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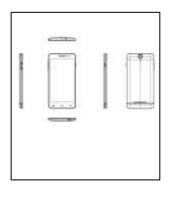
FCC ID: 2ABN6E500 Model Name: E500A Brand Name: Titan HD

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# Getting Started Overview



## **Key Explained**

Key	Function
Power Key	Hold to switch audio profiles, or to turn on or off Airplane mode, or to power off.      Press to switch your phone to Sleep mode.      Press to wake up your phone.
Home Key	Press to return to the Home Screen from any application or screen.     Hold to see recently used applications.
Menu Key	Press to get the options for the menu screen.
Back Key	Press to go to the previous screen.
Volume Keys	Press or hold to turn the volume up or down.

## Starting up

#### Status and Notification Icons

Your phone will tell you exactly what's going on by showing you simple icons. Here's what they mean

Icon	Meaning	Icon	Meaning
.d	Signal strength	4	Signal searching
4G H+	4G H+ Network mode	G	2G Network mode
9	WLAN connected		BT icon
ψ	USB connected		Full power battery
	Low power status	\$	Battery Charge
四	New message	$\dot{\star}$	Airplane mode
O	Alarm set	¢	Earphone insert

# Installing the SIM/SD Card and Battery

Switch off your phone before installing or replacing the battery, SIM, or memory card

- 1.Remove the back cover
- Hold the SIM card with the cut corner oriented as shown and slip it into the card holder.
- 3.Insert the memory card into the card slot with the metal contacts facing down until it inserts to the right position.



4.Insert the battery by aligning the gold contacts on the battery with the gold contacts in the battery compartment. Gently push down on the battery until it clicks into place.



5. Press the cover gently back into place until you hear a click.

#### **Charging the Battery**

When you first get your new phone you'll need to charge the battery.

Connect the adapter to the charger jack. Ensure that the adapter is inserted with the correct orientation. Do not force the connector into the charger



Connect the charger to a standard AC wall outlet.

Disconnect the charger when the battery is fully charged.

## Switching Your Phone On/Off

Make sure the SIM card is in your device and the battery is charged.

- 1.Hold Power Key to switch on your phone.
- 2. To switch it off, hold Power Key to get

the phone options. Select Power off, and then tap OK.

#### Setting Up Your Phone for the First Time

When you first power on your phone after you purchase it or reset it to factory settings (see chapter Sorting out Your Phone Settings – Privacy: Reset to Factory Settings), you need to do some settings before using it.

Tap Menu Key in the standby mode,

Language & input > Language to change the language you want to use, if needed.

# Switching to Sleep Mode

To save battery power, Sleep Mode suspends your device to a

low-power-consumption state while the display is off. Your device also goes into Sleep Mode by itself when the display is automatically turned off after a certain period of time. You can start sleep mode by the following method.

Press Power Key to switch to Sleep Mode.

## Waking Up Your Phone

Press **Power Key** to activate your screen display. Tap the icon, drag to the right.

NOTE: If you have set an unlock pattern,
PIN or password for your phone (see
chapter Sorting out Your Phone Settings
– Security Settings) you'll need to draw
the pattern or enter the PIN/password to
unlock your screen.

# Getting Around Your Phone Touch Control

You can use finger gestures to control your phone. The controls on your touch-screen change dynamically depending on the tasks you're performing.

Tap the buttons, icons, or applications to select items or to open applications. Flick the screen to scroll up, down, left or right.

Point, drag and drop to move particular items across the screen.

Double-tap the screen to zoom in/out an image.

NOTE: You can view the phone screen in portrait or landscape orientation simply by holding it upright or turning it on its side. Not all screens are viewable in landscape.

#### Home Screen

In the Home screen, besides the shortcut icon is displayed, you can also

set your own wallpaper, add the widgets or application shortcuts you need, or remove them as you like.

#### Choosing Your Wallpaper

Press Home Key to return to the Home Screen.

Tap Menu Key and select Wallpaper. Tap Gallery, Live Wallpapers, Video Wallpaper, or Wallpapers and choose the image or animation you want to use as the wallpaper. Some cropping may be needed for Gallery images. Tap Set wallpaper.

