ALCATEL onetouch Pixi 3 (4.5)

5017A

5017E

Quick Start Guide

For more information about how to use your mobile phone, please visit www.alcatelonetouch.com to consult the FAQ, perform software upgrades, etc.

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 page 33 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 otherwise maintain a distance of 10 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.

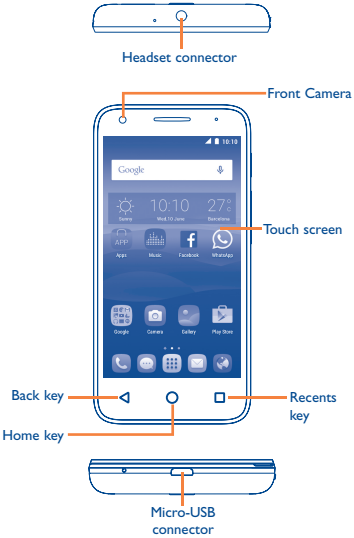
BC

ALCATEL onetouch

English - CJB28B1ALAAB

Your mobile .....

1.1 Keys and connectors



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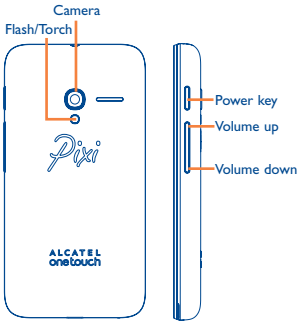

Recents key

- **Recent apps.** Touch and hold to open a list of thumbnail images of apps you've worked with recently. Touch it to open an app. Swipe it left or right to remove a thumbnail from the list.

Home key

- From any application or screen, touch to return to the Home screen.
- Touch and hold to open Google search.

Back key

- Touch to go back to the previous screen, or to close a dialog box, options menu, the notification panel, etc.

Power key

- Press: Lock the screen/Light up the screen.
- Press and hold: Show the pop-up menu to select from **Restart/ Power off/Airplane mode.**
- Press and hold the **Power** key and **Volume down** key to capture a screenshot.

Volume Keys

- In call mode, adjusts the earpiece or headset volume.
- In Music/Video/Streaming mode, adjusts the media volume.
- In general mode, adjusts the ringtone volume.
- Mutes the ringtone of an incoming call.

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1.2 Getting started

1.2.1 Set up

Removing or installing the back cover

Inserting or removing the SIM card

You must insert your SIM card to make phone calls. Power off your phone before inserting or 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 remove the card, press and slide it out.

Release the SIM card holder by sliding it in the direction of the arrow and lift it. Insert the SIM card with the gold contacts facing down and make sure the SIM card is put flatly. Lower the SIM card holder and slide it in the opposite direction to lock it.

For dual SIM models, both SIM1 and SIM2 can support 4G networks. If both of them are 4G SIM cards, only one card can support 4G network (1). Your phone do not attempt to insert other SIM types like nano cards, otherwise you may damage your phone.

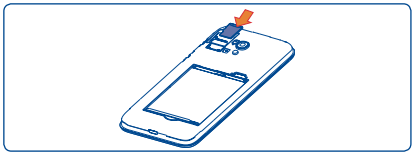
(1) 5017E only.

Installing or removing the battery

Power off your phone before removing the battery.

- Insert and click the battery into place, then close the cover.
- Unclip the cover, then remove the battery.

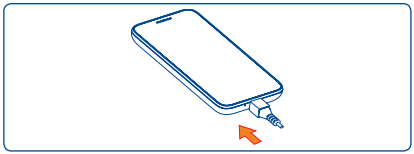
Installing or removing the microSD card



To install, insert the microSD card first, and then place it into the slot with the gold contact facing down. To remove the external microSD card, slide and take it out from the slot.

For dual SIM models, insert SIM card first, and then insert the external microSD card.

Charging the battery



Connect battery charger to your phone and plug into the socket.

