alcatel

2038A

# Quick Start Guide

For more information about how to use your phone, please visit www.alcatelonetouch.us to download the complete user manual. On our Website, you will also find our FAQ (Frequently Asked Questions) section.

SAR

www.sar-tick.com

This product meets applicable national SAR limits of 1.6 W/kg. The specific maximum SAR values can be found on **Radio waves** section.

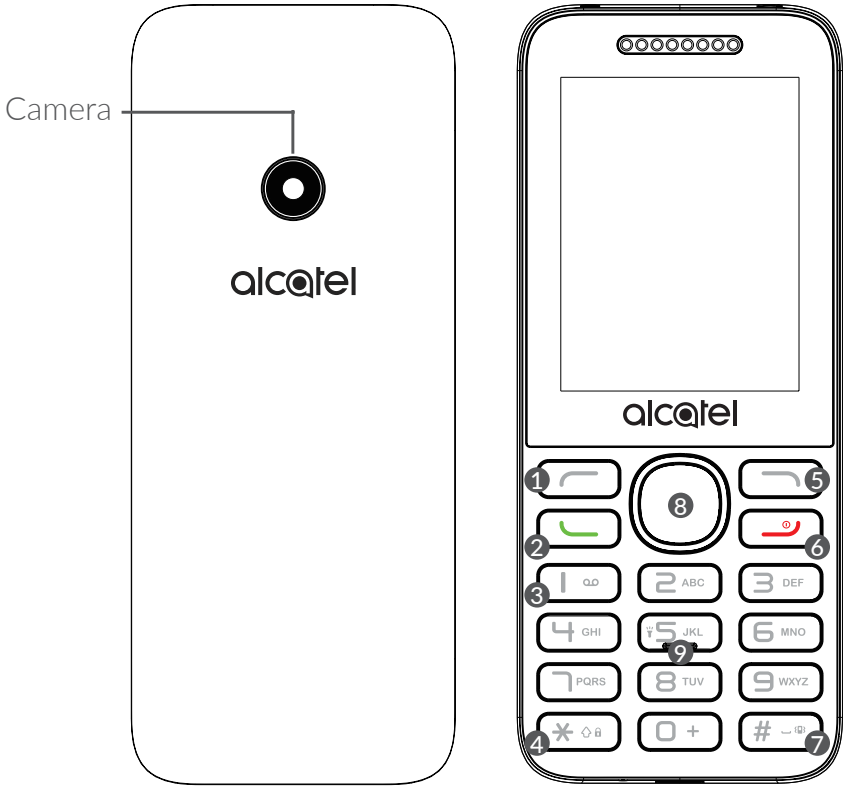
When carrying the product or using it while worn on your body, either use an approved accessory such as a holster or maintain a distance of 15 mm from the body to ensure compliance with RF exposure requirements. Note that the product may be transmitting even if you are not making a phone call.

## PROTECT YOUR HEARING

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

English - CJB1J61ALAAA

# 1 Your phone .....




❶ Left soft key

❷ Call logs (idle screen)
Send call

❸ Voice mail (long press)

❹ Lock Key (long press * key)

❺ Right soft key

❻ Power on/off
End call

❼ Vibrate alert (Vibrate mode activated)

❽ Navigation key:
Confirm an option
Increase volume
Decrease volume
Scroll to the left function
Scroll to the right function

❾ Flashlight



## 1.1 Keys and connectors

Navigation key

Confirm an option (press the center of the key)

Left soft key

- Unlock keypad
- Access to main menu

Send call

Access to call log (on Home screen)

Right soft key

Access contacts

Power key

- Power the phone on/off (long press)
- End call
- Return to the Home screen

On the Home screen

- Input "1" (long press)
- Dial voice mail number (long press)

In edit mode

- Input most frequently used symbols
- Input "1" (long press)

On the Home screen

- Enter "0"
- Input "+" (long press). "+" is used for dialing an international number.