## Adding Items to Your Home Screen

Press Home Key > tap to enter the Application Program Interface In the list of applications, touch and hold the icon until the main screen appears, move the application icon to the idle position, release the finger.

#### Removing Items from Your Home Screen

Press **Home Key** to return to the Home Screen.

Tap and hold the item you want to delete until the remove icon appears on the top of the screen.

Drag the item to the remove icon and release your finger when the item turns

red.

#### Phone Calls

There are many ways to make a call with your phone. And they're all easy to do.

### Calling from the Phone

Press Home key > tap -> Phone or

tap on the Home Screen.

Enter the phone number using the on-screen keypad.

Tap to delete wrong digits.
Tap the dial ico.

TIPS: To make international calls, hold to enter the "+".

# Calling from Your Contacts

Press Home key > tap People.

Slide your finger to scroll the contacts list and tap the contact name you want to call, when the contact details appear, click on the number; choose the SIM card to dial.

You can search for a contact by tapping

on the screen.

# Calling from a Text Message

If a text message contains a phone

number that you want to call, you can make the call while viewing the text message.

Press Home key > tap > > Messaging.

Tap the conversation and then find the message that contains the phone number you need.

Tap the message, the phone will list the options.

# Receiving Calls

Tap the icon, drag to right to answer the call.

Tap the icon, drag to left to reject the call.

During a call, you can mute your microphone so that the person you are speaking to cannot hear you, but you can still hear them.

Tap to turn your microphone off. To turn your microphone back on, tap.

Tap during a call to turn the

speakerphone on. Tap again t turn off the speakerphone.

Tap to finish a call.

#### Contacts

You can add contacts on your phone and synchronize them with the contacts in your Google account or other accounts that support contact syncing. To see your contacts, Press Home

key > tap People. Tap from the Contacts Screen.Choose the storage location to save the contact.Enter the contact name, phone numbers, and other information, and then save it.

Tap on the Contacts Screen.Input the contact name you want to search for.The contacts matched will be listed.

#### Messaging

Your SMS (text message) and MMS (multimedia messaging service) are combined into one menu in **Home** 

Key > > > Messaging.

# The Message Box

Instead of an inbox and outbox, your phone organizes all Messaging you sent and received into one box, where Messaging exchanged with the same number are grouped into one message thread in the Messaging Screen. You can tap a thread to see the conversation you have had with someone.

#### Sending an Message

Press Home key > tap == >

Messaging.Tap to create new message.

Enter the recipient's number or name. As you type, matching contacts will appear. Tap a suggested contact to add

as a recipient. You can also tap to select recipients from the contacts.

Tap Type text message and type your message.

Tap Menu Key to insert quick text or contact.

If you are sending an MMS, tap Menu Key to add a subject, or tap to attach pictures, videos, audio, or slideshow.

Tap to send your message.

NOTE: Add an attachment to text
message and it will be converted into an
MMS automatically. Likewise if you
remove all attachments and the subject
from an MMS, it'll automatically become
a text message.

#### Message Settings

The phone's message settings are pre-configured for you to use immediately. To change them, tap Menu Key > Settings from the Messaging Screen.

NOTE: From SMS/MMS settings screen

tap Menu Key > Restore default settings to change the message settings back to the original.

#### Touch Input Settings

Choose the touch input settings by tapping Menu Key > System settings > Language & input from Home Screen. In the KEYBOARD & INPUT METHODS section, you can choose the settings that you need.

## Getting Connected to the Internet

Your phone's impressive networking capabilities allow you to access the Internet or your corporate network with ease.

You can use default connection settings

to connect to the Internet via your mobile network, or Wi-Fi.

The network connection can be enabled

/disabled manually. Just press **Home** 

key > tap > Settings > SIM management > Data connection.

#### Adding a New Network Connection

To get connected via your mobile network you need a data plan with your service provider. Also if the networks settings are not pre-configured on your phone, please contact your provider to get the necessary information. You can view settings by pressing

Home key > tap > Settings > More > Mobile networks > Access Point Names.

