

alcatel

alcatel



GO FLIP™

For more information on using this phone or for frequently asked questions, please visit [www.alcatelonetouch.us](http://www.alcatelonetouch.us).



User Manual  
[www.alcatelonetouch.us](http://www.alcatelonetouch.us)

# About this Manual.....

Thank you for choosing Alcatel GoFlip™ (Model 4044W) device. In order to keep your device in its best condition, please read this manual and keep it for future reference.

CJA61UB01AAA

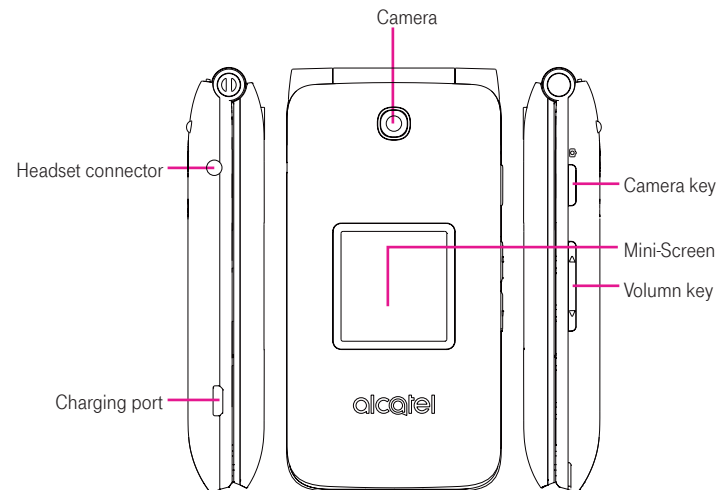
# Table of Contents

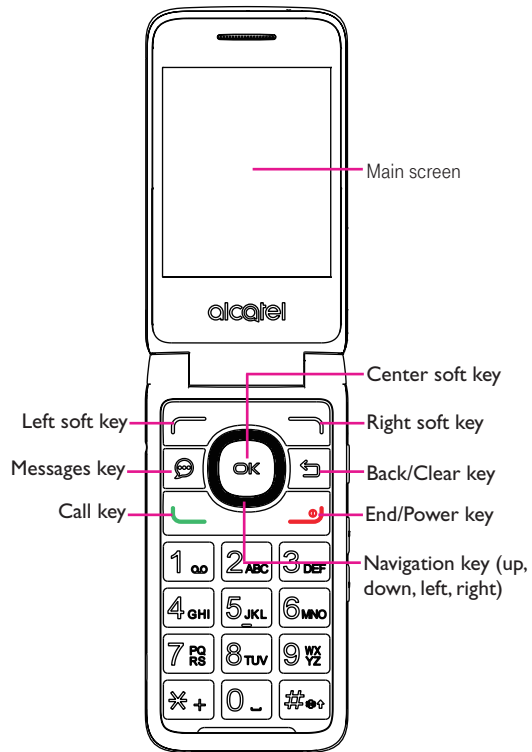
<b>About this Manual.....</b>	<b>1</b>
<b>1 Getting Started.....</b>	<b>4</b>
1.1 Overview .....	4
1.2 Setup.....	7
1.3 Home Screen.....	9
1.4 Status Bar.....	9
<b>2 About Your Phone .....</b>	<b>11</b>
2.1 Power On/Off .....	11
2.2 Charging.....	11
2.3 Battery .....	12
<b>3 Application .....</b>	<b>13</b>
3.1 Phone.....	13
3.2 Contacts .....	14
3.3 Messages .....	17
3.4 Email .....	18
3.5 Browser.....	20
3.6 Calendar .....	20
3.7 Camera.....	22
3.8 Gallery.....	22
3.9 Clock .....	23
3.10 Video.....	23
3.11 FM Radio.....	24
3.12 Music.....	25
<b>4 Personalize Your Phone.....</b>	<b>26</b>
4.1 Language .....	26
4.2 Date & time .....	26
4.3 Sounds .....	26
4.4 Wallpaper, Brightness and Screen Timeout .....	27

<b>5</b>	<b>Security.....</b>	<b>28</b>
5.1	Screen lock.....	28
5.2	SIM security.....	28
5.3	Anti-Theft.....	28
<b>6</b>	<b>Account .....</b>	<b>29</b>
6.1	KaiOS account .....	29
6.2	Software Update .....	29
<b>7</b>	<b>Safety and Use.....</b>	<b>30</b>
<b>8</b>	<b>Warranty .....</b>	<b>46</b>
<b>9</b>	<b>Troubleshooting .....</b>	<b>47</b>

## Getting Started .....

### 1.1 Overview





	<p><b><u>Center soft key</u></b></p> <ul style="list-style-type: none"> <li>• Confirm an option (press the middle of the key)</li> <li>• Press to access app list (Home screen)</li> </ul>
	<p><b><u>Navigation key</u></b></p> <ul style="list-style-type: none"> <li>• Press to go up, down, left or right menu</li> </ul>
	<p><b><u>Messages key</u></b></p> <ul style="list-style-type: none"> <li>• Press to access <b>Messages</b> app</li> </ul>
	<p><b><u>Back/Clear key</u></b></p> <ul style="list-style-type: none"> <li>• Press to return to the previous screen or close a dialog box</li> <li>• Delete character (In Edit mode)</li> </ul>
	<p><b><u>Call key</u></b></p> <ul style="list-style-type: none"> <li>• Press to make or pick up a call</li> <li>• Press to enter call log</li> </ul>
	<p><b><u>End/Power key</u></b></p> <ul style="list-style-type: none"> <li>• Press to end a call or return to home screen</li> <li>• Long press to <b>Power on/off</b></li> </ul>
	<p><b><u>Camera key</u></b></p> <ul style="list-style-type: none"> <li>• Press to access the Camera app</li> <li>• Press and hold the <b>Camera key</b> and <b>Volume down key</b> to capture a screenshot</li> </ul>
	<p><b><u>Volume Keys</u></b></p> <ul style="list-style-type: none"> <li>• In call mode, adjusts the earpiece or headset volume</li> <li>• In Music/Video/Streaming mode, adjusts the media volume</li> <li>• In general mode, adjusts the ringtone volume</li> <li>• Mutes the ringtone of an incoming call</li> </ul>

## 1.2 Setup

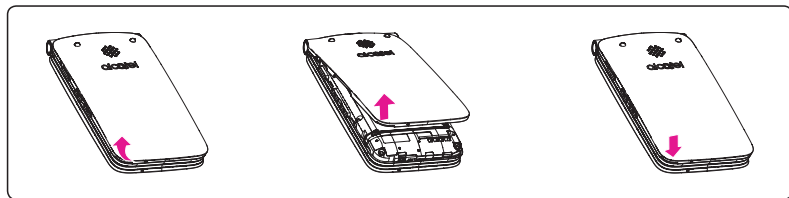
### Setup your phone for the first time

The first time you power on the phone, you should set the following options:

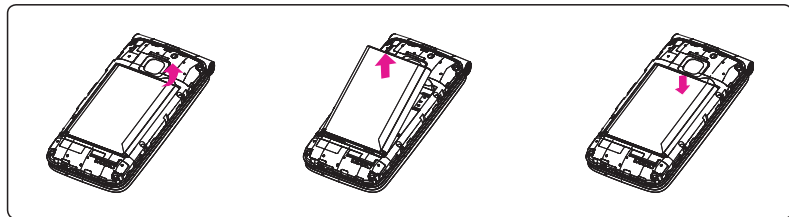
- Select language. See page 24.
- Connect to Wi-Fi.
- Create/Login a KaiOS Account. See page 26.