If the battery is very low, there will be no indication that power is being received until the charge is sufficient to show the charging status bar. To reduce power consumption and energy waste, once the battery is fully charged, disconnect your charger from the plug; switch off Wi-Fi, GPS, Bluetooth or background-running applications when not in use; reduce the backlight time, etc.

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1.2.2 Power on your phone

Hold down the **Power** key until the phone powers on. It will take a few seconds before the screen lights up.

Set up your phone for the first time

The first time you power on the phone, you should set the following options: Language, Google account, etc.

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, sign into your Google account and use some of the phone's features.

1.2.3 Power off your phone

Hold down the **Power** key from the Home screen until the phone options appear, select **Power off**.

1.3 Home screen

You can move all of the items (applications, shortcuts, folders and widgets) you use most frequently to your Home screen for quick access. Touch the **Home** key to switch to the Home screen.

Status bar
- Status/Notification indicators
- Touch and drag down to open the notification panel.

Search bar
- Touch ❶ to enter text search screen.
- Touch ❷ to enter voice search screen.

Touch an icon to open an application, folder, etc.

Favorite tray applications
- Touch to enter the application.
- Touch and hold to move or change applications.

Touch to enter application list.

The Home screen is provided in an extended format to allow more space for adding applications, shortcuts etc. Slide the Home screen horizontally left and right to get a complete view.

1.3.1 Using the touchscreen

Touch

To access an application, touch it with your finger.

Touch and Hold

Touch and hold the item to enter the available options.

Drag

Place your finger on the screen to drag an object to another location.

Slide/Swipe

Slide the screen up and down to scroll through the applications, images, web pages, etc.

Flick

Similar to swiping, but flicking makes it move quicker.

Pinch/Spread

Place your fingers of one hand on the screen surface and draw them apart or together to scale an element on the screen.

Rotate

Automatically change the screen orientation from portrait to landscape by turning the phone sideways to have a better view.

1.3.2 Status bar

From the status bar, you can view both phone status (to the right side) and notification information (to the left side).

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Status icons

	GPRS connected		Bluetooth is on
	GPRS in use		Connected to a Bluetooth device
	EDGE connected		Speakerphone is on
	EDGE in use		Roaming
	HSPA+ connected		Headset connected
	HSPA+ in use		No SIM card installed
	4G connected		Vibrate mode
	4G in use		Battery is very low
	Signal strength		Battery is low
	Wi-Fi is on		Battery is partially drained
	Connected to a Wi-Fi network		Battery is full
	Airplane mode		Battery is charging
	No signal		GPS is on
	Alarm is set		

Notification icons

	New Gmail message		Missed call
	New Email message		Call forwarding is on
	New text or multimedia message		Song is playing
	Problem with SMS or MMS delivery		Connected to VPN
	New Google Hangouts message		Radio is on
	New voicemail		Uploading data
	Upcoming event		Download finished
	Screenshot captured		Select input method
	Both USB tethering and portable hotspot are on		An open Wi-Fi network is available
	USB tethering is on		Phone is connected via USB cable
	Portable Wi-Fi hotspot is on		System update available
	More notifications are hidden		Carrier data use threshold approaching or exceeded

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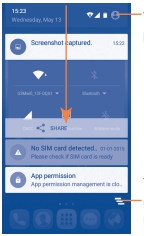
Touch and drag down the Status bar to open the Quick settings panel or Notification panel. Touch and drag up to close it. When there are notifications, you can touch them to access notifications directly.

Notification panel

When there are notifications, touch and drag down the Status bar to open the Notification panel to read more detailed information.



Touch to switch to the Quick settings panel.

Touch to clear all event–based notifications (other ongoing notifications will remain).

Quick settings panel

Touch and drag down the Notification panel or touch to open the Quick settings panel. You can enable or disable functions or change modes by touching the icons.

Touch to enter user screen.

Touch to access **Settings**, where you can set more items.

1.3.3 Lock/Unlock your screen

To protect your phone and privacy, you can lock the phone screen by creating a variety of patterns, PIN or password etc.