#### Turning On Wi-Fi

Wi-Fi provides wireless Internet access over distances of up to about 300 feet

# Connecting to a Wi-Fi Network

Press Home key > tap > Settings > Wi-Fi. Tap an access point to

Settings > Wi-Fi. I ap an access point to connect to it.

**NOTE**: If security features are implemented, you'll need to enter a password.

#### Checking the Wi-Fi Network Status

You can check the Wi-Fi network by looking at the icon in the status bar.

# USB tethering & portable hotspot

Share your phone's data connection via

USB or as a portable Wi-Fi hotspot.

## Enabling USB tethering

TIPS: The PC accesses the Internet via the phone's mobile network. Therefore, set up the networks connection correctly before you try to use the phone as a modem.

Press Home Key > tap Menu Key > System settings > More > Tethering & portable hotspot and tick the USB tethering check box.

#### Disabling USB tethering

Press Home Key > tap Menu Key > System settings > More > Tethering & portable hotspot and clear the USB tethering check box.

You can also just pull out the USB cable.

## Enabling the Wi-Fi Hotspot

You can use the phone as a portable WLAN router, to share your phone's internet connection with one or more PC or other devices.

#### NOTE:

When the portable Wi-Fi hotspot function is enabled, you can't use your phone's applications to access the internet via its Wi-Fi connection. You can configure the Wi-Fi hotspot as follows:

•Press Home Key > tap Menu Key >

System settings > More, click next to the Wi-Fi hotspot to turn it on.

\*Tap Set up Wi-Fi hotspot to set up portable Wi-Fi hotspot. Now you can find the hotspot on other devices and connect to

#### Disabling the Wi-Fi Hotspot

Press Home Key > tap Menu Key > System settings > More > Tethering & portable hotspot and click next to the Wi-Fi hotspot to turn it off.

#### Browsing the Internet

You can use your phone to get on the Internet via a network or Wi-Fi connection.

There are different ways to open web pages:

Tap the address bar to enter the website

you want to browse. Then tap an on the touch keyboard.

Tap Menu Key > Bookmarks/History and select a bookmark or history to open.

#### Browsing Options

When you browse the Web, you can also do the following: Press Menu Key > Close and select Quit to exit Press Menu Key > Bookmarks/History and select a bookmark or history to open.

Press Menu Key > Settings to configure browser settings.

## Using Bookmarks

If you know the Web address, you can manually add bookmarks. To bookmark a web page, open it and tap **Menu Key > Save to bookmarks**. Give the bookmark a name and save it.

# Making the Most of Multimedia

## Camera

Your phone has camera function. Open it by pressing **Home Key** > tap > > **Camera**. Tap to take a picture. To view it, just tap the picture in the right corner of the screen

#### FM

With the FM Radio, you can search for radio channels, listen to them, and save them on your phone. Note that the quality of the radio broadcast depends on the coverage of the radio station in your area. The wired headset works as an antenna, so always connect the headset when using the radio. To tune in, plug your headset into your phone.

Press Home key > tap - > FM Radio

#### Playing Music

You can play digital audio files from your phone's memory card in Music. Before playing music, you need to copy music files to memory card location.

Press Home Key >tap -> Music to open the Music Screen Click the Music category label > music

files to start playing. Adjust the volume with Volume Kevs.

# Gallery

Press Home Key > tap > Gallery. You can use Gallery to view pictures and play videos. You can also do some basic editing of your pictures - such as setting them as wallpaper or contact photo, and sharing with friends.

## Playing Videos

Press Home Key > tap Player. You can use Video Player to play videos on the phone and memory card.

# Making Voice Memos

Sound Recorder enables you to record your voice memos.

# Press Home Key > tap > Sound Recorder.

Tap to start recording.

Tap to stop recording.

Tap to play back the voice recording.

Save the voice recording after stop, or tap Discard to delete the recording.

# Sorting out Your Phone Settings BT

BT is a short-range wireless communication technology. Phones or other devices with BT capabilities can exchange information wirelessly within a distance of about 10 meters. The BT devices must be paired before the communication is performed.

Press **Home Key** > tap > **Settings**. Click next to the BT menu to

turn it on.When BT is on, the icon will appear in the status bar.

Tap BT. Your phone will show all visible

Tap BT. Your phone will show all visible BT devices in range.