**Note:** Even if no SIM card is installed, your phone will still power on and you will be able to connect to a Wi-Fi network and use some of the phone's features.

### Removing or attaching back cover



### Removing or inserting battery



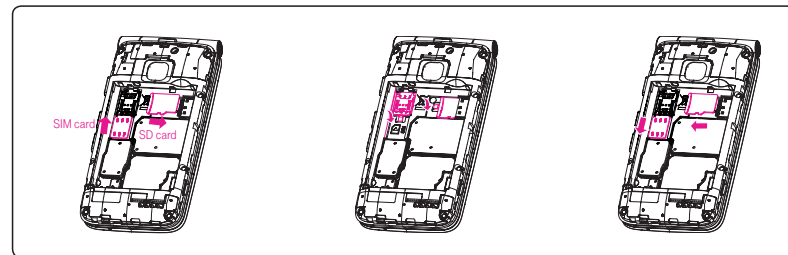
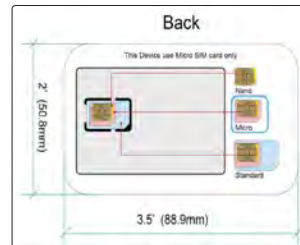
## Inserting or removing the Nano SIM card and microSD

You must insert your Nano SIM card to make phone calls using your network.

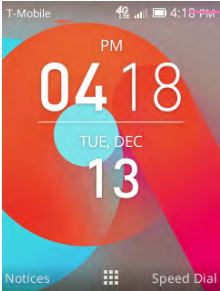
- To insert a SIM or MicroSD card into the card slot with the gold-colored contacts facing down.
- To remove the SIM or MicroSD card, push down the plastic spring and pull the SIM or MicroSD card out.



Your phone only supports Nano SIM card. Do not attempt to insert other SIM types like Mini or Micro cards, otherwise you may damage your phone.









1.3 Home Screen











**Status bar**  
• Status/Notification indicators.

1.4 Status Bar

From the status bar, you can view both phone status (to the right side) and notification information (to the left side). Here is a list of the icons you might see and their meanings:

Icon	Status
	Bluetooth® active
	Wi-Fi® active
	Vibrate
	Network (full signal)
	Network (roaming)
	4G LTE data service

	3G data service
	Airplane mode
	Alarm set
	Battery (charging)
	Battery (Fully charged)
	Missed call
	New E-Mail
	New message

## 2 About Your Phone .....

### 2.1 Power On/Off

- Long press the **End/Power** key until the phone powers on/off. Type in your PIN code if necessary. Once unlocked, Home screen is displayed.
- If you don't know your code or if you have forgotten it, contact your service provider. Do not store PIN code within your phone, instead store PIN in a location that is accessible without using phone.

### 2.2 Charging

Insert the small end of the charging cable into the charge port, and plug the charger into an electrical outlet.



### 2.3 Battery

To optimize your battery life, you may do the following:

#### Turn on power saving mode

- Go to **Settings > Device > Battery > Power Saving Mode > On**

#### Lower screen brightness

- Go to **Settings > Personalization > Display > Brightness**
- Lower the brightness by pressing the Up/Down button

#### Screen timeout




- Go to **Settings > Personalization > Display > Screen timeout > 30 seconds**

## 3 Application .....



### 3.1 Phone .....




#### Making/Ending a Call

Dial the desired number, press the **Call Key**  to place the call, or select a contact from **Contacts**, and then press the up and down of the **Navigation Key** to select the desired contact and press the **Call Key**. If you make a mistake, you can delete the incorrect digits by pressing the **Back/Clear Key** . To hang up the call, press the **End/Power Key** .

#### International call





To dial an international call, press and hold  to enter "+" in dial screen, then enter the international country prefix followed by the full phone number and finally press the **Call Key** .

#### Emergency call

If your phone has network coverage, dial emergency number and press the **Call Key**  to make an emergency call. This works even without a SIM card.


#### Answering/Declining a Call

When you receive a call:

- Press the **Left Soft Key**  or **Call Key**  to answer;
- Press the **Right Soft Key**  or **End/Power Key**  to decline.

To mute the ringtone volume of an incoming call, press the **Volume Key**.

#### Voicemail <sup>(1)</sup>

- Press and hold  to call voicemail.

<sup>(1)</sup> Contact your network operator to check service availability.

### 3.2 Contacts .....






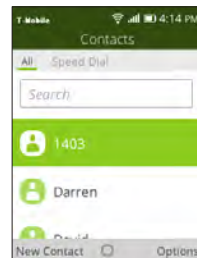
#### Contact List

**Contacts** enables quick and easy access to the contact you want to reach.

You can access this function by pressing the **Center Soft Key**  from the Home screen and select **Contacts** icon



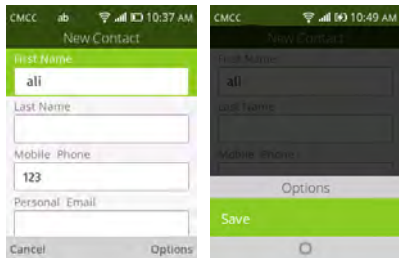
- Press the **Left Soft Key**  in the contact list to create a new contact.
- Press the **Center Soft Key**  to access contact's detail.
- Press the **Right Soft Key**  to access more options.



#### Adding a Contact

In contacts list screen, press the **Left Soft Key**  to access **New Contact**, and then you could edit new contact information.

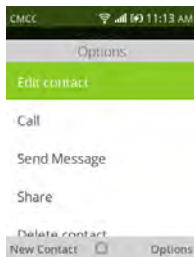




When finished, press the **Right Soft Key**  and then press the **Center Soft Key**  to save.




## Editing a Contact

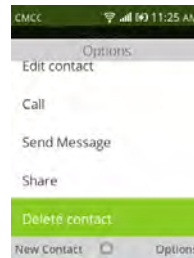
In contacts list screen, press the **Right Soft Key**  to access **Options**, select **Edit contact**, and press the **Center Soft Key**  to edit.



When finished, press the **Right Soft Key**  again to save.

## Deleting a Contact

In contacts list screen, press the **Right Soft Key**  to access **Options**, select **Delete contact**, press the **Center Soft Key** , and then press the **Right Soft Key**  to delete.



## Sharing a Contact


You can share a single contact with others by sending the contact's vCard to them via Email, Messages, and Bluetooth.

Select a contact you want to share, press the **Right Soft Key**  to access **Options**, and then select **Share**.

## Available Options

From the contact list, you may also call or send a message by pressing **Options**.

## Settings







- **Sort contacts** Press the **Center Soft Key**  to choose contacts sorted by first/last name.
- **Import contacts** Import contacts from SIM card, memory card, Gmail, and outlook.
- **Export contacts** Export contacts to SIM card, memory card, and Bluetooth.
- **Set ICE contacts** Add two contacts for making "In Case of Emergency" calls.
- **Delete contacts** Delete one or more contacts at once.

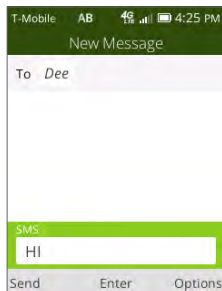
### 3.3 Messages.....



Use the messaging feature to send and receive text (SMS) and multimedia (MMS) messages.


#### Create a Message

- From the Home screen, press the **Center Soft Key**  and select **Messages** icon  or press the **Message Key**  directly from idle screen to enter **Messages**.
- Press the **Left Soft Key**  to write text messages.
- Enter the phone number of the recipient in the bar at the top of the page or press the **Right Soft Key**  to add recipients.
- Press the **Message** bar to enter the text of the message.
- Press the **Left Soft Key**  to send text messages.