In edit mode:

- Input "0" (long press)

On the Home screen
Input "*"
Lock keypad (long press)

In Edit mode
Change input language
Access input method list

On the home screen
Input "#"
Activate/deactivate the vibrate mode

In edit mode
Add space
Input symbols (long press)

5 JKL

On the home screen
Input "5"
Turn the flashlight on/off



## 1.2 Status bar icons[1]

Battery charge level

Level of network reception

Meeting mode: your phone vibrates, but neither rings nor beeps.

Silent mode: your phone neither rings, beeps, nor vibrates

Bluetooth status (Activated)

Flight mode

Headset connected

Alarm clock programmed

Missed calls

GPRS connection status

Roaming

Unread SMS

Message full

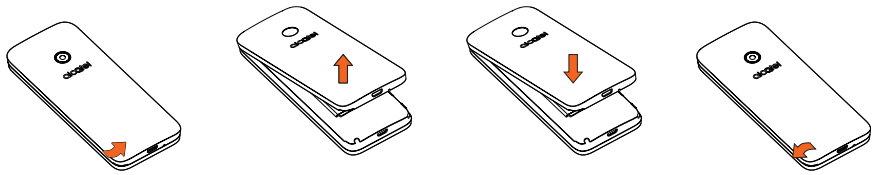
Call divert

[1] The icons and illustrations in this guide are provided for information purposes only.

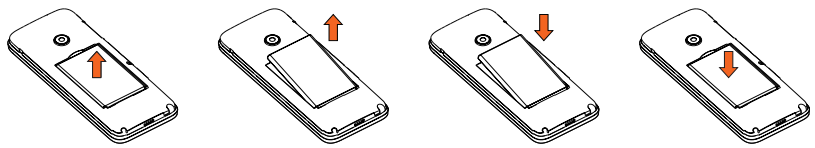
# 2 Getting started.....

## 2.1 Set up

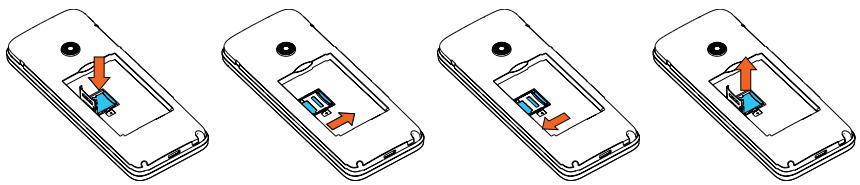
Removing and installing the back cover



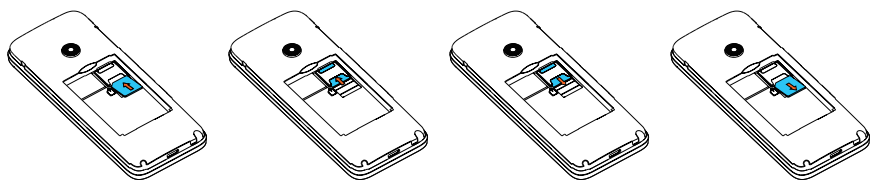
Removing and installing the battery



Inserting and removing microSD card



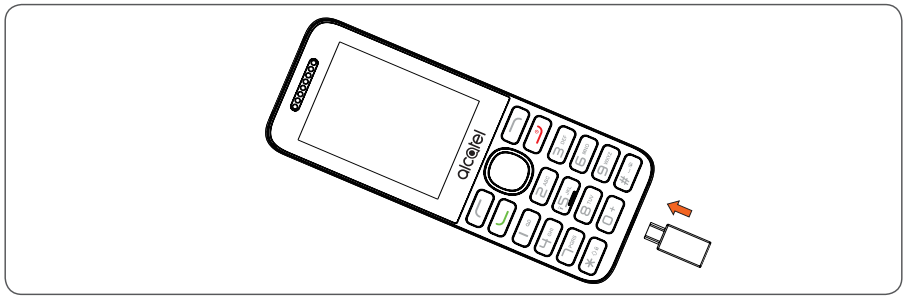
Inserting and removing the SIM card



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

This is a single SIM model which only supports a 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 it into the socket.
- 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 main socket must be near 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 phone; reduce the backlight time, etc.

