

Your mobile.....

Ouick Start Guide



This product meets applicable national SAR limits of 1.6 W/kg. The specific maximum SAR values can be found on page 24 of this user guide. When carrying the product or using it

while worn on your body, either use an approved accessory such as a holster or www.sar-tick.com otherwise maintain a distance of 10mm from the body to ensure compliance with RF exposure requirements. Note that the product may be transmitting even if you are not making a phone call.

PROTECT YOUR HEARING



US English - CJB1FM1ALAAA

4.1 Create message

You can select "Messages\New chat" from the main menu

or access from the widget bar and select icon 🔳 to create text/multimedia message. You can type a message and you For dual SIM model, the complete contacts of both SIM1 and can also modify a predefined message in **Insert template** or customize your message by adding pictures, records, videos, etc (only available while editing a MMS). While writing a **5.2 Adding a contact** message, select "Options" to access all the messaging You can add a new contact to phone or SIM card by selecting

For dual SIM model, you can type a message and select to send it to a recipient in either the SIM1 or SIM2 directory (2). One or more recipients can be added from contact list. Press "Contacts" through () key to multi-select recipients from Contacts.

4.2 Create MMS

An SMS will be converted to MMS automatically when images, videos, audio, slides or attachments are inserted.



(1) 2051E only.

An SMS message of more than a certain number of characters (the number of characters depends on your language) will be charged as several SMS. An MMS message containing photos and/ or sounds may also be billed as more than one message. Specific letters (accent) will increase the size of the SMS, this may cause multiple SMS to be sent to your recipient.

Right softkey Pick up/Send call Power on/Powe Call log Voicemail key 1 2 2 2 3 00 off/End kev (long press) 4 · 5 · 6 · · · 7 8 10 9 9 W Vibrate alert * · O + #~ (long press)

5.1 Consulting your contacts

SIM2 are available in this menu (1).

Select from main menu

are available in this menu (1)

6.2 Available options

Press the send key from main screen

Delete, Delete all, Call timers, GPRS counter

"Add Contact".

6. 1 Access

key and select the 🖪 icon from the menu.

To access the **contacts** from the Home screen, press the

You can access the function using the following options:

For dual SIM model, the contacts of both SIM1 and SIM2

When you press Options, you can have access to Details,

Call, Write message, Add to Contacts, Add to blacklist,

Navigation key

· Press to confirm an option • Press to go left/right/up/down

Access main menu.

Pick up/Send a call

 Press: Enter Call log Access contacts.

Press: End a call

Return to the Home screen Long press: Power on/off

Long press: Access your voicemail

From Idle screen Press: Enter 0

• Long press: "0/+" and "0/+/P/W" when in Dial

In Edit mode

• Press: Access symbols table

Long press: 0

From Idle screen Press; * In Edit mode:

Press: Change input methods

From Idle screen • Press: #

> • Long press: Vibrate alert In Edit mode

"Help" in the game.

· store them in your "My files"

send them directly by MMS.

mobile and memory card.

computer.

customize your Home screen.

• Press: - (space)

were embedded in the phone, for more information refers to

and shooting videos that you can use in different ways:

• send them in a multimedia message (MMS) to a mobile

• select them as contact icon to a contact in your **Contacts**.

Access this feature from the main menu by selecting "Music".

You will have full flexibility of managing music both on your

Use this function to play audio files. Press O to play/pause the audio player, short press < or > to last or next audio, in audio player interface, press oup or down to tune volume.

1.2 Status bar icons (1) In 2051A

Level of network recention

Rattery charge level

Call forwarding activated: your calls will be forwarded

SD card scanning completed.

GPRS connection status (Activated).

Music activated Radio is on.

Alarm or appointments set.

Receiving an MMS.

Sending an MMS.

The icons and illustrations in this guide are provided for information

A library links to the images in "Image" in phone or SD card to multi-mark, set as wallpaper, set as contact icon, or sent by Three games named Ninja Up, Sky Gift and Danger Dash

9.3 Videos.....

Use this funtion to play video files. Press nto play/pause the video, short press \int up or down to tune volume.