An SMS of more than 160 characters will be counted as an additional SMS. Specific letters character will also increase the size of the SMS. This may cause multiple SMS to be sent to your recipient.



#### Send a Message

MMS enables you to send video clips, images, photos, contacts and sounds by pressing the **Right Soft Key**  to other compatible phones and email addresses.

An SMS will be converted to MMS automatically when media files (image, video, audio, etc.) are attached or email addresses added.

#### Type a Message

When in edit mode, the default input method is English letter. You can press  key to switch among "Abc/abc/ABC/T9/123" mode.

- For normal text input, press a number key, 2-9, repeatedly until the desired character is displayed. If the next letter you want is located on the same key as the present one, please wait until the cursor is displayed.
- To insert a punctuation mark or special character, please press  key.
- If you want to delete the already typed letters or symbols please press  to delete them one by one or long press to delete at once.




### 3.4 Email .....







#### Setup E-Mail

You can access this function by pressing the **Center Soft Key**  from the Home screen and select **Email**.

An email wizard will guide you through the steps to set up an email account.

- Enter your name, email and password of the account you want to setup.
- Press the **Right Soft Key**  to access **Next**. If the account you entered is not provided by your service provider in the phone, you will be prompted to manually setup your email.
- Alternatively, press the **Left Soft Key**  to access **Manual setup**.
- To add another email account, you can press the **Right Soft Key**  to access **Options/ Settings**. And then select **Add account**.

## Send E-Mail

- Press the **Left Soft Key**  to compose a new email from the Inbox screen.
- Enter recipient(s) email address(es) in the **To** field.
- If necessary, press the **Right Soft Key**  to add **Cc/Bcc** or add attachment to the message.
- Enter the subject and the content of the message.
- If you do not want to send the mail right away, you can press the **Right Soft Key**  and select **Save as draft** or touch the **Back** key to save a copy.
- Finally, the **Left Soft Key**  to send.

**Note:** If you are seeing a “password incorrect” error when setting up your Gmail Account in Email app, please review the following options:

### Option 1. Generate an App password

An App password is a 16-digit passcode that gives an app or device permission to access your Google Account. If you use 2-Step-Verification and are seeing a “password incorrect” error when trying to access your Google Account, an App password may solve the problem.

#### Steps to generate an App password:

- Visit your App passwords page <https://myaccount.google.com/security/signinoptions/two-step-verification>. You may be asked to sign in to your Google Account.
- At the bottom, click **Select app** and choose the app you're using.
- Click **Select device** and choose the device you're using.
- Select **Generate**.
- Follow the instructions to enter the App password (the 16-character code in the yellow bar) on your device.
- Select **Done**.
- Once you are finished, you won't see that App password code again. However, you will see a list of apps and devices you've created App passwords for.

If generate an app password does not fix “Password incorrect” issue, please proceed to Option 2 or Option 3.

## Option 2. Change your settings to allow less secure apps

- Go to the "Less secure apps" <https://www.google.com/settings/security/lesssecureapps> section in My Account.
- Next to "Access for less secure apps," select **Turn on**.
- You can now setup your email using your username and password. If you continue to see a “password incorrect” error, please proceed to Option 3.

## Option 3. Access Gmail through browser

If you don't want to change your security settings, please follow steps to access your Gmail:

- From the home page, press the OK button and press on the Browser. Enter <https://www.google.com/gmail/> on the browser URL tab.
- Enter your username and password to log in.

## 3.5 Browser .....



Using Browser, you can enjoy surfing the Web.

To access this function, press the Center Soft Key from the Home screen and select **Browser**.

## 3.6 Calendar .....

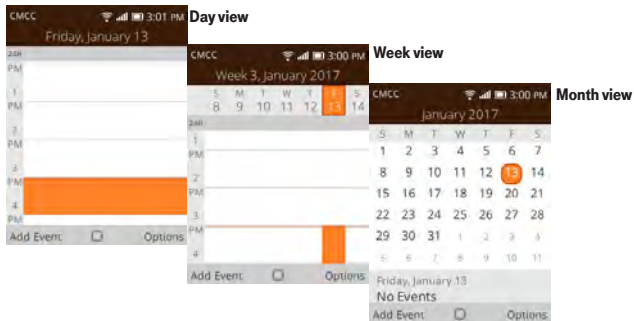


Use the Calendar to keep track of important meetings, appointments, etc.

To access this function, press the **Center Soft Key**  from the Home screen and select **Calendar**.


### View Calendar

You can display the Calendar in Day, Week, Month view. Press the **Right Soft Key**  to change your Calendar view.



## Create New Event

Press the **Left Soft Key**  to add new events from any Calendar view.

- Fill in all required information for this new event. If it is a whole-day event, you can select **All-day Event**.
- When finished, press the **Right Soft Key**  to save.

More important options are available by pressing the **Right Soft Key**  from the Calendar main screen:

- **Go to date** To go to whatever date you want.
- **Search** Search the event or schedule you added on Calendar.
- **Calendar to display** To display offline calendar or not.
- **Sync calendar** To sync calendar.
- **Settings** To set a series of Calendar settings.


## Event reminder

If a reminder is set for an event, the upcoming event icon  will appear on the Status bar as a notification when the reminder time arrives.

## 3.7 Camera .....



### Access the camera

- To access this function, press the **Center Soft Key**  from the Home screen and select **Camera** or press the Camera button that is on the right side of the device.

### To take a picture


- Go to Camera > Press ok.
- To zoom in/out when taking a picture, go to Camera > Press the +/- to zoom in/out and press OK.
- For Self Timer, go to Camera and press the Options button.

## 3.8 Gallery .....



Gallery acts as a media player for you to view photos. You can also take a photo and a video by doing the following:

### To take a picture

- Press the **Center Soft Key**  from the Home screen > Gallery > Press Take Photo.
- To zoom in/out when taking a picture, go to Gallery > Press Take Photo and Press the +/- to zoom in/out and press OK.
- For Self Timer, go to Camera and press the Options button.


### To take a video

- Go to Gallery > Press Take Photo and press the Right button to switch to video.
- To zoom in/out when taking a video, go to Gallery > Press Take Photo. Press the Right button to switch to video and press the +/- to zoom in/out and press OK.

### 3.9 Clock .....



#### To set an alarm

- Press the **Center Soft Key**  from the Home screen > Clock.
- Press New Alarm and adjust time to the desired time.
- You may also adjust weather or not you would like the alarm to be repeated on a different day as well as adjust sound, vibration and name of your alarm and press **Save** that is on the right side of the screen.

#### To set Timer

- Go to Clock and press the Right button to switch to Timer.
- Adjust the hour, minute, and second of your timer.

#### To set Stopwatch


- Go to Clock and press the Right button to switch to Stopwatch.
- Adjust the minute and second of your Stopwatch.

### 3.10 Video .....



Video acts as a media player for you to view videos.

#### Access the video record

- Press the **Center Soft Key**  from the Home screen > Video or long press the Camera button that is on the right side of the device and press the Right button to switch to video.

#### To take a video

- Go to Video > Press Take Video.
- To zoom in/out when taking a picture, go to Video > Press Take Video and press the +/- to zoom in/out and press OK.

