20·12G

Quick Start Guide

For more information about how to use the phone, please go to www.alcatelonetouch.com to download complete user manual (English version only). Moreover, from the website you can also consult FAQ (English version only).

SAR

www.sar-tick.com

This product meets applicable national SAR limits of 2.0 W/kg. The specific maximum SAR values can be found on page 24 of this user guide.

When carrying the product or using it while worn on your body, either use an approved accessory such as a holster or 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.

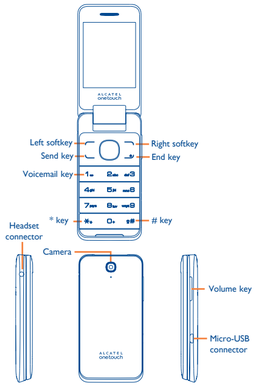
PROTECT YOUR HEARING

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

1 Your mobile.....



1.1 Keys

- Press to confirm an option
- Press to go left/right/up/down

If widget bar is hide:
Profiles
Calendar
Messages
Alarm

- Access main menu

- Pick up/Send a call
- Press: Enter Call log
- Press and hold: Enter Fake call

- Access contacts

- Press: End a call
  Return to the Home screen
- Press and hold: Power on/off

- Press and hold: Access your voicemail

From Idle screen
- Press: 0
- Press and hold: "+/P/W"

In Edit mode
- Press: Access symbols table
- Press and hold: 0

From Idle screen
- Press: *

In Edit mode:
- Press: Change input methods
- Press and hold: Access language list

From Idle screen
- Press: #
- Press and hold: Vibration alert

In Edit mode
- Press: (space)

1.2 Status bar icons [1]

Battery charge level.

Level of network reception.

Bluetooth status (Activated).

Bluetooth status (Connected to an audio device).

Missed calls.

Call forwarding activated: your calls are forwarded.

SD card scanning completed.

Roaming.

Flight mode.

GPRS connecting.

GPRS connection status (Activated).

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

EDGE connecting.

EDGE attached.

Music activated.

Radio is on.

Headset connected.

Alarm or appointments programmed.

Receiving an MMS.

Sending an MMS.

SMS unread.

MMS unread.

Voicemail message arrived.

(Flickering) Message is full: your phone cannot accept any new message. You must access the message list and delete at least one message on your SIM card or on your phone memory.

Vibrate alert: your phone vibrates, but does not ring or beep with the exception of the alarm.

Silence mode: your phone does not ring, beep or vibrate with the exception of the alarm.

1.3 Home screen

1.3.1 Widget bar

Widgets are convenient shortcuts for quick access from the Home screen.

You can customize widget bar by "**Settings/Phone settings/Widget bar**".

1.3.2 Change wallpaper

You can select a folder to choose one image as favourite wallpaper by selecting "**Options/Set as/Wallpaper**".

2 Getting started.....

2.1 Set-up

Removing and installing the back cover

Removing and installing the battery

Inserting and removing the SIM card

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

Your phone only supports mini SIM card. Do not attempt to insert other SIM types like micro and nano cards, otherwise this may cause damage to your phone.

Charging the battery

Connect the battery charger to your phone and mains socket respectively.

- The charging may take about 20 minutes to start if the battery is flat.
- Be careful not to force the plug into the socket.
- Make sure the battery is correctly inserted before connecting the charger.
- The mains socket must be near to the phone and easily accessible (avoid electric extension cables).
- When using your telephone for the first time, charge the battery fully (approximately 3 hours). You are advised to fully charge the battery ( ).
- To reduce power consumption and energy waste, when battery is fully charged, disconnect your charger from the plug; switch off Bluetooth when not in use; 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 Home screen.

3 Making a call.....

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

To hang up the call, press the key.

Making an emergency call

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

3.1 Calling your voicemail [1]

To access your voicemail, hold down the key.

3.2 Receiving a call

When you receive an incoming call, press the key to talk and then hang up by pressing the key.