The charge is complete when the animation stops.

## 2.2 Power on your phone

Hold down the key until the phone powers on.

## 2.3 Power off your phone

Hold down the key from the idle screen.

# 3 Calls .....

## 3.1 Making a call

Enter 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 key. To hang up the call, press the key.

### Making an emergency call

If your phone is covered by the network, dial the emergency number and press the key to make an emergency call. This works even without a SIM card and without typing the PIN code or unlocking the keypad.

## 3.2 Calling your Voice mail [1]

To access your voicemail, hold down the key.

## 3.3 Answering a call

When you receive an incoming call, press the key to answer and then hang up using the key.

## 3.4 Available functions during the call

During a call, you can access your directory, calendar, messages, etc. without hanging up the phone.

[1] Contact your service provider to check service availability.



# 4 Contacts .....

## 4.1 Consulting your contacts

You can access your call memory by pressing from the idle screen, or press the key and select the icon from the Menu. In this menu, you will see all call contacts.

## 4.2 Adding a contact

Select the menu **Add to**, then save it to your phone or SIM card as you please.

# 5 Call logs .....

You can access your call history by pressing from the idle screen, or press the key and select the icon from the Menu.

# 6 Settings.....

From the main menu, select the menu and select the function of your choice in order to customize your phone: **Phone settings, Display, Security, Call settings, Connections, and Regulatory&Safety.**

# 7 Message.....

### Create message

You can select **Message** from the main menu or access from the icon to create text/multimedia messages. You can type a message and send it to a recipient in the SIM card directory and you are also able to insert a pre-defined message from "**Insert template**". While writing a message, select "**Options**" to access all of the messaging options.

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. Specific letters (accented) will increase the size of the SMS, this may cause multiple SMS to be sent to your recipient.

# 8 Profiles

Your phone provides multiple user profiles, you can customize some settings to adapt to specific events and environments.

# 9 Games

Seven games: **Bubble Bash 2, Ninja Up, Sky Gift, Danger Dash, Nitro Racing, Block Breaker** and **Air Strike** are preset in your phone. For more information, refer to the "Help" menu in each game.

# 10 Camera

Your mobile phone is equipped with a camera for taking photos and shooting videos:

- Store them as your creations on your micro SD card or phone.
- Send them in a multimedia message (MMS) to a mobile phone.
- Send them directly by MMS or Bluetooth.
- Use them to customize your Home screen.
- Transfer them by data cable or microSD card to your computer.



# 11 Video

You can enter the DV recording interface directly through this menu. Press the key to start recording and press the key for more options and settings. You can switch between Camera mode and Video mode through **Options**/**More Options**. or just press left or right on the key.

# 12 Files

Your phone provides nternal storage space for you to manage files and also supports a microSD card. The contents of the microSD card are editable. You can create a new folder and delete, edit, search, mark, and view the details and files it contains.

# 13 Music

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

You have full flexibility in managing music both on your phone and microSD card.

Use this function to play audio files. Press the key to play/pause the audio; short press left or right on the key to play the previous or next audio, press up or down on the on the key to adjust the volume.

# 14 Video gallery

Use this funtion to play video files. Press the key to play/pause the video, short press up or down on the key to adust the volume.

# 15 Photo gallery .....

Your images are stored in the "**Photo gallery**" library on your phone or microSD card. Here, you can **Set as wallpaper, Delete, Share** by MMS and bluetooth, **Mark, Rename,** and **Slideshow**.

# 16 Calculator .....

Enter numbers and select the type of function using the Navigation key just as you would with a standard caculator.

Press the Left softkey to restart the caculation.

# 17 FM radio .....

Your phone is equipped with radio[1] functionality. You can use the application as a traditional radio and record the currently channel. You can listen to it while running other applications.

# 18 Browser .....

This function enables you to surf the Internet with your phone and customize your preferences.