Tap the device you want to pair with and operate according to the message prompt.When both devices to be paired accept the connection, the pairing is completed. **TIPS**: Tap your device name to make your phone discoverable if other devices try to pair with your phone.

#### Setting Date and Time

Press Home key > tap > Settings > Date & time.

Tap Automatic Date & time and select Off if you want to set the time and date by yourself.

Set date, time and change the other

#### **Display Settings**

options.

Press Home key > tap > Settings > Display, you can adjust the display settings as you like:

Brightness: Adjust brightness of the screen

Auto-rotate screen: Rotate the screen display as you rotate the phone.

Sleep: Set the delay for the screen to automatically turn off.

Wallpaper: Set the wallpaper of the phone.

# **Audio Profiles Settings**

By pressing Home Key > tap Settings > Audio profiles. When you choose the General mode, you can adjust the sound settings, such as ringtones, volume and vibrate.

#### Language Settings

You can change the language of your phone system in two simple steps.

Press Home key > tap > Settings > Language & input > Language.

Select a language from the list given.

## Security Settings

Here's how to protect your phone and SIM card from unauthorized use.

Press Home key > tap > Settings > Security > Screen

lock. You can select the screen lock. When power on your phone or unlock touch screen devices you will be required to input

pattern/PIN/password/voice, and etc. The following is the introduction

function:

	Disable the screen lock		Creating Your Screen Unlock Pattern
Slide	Select the slide to unlock		Use the PIN to unlock
Voice Unlock	Creating Unlock command and Wake up command	Password	Use the password lock screen

Face	Bv	
Unlock	identifying	
Officor	face to	
	face to	
	unlock	

## Managing Your Device Memory

Press Home Key > tap = > Settings > Storage.



You can view the space information of the SD card and the phone storage. Unmount SD card: You can unmount the SD card to safely remove it. Erase SD card: Erase all data on the SD card

# Reset to Factory Settings

Press Home key > tap = > Settings > Backup & reset > Factory data reset > Reset phone > Erase everything.

WARNING: All your personal information and downloaded applications on your phone will be erased after the resetting.

# Applications

Press Home Key > tap = > Settings > Apps.

# Other Applications

#### Clock

Press Home key > tap SClock, you can view the clock or set the alarm. Tap the top of the screen icon can be switched to the countdown and stopwatch functions from the clock interface.

#### Calculator

You can use the phone directly perform simple mathematical calculations.

- Press Home Key > Tap > Calculator.
- Click the button corresponding with the calculator display, perform basic arithmetic.

**TIPS:** Tap Menu Key > Advanced panel to use scientific calculation.

# For Your Safety

# General Safety



Δ

Don't use at petrol stations

Δ	Keep your phone at least 15 mm away from your ear or body while making calls.	A	Your phone may produce a bright or flashing light.
	Small parts may cause a choking.	Δ	Don't dispose of your phone in fire.
A	Your phone can produce a loud sound.	A	Avoid contacting with anything magnetic.
A	Keep away from pacemakers and other electronic medical devices.	A	Avoid extreme temperatures.
<b></b>	Switch off when asked to in hospitals and medical facilities.	A	Avoid contacting with liquids. Keep your phone dry.
A	Switch off when told to in aircrafts and airports.	A	Don't take your phone apart.
A	Switch off when near explosive materials or liquids.	A	Only use approved accessories.
A	Don't rely on emergency c	your p	hone for nications.

#### Distraction

#### Driving

Full attention must be given to driving at all times in order to reduce the risk of an accident. Using a phone while driving (even with a hands free kit) can cause distraction and lead to an accident. You must comply with local laws and regulations restricting the use of wireless devices while driving.

#### Operating Machinery

Full attention must be given to operating the machinery in order to reduce the risk of an accident.

## **Product Handling**

#### General Statement on Handling and Use

You alone are responsible for how you use your phone and any consequences of its use.

You must always switch off your phone wherever the use of a phone is prohibited. Use of your phone is subject to safety measures designed to protect users and their environment.

Always treat your phone and its accessories with care and keep it in a clean and dust-free place.