1.3.4 Personalize your Home screen

Add

You can touch and hold a folder, an application, or a widget to activate the Move mode and drag the item to any Home screen you prefer.

Reposition

Touch and hold the item to be repositioned to activate the Move mode, drag the item to the desired position and then release. You can move items both on the Home screen and the Favorite tray. Hold the icon on the left or right edge of the screen to drag the item to another Home screen.

Remove

Touch and hold the item to be removed to activate the Move mode, drag the item up to the top of the icon, and release after the item turns red.

Create folders

To improve the organization of items (shortcuts or applications) on the Home screen, you can add them to a folder by stacking one item on top of another. To rename a folder, open it and touch the folder's title bar to input the new name.

Wallpaper customization

Touch **Settings** on the applications screen then touch **Display\Wallpaper** to customize wallpaper.

1.3.5 Volume adjustment

You can set the ringer, media and phone ringtone volumes to your preference by pressing the **Volume up/down** key, or touching **Settings\Sound & notification\Media volume** to set the volume.

1.3.6 Application tab

Touch from the Home screen to enter the applications list.

To return to the Home screen, touch the **Home** key.

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Consult recently-used applications

To consult recently-used applications, you can touch and hold the **Recents** key. Touch a thumbnail in the window to open the related application. Touch one thumbnail and slide left or right to delete it.

2 Text input

2.1 Using Onscreen Keyboard

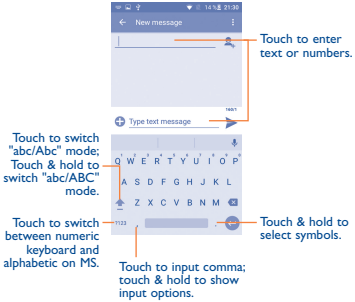
Onscreen Keyboard settings

Touch **Settings\Language & input**, touch the keyboard you want to set up and a series of settings will become available for your selection.

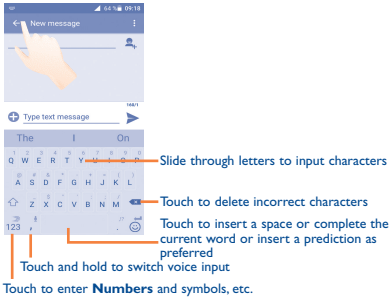
Adjust the Onscreen Keyboard orientation

Turn the phone sideways or upright to adjust the Onscreen Keyboard orientation. You can adjust it by changing the settings (Touch **Settings\Display\Auto-rotate screen.**

2.1.1 Android keyboard



2.1.2 SwiftKey keyboard



2.2 Text editing

You can edit the text you have entered.

- Touch and hold or double touch within the text you would like to edit.
- Drag the tabs to change the highlighted selection.
- The following options will show: **Select all**, **Cut**, **Copy** and **Paste**.
- Touch the ← icon to go back without any action.

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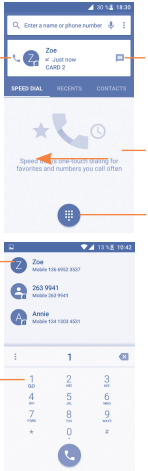
3 Phone call.....

3.1 Placing a call

You can easily place a call using **Phone**. Touch the Application tab from the Home screen and select **Phone**.



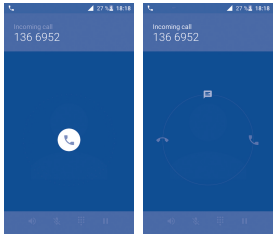
Enter the desired number from the keyboard directly and touch to place the call or select a contact from **CONTACTS** or **RECENT** by sliding or touching tabs, then choose your target SIM card to make the call.

The number you entered can be saved to **Contacts** by touching and then touching **Create new contact**.

If you make a mistake, you can delete the incorrect digits by touching .

To hang up a call, touch or the **Power** key (when the **Call settings\Power key ends call** option is activated).