Note: Consult with your service provider for related fees and specific setup information.

[1] The quality of the radio depends on the coverage of the radio station in that particular area.



# 19 Calendar .....

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 voice alarm entered will be marked.

# 20 Ebook .....

You can download, read, and manage the text digital document here. It only support txt format.

# 21 Bluetooth .....

You can exchange data, such as video, images, and audio, with other Bluetooth supported devices within a limited range after pairing.

# 22 Recorder .....

Accessing the **Recorder** allows you to make voice or sound recordings. Your phone supports AMR, MP3 and WAV format files. A stopped recorded file will be automatically stored in **Record file list**

# 23 Convert .....

When **weight** is selected, you can quickly check the difference between kg-pound, and kg-ounce values. When **length** is selected, you can convert between km-mile, m-yard, m-foot, and cm-inch values.

# 24 Notes

You can create notes in text format and manage them by accessing "**Notes**" from the main menu.

# 25 Alarm

Your phone has a built-in alarm clock with snooze feature. You can set five alarms with wake-up time and other customized options.

# 26 Fake call

This program enables you to call yourself by simulating a caller's number, name, and ringtone at a scheduled time. It helps you to politely escape from social situations at any time you wish. This call can be rejected by pressing the End key.

# 27 Voice alarm

With this feature, you can create a voice file and set it as the alarm.

# 28 World Clock

The first clock displays the time based on your location when you set up your phone. You can add other cities to show the time in their time zones.



# 29 Timer

You can use **Timer** to count down from a specified time interval. Press the key to start the counter.

# 30 Flashlight

Your phone has a built-in flashlight. You can turn it on/off by selecting "Flashlight" in the main menu.

On the Home screen, you can press and hold the 5 JKL key to turn the flashlight on/off as well.

# 31 Call filter

Enable the blacklist to automatically block all callers listed on the blacklist. Enabling the whitelist will only allow calls from the numbers listed on the whitelist.

# 32 STK

Your phone supports the STK (SIM Tool Kit) function. The specific items depend on your type of SIM card and network. Service menu will be automatically added to your phone menu when supported by your network and SIM card.

Contact your service provider first to check service availability.

# 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.

• TRAFFIC SAFETY:

**Given that studies show that using a phone while driving a vehicle constitutes a real risk, even when the hands-free kit is used (car kit, headset...), drivers are requested to refrain from using their phone when the vehicle is not parked.**

When driving, do not use your phone and headset to listen to music or to the radio. Using a headset 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 problem:

- 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 phone RF energy.

• CONDITIONS OF USE:

You are advised to switch off the phone from time to time to optimize 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, phones can interfere with other electrical or electronic devices, or equipment using radio frequency.

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 atmosphere.

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 an 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 phone to your ear. Also move the phone 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 phone and accessories without supervision.



If your phone has a removable cover, note that your phone may contain substances that could create an allergic reaction.

If your phone is a unibody device, the back cover and battery are not removable. If you disassemble your phone the warranty will not apply. Disassembling the phone may damage the battery, and may cause leakage of substances that could create an allergic reaction.

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

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 (14°F) to +55°C (131°F).

At over 55°C (131°F) the legibility of the phone's display may be impaired, though this is temporary and not serious.

Do not open, dismantle, or attempt to repair your phone yourself.

Do not drop, throw, or bend your 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 batteries, battery chargers, and accessories which are recommended by TCL Communication Ltd. and its affiliates and are compatible with your phone model. TCL Communication Ltd. and its affiliates disclaim any liability for damage caused by the use of other chargers or batteries.

Remember to make backup copies or keep a written record of all important information stored on your phone.

Some people may suffer epileptic seizures or blackouts when exposed 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, please consult your doctor before playing video games on your phone or enabling a flashing-lights feature on your phone.

Parents should monitor their children's use of video games or other 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, eye or muscle twitching, loss of awareness, involuntary movements, or

disorientation. To limit the likelihood of such symptoms, please take the following safety precautions:

- Do not play or use a flashing-lights feature if you are tired or need sleep;
- 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;
- 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 disorders.