Do not expose your phone or its

accessories to open flames or lit tobacco products.

Do not expose your phone or its accessories to liquid, moisture or high humidity.

Do not drop, throw or try to bend your phone or its accessories.

Do not use harsh chemicals, cleaning solvents, or aerosols to clean the device or its accessories.

Do not paint your phone or its accessories.

Do not attempt to disassemble your phone or its accessories, only authorized personnel can do so. Do not expose your phone or its accessories to extreme temperatures, minimum - [10] and maximum + [50] degrees Celsius.

Please check local regulations for disposal of electronic products. Do not carry your phone in your back pocket as it could break when you sit down.

#### Small Children

Do not leave your phone and its accessories within the reach of small children or allow them to play with it. They could hurt themselves or others, or could accidentally damage the phone. Your phone contains small parts with sharp edges that may cause an injury or

may become detached and create a choking hazard.

#### Demagnetization

To avoid the risk of demagnetization, do not allow electronic devices or magnetic media close to your phone for a long time.

#### Electrostatic Discharge (ESD)

Do not touch the SIM card's metal connectors.

#### Antenna

Do not touch the antenna unnecessarily.

#### **Normal Use Position**

When placing or receiving a phone call, hold your phone to your ear, with the bottom towards your mouth.

# Air Bags

Do not place a phone in the area over an air bag or in the air bag deployment area.

Store the phone safely before driving your vehicle.

#### Seizures/ Blackouts

The phone can produce a bright or flashing light.

#### Repetitive Motion Injuries

To minimize the risk of RSI when texting or playing games with your phone: Do not grip the phone too tightly. Press the buttons lightly. Use the special features which are designed to minimize the times of pressing buttons, such as Message Templates and Predictive Text. Take lots of breaks to stretch and relax.

## **Emergency Calls**

This phone, like any wireless phone, operates using radio signals, which cannot guarantee connection in all conditions. Therefore, you must never rely solely on any wireless phone for emergency communications.

#### **Loud Noise**

This phone is capable of producing loud noises, which may damage your hearing. Turn down the volume before using headphones, BT stereo headsets or other audio devices.

## Phone Heating

Your phone may become warm during charging and during normal use.

# **Electrical Safety**

#### Accessories

Use only approved accessories.

Do not connect with incompatible products or accessories.

Take care not to touch or allow metal objects, such as coins or key rings, to contact or short-circuit in the battery terminals

#### Connection to a Car

Seek professional advice when connecting a phone interface to the vehicle electrical system.

#### Faulty and Damaged Products

Do not attempt to disassemble the phone or its accessory.

Only qualified personnel can service or repair the phone or its accessory. If your phone or its accessory has been submerged in water, punctured, or subjected to a severe fall, do not use it until you have taken it to be checked at an authorized service centre.

#### Interference

#### General Statement on Interface

Care must be taken when using the phone in close proximity to personal medical devices, such as pacemakers and hearing aids.

#### **Pacemakers**

Pacemaker manufacturers recommend

that a minimum separation of 15 cm be maintained between a mobile phone and a pacemaker to avoid potential interference with the pacemaker. To achieve this, use the phone on the opposite ear to your pacemaker and do not carry it in a breast pocket.

## **Hearing Aids**

People with hearing aids or other cochlear implants may experience interfering noises when using wireless devices or when one is nearby. The level of interference will depend on the type of hearing device and the distance from the interference source, increasing the separation between them may reduce the interference. You may also consult your hearing aid manufacturer to discuss alternatives.

#### **Medical Devices**

Please consult your doctor and the device manufacturer to determine if operation of your phone may interfere with the operation of your medical device.

## Hospitals

Switch off your wireless device when requested to do so in hospitals, clinics or health care facilities. These requests are designed to prevent possible

interference with sensitive medical equipment.

#### Aircraft

Switch off your wireless device whenever you are instructed to do so by airport or airline staff.

Consult the airline staff about the use of wireless devices on board the aircraft. If your device offers a 'flight mode', this must be enabled prior to boarding an aircraft.

#### Interference in Cars

Please note that because of possible interference to electronic equipment, some vehicle manufacturers forbid the use of mobile phones in their vehicles unless a hands-free kit with an external antenna is included in the installation.

