the rated voltage and power of the travel charger.

Using the Battery

The performance of a battery is subject to multiple factors: radio network configuration, signal strength, ambient temperature, chosen functions or settings, phone fittings, and the voice, data or other application mode you choose to use.

To guarantee the optimal performance of your battery, please stick to the following rules:

- ◆ Use only the battery provided by the vendor. Otherwise, damages or even injuries could be caused during the charging.
- ◆ Power off the mobile phone before removing the battery.
- ◆ The charging process lasts a longer time for a new battery or a battery not in use for long. If the battery voltage is too low to enable the mobile phone to be powered on, charge the battery for a longer time. In this case, the battery icon does not flicker until a long time after the battery enters the charge status.
- ◆ During the charging, ensure the battery is placed in a room temperature environment or in an environment close to room temperature.
- ◆ Immediately stop using the battery if the battery produces odor, overheat, cracks, distort or has other damage, or if the electrolyte leaks.
- ◆ The battery wears out with use. A longer charging time is required as the battery is put into use for a long time. If the total conversation duration decreases but the charging time increases even though the battery is properly charged, purchase a standard battery from the OEM or use a battery approved by our company. Using any poor-quality fittings will cause harm to your mobile phone or even incur danger!

Note: To guarantee your personal safety and protect the environment, do not litter the battery! Return

the old battery to the mobile phone manufacturer or place it in specified battery reclamation areas. Do not litter any battery with other rubbish.

Warning: Short-circuits of the battery may cause explosion, fire, personal injury or other severe consequences!

3.4 Powering On/Off the Mobile Phone

Hold the End key for a while to power on the mobile phone. A power-on animation appears on the display screen.

Input the phone lock code and press the OK key if the mobile phone prompts you to input the phone lock code. The original code is 1234.

Input the PIN and press the OK key if the mobile phone prompts you to input the PIN. The PIN is provided by the network operator for new opening SIM card.

Enter the standby interface.

To power off the mobile phone, hold the End key for a while.

3.5 Linking to the Network

After the SIM card and the mobile phone are successfully unlocked, the mobile phone automatically searches for an available network. After finding a network, the mobile phone enters the standby state. When the mobile phone is registered in the network, the name of the network operator is displayed on the screen. Then you can dial or receive a call.

3.6 Dialing Calls

In the standby interface, press Dial-pad enter virtual dial pad, press number keys to input the area code and the telephone number, and then press the dial key to dial a call.

3.7 Using the Headset

It would enter headset mode automatically when you insert headset to the slot. Make sure of inserting it at the bottom of the slot, or you can't use it normally.

4 Input method

This mobile phone provides English input, smart English input and numeric input method. You can use these input methods when editing the phonebook, short messages, files and greeting text.

4.1 Key for Input Methods

After you enter an edit window such as a window for editing the phonebook, short messages or the memorandum, an icon is displayed to indicate the current input method:

Numeric input: “123”

English input: “ABC, abc, Abc”

4.2 To Shift Entry Methods

Press the # key to switch between input methods.

4.3 Numeric Input

You can input numbers with the numeric input method. Press a number key to input the corresponding number.

4.4 English input and numeric input:

The keyboards for English input and numeric input are defined in the following table:

Key	Character or Function	Remarks
Number key 1	. , - ? ! ' @ : # \$ / _ 1	
Number key 2	ABCabc2	
Number key 3	DEFdef3	
Number key 4	GHIghi4	
Number key 5	JKLjkl5	
Number key 6	MNOmno6	
Number key 7	PQRSpqrs7	
Number key 8	TUVtuv8	
Number key 9	WXYZwxyz9	
Number key 0	0	
# key	Press it to switch between input methods	
Left direction key	Press it to move to the left	
Right direction key	Press it to move to the right	

Left soft key	Equivalent to OK or Options	
Right soft key	Equivalent to Back or Clear	
End key	Press it to return to the standby interface	

English input:

- Each key is used to represent multiple characters. Quickly and continuously press a key till the character you want appears. Input the next character after the cursor moves.
- Press the # key to switch between input methods
- To input a blank, switch to the English input mode (in upper or lower case) and then press number key 0.
- To clear wrong inputs, press the **Right soft** key.

4.5 Inserting a Symbol

Press * key to enter the **Select symbol** interface, use direction keys or number keys to select a symbol you want.

5 Using the Menus

5.1 Call logs

Missed Calls

You can view a list of the latest missed calls.

Note: When the mobile phone indicates that some calls are missed, you can select **Read** to enter the missed calls list. Navigate to a missed call and then press the **Dial** key to dial the number that originated that call.

Dialed Calls

You can view the latest dialed calls. Choose dialed calls and then select a dialed call to delete, save, dial, or edit (or send a short message to it).

Received Calls

You can view the latest received calls. Choose received calls and then select a received call to delete, save, dial, or edit (or send a short message to it).

Rejected Calls

You can view the latest rejected calls. Choose rejected calls and then select a rejected call to delete, save, dial, or edit (or send a short message to it).