• PRIVACY:

**Please note that you must respect the laws and regulations in force in your jurisdiction or other jurisdiction(s) where you will use your phone regarding taking photographs and recording sounds with your phone. Pursuant to such laws and regulations, it may be strictly forbidden to take photographs and/or to record the voices of other people or any of their personal attributes, and reproduce or distribute them, as this may be considered to be an invasion of privacy. It is the user's sole responsibility to ensure that prior authorization has been obtained, if necessary, in order to record private or confidential conversations or take a photograph of another person; the manufacturer, the seller or vendor of your phone (including the** carrier**) disclaim any liability which may result from improper use of the phone.**

• BATTERY:

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

**For non-unibody device**:

Observe the following precautions for battery use:
- Do not attempt to open the battery (due to the risk of toxic fumes and burns);
- Do not puncture, disassemble, or cause a short circuit in a battery;
- Do not burn or dispose of a used battery in household garbage or store it at temperatures above 60°C (140°F ).

Batteries must be disposed of in accordance with locally applicable 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.

**For unibody device:**

Please note your phone is a unibody device, the back cover and battery are not removable. Observe the following precautions:
- Do not attempt to open the back cover;
- Do not attempt to eject, replace, or open battery;
- Do not puncture the back cover of your phone;



- Do not burn or dispose of your phone in household garbage or store it at temperature above 60°C (140°F ).

Phone and battery as a unibody device must be disposed of in accordance with locally applicable environmental regulations.

This symbol on your phone, the battery, and the accessories means that these products must be taken to collection points at the end of their life:
- Municipal waste disposal centers with specific bins for these items of equipment;
- Collection bins at points of sale.

They will then be recycled, preventing substances being disposed of in the environment, so that their components can be reused.

This symbol on your phone, the battery, and the accessories means that these products must be taken to collection points at the end of their life:
- Municipal waste disposal centers with specific bins for these items of equipment;
- Collection bins at points of sale.

They will then be recycled, preventing substances being disposed of in the environment, so that their components can be reused.

**In European Union countries:**

These collection points are accessible free of charge.

All products with this sign must be brought to these collection points.

**In non-European Union jurisdictions:**

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

CAUTION: RISK OF EXPLOSION IF BATTERY IS REPLACED BY AN INCORRECT TYPE. DISPOSE OF USED BATTERIES ACCORDING TO THE INSTRUCTIONS.

• CHARGERS:

Main powered chargers will operate within the temperature range of: 0°C (32°F) to 45°C (113°F ).

The chargers designed for your phone meet the standard for safety of information technology equipment and office equipment use. They are also compliant with the ecodesign directive 2009/125/EC. Due to different applicable electrical specifications, a charger you purchased in one jurisdiction may not work in another jurisdiction. They should be used for this purpose only.

**Characteristics of power supply** (depending on the country):

**Travel charger:** Input: 100-240 V, 50/60 Hz, 150 mA
Output: 5 V, 550 mA

**Battery**: Lithium 950 mAh

# Radio waves .....

THIS MOBILE PHONE MEETS THE GOVERNMENT'S REQUIREMENTS FOR EXPOSURE TO RADIO WAVES.

Your phone is a radio transmitter and receiver. It is designed not to exceed the limits for exposure to radio waves (radio frequency electromagnetic fields) recommended by international guidelines. The guidelines were developed by an independent scientific organization (ICNIRP) and include a substantial safety margin designed to assure the safety of all persons, regardless of age and health.

The exposure standard for mobile phones employs a unit of measurement known as the Specific Absorption Rate, or SAR.

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 level in all tested frequency bands.

Although the SAR is determined at the highest certified power level, the actual SAR level of the mobile phone while operating can be well below the maximum value. This is because the mobile 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 of the mobile phone.

Before a mobile phone model is available for sale to the public, compliance with national regulations and standards must be shown.

