

alcatel



AT&T Cingular Flip™ 2  
X™

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**SAR**[www.sar-tick.com](http://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 Radio waves section.

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

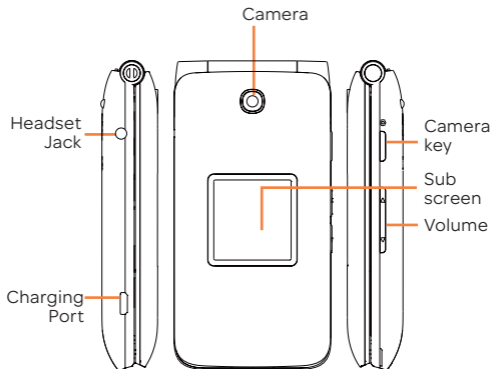
**PROTECT YOUR HEARING**




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






# 1 Your mobile .....

## 1.1 Keys and connectors





	<p><b><u>OK</u></b></p> <ul style="list-style-type: none"> <li>• Confirm an option (press the middle of the key)</li> <li>• Press: Access app list (Home screen)</li> </ul>
	<p><b><u>Navigation</u></b></p> <ul style="list-style-type: none"> <li>• Press up, down, left or right to navigate</li> </ul>
	<p><b><u>Messages</u></b></p> <ul style="list-style-type: none"> <li>• Press: Access Messages app</li> </ul>

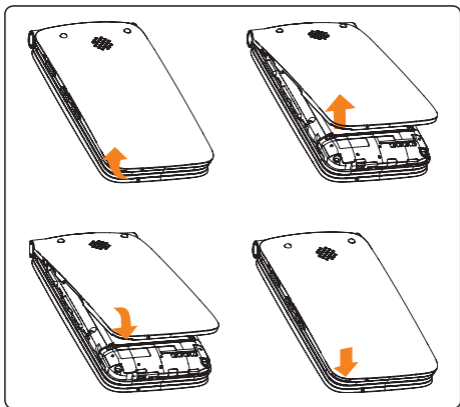
	<p><b><u>Back/Clear</u></b></p> <ul style="list-style-type: none"> <li>• Let's you return to the previous screen, close a dialog box, or exit options menu</li> <li>• Delete character (In Edit mode)</li> </ul>
	<p><b><u>Call/Answer</u></b></p> <ul style="list-style-type: none"> <li>• Press to dial call or to answer incoming call.</li> <li>• Press: Enter call log (From Idle screen)</li> </ul>
	<p><b><u>End/Power</u></b></p> <ul style="list-style-type: none"> <li>• Press: End a call Return to the Idle screen</li> <li>• Long press: Power on/off</li> </ul>
	<p><b><u>Camera key</u></b></p> <ul style="list-style-type: none"> <li>• Press: Access Camera app In camera screen, press to capture picture or shoot video</li> <li>• Press and hold the <b>Camera</b> key and <b>Volume down</b> key to capture a screenshot</li> </ul>
	<p><b><u>Volume</u></b></p> <ul style="list-style-type: none"> <li>• In call mode, adjusts the earpiece or headset volume</li> <li>• In Music/Video/Streaming mode, adjusts the media volume</li> <li>• In general mode, adjusts the ringtone volume</li> <li>• Mutes the ringtone of an incoming call</li> </ul>