Delete call

You can delete all the latest call records.

Call timers

Choose Call timers to view the last call time, the total time of all dialed calls, the total time of all received calls and the total time of call history or to reset all the time.

GPRS counter

You can view the data of last sent, last received, all sent and all received.

5.2 Multimedia

Image

You can view the pictures in the T-card by this function. Press the direction key to choose them and left soft key edit the pictures. Press right soft key to return last interface.

Video

Use this function to play video files. By pressing the direction key can you control the playing process of video player: play/pause (OK key) ,switch to last song/next video (press up or down direction key). In video player interface, you can press left and right direction keys to control volume.

FM radio

You can use the application as a traditional FM radio with automatic tuning and saved channels. Before using it, you should insert the earphone as antenna. In FM radio interface, left or right direction key to search channels manually, OK key to play/pause the playing process of the current channel.

5.3 Contacts

The mobile phone can store up to 300 telephone numbers. The telephone numbers that a SIM card can store depends on the storage capacity of the SIM card. The telephone numbers stored in the mobile phone and in the SIM cards form a phonebook. The phonebook search function enables you to view contacts. You

can search a contact as required from the phonebook. Select this option, in the **edit** interface, input the name of the contact you want to search or the first letter(s) of the name. All the contacts meeting the search condition are listed. Press the Up and Down direction keys to browse the contacts and select contact. Press right direction key to view other groups: family, friends, business, classmates and so on.

This function enables you to view the internet. Your phone will ask you with existed way. You can start to view only by starting corresponding way.

Note: Consulting the local network operator for related fee and specific setup.

5.4 Profiles

The mobile phone provides multiple user profiles, so that you can customize some settings to adapt to the specific events and environments.

Customize the user profiles according to your preference and then activate the user profiles. The user profiles fall into three scenarios: **Normal**, **Silent**, **Indoor**. In the standby mode long press # can switch scenarios.

5.5 Message

If the short message memory is full, a blinking message icon appears on the top of the screen. To normally receive short messages, you need to delete some of the existing short messages.

If the destination user has received the short message you sent and the short message delivery report function is activated, the phone will give off a message report alert tone.

Write message

Access this menu to create a text message.

Inbox

Received Messages are listed in this menu.

Outbox

The messages which are sent failed are stored in the Outbox.

Drafts

Draft messages are listed in this menu.

Sentbox

Sent messages are listed in this menu.

Security inbox

You can use this function to prevent others reading your received messages. The original code is 1234.

Templates

You can create pre-defined messages in this interface.

Broadcast message

This network service enables you to receive a variety of text messages, such as broadcast messages

about weather forecast or road conditions. At present, few networks provide this service. Please consult the network operator.

Voice mail server

You can set voice mail through this function.

5.6 Application

Alarm

You can set three alarms through this function.

Calendar

Once you enter this menu, there is a monthly-view calendar for you to keep track of important appointments, etc. Days with events entered will be marked.

My files

The phone supports the memory card. The capacity of the memory card is selectable. You can use the file manager to conveniently manage various directories and files on the memory card.

Choose this option to enter the root directory of the memory. The root directory will list the default folders, new folders and user files. When the mobile phone is powered on for the first time or when you have not changed the directory, the root directory contains the default folders only.

Calculator

The calculator can add, subtract, multiply and divide.

Recorder

The phone support WAV and AMR. The AMR takes the compression algorithm. So in the same memory condition, it has longer recording time than WAV.

World clock

You can view and set your phone time by choose different time zones.

STK

STK service is the tool kit of SIM card. This phone supports the service function .The specific items are depended by SIM card and network. Service menu will be auto added to the phone menu when supported by network and SIM card.

Bluetooth

You can transfer data, such as music to other device using Bluetooth. Search the device and receive/transfer data. The received data is automatically stored in the directory.

Torch

You can turn on/off the flashlight by this function.

5.7 Settings

Call Settings

- ◆ **Dual-SIM:** You can set standby mode, reply by original SIM and set SIM name through this function.
- ◆ **Call divert:** this network function enables you to forward incoming calls to another number you have previously specified.
- ◆ **Call waiting:** After you choose Activate, the mobile phone will contact the network. A moment later, the network will make a response and send a message to acknowledge your operation. If the call waiting function is activated, the network will alert you and the mobile phone screen will display the incoming call number if others are calling you while you are already in a conversation.
- ◆ **Call barring:** The call barring function enables you to bar calls as needed. When setting this function, you need to use a network barring code, which can be obtained from the network operator. If the code is wrong, an error message will be prompted on the screen. After selecting a call barring option, continue to select Activate or Deactivate. The mobile phone will prompt you to input the call barring code and then contact the network. A moment later, the network will make a response and send the operation results to the mobile phone.
- ◆ **Hide ID:** You can select hide ID, display own ID and or display ID by network.
- ◆ **Others:** You can set IP prefix, call time minute reminder, auto redial, reply SMS after reject and Auto record voice call through this function.