The highest SAR value for this model mobile phone when tested is 1.35 W/kg for use at the ear and 1.16 W/kg and for use close to the body.

While there may be differences between the SAR levels of various mobile phones and at various positions, they all meet the government requirement for RF exposure. For body-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 15 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://www.phonefacts.net



The World Health Organization (WHO) considers that present 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 RF exposure by limiting the length of calls, or using "hands-free" devices to keep mobile phones away from the head and body. (fact sheet n°193).

Additional WHO information about electromagnetic fields and public health are available on the following website: http://www.who.int/peh-emf.

Note: This equipment has been tested and found to comply with the limits for a Class B digital device pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/ TV technician for help. Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

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 FCC Rules. Operation is subject to the condition that this device does not cause harmful interference.

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:

(1) 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 15 mm away from the body.

FCC ID: 2ACCJB085

Please note by using the device some of your personal data may be shared. It is under your own responsibility to protect your own personal data and not to share it with any unauthorized or third party devices. For products with Wi-Fi features, only connect to trusted Wi-Fi networks. Also, when using your product as a hotspot (where available), ensure your network security. These precautions will help prevent unauthorized access to your phone. 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 personal 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.
Note that any data shared with TCL Communication Ltd. is stored in 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
- The technical possibilities available;
- The costs for implementing the measures;
- The risks involved with the processing of the personal data, and;
- The sensitivity of the personal data processed.
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 your personal data, we may ask you to provide us with evidence of your identity before we can act on your request.



# Licenses.....

microSD Logo is a trademark.

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 licence. Other trademarks and trade names are those of their respective owners.
**alcatel 2038** Bluetooth Declaration ID D033125

# General information .....

- **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 Questions) 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 other languages according to availability on our server: www.alcatelonetouch.us

Your telephone is a transceiver that operates on GSM networks in quad-band (850/900/1800/1900 MHz) or UMTS in triple-band (850/900/1900MHz)

### Protection against theft[1]

**Your phone is identified by an IMEI (phone serial number) shown on the packaging label and in the phone's memory. We recommend that you note the number the first time you use your phone by entering * # 0 6 # and keep it in a safe place. It may be requested by the police or your** carrier **if your phone is stolen. This number allows your phone to be blocked preventing a third person from using it, even with a different SIM card.**

### Disclaimer

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

[1] Contact your service provider to check service availability.



# 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 the company's option without charge for parts or labor directly related to the defect(s).

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 related to the defect(s).

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 applications;
- 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;
- Removal or altering of the wireless device's event labels or serial numbers (IMEI);
- 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 incidental or consequential damages, or limitation of the duration of implied warranties, so the preceding limitations or exclusions may not apply to you.

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 RMA number on web portal.

# Troubleshooting .....

Before contacting the service center, you are advised to 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.
- 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 formatting.

and carry out the following checks:

**My phone can't be switched on or is frozen**

- 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 key and the # key

**My phone has not responded for several minutes**

- Restart your phone by pressing and holding the 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 key and the # key

**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**

- Make sure you are using an **Alcatel** battery and the charger from the box
- Clean the battery contact if it's dirty
- Make sure your battery is inserted properly before plugging in the charger
- 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 to +45°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 carrier

- Check with your carrier 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 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 connection 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 carrier (credit, SIM card valid, etc.)
- Make sure you have not barred outgoing calls
- Make sure that your phone is not in flight 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 carrier (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

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

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

### I can't 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 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 carrier 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 can't be dialed
- Make sure that you have correctly recorded the number in your file
- Make sure that you have inputted 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 from your SIM card 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 can't access my voicemail

- Make sure your carrier's voicemail number is correctly entered in "Messages/Voice mail server"
- 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 carrier
- 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; delete some

### SIM card PUK 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
- Select the microSD card as the location to store downloaded files

- Check your subscription status with your carrier

**The phone can't 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 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
- Adjust the brightness of the screen as appropriate
- Deactivate Bluetooth when not in use

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