3.2 Answering or rejecting a call



When you receive a call:

- Slide the icon to the right to answer;
- Slide the icon to the left to reject;
- Slide the icon upwards to reject the call by sending a preset message.

To mute the ringtone volume of an incoming call, press the **Volume up/down** key or turn the phone over (when the **Settings\Gestures\Turn over to mute** option is activated).

3.3 Consulting your call memory

You can access your call memory by touching **RECENT** tab from the **Phone** screen to view Missed calls, Outgoing calls and Incoming calls.

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4 Contacts

You can view and create contacts on your phone and synchronize these with your Gmail contacts or other applications on the web or on your phone.

4.1 Adding a contact

Touch on the Home screen, then touch the icon in the contacts list to create a new contact.

4.2 Synchronizing contacts in multiple accounts

Contacts, data or other information can be synchronized from multiple accounts, depending on the applications installed on your phone.

5 Messaging

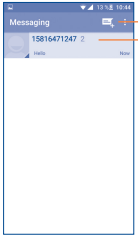
You can create, edit and receive SMS and MMS with this phone.

To access this feature, touch the Application tab from the Home screen, then select **Messaging**.

To check messages stored in your SIM card, touch the icon from the Messaging screen, then touch **Settings\ Manage SIM messages**.

5.1 Write message

On the message list screen, touch the new message icon to write text/multimedia messages.



Touch to create a new message.

- Touch to view the whole message thread.
- Touch & hold to activate delete mode.

Sending a text message

Enter the mobile phone number of the recipient in the **To** bar or touch to add recipients and touch the **Send message** bar to enter the text of the message. Touch the icon to insert emotions or icons. When finished, touch to send the text message.

An SMS of more than 160 characters will be charged as several SMS. Specific letters (accent) will also increase the size of the SMS. This may cause multiple SMS to be sent to your recipient.

Sending a multimedia message

MMS enables you to send video clips, images, photos, animations, slides, and sounds to other compatible phones and email addresses.

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

6 Email.....

Besides your Gmail account, you can also set up external POP3 or IMAP email accounts in your phone.

To access this feature, touch the Application tab from the Home screen, then select **Email**.

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

- Enter the email address and password of the account you want to set up.
- Touch . If the account you entered is not provided by your service provider in the phone, you will be prompted to go to the email account settings screen to enter settings manually. Alternatively, you can touch **Manual setup** to directly enter the incoming and outgoing settings for the email account you are setting up.
- Enter the account name and display name in outgoing emails.
- To add another email account, you can touch the icon and **Settings**. Touch **Add account** to create.

To create and send emails

- Touch the icon from the Inbox screen.
- Enter recipient(s) email address (es) in the **To** field.
- If necessary, touch the icon beside **To** field to add **Cc/Bcc** to add a copy or a blind carbon copy to the message.
- Enter the subject and the content of the message.
- Touch to add an attachment.
- Finally, touch to send.
- If you do not want to send the mail right away, you can touch the icon and **Save draft** keys or touch the **Back** key to save a copy.

7 Getting connected .....

To connect to the Internet with this phone, you can use GPRS/EDGE/4G networks or Wi-Fi, whichever is most convenient.

7.1 Connecting to the Internet

7.1.1 GPRS/EDGE/4G

The first time you turn on your phone with your SIM card inserted, it will automatically configure your network service: GPRS, EDGE, 4G.

To check the network connection you are using, touch **Settings\More\Mobile Networks,** and touch **Access Point Names** or **Network operators**.

7.1.2 Wi-Fi

Using Wi-Fi, you can connect to the Internet when your phone is within range of a wireless network. Wi-Fi can be used on your phone even without a SIM card inserted.

To turn Wi-Fi on and connect to a wireless network

- Touch **Settings\Wi-Fi**.
- Touch the switch to turn on/off Wi-Fi.
- The detailed information of detected Wi-Fi networks is displayed in the Wi-Fi networks section.
- Touch a Wi-Fi network to connect. If the network you selected is secured, you are required to enter a password or other credentials (you can contact the network operator for details). When finished, touch **CONNECT**.