3.3 Available functions during the call

During a call, you can use your directory, your calendar, short messages, etc. without losing your correspondent.

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

4 Messages .....

4.1 Create message

You can select "**Messages\Write msg**" from the main menu or access from the widget bar and select icon to create text/multimedia message. You can type a message and you can also modify a predefined message in **Templates** or customise your message by adding pictures, sounds, videos, etc (only available while editing a MMS). While writing a message, select "**Options**" to access all the messaging options.

One or more recipients can be added from contact list. Press "**Contacts**" through key to multi-select recipients from Contacts.

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

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

4.2 View message [1]

With BT Dialler activated, you can review messages which are synchronized between your 2012G and the host phone.

[1] Depends on software version and countries. If your phone has BT Dialler feature, please activate it firstly (please refer to **15.6.2 BT Dialler** for activation).

English - CJB2T0ALAAN

First, make sure the host phone can support the MAP protocol and that the Remote SIM/MSG setting is ON. Otherwise you will not be able to access messages in the host phone.

This phone can synchronize new messages with the host phone. You can view and compose new messages and reply to messages sent to the host phone via your 2012G. Sent messages will be synchronized with the host phone's sent box.

5 Contacts.....

5.1 Consulting your contacts

To access the **contacts** from the Home screen, press the key and select the icon from the menu.

With BT Dialler activated, you can view contacts which are synchronized between your 2012G and the host phone [1]. By pressing the and up/down keys, you can go to the last/next contact. Select the contact you wish to call and then press to make the call. You can also send a message to the contact by selecting **Options\Send message**.

5.2 Adding a contact

You can add a new contact to phone or SIM card by selecting "**Add contact**".

[1] Depends on software version and countries. If your phone has BT Dialler feature, please activate it firstly (please refer to **15.6.2 BT Dialler** for activation).

6 Call log .....

6.1 Access

You can access this function by pressing from the idle screen, or by selecting from the widget bar or main menu.

6.2 Available options

When you press **Options**, you can have access to **View**, **Send message**, **Save to Contacts**, **Edit before call**, **Add to blacklist**, **Add to whitelist**, **Delete**, **Delete all**, etc.

With BT Dialler activated, you can also review all of the host phone's missed, outgoing and incoming calls but you will not be able to delete this information from the host phone by using the local (2012G) phone [1].

You can select a contact in the host phone's call log list and then select **Options** to make a call or send a text message to them using the local phone.

7 Facebook .....

Facebook is a social utility that connects people with friends and others who work, study and live around them. It provides a number of features with which users interact, such as Wall, Pokes, etc.

To open an account online, please go to: http://m.facebook.com/.

8 FB Messenger.....

Facebook Messenger is an instant messaging service which lets you communicate with your friends whenever they are connected to it.

Sending/receiving pictures and group messaging are also supported.

[1] Depends on software version and countries. If your phone has BT Dialler feature, please activate it firstly (please refer to **15.6.2 BT Dialler** for activation).

9 Twitter.....

Twitter is a social networking and microblogging service that has gained notability and popularity worldwide. This feature enables phone users to exchange news updates and ideas with a community in the form of messages or posts. Posts are displayed on the author's profile page and delivered to the author's subscribers or followers.

To open an account online, please go to: http://m.twitter.com/.

10 Apps [1].....

Apps is an online software store, where you can download and install applications and games to your phone. All downloaded files can be found in "**Apps Mgr**" .

11 Apps Mgr .....

You may manage your downloaded applications and games.

12 Camera .....

Your mobile phone is fitted with a camera for taking photos and shooting videos that you can use in different ways:

- store them in your "**My files**".
- send them in a multimedia message (MMS) to a mobile phone.

[1] Depending on your network operator.

- send them directly by MMS or Bluetooth.
- customise your Home screen.
- select them as incoming call image to a contact in your **Contacts**.
- transfer them by data cable or microSD card to your computer.

13 Media applications ..

13.1 Music .....

Access this feature from the main menu by selecting "**Music**". You will have full flexibility of managing music both on your mobile and memory card.