Phone settings

- ◆ **Date & time:** set the time, set the date, Set the date format, the time format and update time.

Note: If you remove the battery from the mobile phone or if the battery energy was exhausted a long time ago, you may need to reset the date and time when re-inserting the battery or powering on the mobile phone after recharging.

- ◆ **Language settings:** Select the display language and writing language for the mobile phone.
- ◆ **Shortcut settings:** Select preferred function as shortcut on screen direction key as needed.
- ◆ **Auto power on/off :** Set the time when the mobile phone will be automatically powered on or off.
- ◆ **Restore factory settings:** You can cancel the setting you set. The original code is 1234.

Display

Users can access this item to set Wallpaper, Idle display settings, Contrast, Backlight and auto Keypad lock etc.

Security

This function provides you with related settings about safety use

- ◆ **PIN:** To activate PIN lock, you need to input the correct PIN code. If you set PIN lock to On, you need to input the PIN each time you power on the mobile phone. In the case you input a wrong PIN for three consecutive times; you need to input the PIN Unblocking Key (PUK). The PUK is used to unlock and change the locked PIN. To obtain the PUK, contact the network operator.
- ◆ **Modify PIN2:** To change PIN2 code of PIN code.

- ◆ **Phone locked:** The function enables you to lock/unlock the phone. Entering password to switch on or off the phone. Password is required when the phone is locked. The initial password is 1234.
- ◆ **Modify the cellphone Password:** to change phone password.
- ◆ **Privacy:** You can set password to protect your privacy, the initial password is 1234.
- ◆ **Lock screen by end-key:** You can select to turn on/off this function
- ◆ **Guardlock:** You can set password to protect your cell phone.
- ◆ **Fixed dialing:** you can only dial the number in the list.
- ◆ **Blacklist:** you can add some numbers to the blacklist to reject his call and message.

Connections

Contact the network operator to obtain the following network services:

- ◆ **Network account:** You can manage network account through this function.
- ◆ **GPRS Service:** You can select to turn on/off this function.
- ◆ **Data connection settings:** The default setting is connecting when needed.
- ◆ **Network selection:** Set Network selection mode to Automatic or Manual. Automatic is recommended. When Network selection mode is set to Automatic, the mobile phone will prefer the network where the SIM card is registered. When Network selection mode is set to Manual, you need to select the network operator's network where the SIM card is registered.

5.8 Audio

You can use this function to play audio files. By pressing the direction key you can control the playing process of audio player: play/pause (OK key) , switch to last song/next song (press left or right direction

key), fast forward (press and hold right direction key) and rewind (press and hold left direction key). In audio player interface, you can press up and down direction key to control volume.

5.9 Internet

You can use the function to view web pages and search for information on the web before you connecting to the internet. When you open Internet, your home page opens. The web address (URL) of the current page is displayed at the top of the window.

6 Appendix

Appendix 1: Troubleshooting

If you find exceptions when operating the mobile phone, restore the factory settings and then refer to the following table to solve the problem. If the problem persists, contact the distributor or service provider.

Fault	Cause	Solution
SIM card error	The SIM card is damaged.	Contact your network service provider
	The SIM card is not in position.	Check the SIM card

	The metal face of the SIM card is polluted.	Clean the SIM card with a clean cloth
Poor received signal quality	Signals are obstructed. For instance, radio waves cannot be effectively transmitted nearby a high building or in a basement.	Move to a place where signals can be effectively transmitted

	Line congestions occur when you use the mobile phone in high-traffic hours	Avoid using the mobile phone in high-traffic hours
The mobile phone cannot be powered on	The battery energy is exhausted.	Charge the battery
Calls cannot be dialed	Call barring is activated	Cancel call barring

The mobile phone cannot connect the network	The SIM card is invalid	Contact your network service provider
	The mobile phone is not in a service area of the GSM network	Move to the network operator's service area
	The signal is weak	Move to a place where the signal quality is high
The battery cannot be charged	The charging voltage does not match the voltage range indicated on the charger	Ensure the charging voltage matches the voltage range indicated on the charger

	An improper charger is used	Use the charger specially designed for the mobile phone
	Poor contact	Ensure the charger plug is in good contact with the mobile phone

FCC Caution:

Any Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

Note: This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in

accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

Specific Absorption Rate (SAR) information

SAR tests are conducted using standard operating positions accepted by the FCC with the phone transmitting at its highest certified power level in all tested frequency bands, although the SAR is determined at the highest certified power level, the actual SAR level of the phone while operating can be well below the maximum value. Before a new model phone is available for sale to the public, it must be tested and certified to the FCC that it does not exceed the exposure limit established by the FCC, tests for each phone are performed in positions and locations as required by the FCC.

For body worn operation, this model phone has been tested and meets the FCC RF exposure guidelines when used with an accessory designated for this product or when used with an accessory that contains no metal and that positions the handset a minimum of 5mm from the body. Non-compliance with the above restrictions may result in violation of RF exposure guidelines