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7.2 Browser

Using the **Browser,** you can enjoy surfing the Web.

To access this feature, touch the Application tab from the Home screen, then select **Browser**.

To go to a web page

On the Browser screen, touch the URL box at the top, enter the address of the web page, and then confirm.

7.3 Connecting to a computer [1]

With the USB cable, you can transfer media files and other files between your internal storage and the computer.

To connect your phone to the computer:

- Use the USB cable that came with your phone to connect the phone to a USB port on your computer. You will receive a notification that the USB is connected.
- If you use MTP or PTP, your phone will be automatically connected.

Before using MTP, make sure that the driver (Windows Media Player 11 or higher version) has been installed.

To locate data you have transferred or downloaded in your internal storage:

- Touch to open the applications list.
- Touch **File Manager**.

All data you have downloaded is stored in the **File Manager**. Here you can view media files (videos, photos, music and others), rename files, install applications into your phone, etc.

[1] You can change your default connection mode via **Settings\Storage** touch the icon**USB computer connection**.

7.4 Sharing your phone's mobile data connection

You can share your phone's mobile data connection with a single computer via USB cable (USB tethering) or with up to eight devices at once by turning your phone into a portable Wi-Fi hotspot.

To turn on USB tethering or Wi-Fi hotspot

- Touch **Settings\More\Tethering & portable hotspot**.
- Touch the switch of **USB tethering** or **Wi-Fi hotspot** to activate this function.

These functions may incur additional network charges from your network operator. Extra fees may also be charged in roaming areas.

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8 Find my location using GPS satellites.....

To activate your phone's global positioning system (GPS) satellite receiver:

- Touch **Settings\Location**.
- Touch the switch to turn on Google's location service.

You can then open Maps to find your location:

Use your phone's GPS satellite receiver to pinpoint your location within an accuracy as close as several meters ("street level"). The process of accessing the GPS satellite and setting your phone's precise location for the first time will require up to 5 minutes. You will need to stand in a place with a clear view of the sky and avoid moving. After this, GPS will only need 20-40 seconds to identify your precise location.

9 Data backup.....

This phone enables you to back up your phone's settings and other application data to Google Servers, with your Google Account.

If you replace your phone, the settings and data you've backed up are restored onto the new phone the first time you sign in with your Google Account.

To activate this function:

- Touch **Settings\Backup and reset**
- Touch the switch of **Back up my data**.

When this function is activated, a wide variety of settings and data is backed up, including your Wi-Fi passwords, bookmarks, a list of the applications you've installed, the words you've added to the dictionary used by the onscreen keyboard, and most of the settings that you configure with the Settings application. If you deactivate this option, you stop backing up your settings, and any existing backups are deleted from Google Servers.

10 Factory data reset..

To activate factory data reset:

- Touch **Settings\Backup and reset\Factory data reset.**
- Touch the **RESET PHONE**.

Resetting the phone will erase all of your personal data from internal phone storage, including information about your Google Account, any other accounts, your system and application settings, and any downloaded applications. If you reset the phone in this way, you're prompted to re-enter the same kind of information as when you first started Android.

When you are unable to power on your cellphone, you can perform a factory data reset by pressing the **Power** key and the **Volume up** key at the same time until the screen lights up.

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11 Applications & Internal storage.....

11.1 Applications

With this phone, some built-in Google applications and other third party applications are available for your convenience.

With the built-in applications, you can

- Communicate with friends.
- Exchange messages or emails with friends.
- Track your location, view traffic situations, search for locations and get navigation information to your destination.
- Download more applications from the Google Play Store and more.

For more information about these applications, please check the online user manual at: www.alcatelonetouch.com.

11.2 Internal storage

Touch **Settings\Storage** to display the amount of internal phone storage used by the operating system, its components, applications (including those you downloaded), permanent and temporary data.

If a warning message comes up saying that phone memory is limited, you are required to free up space by deleting some unwanted applications, downloaded files, etc.