9.4 FM radio....

Your mobile phone is fitted with a camera for taking photos

Your phone is equipped with a radio (1) with RDS (2) 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. You can listen to it while running other 2051E applications.

To use this feature you must plug in your headset, headset • transfer them by data cable or microSD card to your works as antenna when connected to your phone.

Accessing Recorder allows you to make voice or sound To remove the card, press and slide it out. recordings. The phone support AMR and WAV. The recording file you stopped will be stored in **Record file list** automatically.

You will have access to all audio and visual files stored in Vour mobile phone has a built-in alarm clock with snooze When weight is selected, you can quickly check the difference Access WAP options: Input URL, Bookmarks, History, Offline STK service is the tool kit of SIM card. This phone supports Phone or MemoryCard in My files. You can access a number feature. of items in Phone or MemoryCard with this option: Alarm.

Inserting and removing the memory card:

Audio, Photos, Others, Video, etc.



marked. Place the microSD card with the chip facing downwards and slide it into its housing. Make sure that it is correctly inserted.

Getting started....

Widgets are convenient shortcuts for quick access from the 2.1 Set up

Removing and installing the back cover



Removing and installing the battery



Inserting and removing the SIM card



Place the SIM card with the chip facing downwards and slide it into its housing. Make sure that it is correctly inserted. To apply. remove the card, press it and slide it out.

selected, you can convert between km-mile, m-yard, m-foot

politely escape from social situations at any time you wish.

and cm-inch values..

For dual SIM models, SIM1 supports mini SIM card 2.3 Power off your phone and micro-SIM for SIM2. (1) As to Single SIM model which only supports mini SIM card. Do not attempt to insert other SIM types like micro and nano cards, otherwise this may cause damage to your phone.

Charging the battery



Connect battery charger to your phone and plug into the

- Charging may take about 20 minutes to start if the battery is out of power.
- Be careful not to force the plug into the socket. · Make sure the battery is correctly inserted before
- connecting the charger.
- The mains socket must be near to the phone and easily accessible (avoid electric extension cables). · You are advised to charge the battery to its maximum when
- using the phone for the first time (approximately 3 hours). To reduce power consumption and energy waste, when battery is fully charged, disconnect your charger from the plug; reduce the backlight time, etc.



Hold down the __ key until the phone powers on.



and network. Service menu will be automatically added to the phone menu when supported by network and SIM card. Contact your network operator first to check service

a sequence of characters associated with a key. Press the key several times until the desired letter is highlighted. When you release the key the highlight character is inserted

between kg, pound and ounce values. When length is

Profiles With this menu, you may personalize ringtones for differer events and environments.

This program enables you to call yourself by simulating a caller number/name, ringtone at a scheduled time. It helps you to

> From the main menu, select the menu icon 😝 and select the function of your choice in order to customize your telephone: Phone settings, Call settings, Connections, Security, Restore factory settings (1), Main SIM settings (2).

The quality of the radio depends on the coverage of the radio station in that particular area. Depending on your network operator and market

(1) 2051E only.

ENTIRE Level of network reception.

Call forwarding activated: your calls will be forwarded

(Flickering) Message box is full: your phone can't accept

any new messages. You must access the message list and

delete at least one message on your SIM card or on your

Vibrate alert: your phone vibrates, but does not ring or

Silent mode: your phone does not ring, beep or vibrate

neep with the exception of the alarm.

with the exception of the alarm.

GPRS connection status (Activated).

Voicemail message received

phone memory.

R Roaming

12 Alarm 16 Convertor......

1.3 Home screen

1.3.2 Change wallpaper

You can customize widget bar by "Settings/Phone settings/

You can select a folder to choose one image as favorite

wallpaper by selecting "Options/Set as /Wallpaper" in My

files or open the picture in Image and press — to choose

1.3.1 Widget bar

Widget bar".

Set as wallpaper.

Calculator.... Press the up, down, left, right on the navigation key to select

+, -, ×, ÷ and = respectively. Press the Right softkey to delete the figure.