### 3.11 FM Radio .....




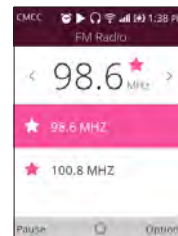
Your phone is equipped with a radio<sup>(1)</sup> with RDS<sup>(2)</sup> functionality. You can use the application as a traditional radio with saved channels or with parallel visual information related to the radio program on the display if you tune to stations that offer Visual Radio service.

To access this function, press the **Center Soft Key**  from the Home screen and select **FM Radio**.



To use it, you must plug in your headset, which works as an antenna connected with your phone.

- Press the left/right side of **Navigation key** to decrease/increase 0.1 MHz.
- Long press the left/right side of **Navigation key** to search and go to the nearest lower/higher frequency channel.
- Press the **Right Soft Key**  to add the channel to favorites and then the channel will be added a red star and showed in the channel list. Or press the **Right Soft Key** to edit favorites channel or switch to speaker.



<sup>(1)</sup> The quality of the radio depends on the coverage of the radio station in that particular area.

<sup>(2)</sup> Depending on your network operator and market.

### 3.12 Music.....



Using this menu, you can play music files stored on phone storage in your phone. Music files can be downloaded from your computer to phone using a USB cable.

To access this function, press the **Center Soft Key**  from the Home screen and select **Music**.

## 4 Personalize Your Phone.....

### 4.1 Language

Your device can be operated using English and Spanish language.

#### To change the language:

- Go to Settings > Personalization > Language.
- Press the desired language preference.

### 4.2 Date & time

#### To change the Date&Time:

- Go to Settings > Personalization > Date&Time.
- Press on the Time option to adjust the time and minutes. You may also adjust the Time Zone as well as Time Format on this page.

### 4.3 Sounds

#### To adjust volume:

- Press the Up/Down button that is located on the right side of the device to adjust the Ringtone & Notification volume.
- You can also go to Setting > Personalization > Sound > Volume to adjust the volume for Media, Ringtone&Notification and Alarm.

#### To adjust Tones

- Go to Setting > Personalization > Sound > Tones.
- Under Tones, you may select your preference on Vibrate, Ringtones, Alerts as well as Manage Tones.

### To adjust Other Sounds

All other sounds that are related to Dial Pad, Camera and Sent Message can be adjusted to by doing the following:

- Go to Setting > Personalization > Sound > Other Sounds.

## 4.4 Wallpaper, Brightness and Screen Timeout

### To adjust Wallpaper

- Go to Setting > Personalization > Display > Wallpaper
- Press Wallpaper to select from pre-loaded Wallpapers
- Press Gallery to select from Images that are stored on your device
- Press Camera to take a picture for the Wallpaper you would like to use/store

### To adjust Brightness

- Go to Settings > Personalization > Display > Brightness
- Select desired brightness by pressing Up/Down buttons

### To adjust Screen timeout

- Go to Settings > Personalization > Display > Screen timeout
- Select when you would like your screen to turn off

# 5 Security .....

## 5.1 Screen lock

Screen lock allows you to set a 4-digit password which protects your phone from intrusions. Whoever turns on your phone will be prompted to enter a password in order to access your device.

## 5.2 SIM security

A SIM PIN prevents access to the SIM card cellular data networks. When it's enabled, any device containing the SIM card will request the PIN upon restart. A SIM PIN is not the same as the lock code used to unlock the device.

## 5.3 Anti-Theft

Only after KaiOS Account log in could anti-theft be enabled.

## 6 Account .....

### 6.1 KaiOS account

To create a KaiOS account. Go to **Settings > Account Manager > KaiOS Account**

.Press to create a new account or sign in to an existing account.

### 6.2 Software Update

To access Software Updates, follow the steps below:

- Connect your device to a Wi-Fi network and make sure it has a strong data connection.
- Ensure your battery is fully charged before starting the software update. Your device's current battery level can be found on your device under **Settings > Device > Battery**.
- Select **Settings > Device > Device Information > Update Phone > Update Firmware**.
- Now your device has the latest version of the software.

## 7 Safety and Use.....

We recommend that you read this chapter carefully before using your phone. The manufacturer disclaims any liability for damage, which may result as a consequence of improper use or use contrary to the instructions contained herein.

### EXPOSURE TO RADIO FREQUENCY SIGNALS

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 handheld wireless phones. Those guidelines are consistent with the safety standards previously set by both U.S. and international standards bodies:

ANSI C95.1 (1992) \*

NCRP Report 86 (1986) \*

ICNIRP (1996) \*

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 (C951).

The design of your phone complies with the FCC guidelines (and those standards).

1: American National Standards Institute.

2: National Council on Radiation Protection and Measurements.

3: International Commission on Nonionizing Radiation Protection.

### ANTENNA SAFETY

Use only the supplied or an approved replacement antenna. Unauthorized antennas, modifications, or attachments could impair call quality, damage the phone, or result in violation of FCC regulations. Please contact your local dealer for replacement antenna.

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.

### DRIVING SAFETY

Talking on the phone while driving is extremely dangerous and is illegal in some states. Remember, safety comes first. Check the laws and regulations on the use of phones in the areas where you drive. Always obey them. Also, if using your phone while driving, please:



- Give full attention to driving. Driving safely is your first responsibility.
- Use hands-free operation, if available.
- Pull off the road and park before making or answering a call, if driving conditions so require.

If you must use the phone while driving, please use one-touch, speed dialing, and auto answer modes.

An airbag inflates with great force. DO NOT place objects, including both installed or portable wireless equipment, in the area over the airbag or in the air bag deployment area. If in-vehicle wireless equipment is improperly installed and the air bag inflates, serious injury could result.

**WARNING:** Failure to follow these instructions may lead to serious personal injury and possible property damage.

## **ELECTRONIC DEVICES**

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. Most modern electronic equipment is shielded from RF energy. However, certain electronic equipment may not be shielded against the RF signals from your wireless phone. Therefore, use of your phone must be restricted in certain situations.

## **PACEMAKERS**

The Health Industry Manufacturers Association recommends that a minimum separation of six (6") inches be maintained between a handheld wireless phone and a pacemaker to avoid potential interference with the pacemaker. These recommendations are consistent with the independent research by and recommendations of Wireless Technology Research. Persons with pacemakers:

- ALWAYS keep the phone more than six inches from your pacemaker when the phone is turned on.
- Do not carry the phone in a breast pocket.
- Use the ear opposite the pacemaker to minimize the potential for interference.
- If you have any reason to suspect that interference is taking place, turn your phone OFF immediately.

## **HEARING AIDS**

Some digital wireless phones may interfere with some hearing aids. In the event of such interference, you may want to consult your service provider (or call the customer service line to discuss alternatives).

## **OTHER MEDICAL DEVICES**

If you use any other personal medical device, consult the manufacturer of your device to determine if they are adequately shielded from external RF energy.

Your physician may be able to assist you in obtaining this information. Turn your phone OFF in healthcare facilities when any regulations posted in these areas instruct you to do so. Hospitals or healthcare facilities may be using equipment that could be sensitive to external RF energy.

## **VEHICLES**

RF signals may affect improperly installed or inadequately shielded electronic systems in motor vehicles. Check with the manufacturer or its representative regarding your vehicle. You should also consult the manufacturer of any equipment that has been added to your vehicle.

## **POSTED FACILITIES**

Turn your phone OFF where posted notices so require.

## **OTHER SAFETY GUIDELINES**

### **AIRCRAFT**

FCC regulations prohibit using your phone while in the air. Turn your phone OFF before boarding an aircraft. Always request and obtain prior consent and approval of an authorized airline representative before using your phone aboard an aircraft.

Always follow the instructions of the airline representative whenever using your phone aboard an aircraft, to prevent any possible interference with airborne electronic equipment.