With BT Dialler activated, you can control the music player using the local phone if the host phone is playing music [1].

13.2 Images.....

A library links to the images in "**My images**" in phone or SD card to multi-mark, set as wallpaper, power on/off display, and incoming call image, or sent by MMS, Bluetooth.

13.3 Videos .....

Contains all video clips (stored in "**My videos**") in phone or SD card and enables you to **Play**, **Send**, **Rename**, **Copy**, **Move**, **Delete**, etc.

[1] Depends on software version and countries. If your phone has BT Dialler feature, please activate it firstly (please refer to **15.6.2 BT Dialler** for activation).

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

[3] Depending on your network operator and market.

13.4 FM radio.....

Your phone is equipped with a radio [2] with RDS [3] functionality. You can use the application as a traditional radio with saved channels or with parallel visual information related to the radio program on the display if you tune to stations that offer Visual Radio service. You can listen to it while running other applications.

14 My files .....

You will have access to all audio and visual files stored in phone or memory card in **My files**. You can access a number of items in **Phone** or **Memory card** with this option: **My audios**, **My images**, **My videos**, **Received**, etc.

Inserting and removing the memory card:

Place the microSD 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.

15 Tools .....

15.1 Recorder.....

Accessing **Recorder** allows you to make voice or sound recordings.

15.2 Alarm.....

Your mobile phone has a built-in alarm clock with a snooze feature.

15.3 Calculator.....

Enter a number, select the type of operation to be performed, using the navigation keys, and enter the second number, then press "=" to display the result.

15.4 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 events entered will be marked.

15.5 Notes.....

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

15.6 Bluetooth™ .....

15.6.1 Access

Press from the Home screen to enter the main menu, then select "**Bluetooth**".

15.6.2 BT Dialler [1]

This phone is embedded with a BT dialler feature which means that you can connect your 2012G with a host phone through a Bluetooth connection. Once successfully linked, you can receive and make calls from the host phone using this phone. Other options available are syncing with the host phone's contacts, viewing its call log, and viewing/making SMS messages sent to/from the host phone.

You can pair with the host phone through Bluetooth.

Activate host connection: Turn Bluetooth on, select to view the list of available Bluetooth devices and then press **BT dialler\On**.

[1] Depends on software version and countries.

You need to confirm your password (automatically displayed) in the host phone once you have chosen to pair it with your 2012G.

When pairing succeeded, the host name will be visible on your 2012G.

You only need to pair your 2012G once. It automatically reconnects to your host phone once you turn on Bluetooth both in your 2012G and host phones.

15.7 Voice alarm .....

With this menu, you may create the voice file and set it as the alarm.

15.8 Fake call.....

This program enables you to call yourself by simulating a caller number/name, 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 key.

15.9 Call filter.....

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

15.10 WAP .....

Access WAP options: **Homepage, Bookmarks, Recent pages, Offline pages, Go to URL, Settings.**

16 Profiles .....

With this menu, you may personalise ringtones for different events and environments.

17 Settings .....

From the main menu, select the menu icon and select the function of your choice in order to customise your telephone: **Phone settings, Call settings, Network, Connectivity, Security, Regulatory & Safety, Rights manager, Restore default** [1].

18 Services.....

Contact your network operator to check service availability.

19 Making the most of your mobile.....

PC suite

You can download software upgrade for free from the website. The PC suite includes:

- **Backup/restore**

You can backup the important data in your mobile and restore them when needed.

- **GPRS modem**

Use your mobile phone to connect PC to the internet.

- **Multimedia Personalization**

Customize your mobile with images, animations and melodies.

[1] Make the phone's settings recover to its default value. End-user data will not be related. Enter its default password 1234 to confirm to restore and reboot.

Sesame 2_2012G US_Eng_EN_03_141205.indd 1
2014/12/5 14:27:15

- **Messages**

You can compose SMS/MMS easily on your PC and transfer them to your phone.

Supported Operating Systems

Windows XP/Vista/Windows 7.