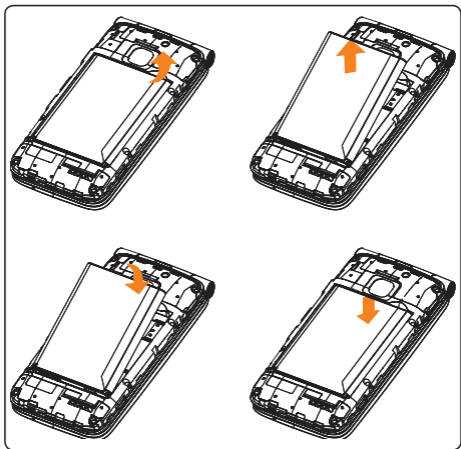
## 1.2 Getting started

### 1.2.1 Set-up

Removing or attaching back cover

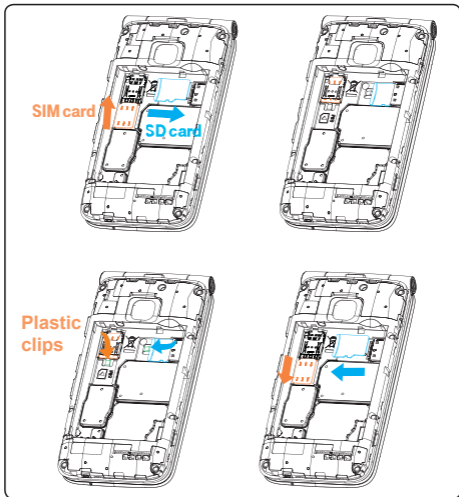


## Removing or installing battery



## Inserting or removing the Nano SIM card and microSD

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

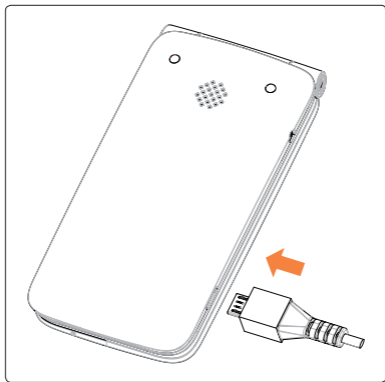


To insert Nano SIM or microSD card, push the Nano SIM or microSD card into the corresponding card slot with the gold-connectors facing down. To remove the SIM or microSD card, push down on the plastic clip located under card and push the SIM or pull microSD card out.



Your phone only supports Nano SIM card. Do not attempt to insert Mini or Micro SIM card sizes or you may damage your phone.

## Charging battery













Insert the smaller end of the charger into the device charging port, and plug the charger into an electrical outlet.

### 1.2.2 Power on your phone

Long press the **End/Power** key until the phone powers on, Home screen will be displayed. If screen lock is set up, enter pass code to access Home screen.

If you don't know your pass code or if you have forgotten it, contact your service provider. Do not store pass code within your phone, instead store pass code in a location that is accessible without using phone.

## Set up your phone for the first time

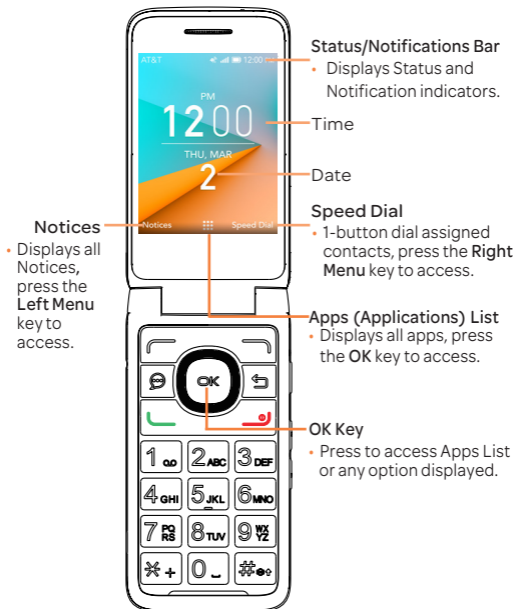
- Use the **Navigation** key  to select a language and press the **OK** key .
- Welcome page will be displayed, press the **Right Menu** key  to select **Next**.
- Keypad Introduction, Softkeys and Change Text Input Method tip pages will be displayed, press the **Right Menu** key  to select **Next** and continue to next screen.
- Use the **Navigation** key  to select Wi-Fi, if applicable. You can skip selecting a Wi-Fi by pressing the **Right Menu** key  to select **Next**.
- Press the **OK** key  to select network and enter password, if needed.
- Setup KaiOS Account to remotely lock the device or wipe all personal information in event of loss or theft. Select **Create Account** and press the **OK** key  to continue, follow prompts to finish account set up. Press the **Right Menu** key  to **Skip**.
- Press the **Right Menu** key  to **Accept KaiOS License Terms**.
- You will next be taken to the Home screen, your phone is then ready for use.

Note: If SIM card is not installed, your phone will still power On and you will be able to connect to a Wi-Fi network and use some of the phone's features.

## 1.2.3 Power off your phone
















Long press the End/Power key.