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

You can create a note in text format by accessing "Notes" from the main menu.

This call can be rejected by _____ key

Enable the blacklist, all callers in the list will be automatically blocked. Enable the whitelist, only callers in the list can be connected

When you receive an incoming call, press the __ key to talk

and then hang up by pressing the ___ key.

During a call, you can access your contacts, call log,



Input mode.....

Make the phone's settings recover to its default value. End-user data will be erased. Enter its default password 0000 to confirm to restore and reboot.

Making a call.

Dial the desired number then press the key to place the call. If you make a mistake, you can delete the incorrect

digits by pressing the right softkey. To hang up the call, press the _o key.

Making an emergency call

number and press the \subseteq key to make an emergency call. This works even without a SIM card and without typing the PIN code.

To access your voicemail, hold down the 1 key.

3.2 Receiving a call

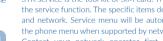
3.3 Available functions during the call

The charge is complete when the animation stops. messages, etc. without hanging up the phone.

Contact your network operator to check service availability

2051E only.





2.2 Power on your phone



Hold down the ____ key from the Home screen.

If your phone is covered by the network, dial emergency

3.1 Calling your voicemail (1)

This mode allows you to type a text by choosing a letter or

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 nstructions contained herein

TRAFFIC SAFFTY:

When driving do not use your phone and headphone to listen to music or to the radio. Using a headphone can be dangerous and forbidden in some areas. When switched on, your phone emits electromagnetic waves

that can interfere with the vehicle's electronic systems such as ABS anti-lock brakes or airbags. To ensure that there is no do not place your phone on top of the dashboard or within an

- airbag deployment area. check with your car dealer or the car manufacturer to make
- sure that the dashboard is adequately shielded from mobile phone RF energy.

CONDITIONS OF USE:

You are advised to switch off the telephone from time to time to ontimize its performance Switch the phone off before boarding an aircraft.

Switch the phone off when you are in health care facilities, except in designated areas. As with many other types of equipment now in regular use, mobile telephones can interfere with other electrical or electronic devices, or equipment using radio

Switch the phone off when you are near gas or flammable liquids. Strictly obey all signs and instructions posted in a fuel depot, petrol station, or chemical plant, or in any potentially explosive When the phone is switched on, it should be kept at least 15 cm

from any medical device such as a pacemaker, a hearing aid or insulin pump, etc. In particular when using the phone, you should hold it against the ear on the opposite side to the device, if any.

To avoid hearing impairment, pick up the call before holding your Parents should monitor their children's use of video games or other phone to your ear. Also move the handset away from your ear while using the "hands-free" mode because the amplified volume might cause hearing damage

Do not let children use the phone and/or play with the telephone and accessories without supervision. When replacing the cover note that your phone may contain

substances that could create an allergic reaction. Always handle your phone with care and keep it in a clean and dust-

Do not allow your phone to be exposed to adverse weather or environmental conditions (moisture, humidity, rain, infiltration of

liquids, dust, sea air, etc). The manufacturer's recommended operating temperature range is -10°C to +55°C er 55°C the legibility of the phone's display may be impaired.

though this is temporary and not serious. Emergency call numbers may not be reachable on all mobile network. You should never rely only on your phone for emergency

Do not open, dismantle or attempt to repair your mobile phone disorders

Do not dron, throw or hend your mobile phone

Do not use the phone if the glass made screen, is damaged, cracked or broken to avoid any injury.

Do not paint it.