### **BLASTING AREAS**

To avoid interfering with blasting operations, turn your phone OFF when in a "blasting area" or in areas posted: "Turn off two-way radio." Obey all signs and instructions.

### **POTENTIALLY EXPLOSIVE ATMOSPHERES**

Turn your phone OFF when in any area with a potentially explosive atmosphere and obey all signs and instructions. Sparks in such areas could cause an explosion or fire resulting in bodily injury or even death.

Areas with a potentially explosive atmosphere are often, but not always, clearly marked. They include fueling areas such as gas stations; below deck on boats; fuel or chemical transfer or storage facilities; vehicles using liquefied petroleum gas (such as propane or butane); areas where the air contains chemicals or particles, such as grain, dust, or metal powders; and any other area where you would normally be advised to turn off your vehicle's engine.

### **PRECAUTIONS**

Your Handheld Portable Telephone is a high quality piece of equipment. Before operating, read all instructions and cautionary markings on (1) USB AC Adapter (2) Battery.

Failure to follow the directions below could result in serious bodily injury and/or property damage due to battery liquid leakage, fire or rupture.

- DO NOT use this equipment in an extreme environment where high temperature or high humidity exists.
- DO NOT abuse the equipment. Avoid striking, shaking or shocking. When not using, lay down the unit to avoid possible damage due to instability.
- DO NOT expose this equipment to rain or spilled beverages.
- DO NOT use unauthorized accessories.
- DO NOT disassemble the phone or its accessories. If service or repair is required, return unit to an authorized cellular service center. If unit is disassembled, the risk of electric shock or fire may result.
- DO NOT short-circuit the battery terminals with metal items etc.

## **SAFETY INFORMATION FOR FCC RF EXPOSURE**

### **WARNING! READ THIS INFORMATION BEFORE USING CAUTIONS**

In August 1996 the Federal Communications Commission (FCC) of the United States with its action in Report and Order FCC 96-326 adopted an updated safety standard for human exposure to radio frequency 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.

### **BODY-WORN OPERATION**

This device was tested for typical body-worn operations with the back of the phone kept 1 cm. from the body. To maintain compliance requirements, use only belt-clips, holsters or similar accessories that maintain a 1 cm separation distance between the user's Body and the back of the phone, including the antenna.

The use of belt-clips, holsters and similar accessories should not contain metallic components in its assembly. The use of accessories that do not satisfy these requirements may not comply with FCC RF exposure requirements, and should be avoided.

For more information about RF exposure, please visit the FCC website at <http://www.fcc.gov>

### **SAR INFORMATION**

### **THIS MODEL PHONE MEETS THE GOVERNMENT'S REQUIREMENTS FOR EXPOSURE TO RADIO WAVES.**

Your wireless phone is a radio transmitter and receiver. It is designed and manufactured not to exceed the emission limits for exposure to radiofrequency (RF) energy set by the Federal Communications Commission of the U.S. Government. These limits are part of comprehensive guidelines and establish permitted levels of RF energy for the general population. The guidelines are based on standards that were developed by independent scientific organizations through periodic and thorough evaluation of scientific studies. The standards include a substantial safety margin designed to assure the safety of all persons, regardless of age and health.

The exposure standard for wireless mobile phones employs a unit of measurement known as the Specific Absorption Rate, or SAR. The SAR limit set by the FCC is 1.6 W/kg. \* Tests for SAR are conducted 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. This is because the phone is designed to operate at multiple power levels so as to use only the power required to reach the network. In general, the closer you are to a wireless base station antenna, the lower the power output.

Before a phone model is available for sale to the public, it must be tested and certified to the FCC that it does not exceed the limit established by the government adopted requirement for safe exposure. The tests are performed in positions and locations (e.g., at the ear and worn on the body) as required by the FCC for each model. The highest SAR value for this model phone when tested for use at the ear is 0.53 W/Kg and when worn on the body is 1.43 W/Kg. (Body-worn measurements differ among phone models, depending upon available accessories and FCC requirements). While there may be differences between the SAR levels of various cellphones and at various positions, they all meet the government requirement for RF exposure.

For body-worn operation, the cellphone meets FCC RF exposure guidelines provided that it is used with a non-metallic accessory with the handset at least 15 mm from the body. Use of other accessories may not ensure compliance with FCC RF exposure guidelines.

SAR information on this model phone is on file with the FCC and can be found under the Display Grant section of <http://www.fcc.gov/oet/ea> after searching on JYCBLADE.

Additional information on Specific Absorption Rates (SAR) can be found on the Cellular Telecommunications Industry Association (CTIA) web-site at <http://www.ctia.org>.

\* In the United States and Canada, the SAR limit for mobile phones used by the public is 1.6 watts/kg (W/kg) averaged over one gram of tissue. The standard incorporates a substantial margin of safety to give additional protection for the public and to account for any variations in measurements.

**For this device, the highest reported SAR value for usage near the body is:**

Maximum SAR for this model and conditions under which it was recorded	
Alcatel 4044W(Body-worn)	1.43 W/Kg

## **HEARING AID COMPATIBILITY (HAC) FOR WIRELESS TELECOMMUNICATIONS DEVICES OUR COMMITMENT**

We believe that all of our customers should be able to enjoy the benefits of digital wireless technologies. We are committed to providing a selection of compatible devices for our customers who wear hearing aids. THIS PHONE HAS A HAC RATING OF M4/T4. Reference ANSI C63.19 (2011).  
FCC ID: 2ACCCJN011

### **WHAT IS HEARING AID COMPATIBILITY?**

The Federal Communications Commission has implemented rules and a rating system designed to enable people who wear hearing aids to effectively use these wireless telecommunications devices. The standard for compatibility of digital wireless phones with hearing aids is set forth in American National Standard Institute (ANSI) standard C63.19. There are two sets of ANSI standards with ratings from one to four (four being the best rating): an “M” rating for reduced interference making it easier to hear conversations on the phone when using the hearing aid microphone, and a “T” rating that enables the phone to be used with hearing aids operating in the telecoil mode thus reducing unwanted background noise.

### **HOW WILL I KNOW WHICH WIRELESS PHONES ARE HEARING AID COMPATIBLE?**

The Hearing Aid Compatibility rating is displayed on the wireless phone box. A phone is considered Hearing Aid Compatible for acoustic coupling (microphone mode) if it has an “M3” or “M4” rating. A digital wireless phone is considered Hearing Aid Compatible for inductive coupling (telecoil mode) if it has a “T3” or “T4” rating. This phone has been tested and rated for use with hearing aids for some of the wireless technologies that it uses. However, there may be some newer wireless technologies used in this phone that have not been tested yet for use with hearing aids. It is important to try the different features of this phone thoroughly and in different locations, using your hearing aid or cochlear implant to determine if you hear any interfering noise. Consult your service provider about its return and exchange policies and for information on hearing aid compatibility.

## **HOW WILL I KNOW IF MY HEARING AID WILL WORK WITH A PARTICULAR DIGITAL WIRELESS PHONE?**

You'll want to try a number of wireless phones so that you can decide which works the best with your hearing aids. You may also want to talk with your hearing aid professional about the extent to which your hearing aids are immune to interference, if they have wireless phone shielding, and whether your hearing aid has a HAC rating.