## 1.3 Home screen














### 1.3.1 Status bar

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

Icon	Status
	Bluetooth® active
	Wi-Fi® active
	Vibrate
	Silent
	Network (full signal)
	Network (roaming)
	4G LTE data service
	3G data service
	Airplane mode
	Alarm set
	Battery (charging)
	Battery (full charge)
	Missed call
	New email
	New message








### 1.3.2 Change home screen wallpaper

- From the Home screen, press the **OK** key , select **Settings** icon  and then press the **Navigation** key  to the right to select **Personalization**.
- Press the **Navigation** key  and select **Display > Wallpaper**. Select **Wallpaper**, **Gallery** or **Camera** and press the **OK** key  to enter option.
- When browsing **Wallpaper** or **Gallery** options, select an image and press the **OK** key  or the **Right Menu** key  to **Save**.
- When using **Camera** option, press the **OK** key  to take photo, then press the **Right Menu** key  to **Save**. To **Retake** pictures press the **Left Menu** key .
- Press the **Back/Clear**  key to exit out, the new image will be displayed on the Home screen.

## 2 Phone.....






### 2.1 Making a call


Dial the desired number, press the **Call/Answer** key  to place call, or select the **Phone** app , press the **Right Menu** key  to access **Contacts**. Press up or down on the **Navigation** key  to select the desired contact and press the **Call/Answer** key  to place call. If you make a mistake, you can delete the incorrect digits by pressing the **Back/Clear** key . To hang up the call, press the **End/Power** key .



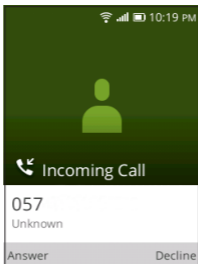
## International call

To dial an international call, select the Phone app , then press and hold  to enter “+” in dial screen, then enter the international country prefix followed by the full phone number and finally press the **Call/Answer** key .





## Emergency call

To make an emergency call, dial the emergency number and press the **Call/Answer** key . This works even without a SIM card, requires network coverage.

## 2.2 Answer or decline a call



When you receive a call:

- Press the **Left Menu** key  or the **Call/Answer** key  to answer.
- Press the **Right Menu** key  or the **End/Power** key  to decline.

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

## 2.3 Calling your voicemail <sup>(1)</sup>


- Press and hold the **1** key to set up voicemail or review voicemail messages.
- Follow the prompts to set up your voicemail account or once set up, to listen to voicemail messages.


## 3 Contacts.....

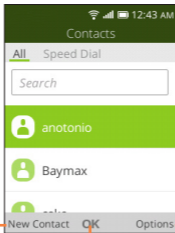



### 3.1 Consult your Contacts

**Contacts** app provides quick and easy access to your stored contacts.

You can access this app by pressing the **OK** key **(OK)** from the Home screen, then selecting the **Contacts** app  and pressing the **OK** key **(OK)**.

Press the **Left Menu** key  in the contact list to create a new contact.





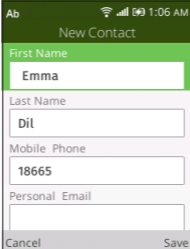
Press the **Right Menu** key  to access more contact options.

Press the **OK** key **(OK)** to view a contact's details.

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

## 3.2 Adding a contact

In contacts list screen, press the **Left Menu** key  to access **New Contact** screen and enter contact details. Press the **Navigation** key  down to access next contact information category.



Ab 1:06 AM

New Contact

First Name  
Emma

Last Name  
Dil



Mobile Phone  
18665

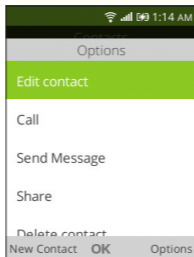
Personal Email

Cancel Save

When finished, press the **Right Menu** key  to save.

## 3.3 Editing your contacts

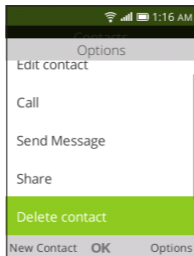
In contacts list screen, select contact and press the **Right Menu** key  to access **Options**, select **Edit Contact**, and press the **OK** key  to edit.



When finished editing, press the **Right Menu** key  $\curvearrowright$  to save. To cancel edit mode, press **Left Menu** key  $\curvearrowleft$  to cancel and exit.



### 3.4 Deleting a contact

In contacts list screen, press the **Right Menu** key  $\curvearrowright$  to access **Options**, then select **Delete contact**, and press the **OK** key  $\textcircled{\text{OK}}$ . A confirmation page will be displayed, press the **Right Menu** key  $\curvearrowright$  to delete.



## 3.5 Sharing your contacts

You can share a single contact with others by sending the contact's vCard via E-mail, Messages, or Bluetooth.

Select a contact you want to share, press the **Right Menu** key  to access **Options**, then select **Share** and press the **OK** key . Select Share with option: E-mail, Messages, or Bluetooth and follow the option prompts.