Use only hatteries, hattery chargers, and accessories which are recommended by TCL Communication Ltd. and its affiliates and are ompatible with your phone model, TCL Communication Ltd. and its affiliates disclaim any liability for damage caused by the use of other hargers or batteries.

ember to make back-up copies or keep a written record of all important information stored in your phone ome people may suffer epileptic seizures or blackouts when

sed to flashing lights, or when playing video games. These seizures or blackouts may occur even if a person never had a previous seizure or blackout. If you have experienced seizures or blackouts, or if you have a family history of such occurrences. consult your doctor before playing video games on your phone or enabling a flashing-lights feature on your phone.

features that incorporate flashing lights on the phones. All persons should discontinue use and consult a doctor if any of the following symptoms occur: convulsion, eve or muscle twitching loss of awareness, involuntary movements, or disorientation. To limit the likelihood of such symptoms, take the following safety precautions:

- Do not play or use a flashing-lights feature if you are tired or need
- Take a minimum of a 15-minute break hourly. Play in a room in which all lights are on.
- Play at the farthest distance possible from the screen
- If your hands, wrists, or arms become tired or sore while playing
- stop and rest for several hours before playing again. Batteries must be disposed of in accordance with locally applicable If you continue to have sore hands, wrists, or arms during or after playing, stop the game and see a doctor.

When you play games on your phone, you may experience occasional discomfort in your hands, arms, shoulders, neck, or other parts of your body. Follow the instructions to avoid problems such as tendinitis, carpal tunnel syndrome, or other musculoskeletal PROTECT YOUR HEARING

To prevent possible hearing damage, do not listen at high olume levels for long periods. Exercise caution when holding your device near your ear while the loudspeaker is in use.

Following air regulation, the battery of your product is not charged. Please charge it first

phone is switched off.

Do not attempt to open the battery (due to the risk of toxic fumes

- and hume) Do not puncture, disassemble or cause a short-circuit in a
- or store it at temperatures above 60°C

environmental regulations. Only use the battery for the purpose for which it was designed. Never use damaged batteries or those not recommended by TCL Communication Ltd. and/or its affiliates.

> collection points at the end of their life: Municipal waste disposal centers with specific bins for hese items of equipment.

They will then be recycled, preventing substances being disposed

In European Union countries: These collection points are accessible free of charge.

All products with this sign must be brought to these collection

TO THE INSTRUCTIONS

ordinary bins if your jurisdiction or your region has suitable recycling and collection facilities; instead they are to be taken to collection points for them to be recycled CALITION: RISK OF EXPLOSION IF BATTERY IS REPLACED BY AN INCORRECT TYPE, DISPOSE OF USED BATTERIES ACCORDING.

to a wireless base station antenna, the lower the power output of

The chargers designed for your mobile phone meet with the

1.17 W/kg for use at the ear and 1.54 W/kg and for use close to responsible for compliance could void the user's authority to

government requirement for RF exposure For hody-worn operation, the mobile phone meets FCC RF exposure guidelines provided that it is used with a non-metallic accessory with the handset at least 10 mm from the body. Use of other accessories may not ensure compliance with FCC RF exposure guidelines.

Additional information on SAR can be found on the Cellular Telecommunications & Internet Association (CTIA) Web site: http://

scientific information does not indicate the need for any special precautions for use of mobile phones. If individuals are concerned they might choose to limit their own or their children's RE exposure by limiting the length of calls, or using "hands-free" devices to keep mobile phones away from the head and body (fact sheet nº193)

public health are available on the following website: http://www. 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 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 to radio or television well below the maximum value. This is because the mobile phone is reception, which can be determined by turning the equipment off designed to operate at multiple power levels so as to use only the and on, the user is encouraged to try to correct the interference by power required to reach the network. In general, the closer you are 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. Changes or modifications not expressly approved by the party

operate the equipment

While there may be differences between the SAR levels of various For the receiver devices associated with the operation of a licensed

radio service (e.g. FM broadcast), they bear the following statement:

This device complies with Part 15 of the ECC Rules. Operation is subject to the condition that this device does not cause harmful

For other devices, they bear the following statement: This device complies with Part 15 of the FCC Rules. Operation is

subject to the following two conditions:) this device may not cause harmful interference

(2) this device must accept any interference received, including

interference that may cause undesired operation. Your mobile phone is equipped with a built-in antenna. For optimal

operation, you should avoid touching it or degrading it. As mobile devices offer a range of functions, they can be used in

positions other than against your ear. In such circumstances the device will be compliant with the guidelines when used with headset or USB data cable. If you are using another accessory ensure that whatever product is used is free of any metal and that it positions the mobile phone at least 10 mm away from the body.