### **FOR MORE INFORMATION ABOUT HEARING AIDS AND DIGITAL WIRELESS PHONE**

- FCC Hearing Aid Compatibility and Volume Control – <http://www.fcc.gov/cgb/dro/hearing.html>
- Hearing Loss Association of America – <http://www.hearingloss.org/learn/cellphonetech.asp>
- CTIA – <http://www.accesswireless.org/Disability-Categories/Hearing.aspx>
- Gallaudet University, RERC – <http://tap.gallaudet.edu/voice>

### **FDA CONSUMER UPDATE**

## **U.S. FOOD AND DRUG ADMINISTRATION - CENTER FOR DEVICES AND RADIOLOGICAL HEALTH CONSUMER UPDATE ON WIRELESS PHONES**

### **1. Do wireless phones pose a health hazard?**

The available scientific evidence does not show that any health problems are associated with using wireless phones. There is no proof, that wireless phones are absolutely safe. They also emit very low levels of RF when in the idle mode. Whereas high levels of RF can produce health effects (by heating tissue), exposure to low level RF that does not produce heating effects causes no known adverse health effects. Many studies of low level RF exposures have not found any biological effects. Some studies have suggested that some biological effects may occur, but such findings have not been confirmed by additional research. In some cases, other researchers have had difficulty in reproducing those studies, or in determining the reasons for inconsistent results.

### **2. What is FDA's role concerning the safety of wireless phones?**

Under the law, FDA does not review the safety of radiation-emitting consumer products such as wireless phones before they can be sold, as it does with new drugs or medical devices. However, the agency has authority to take action if wireless phones are shown to emit radiofrequency energy (RF) at a level that is hazardous to the user. In such a case, FDA could require the manufacturers of wireless phones to notify users of the health hazard and to repair, replace or recall the phones so that the hazard no longer exists. Although the existing scientific data do not justify FDA regulatory actions, FDA has urged the wireless phone industry to take a number of steps, including the following:

- Support needed research into possible biological effects of RF of the type emitted by wireless phones;

- Design wireless phones in a way that minimizes any RF exposure to the user that is not necessary for device function;

and

- Cooperate in providing users of wireless phones with the best possible information on possible effects of wireless phone use on human health.

FDA belongs to an interagency working group of the federal agencies that have responsibility for different aspects of RF safety to ensure coordinated efforts at the federal level. The following agencies belong to this working group:

- National Institute for Occupational Safety and Health
- Environmental Protection Agency
- Federal Communications Commission
- Occupational Safety and Health Administration
- National Telecommunications and Information Administration

The National Institutes of Health participates in some inter-agency working group activities, as well. FDA shares regulatory responsibilities for wireless phones with the Federal Communications Commission (FCC). All phones that are sold in the United States must comply with FCC safety guidelines that limit RF exposure. FCC relies on FDA and other health agencies for safety questions about wireless phones. FCC also regulates the base stations that the wireless phone networks rely upon. While these base stations operate at higher power than do the wireless phones themselves, the RF exposures that people get from these base stations are typically thousands of times lower than those they can get from wireless phones. Base stations are thus not the subject of the safety questions discussed in this document.

### **3. What kinds of phones are the subject of this update?**

The term “wireless phone” refers here to hand-held wireless phones with built-in antennas, often called “cell,” “mobile,” or “PCS” phones. These types of wireless phones can expose the user to measurable radiofrequency energy (RF) because of the short distance between the phone and the user's head. These RF exposures are limited by Federal Communications Commission safety guidelines that were developed with the advice of FDA and other federal health and safety agencies. When the phone is located at greater distances from the user, the exposure to RF is drastically lower because a person's RF exposure decreases rapidly with increasing distance from the source. The so-called “cordless phones,” which have a base unit connected to the telephone wiring in a house, typically operate at far lower power levels, and thus produce RF exposures far below the FCC safety limits.

### **4. What are the results of the research done already?**

The research done thus far has produced conflicting results, and many studies have suffered from flaws in their research methods. Animal experiments investigating the effects of radiofrequency energy (RF) exposures characteristic of wireless phones have yielded conflicting results that often cannot be repeated in other laboratories. A few animal studies, however, have suggested that low levels of RF could accelerate the development of cancer in laboratory animals. However, many of the studies that showed increased tumor development used animals that had been genetically engineered or treated with cancer-causing chemicals so as to be predisposed to develop cancer in the absence of RF exposure. Other studies exposed the animals to RF for up to 22 hours per day. These conditions are not similar to the conditions under which people use wireless phones, so we don't know with certainty what the results of such studies mean for human health. Three large epidemiology studies have been published since December 2000. Between them, the studies investigated any possible association between the use of wireless phones and primary brain cancer, glioma, meningioma, or acoustic neuroma, tumors of the brain or salivary gland, leukemia, or other cancers. None of the studies demonstrated the existence of any harmful health effects from wireless phone RF exposures. However, none of the studies can answer questions about long-term exposures, since the average period of phone use in these studies was around three years.

### **5. What research is needed to decide whether RF exposure from wireless phones poses a health risk?**

A combination of laboratory studies and epidemiological studies of people actually using wireless phones would provide some of the data that are needed. Lifetime animal exposure studies could be completed in a few years. However, very large numbers of animals would be needed to provide reliable proof of a cancer promoting effect if one exists. Epidemiological studies can provide data that is directly applicable to human populations, but 10 or more years' follow-up may be needed to provide answers about some health effects, such as cancer. This is because the interval between the time of exposure to a cancer-causing agent and the time tumors develop - if they do - may be many, many years. The interpretation of epidemiological studies is hampered by difficulties in measuring actual RF exposure during day-to-day use of wireless phones. Many factors affect this measurement, such as the angle at which the phone is held, or which model of phone is used.

## 6. What is FDA doing to find out more about the possible health effects of wireless phone RF?

FDA is working with the U.S. National Toxicology Program and with groups of investigators around the world to ensure that high priority animal studies are conducted to address important questions about the effects of exposure to radiofrequency energy (RF). FDA has been a leading participant in the World Health Organization International Electromagnetic Fields (EMF) Project since its inception in 1996. An influential result of this work has been the development of a detailed agenda of research needs that has driven the establishment of new research programs around the world. The Project has also helped develop a series of public information documents on EMF issues. FDA and the Cellular Telecommunications & Internet Association (CTIA) have a formal Cooperative Research and Development Agreement (CRADA) to do research on wireless phone safety. FDA provides the scientific oversight, obtaining input from experts in government, industry, and academic organizations. CTIA-funded research is conducted through contracts to independent investigators. The initial research will include both laboratory studies and studies of wireless phone users. The CRADA will also include a broad assessment of additional research needs in the context of the latest research developments around the world.

## 7. How can I find out how much radiofrequency energy exposure I can get by using my wireless phone?

All phones sold in the United States must comply with Federal Communications Commission (FCC) guidelines that limit radiofrequency energy (RF) exposures. FCC established these guidelines in consultation with FDA and the other federal health and safety agencies. The FCC limit for RF exposure from wireless telephones is set at a Specific Absorption Rate (SAR) of 1.6 watts per kilogram (1.6 W/kg). The FCC limit is consistent with the safety standards developed by the Institute of Electrical and Electronic Engineering (IEEE) and the National Council on Radiation Protection and Measurement. The exposure limit takes into consideration the body's ability to remove heat from the tissues that absorb energy from the wireless phone and is set well below levels known to have effects. Manufacturers of wireless phones must report the RF exposure level for each model of phone to the FCC. The FCC website (<http://www.fda.gov> (under "c" in the subject index, select Cell Phones > Research)) gives directions for locating the FCC identification number on your phone so you can find your phone's RF exposure level in the online listing.