12 Making the most of your phone.....

You can download software upgrades for free from the website (www.alcatelonetouch.com).

12.1 Smart Suite

Smart Suite includes:

- **Contacts**

  Allows you to back up contact entries so that you don't have to worry about losing, breaking, switching phones or changing service providers.

- **Messages**

  Frees you from painstakingly inputting text on the keypads. All of your messages are easily accessible and well-organized.

- **Calendar**

  Allows you to sync events freely between your phone and Outlook and create and edit new events from a PC.

- **Photos**

  Allows you to easily import photos from your PC or the handset and organize them in different albums for better management.

- **Music**

  Quickly search for your favorite songs on your PC, manage the ultimate Library, and enjoy the easiest digital jukebox in your own way.

- **Application**

  Allows you to import downloaded mobile applications and have them installed into your handset upon synchronization.

- **Backup**

  Allows you to back up your contacts, messages, calendar, photos and applications, then import the backup files to your phone.

Supported Operating Systems

Windows XP/Vista/Windows 7/Windows 8.

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12.2 Upgrade

You can use the Mobile Upgrade tool or FOTA Upgrade tool to update your phone's software.

12.2.1 Mobile Upgrade

Download Mobile Upgrade from the ALCATEL ONETOUCH website (www.alcatelonetouch.com) and install it on your PC. Launch the tool and update your phone by following the step by step instructions (refer to the User Guide provided together with the tool). Your phone's software will now have the latest software.

All personal information will be permanently lost following the update process. We recommend you back up your personal data using Smart Suite before upgrading.

12.2.2 FOTA Upgrade

Using the FOTA Upgrade tool you can update your phone's software.

To access **System Updates**, touch **Settings\About phone\System Updates**. Or you can touch to open the applications list. Then touch System Updates. When there is a new version can be updated, the indicator will appear in the status bar. Touch the notification to access the **System Updates** directly. If you want to update the system, touch **System Updates** and then the button , after it is done touch to complete the upgrade. Now your phone's software will be the latest version.

You should turn on data connection before searching for updates. Settings for auto-check frequency is also available once you restart the phone.

If you have chosen auto-check, when the system discovers the new version, dialog will pop up to choose download or ignore, the notification also will show in status bar.

Safety and use.....

We recommend that you read this chapter carefully before using your mobile 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 mobile 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 mobile phone when the vehicle is not parked. Check the laws and regulations on the use of wireless mobile phones and their accessories in the areas where you drive. Always obey them. The use of these devices may be prohibited or restricted in certain areas.

When driving, do not use your mobile 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 mobile 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 mobile 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 car's electronic devices are shielded from mobile phone RF energy.

• CONDITIONS OF USE:

You are advised to switch off the mobile phone from time to time to optimize its performance.

Remember to abide by local authority rules of mobile phone use on aircrafts.

Operational Warnings: Obey all posted signs when using mobile devices in public areas.

Follow Instructions to Avoid Interference Problems: Turn off your mobile device in any location where posted notices instruct you to do so. In an aircraft, turn off your mobile device whenever instructed to do so by airline staff. If your mobile device offers an airplane mode or similar feature, consult airline staff about using it in flight.

Switch the mobile 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 phones can interfere with other electrical or electronic devices, or equipment using radio frequency.

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Switch the mobile phone off when you are near gas or flammable liquids. Strictly obey all signs and instructions posted in a fuel depot, gas station, or chemical plant, or in any potentially explosive atmosphere.
When the mobile 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. In particular when using the mobile phone you should hold it against the ear on the opposite side to the device, if any.
Read and follow the directions from the manufacturer of your implantable medical device. If you have any questions about using your mobile device with your implantable medical device, consult your healthcare provider.
To avoid hearing impairment, answer the call before holding your mobile phone to your ear. Also move the handset away from your ear while using the "hands-free" option because the amplified volume might cause hearing damage.
It is recommended to have proper supervision while small children use your mobile phone.
When replacing the cover please note that your mobile phone may contain substances that could create an allergic reaction.
Always handle your mobile phone with care and keep it in a clean and dust-free place.
Do not allow your mobile 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) (the max value depends on device, materials and housing paint/texture).
Over 55°C (131°F) the legibility of the mobile phone's display may be impaired, though this is temporary and not serious.
Do not open or attempt to repair your mobile phone yourself.
Do not drop, throw, or try to bend your mobile phone.
Do not use the mobile 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 mobile phone model. TCL Communication Ltd. and its affiliates disclaim any liability for damage caused by the use of other chargers or batteries.