shared with the main device. It is under your own responsibility to protect your own personal data, not to share with it with any inauthorized devices or third party devices connected to yours. For products with Wi-Fi features, only connect to trusted Wi-Fi networks. Also when using your product as a hotspot (where available), use network security. These precautions will help prevent unauthorized access to your device. Your product can store personal information in various locations including a SIM card, memory card, and built-in memory. Be sure to remove or clear all nersonal information before you recycle return, or give away your product. Choose your apps and updates carefully, and install from trusted sources only. Some apps can impact your product's performance and/or have access to private information including account details, call data, location details and network resources.

accordance with applicable data protection legislation. For these purposes TCL Communication Ltd. implements and maintains appropriate technical and organizational measures to protect all personal data, for example against unauthorized or unlawful processing and accidental loss or destruction of or damage to such personal data whereby the measures shall provide a level of security that is appropriate having regard to

(iii) the risks involved with the processing of the personal data, and

You can access, review and edit your personal information at any time by logging into your user account, visiting your user profile or by contacting us directly. Should you require us to edit or delete

General information.......... TCL Communication Ltd.

- Website: www.alcatelonetouch.us Facebook: http://www.facebook.com/alcatelonetouchusa
- www.facebook.com/alcatelonetouchcanada Twitter: http://www.twitter.com/alcatelonetouch
- Hot Line Number: In the United States, call 855-368-0829 for technical support. In Canada, call 855-844-6058 for technical support.

On our Website, you will find our FAQ (Frequently Asked Ouestions) section. You can also contact us by e-mail to ask any questions you may have

An electronic version of this user guide is available in English and related to the defect(s). other languages according to availability on our server: www.alcatelonetouch.us

Your telephone is a transceiver that operates on GSM networks in guad-band with 850/900/1800/1900 MHz.

Protection against theft (1)

Disclaimer

There may be certain differences between the user manual description and the phone's operation, depending on the software release of your telephone or specific operator services.

TCL Communication shall not be held legally responsible for such differences, if any, nor for their potential consequences, which responsibility shall be borne by the operator exclusively.

Contact your network operator to check service availability.

Removal or altering of the wireless device's event labels or serial.

Warranty.....

TCL Communication Ltd. warrants to the original retail purchaser of this wireless device that should this product or part thereof during normal consumer usage and condition be proven to be defective in material or workmanship that results in product failure within the first twelve (12) months from the date of purchase as shown on your original sales receipt from an authorized sales agent. Such defect(s) will be repaired or replaced (with new or rebuilt parts) at ne company's option without charge for parts or labor directly

Batteries, power adapters, and other accessories sold as in box items are also warranted against defects and workmanship that results in product failure within the first six (6) months period from the date of purchase as shown on your original sales receipt. Such defect(s) will be repaired or replaced (with new or rebuilt parts) at the company's option without charge for parts or labor directly

The limited warranty for your wireless device will be voided if any of the following conditions occur:

- · Non-compliance with the instructions for use or installation, or with technical and safety standards applicable in the geographical area where your phone is used:
- Connection to any equipment not supplied or not recommended by TCL Communication Ltd.:
- Modification or repair performed by individuals not authorized by TCL Communication Ltd. or its affiliates; Changes to the device operating system by the user or third party
- Acts of god such as inclement weather, lightning, power surges.
- fire, humidity, infiltration of liquids or foods, chemical products, download of files, crash, high voltage, corrosion, oxidation;
- numbers (IMFI): · Damage from exposure to water or other liquids, moisture

- humidity, excessive temperatures or extreme environmental conditions, sand, excess dust and any condition outside the operating guidelines: · Defects in appearance, cosmetic, decorative or structural items
- such as framing and non-operative parts: · Damage as result of physical abuse regardless of cause.