## 8. What has FDA done to measure the radiofrequency energy coming from wireless phones?

The Institute of Electrical and Electronic Engineers (IEEE) is developing a technical standard for measuring the radiofrequency energy (RF) exposure from wireless phones and other wireless handsets with the participation and leadership of FDA scientists and engineers. The standard, "Recommended Practice for Determining the Spatial-Peak Specific Absorption Rate (SAR) in the Human Body Due to Wireless Communications Devices: Experimental Techniques," sets forth the first consistent test methodology for measuring the rate at which RF is deposited in the heads of wireless phone users. The test method uses a tissue-simulating model of the human head. Standardized SAR test methodology is expected to greatly improve the consistency of measurements made by different laboratories on the same phone. SAR is the measurement of the amount of energy absorbed in tissue, either by the whole body or a small part of the body. It is measured in watts/kg (or milliwatts/g) of matter. This measurement is used to determine whether a wireless phone complies with safety guidelines.

## 9. What steps can I take to reduce my exposure to radiofrequency energy from my wireless phone?

If there is a risk from these products—and at this point we do not know that there is—it is probably very small. But if you are concerned about avoiding even potential risks, you can take a few simple steps to minimize your exposure to radiofrequency energy (RF). Since time is a key factor in how much exposure a person receives, reducing the amount of time spent using a wireless phone will reduce RF exposure.

- If you must conduct extended conversations by wireless phone every day, you could place more distance between your body and the source of the RF, since the exposure level drops off dramatically with distance.

For example, you could use a headset and carry the wireless phone away from your body or use a wireless phone connected to a remote antenna. Again, the scientific data do not demonstrate that wireless phones are harmful. But if you are concerned about the RF exposure from these products, you can use measures like those described above to reduce your RF exposure from wireless phone use.

## 10. What about children using wireless phones?

Scientific evidence does not show a danger to users of wireless phones, including children and teenagers. If you want to take steps to lower exposure to radiofrequency energy (RF), the measures described above would apply to children and teenagers using wireless phones. Reducing the time of wireless phone use and increasing the distance between the user and the RF source will reduce RF exposure. Some groups sponsored by other national governments have advised that children be discouraged from using wireless phones at all. For example, the government in the United Kingdom distributed leaflets containing such a recommendation in December 2000. They noted that no evidence exists that using a wireless phone causes brain tumors or other ill effects. Their recommendation to limit wireless phone use by children was strictly precautionary; it was not based on scientific evidence that any health hazard exists.

## 11. What about wireless phone interference with medical equipment?

Radiofrequency energy (RF) from wireless phones can interact with some electronic devices. For this reason, FDA helped develop a detailed test method to measure electromagnetic interference (EMI) of implanted cardiac pacemakers and defibrillators from wireless telephones. This test method is now part of a standard sponsored by the Association for the Advancement of Medical Instrumentation (AAMI). The final draft, a joint effort by FDA, medical device manufacturers, and many other groups, was completed in late 2000. This standard will allow manufacturers to ensure that cardiac pacemakers and defibrillators are safe from wireless phone EMI. FDA has tested hearing aids for interference from handheld wireless phones and helped develop a voluntary standard sponsored by the Institute of Electrical and Electronic Engineers (IEEE). This standard specifies test methods and performance requirements for hearing aids and wireless phones so that no interference occurs when a person uses a "compatible" phone and a "compatible" hearing aid at the same time. This standard was approved by the IEEE in 2000. FDA continues to monitor the use of wireless phones for possible interactions with other medical devices. Should harmful interference be found to occur, FDA will conduct testing to assess the interference and work to resolve the problem.

## 12. Where can I find additional information?

For additional information, please refer to the following resources:

- FDA web page on wireless phones (<http://www.fda.gov/Radiation-EmittingProducts/RadiationEmittingProductsandProcedures/HomeBusinessandEntertainment/CellPhones/default.htm>)
- Federal Communications Commission (FCC) RF Safety Program (<http://www.fcc.gov/oet/rfsafety>)
- International Commission on Non-Ionizing Radiation Protection (<http://www.icnirp.de>)
- World Health Organization (WHO) International EMF Project (<http://www.who.int/peh-emf/en/>)
- National Radiological Protection Board (UK) (<http://www.hpa.org.uk/radiation/>)

## AVOID POTENTIAL HEARING LOSS

Prolonged exposure to loud sounds (including music) is the most common cause of preventable hearing loss. Some scientific research suggests that using portable audio devices, such as portable music players and cellular telephones, at high volume settings for long durations may lead to permanent noise-induced hearing loss. This includes the use of headphones (including headsets, earbuds and Bluetooth® or other wireless devices). Exposure to very loud sound has also been associated in some studies with tinnitus (a ringing in the ear), hypersensitivity to sound and distorted hearing. Individual susceptibility to noise-induced hearing loss and other potential hearing problems varies.

The amount of sound produced by a portable audio device varies depending on the nature of the sound, the device, the device settings and the headphones. You should follow some commonsense recommendations when using any portable audio device:

- Set the volume in a quiet environment and select the lowest volume at which you can hear adequately.
- When using headphones, turn the volume down if you cannot hear the people speaking near you or if the person sitting next to you can hear what you are listening to.
- Do not turn the volume up to block out noisy surroundings. If you choose to listen to your portable device in a noisy environment, use noise-cancelling headphones to block out background environmental noise.
- Limit the amount of time you listen. As the volume increases, less time is required before your hearing could be affected.
- Avoid using headphones after exposure to extremely loud noises, such as concerts, that might cause temporary hearing loss. Temporary hearing loss might cause unsafe volumes to sound normal.
- Do not listen at any volume that causes you discomfort. If you experience ringing in your ears, hear muffled speech or experience any temporary hearing difficulty after listening to your portable audio device, discontinue use and consult with your doctor.

## YOU CAN OBTAIN ADDITIONAL INFORMATION ON THIS SUBJECT FROM THE FOLLOWING SOURCES:

### AMERICA ACADEMY OF AUDIOLOGY

11730 Plaza American Drive, Suite 300

Reston, VA 20190

Voice: 800-AAA-2336

Email: [infoaud@audiology.org](mailto:infoaud@audiology.org)

Internet: <http://www.audiology.org>

## **NATIONAL INSTITUTE ON DEAFNESS AND OTHER COMMUNICATION DISORDERS**

### **NATIONAL INSTITUTES OF HEALTH:**

31 Center Drive, MSC 2320

Bethesda, MD USA 20892-2320

Voice: (301) 496-7243

Email: [wengerj@nidcd.nih.gov](mailto:wengerj@nidcd.nih.gov)

Internet: <http://www.nidcd.nih.gov/health/hearing>

### **CENTERS FOR DISEASE CONTROL AND PREVENTION**

1600 Clifton Rd. Atlanta, GA 30333, USA

Voice: 800-CDC-INFO (800-232-4636)

Internet: <http://www.cdc.gov/niosh/topics/noise/default.html>

### **FCC COMPLIANCE INFORMATION**

This device complies with Part 15 of 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.

### **INFORMATION TO THE USER**

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 of a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for assistance.

**CAUTION:** Change or modification not approved by the party responsible for compliance could void the users authority to operate the equipment. Connection of peripherals requires the use of grounded shielded signal cables.

### **INFORMATION ABOUT SAFEGUARDING HANDSETS**

We encourage customers to take appropriate measures to secure their handsets and invite them to take advantage of the features available on this handset to help secure it from theft and/or other unauthorized access and use. This handset has a locking function (e.g., user-defined codes or patterns) that can serve as a first line of defense against unauthorized use or access to stored information. Your service provider may also offer remote locking and wiping capabilities as an additional service against theft, contact your service provider for availability of this service.