#### Explosive Environments

## Petrol Stations and Explosive Atmospheres

In locations with potentially explosive atmospheres, obey all posted signs to turn off wireless devices such as your phone or other radio equipment. Areas with potentially explosive atmospheres include fuelling areas, below decks on boats, fuel or chemical transfer or storage facilities, areas

where the air contains chemicals or particles, such as grain, dust, or metal powders.

## Blasting Caps and Areas

Power off your mobile phone or wireless device when in a blasting area or in areas posted power off "two-way radios" or "electronic devices" to avoid interfering with blasting operations.

# Common fault diagnosis

The faults	possible reasons		
Can't turn	1. Whether there is		
	electricity in the battery;		
011	Battery is correct.		
	1. SIM is dirty and clean		
SIM is	it;		
wrong	<ol><li>install the SIM again;</li></ol>		
	3、SIM is wrong, replace it.		
Bad signal	Check the signal display in		
Dau Sigilai	the stutas bar.		
The phone can't call	May have a strong jamming		
	signal around the		
	environment.		
Can't	May be the battery		
charge	discharge. Need to wait for a		
	few minutes.		
Taking	Please make sure that both		
pictures is	sides of the camera lens		
not clear	cleaning.		

# FCC RF EXPOSURE INFORMATION:

# WARNING!! Read this information before using your phone

In August 1986 the Federal Communications Commission (FCC) of the United States with its action in Report and Outer FCC 96-326 adopted an updated safety standard for human exposure to radio frequency (RF) electromagnetic energy emitted by FCC regulated transmitters. Those guidelines are consistent with the safety standard previously set by both U.S. and international standards bodies. The design of this phone complies with the FCC guidelines and these international standards. Use only the supplied or an approved antenna. Unauthorized antennas modifications, or attachments could impair call quality, damage the phone, or result in violation of FCC regulations. Do not use the phone with a damaged antenna. If a damaged antenna comes into contact with the skin, a minor burn may result. Please contact your local dealer for replacement antenna.

# **BODY-WORN OPERATION:**

This device was tested for typical body-worn operations with the back of the phone kept 10mm from the body. To comply with FCC RF exposure requirements, a minimum separation distance of 10mm must be maintained between the user's body and the back of the phone, including the antenna. Third-party belt-clips, holsters and similar accessories containing metallic components shall not be used. Body-worn accessories that cannot maintain 10mm separation distance between the user's body and the back of the phone, and have not been tested for typical body-worn operations may not comply with FCC RF exposure limits and should be avoided. For more information about RF exposure, please visit the FCC website at www.fcc.gov

Your wireless handheld portable telephone is a low power radio transmitter and receiver. When it is ON, it receives and also sends out radio frequency (RF) signals. In August, 1996, the Federal Communications Commissions (FCC) adopted RF exposure guidelines with safety levels for hand-held wireless phones. Those guidelines are consistent with the safety standards previously set by both U.S. and international standards bodies:

Those standards were based on comprehensive and periodic evaluations of the relevant scientific literature. For example, over 120 scientists, engineers, and physicians from universities, government health agencies, and industry reviewed the available body of research to develop the ANSI Standard (C95.1). Nevertheless, we recommend that you use a hands-free kit with your phone (such as an earpiece or headset) to avoid potential exposure to RF energy. The design of your phone complies with the FCC guidelines (and those standards).

Use only the supplied or an approved replacement antenna. Unauthorized antennas, modifications, or attachments could damage the phone and may violate FCC regulations.

# **NORMAL POSITION:**

Hold the phone as you would any other telephone with the antenna pointed up and over your shoulder.

# RF Exposure Information:

This product is compliance to FCC RF Exposure requirements and refer to FCC website search for FCC ID: 2ABN6E500 to gain further information include SAR Values.

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: The manufacturer is not responsible for any radio or TV interference caused by unauthorized modifications to this equipment. Such modifications could void the user's authority to operate the equipment.

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

Do not use the device with the environment which below minimum -10°C or over maximum 50°C, the device may not work.

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

Ad Hoc function is supported but not able to operate on non-US frequencies.