There are no express warranties, whether written, oral or implied, other than this printed limited warranty or the mandatory warranty provided by your jurisdiction. In no event shall TCL Communication Ltd. or any of its affiliates be liable for incidental or consequential damages of any nature whatsoever, including but not limited to commercial loss, to the full extent those damages can be disclaimed by law. Some states do not allow the exclusion or limitation of ncidental or consequential damages, or limitation of the duration of implied warranties, so the preceding limitations or exclusions may

How to obtain Support: In United States please call, (855) 368-0829 or go to www.alcatelonetouch.us for technical support. In Canada please call, (855) 844-6058 or go to www.alcatelonetouch ca for technical support. We have placed many self-help tools that may help you to isolate the problem and eliminate the need to send your wireless device in for service. In the case that your wireless device is no longer covered by this limited warranty due to time or condition, you may utilize our out of warranty repair options.

How to obtain Hardware Service within the terms of this warranty: Create a user profile (alcatel.finetw.com) and then create an RMA for the defective device. Ship the device with a copy of the original proof of purchase (e.g. original copy of the dated bill of sale, invoice) with the owner's return address (No PO Boxes accepted), wireless carrier's name, alternate daytime phone number, and email address with a complete problem description. Only ship the device. Do not ship the SIM card, memory cards, or any other accessories such as the power adapter. You must properly package and ship the wireless device to the repair center. TCL Communication Ltd. is not responsible for devices that do not arrive at the service center or are damaged in transit. Insurance is recommended with proof of delivery. Upon receipt, the service center will verify the warranty conditions, repair, and return your device to the address provided in the RMA. Check the warranty repair status by going online with the

Troubleshooting Before contacting the service center, you are advised to follow the

- You are advised to fully charge () the battery for optimal Avoid storing large amounts of data in your phone as this may
- affect its performance. You can reset by long pressing the # key and the power on/off key under power off mode. ALL User phone data: contacts. messages and files will be lost permanently. It is strongly advised to fully back up the phone data and profile before doing formatting.

and carry out the following checks:

- My phone can't switch on Check the battery contacts, remove and reinstall your battery. then turn your phone on
- . Check the battery power level, charge for at least 20 minutes
- · If it still does not work, please reset the phone using the power

My phone is frozen or has not responded for several minutes

- Restart your phone by pressing and holding the <u></u> key Remove the battery and re-insert it, then restart the phone
- · If it still does not work, please reset the phone using the power kev and the # kev

My phone turns off by itself

- Make sure power off key is not mis-contacted
- Check the battery charge level If it still does not work, please reset the phone using the power
- key and the # key My phone can't charge properly
- the hox Clean the battery contact if it's dirty
- Make sure your battery is inserted properly before plugging in the
- 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) When abroad, check that the voltage input is compatible

- My phone can't connect to a network or "No service" is displayed Try connecting in another location
- Verify the network coverage with your operator Check with your operator 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 can't connect to the Internet Check that the IMFI number (press *#06#) is the same as the

tion. They should be used for this numose only

MOBILE PHONE MEETS THE GOVERNMENT'S

radio-frequency (RF) energy. These limits are part of comprehensive

guidelines and establish permitted levels of RF energy for the

periodic and thorough evaluation of scientific studies. These

guidelines include a substantial safety margin designed to ensure

The exposure standard for mobile phones employs a unit of

The SAR limit set by public authorities such as the Federal

Communications Commission of the US Government (FCC), or by

Industry Canada, is 1.6 W/kg averaged over 1 gram of body tissue.

Tests for SAR are conducted using standard operating positions

with the mobile phone transmitting at its highest certified power

Although the SAR is determined at the highest certified power level,

the actual SAR level of the mobile phone while operating can be

measurement known as the Specific Absorption Rate, or SAR.

general population. The guidelines are based on standards that

were developed by independent scientific organizations through

Travel charger: Input: 100-240 V. 50/60 Hz 150 mA

REQUIREMENTS FOR EXPOSURE TO RADIO WAVES.

the safety of all persons, regardless of age and health.

level in all tested frequency bands.