Mobile Security: Capable phone required; technical limitations may prevent certain features (e.g., LOCK) from working on certain phones. Enabling the location history features of Mobile Security can cause your phone's battery life to diminish more quickly. Device must be powered on, have text messaging capability, and be within the T-Mobile coverage area for Mobile Security features to function. Data usage applies for download and use of Mobile Security. As with other software, Mobile Security may be disabled or uninstalled by other applications, software, devices or hacking. In this event the protective features of Mobile Security may not function properly. In addition, even though installed, Mobile Security may not function properly due to other prior installed software on your device.

## LICENSES



The Bluetooth® word mark and logos are owned by the Bluetooth SIG, Inc. and any use of such marks by TCL Communication Ltd. and its affiliates is under license. Other trademarks and trade names are those of their respective owners.

### Alcatel 4044W Bluetooth® Declaration ID D032964



The Wi-Fi Logo is a certification mark of the Wi-Fi Alliance.

Google, the Google logo, Android, the Android logo, Google Search™, Google Maps™, Gmail™, YouTube, Android Market, Google Latitude™ and Hangout™ are trademarks of Google Inc.

You have purchased a product which uses the open source (<http://opensource.org/>) programs mtd, msdosfs, netfilter/iptables and initrd in object code and other open source programs licensed under the GNU General Public License and Apache License. We will provide you with a complete copy of the corresponding source codes upon request within a period of three years from the distribution of the product by TCL.

You may download the source codes from <http://sourceforge.net/projects/alcatel/files/>. The provision of the source code is free of charge from internet.

For more information on using this phone or to view frequently asked questions, please visit [www.alcatelonetouch.com](http://www.alcatelonetouch.com)

## 8

## Warranty.....

For Warranty information and support, please visit <http://www.alcatelonetouch.us/product-support>. You can also call Alcatel [US] Customer Support at 1-855-368-0829 to request a hard copy of the warranty.

Electronic Recycling:

For more information on Electronic Recycling, please:

1) Visit Alcatel Electronic Recycling Program website at <http://www.alcatelonetouch.us/Electronic-Recycling-Program-Accessibility-and-Compliance/b/11522543011>, or

2) Call Alcatel US Customer Support at 1-855-368-0829.

Battery Recycling (USA & Canada):


Alcatel partners with Call2Recycle® to offer a safe and convenient battery recycling program. For more information on our Battery Recycling Program, please visit the USA and Canada website at <http://www.alcatelonetouch.us/battery-recycling> and <http://www.alcatelonetouch.ca/battery-recycling>.





## 9 Troubleshooting .....

Before contacting the service center, follow the instructions below:

- You are advised to fully charge () the battery for optimal operation.
- Avoid storing large amounts of data in your phone as this may affect its performance.
- Use **Factory reset** and the upgrade tool to perform phone formatting or software upgrading.  
**Note:** All Users phone data including contacts, photos, messages, files and downloaded applications will be lost permanently. It is strongly advised to fully backup the phone data and profile before Factory rest.

The following are the most asked questions:

### My phone has not responded for several minutes

- Restart your phone by pressing and holding the **End/power** key.

### My phone turns off by itself

- Check that your screen is locked when you are not using your phone, and make sure the **End/power** key is not mis-contacted due to unlocked screen.
- Check the battery charge level.

### My phone cannot charge properly

- Make sure that your battery is not completely discharged; if the battery power is empty for a long time, it may take around 20 minutes to display the battery charger indicator on the screen.
- Make sure charging is carried out under normal conditions (0°C (32°F) to +45°C (113°F)).
- When abroad, check that the voltage input is compatible.

### My phone cannot connect to a network or “No service” is displayed

- Try connecting in another location.
- Verify the network coverage with your service provider.
- Check with your service provider that your SIM card is valid.
- Try selecting the available network(s) manually.

- Try connecting at a later time if the network is overloaded.


### My phone cannot connect to the Internet

- Check that the IMEI number (press \*#06#) is the same as the one printed on your warranty card or box.
- Make sure that the internet access service of your SIM card is available.
- Check your phone's Internet connecting settings.
- Make sure you are in a place with network coverage.
- Try connecting at a later time or another location.

### Invalid SIM card

- Make sure the SIM card has been correctly inserted (see “Inserting or removing the SIM card”).
- Make sure the chip on your SIM card is not damaged or scratched.
- Make sure the service of your SIM card is available.

### Unable to make outgoing calls

- Make sure you have dialed a valid number and have touched .
- For international calls, check the country and area codes.
- Make sure your phone is connected to a network, and the network is not overloaded or unavailable.
- Check your subscription status with your service provider (credit, SIM card valid, etc.).
- Make sure you have not barred outgoing calls.
- Make sure that your phone is not in airplane mode.

### Unable to receive incoming calls

- Make sure your phone is switched on and connected to a network (check for overloaded or unavailable network).
- Check your subscription status with your service provider (credit, SIM card valid, etc.).
- Make sure you have not forwarded incoming calls.
- Make sure that you have not barred certain calls.
- Make sure that your phone is not in airplane mode.


### **The caller's name/number does not appear when a call is received**

- Check that you have subscribed to this service with your service provider.
- Your caller has concealed his/her name or number.

### **I cannot find my contacts**

- Make sure your SIM card is not broken.
- Make sure your SIM card is inserted properly.
- Import all contacts stored in SIM card to phone.

### **The sound quality of the calls is poor**

- You can adjust the volume during a call by pressing the **Volume Up/Down** key.
- Check the network strength .
- Make sure that the receiver, connector or speaker on your phone is clean.

### **I am unable to use the features described in the manual**

- Check with your service provider to make sure that your subscription includes this service.
- Make sure this feature does not require an Alcatel accessory.

### **When I select a number from my contacts, the number cannot be dialed**

- Make sure that you have correctly recorded the number in your file.
- Make sure that you have selected the country prefix when calling a foreign country.

### **I am unable to add a contact in my contacts**

- Make sure that your SIM card contacts are not full; delete some files or save the files in the phone contacts.

### **My callers are unable to leave messages on my voicemail**

- Contact your service provider to check service availability.

### **I cannot access my voicemail**

- Make sure your service provider's voicemail number is correctly entered in "Voicemail number".
- Try later if the network is busy.

### **I am unable to send and receive MMS**

- Check your phone memory availability as it might be full.
- Contact your service provider to check service availability and check MMS parameters.
- Verify the server center number or your MMS profile with your service provider.
- The server center may be swamped, try again later.

### **SIM card PIN locked**

- Contact your service provider to obtain the PUK code (Personal Unblocking Key).

### **I am unable to download new files**

- Make sure there is sufficient phone memory for your download.
- Check your subscription status with your service provider.

### **The phone cannot be detected by others via Bluetooth**

- Make sure that Bluetooth is turned on and your phone is visible to other users.
- Make sure that the two phones are within Bluetooth's detection range.

### **How to make your battery last longer**

- Make sure you follow the complete charge time (minimum 3.5 hours).
- After a partial charge, the battery level indicator may not be exact. Wait for at least 20 minutes after removing the charger to obtain an exact indication.
- Switch off the backlight upon request.
- Extend the email auto-check interval for as long as possible.
- Update news and weather information on manual demand, or increase their auto-check interval.
- Exit background-running applications if they are not being used for a long time.
- Deactivate Bluetooth, Wi-Fi, or GPS when not in use.

### **The phone will become warm following prolonged calls, game playing, internet surfing or running other complex applications.**

- This heating is a normal consequence of the CPU handling excessive data. Ending above actions will make your phone return to normal temperatures.