Your mobile phone should not be disposed of in a municipal waste. Please check local regulations for disposal of electronic products.
Remember to make back-up copies or keep a written record of all important information stored in your mobile 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 mobile phone or enabling a flashing-lights feature on your mobile phone. Parents should monitor their children's use of video games or other features that incorporate flashing lights on the mobile 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:

- Play at the farthest distance possible from the screen. When you play games on your mobile phone, you may experience occasional discomfort in your hands, arms, shoulders, neck, or other parts of your body. Follow these instructions to avoid problems such as tendinitis, carpal tunnel syndrome, or other musculoskeletal disorders:
- Take a minimum of a 15-minute break every hour of game playing.
- 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.

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.

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• 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 mobile phone regarding taking photographs and recording sounds with your mobile 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 be 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 mobile phone (including the operator) disclaim any liability which may result from the improper use of the mobile phone.

• BATTERY AND ACCESSORIES:

Before removing the battery from your mobile phone, please make sure that the mobile phone is switched off.

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 the battery,
- Do not burn or dispose of a used battery in the 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.

This symbol on your mobile 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 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.

In the United States you may learn more about CTIA's Recycling Program at http://www.gowirelessgogreen.org/

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

• CHARGERS

Home A.C./ Travel chargers will operate within the temperature range of: 0°C (32°F) to 40°C (104°F).

The chargers designed for your mobile phone meet with the standard for safety of information technology equipment and office equipment use. 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 (5017A):	Input: 100-240 V, 50/60 Hz, 150 mA
	Output: 5 V, 550 mA
Battery:	Lithium 1780 mAh

• RADIO WAVES:

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

Your mobile phone is a radio transmitter and receiver. It is designed and manufactured not to exceed the emission limits for exposure to radio-frequency (RF) energy. 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. These guidelines include a substantial safety margin designed to ensure 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.

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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 0.78 W/Kg for use at the ear and 1.18 W/Kg 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 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://www.ctia.org/

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 10 mm away from the body.

Please note by using the device some of your personal data may be shared with the main device. It is under your own responsibility to protect your own personal data, not to share with it with any unauthorized 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 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.

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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
(i) the technical possibilities available,
(ii) the costs for implementing the measures,
(iii) the risks involved with the processing of the personal data, and
(iv) 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.

• LICENCES

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ALCATEL ONETOUCH 5017A/5017E Bluetooth Declaration ID D026889

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The Android robot is reproduced or modified from work created and shared by Google and used according to terms described in the Creative Commons 3.0 Attribution License (the text will show when you touch and hold **Google legal** in **Settings\About phone\Legal information**). [1]
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 Communication.
You may download the source codes from http://sourceforge.net/projects/alcatel/files/. The provision of the source code is free of charge from the internet.

Hearing Aid Compatibility

Your mobile phone is rated: «For Hearing Aid», to assist hearing device users in finding mobile phones that may be compatible with their hearing devices.
This device is HAC M3 compatible. Reference ANSI C63.19-2011 For more information please visit our website http://www.alcatelonetouch.us

5017A FCC ID: 2ACCJH020

5017E FCC ID: 2ACCJH034

[1] It may not available according to the countries.

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General information .....