Output: 5 V 550 mA

Lithium 400 mAh

RADIO WAVES:

- one printed on your warranty card or box Make sure that the internet access service of your SIM card is
- 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. 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 press the ___ key 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 operator (credit, SIM card valid, etc.)

Unable to receive incoming calls · Make sure your phone is switched on and connected to a Make sure you are using an **Alcatel** battery and the charger from

- network (check for overloaded or unavailable network) Check your subscription status with your operator (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 flight mode

Make sure you have not barred outgoing calls

Make sure that your phone is not in flight mode

- Your caller has concealed his/her name or number
- Make sure your SIM card is inserted properly. . Import all contacts stored in SIM card to phone

 Check the network strength d Make sure that the receiver, connector or speaker on your phone

I am unable to use the features described in the manual

- includes this service Make sure this feature does not require an Alcatel accessory When I select a number from my contacts, the number can't be
- Make sure that you have correctly recorded the number in your
- Make sure that you have inputted the country prefix when calling a foreign country

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

- My callers are unable to leave messages on my voicemail Contact your network operator to check service availability
- Make sure your operator's voicemail number is correctly entered n "Messages\Voice mail server"

- Contact your network operator to check service availability and
- check MMS parameters Verify the server center number or your MMS profile with your
- . The server center may be swamped, try again later
- The flickering icon is displayed on my standby screen · You have saved too many short messages on your SIM card;

SIM card PIN locked

Contact your network operator to obtain the PUK code (Personal)

I am unable to download new files

- Make sure there is sufficient phone memory for your download.
- · Check your subscription status with your operator How to make your battery last longer

· Make sure you follow the complete charge time (minimum

- After a partial charge, the battery level indicator may not be
- obtain an exact indication Adjust the brightness of screen as appropriate

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alter material or technical specification without prior notice.

Note that any data shared with TCL Communication Ltd. is stored in (i) the technical possibilities available

(ii) the costs for implementing the measures.

(iv) the sensitivity of the personal data processed.

your personal data, we may ask you to provide us with evidence of your identity before we can act on your request

Please note by using the device some of your personal data may be • LICENCES

microSD Logo is a trademark.

We hereby point out that the end user

warranty for infringement IPR is solely limited to the EU If and to the extent that the Product is exported, taken with or used by end customer or end user outside the EU any responsibility, warranty or indemnification of manufacturer and its suppliers in regard

to the Product expires (including any

indemnification in regard to infringement

Alcatel is a trademark of

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TCL Communication Ltd. reserves the right to

Before removing the battery from your phone, make sure that the

Observe the following precautions for battery use:

2009/125/EC. Due to different applicable electrical specifications, a charger you purchased in one jurisdiction may not work in another Characteristics of power supply (depending on the country):

Do not burn or dispose of a used battery in household rubbish

Your mobile phone is a radio transmitter and receiver. It is designed This symbol on your telephone, the battery and the and manufactured not to exceed the emission limits for exposure to iccessories means that these products must be taken

follection hins at points of sale of in the environment, so that their components can be reused.

In non European Union jurisdictions:

Items of equipment with this symbol are not to be thrown into

Mains powered chargers will operate within the temperature range

Before a mobile phone model is available for sale to the public

compliance with national regulations and standards must be shown. standard for safety of information technology equipment and office The highest SAR value for this model mobile phone when tested is equipment use. They are also compliant to the ecodesign directive.

mobile phones and at various positions, they all meet the

The World Health Organization (WHO) considers that present

Additional WHO information about electromagnetic fields and

Rules. These limits are designed to provide reasonable protection

- The caller's name/number does not appear when a call is received I am unable to send and receive MMS • Check that you have subscribed to this service with your • Check your phone memory availability as it might be full
- I can't find my contacts · Make sure your SIM card is not broken
- The sound quality of the calls is poor You can adjust the volume during a call by pressing the volume
- · Check with your operator to make sure that your subscription

I am unable to add a contact in my contacts

- I can't access my voicemail

Unblocking Key)

Select the microSD card as the location to store downloaded files

exact. Wait for at least 20 minutes after removing the charger to