Mobile Upgrade

Using Mobile Upgrade tool you can update your phone's software from your PC.

Download Mobile Upgrade from 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 to backup your personal data using PC Suite before upgrading.

Webcam [1]

You can use your phone as a webcam for instant messaging on your PC.

- Connect your phone to PC via USB cable.
- Go to "**My computer**" folder on your PC and find USB video device.

20 Latin input mode ..

To write messages, there are two writing methods:

- Normal: this mode allows you to type a text by choosing a letter or a sequence of characters associated with a key.
- Predictive with the eZi mode: this mode speeds up the writing of your text.

[1] The using of webcam may vary according to the operating system of your PC.

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.

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 paint it.

Use only batteries, battery chargers, and accessories which are recommended by TCT Mobile Limited and its affiliates and are compatible with your mobile phone model.TCT Mobile Limited 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.

- **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 a 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 TCT Mobile Limited 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 atmosphere, 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: Input: 100~240 V, 50/60 Hz, 130/150 mA
Output: 5 V, 550 mA
Battery: Lithium 750 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.

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 0.59 W/Kg for use at the ear and 0.89 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.

FCC ID: RAD542

- **LICENCES**

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ALCATEL ONETOUCH 2012G Bluetooth Declaration ID D022118

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General information .....

- **Website:** www.alcatelonetouch.com
- **Hot Line Number**: In the United States, call 877-702-3444 for technical support.

On our Internet site, 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.com

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

Protection against theft [1]

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.

TCT Mobile 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] Contact your network operator to check service availability.

TCT Mobile (US), Inc. Warranty .....

TCT Mobile (US), Inc. 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 TCT Mobile (US), Inc.;
- Modification or repair performed by individuals not authorized by TCT Mobile (US), Inc. 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 TCT Mobile (US), Inc. 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: Contact the customer care center by calling (877-702-3444) or going to (http://www.alcatelonetouch.com/usa/). 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. TCT Mobile (US), Inc. 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 centre, 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 User Data Format [1] and the Mobile Upgrade tool to perform phone formatting or software upgrading, (to perform User Data format, hold down # key while simultaneously pressing the power on/off key under power off mode). ALL User phone data: contacts, photos, messages and files will be lost permanently. It is strongly advised to fully backup the phone data and profiles via PC suite before doing formatting and upgrading.

My phone cannot switch on

- Check the battery contacts, remove and reinstall your battery, then turn your phone on
- Check the battery power level, charge for at least 20 minutes
- If it still does not work, please use User Data Format [1] to reset the phone or Mobile Upgrade to upgrade software

My phone is frozen or 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 use User Data Format [1] to reset the phone or Mobile Upgrade to upgrade software

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 use User Data Format [1] to reset the phone or Mobile Upgrade to upgrade software

My phone cannot charge properly

- Make sure you are using an ALCATEL ONETOUCH 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 +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
- Make sure the chip on your SIM card is not damaged or scratched
- Make sure the service of your SIM card is available

Unable to make outgoing calls

- Make sure you have dialed a valid number and press the key
- For international calls, check the country and area codes
- Make sure your phone is connected to a network, and the network is not overloaded or unavailable
- Check your subscription status with your operator (credit, SIM card valid, etc.)
- 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 operator (credit, SIM card valid, etc.)
- Make sure you have not forwarded incoming calls
- Make sure that you have not barred certain calls
- Make sure that your phone is not in flight mode

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 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 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 network operator to check service availability

I cannot access my voicemail

- Make sure your operator's voicemail number is correctly entered in "**Messages\Voicemail**"
- 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 centre number or your MMS profile with your operator
- The server centre 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; please delete some

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 ALCATEL ONETOUCH PC suite first of all
- Check that your computer meets the requirements for ALCATEL ONETOUCH PC 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 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 screen as appropriate
- Deactivate Bluetooth when not in use

[1] **User Data Format** ALL user phone data: Contacts, messages and files will be lost permanently. Please store phone data in SIM card before you want to format

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