- **Website:** www.alcatelonetouch.us
- **Facebook:** http://www.facebook.com/alcatelonetouchusa / www.facebook.com/alcatelonetouchcanada
- **Twitter:** http://www.twitter.com/alcatel1touch
- **Hot Line Number**: In the United States, call 855-368-0829 for technical support. In Canada, call 855-844-6058 for technical support.
- **Electronic labeling path:** Touch Settings\Regulatory & Safety or press *#07#, you can find more information about labeling [1].

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 in quad-band (850/900/1800/1900 MHz), UMTS in quad-band (850/900/1900/2100 MHz) and LTE FDD (B1/2/3/4/7/28).

Protection against theft [2]

Your mobile phone is identified by an IMEI (mobile phone serial number) shown on the packaging label and in the product's memory. We recommend that you note the number the first time you use your mobile phone by entering *#06# and keep it in a safe place. It may be requested by the police or your operator if your mobile phone is stolen.

Disclaimer

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

TCL Communication Ltd. 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.

[1] It depends on countries.

[2] Contact your network operator to check service availability.

TCL Communication Ltd. 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.

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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.
- Use **Factory data reset** and Mobile Upgrade tool to perform phone formatting or software upgrading (to reset factory data, hold down the **Power** key and the **Volume up** key at the same time when powered off). ALL User phone data: contacts, photos, messages and files, downloaded applications will be lost permanently. It is strongly advised to fully backup the phone data and profile via Smart Suite before doing formatting and upgrading.

and carry out the following checks:

My phone cannot be switched on or is frozen

- If the phone cannot be switched on, charge it for at least 20 minutes to ensure the minimum battery power needed, then try to switch on again.
- If the phone falls into a loop during power on-off animation and the user interface cannot be accessed, press and hold the **Volume down** key to enter Safe Mode. This eliminates any abnormal OS booting issues caused by 3rd party APKs.
- If neither method is effective, please reset the phone using the **Power** key and the **Volume up** key (holding both together) or upgrade software via Mobile Upgrade tool.

My phone has not responded for several minutes

- Restart your phone by pressing and holding the **Power** key.
- Remove the battery and re-insert it, then restart the phone
- If it still does not work, please use Factory data reset to reset the phone or FOTA/Mobile Upgrade to upgrade software.

My phone turns off by itself

- Check that your screen is locked when you are not using your phone, and make sure the **Power** key is not accidentally contacted while the screen is unlocked.
- Check the battery charge level.
- If it still does not work, please use Factory data reset to reset the phone or FOTA/Mobile Upgrade to upgrade software.

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My phone cannot charge properly

- Make sure you are using an ALCATEL ONETOUCH battery and the charger from the box.
- Make sure your battery is inserted properly and clean the battery contact if it's dirty. It must be inserted 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 +40°C).
- 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 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 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 **Call**.
- 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.).
- 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 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 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 operator.
- 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 operator to make sure that your subscription includes this service.
- Make sure this feature does not require an ALCATEL ONETOUCH 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 (i.e. your professional or personal directories).

My callers are unable to leave messages on my voicemail

- Contact your network operator to check service availability.

I cannot access my voicemail

- Make sure your operator's voicemail number is correctly entered in "Voicemail number".

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- 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 network operator to check service availability and check MMS parameters.
- Verify the server center number or your MMS profile with your operator.
- The server center may be swamped, try again later.

SIM card PIN locked
- Contact your network operator to obtain the PUK code (Personal Unblocking Key).

I am unable to connect my phone to my computer
- Install Smart Suite.
- Check that your USB driver is installed properly.
- Open the Notification panel to check if the Smart Suite Agent has been activated.
- Check that you have marked the checkbox of USB debugging.
- Check that your computer meets the requirements for Smart Suite Installation.
- Make sure that you're using the right cable from the box.

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 operator.

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 2.5 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.
- Adjust the brightness of the screen as appropriate
- 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.

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TCL Communication Ltd reserves
the right to alter material
or technical specification
without prior notice.

All "Signature" ringtones embedded in this phone have been composed, arranged, and mixed by NU TROPIC (Amar Kabouche).

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