## 3.6 Additional options

From the contact list, you can access the following options:


### Call

Make a call to the selected contact.

### Send message

Send an SMS/MMS to the selected contact.

### Settings









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

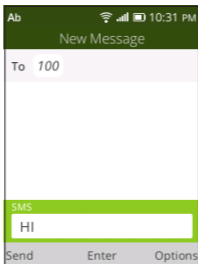
## 4 Messages.....



Use the **Messages** app to send and receive text (SMS) and multimedia (MMS) messages.

### 4.1 Write message




- From the Home screen, press the **OK** key , select **Messages** app  and press the **OK** key  or press the **Messages** key  on the device keypad to launch **Messages** app.
- Press the **Left Menu** key  to write a new message.
- Enter the phone number of the recipient in the **To** bar at the top of the screen or press the **Right Menu** key  to add a contact from the **Contacts** app.
- Press the **Navigation** key  down to access the **Message** bar and enter message text.
- Press the **Left Menu** key  to send message.






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




## 4.2 Send a multimedia message


MMS enables you to send video clips, images, photos, contacts and sounds by pressing the **Right Menu** key  to access **Options**. Next select Add Attachment, press the **OK** key  and select from Video, Music, Gallery, Contacts or Camera. Select image/file and follow prompts on screen to attach to message. Press the **Left Menu** key  to send message.

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



## 4.3 How to type a message

When in edit mode, the default input method is English language. You can press the  key to switch between Spanish and English language.

- For normal text input, press a number key, 2-9, repeatedly until the desired character is displayed. If the next letter is located on the same key as the present one, wait until the cursor is displayed to input.
- To insert a punctuation mark or special character, please press the  key, select a character and press **OK** key .
- To delete inputted letters or symbols press the  once to delete one character at a time or long press to delete full words or all text.

Note: Use T9 input method to quickly type words. To turn T9 option ON select **Settings > Personalization > Input Methods > Use T9 > On**. Once activated T9 will be available under input options when pushing . To deactivate T9 select **Settings > Personalization > Input Methods > Use T9 > Off**.

## 4.4 Settings

In the **Messages** app screen, press the **Right Menu** key  to access **Options > select Settings** and press the **OK** key  to view the following options:

- **Auto Retrieve Messages** Select **On without roaming** to automatically download the multimedia message header, body and attachments when not roaming, this is default option. Select **On with roaming** to automatically download the multimedia message header, body and attachments even when roaming. Select **Off** to only download the message header which will be displayed on Messaging screen.
- **WAP Push** Press to turn the WAP push messages On/Off.
- **Emergency Alert** Press to view the alert inbox or to access messaging emergency alert settings.







## 5 Email.....







To access the **Email** app, press the **OK** key  from the Home screen, select **Email** app  and press the **OK** key .

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

- Welcome screen will display, press the **Right Menu** key  to select **Next**. Then enter the name, email address and password of the account you would like to set up.
- Press the **Right Menu** key  to access **Next** and set up account. If your email service provider does not allow your phone to have quick email set up, you will be prompted to enter settings manually. Press the **Left Menu** key  to access **Manual setup** and input required information for email account set up.
- To add another email account, you can press the **Right Menu** key  to access **Options/Settings**. And then select **Add account**.

### To create and send emails

- Press the **Left Menu** key  to **Compose** a new email from the Inbox screen.
- Enter recipient(s) email address(es) in the **To** field.
- Use the **Right Menu** key  to access **Options** and add **Cc/Bcc** or attachment to the message.
- Enter the subject and the content of the message.
- Press the **Left Menu** key  to send.




- If you do not want to send the email right away, you can press the **Right Menu** key  and select **Save as draft** or touch the **Back** to save a copy.

## 6 Camera.....





Your phone features a **Camera** app to take photos and record videos.




### 6.1 Camera

To access the **Camera** app, press the **OK** key  from the Home screen, select the **Camera** app  and press the **OK** key .

#### App Permission

Upon first use of the Camera, the App Permission screen will display, asking for permission to know your location. Press the **Right Menu** key  to Allow or the **Left Menu** key  to Deny.


#### To take a picture



Position the object or landscape in the screen, and press the **OK** key  or the **Camera Key**  on the right side of the phone to take the photo. Photos will automatically be saved to **Gallery** app. After taking a photo, press the **Left Menu** key  to preview.

#### Zoom in/out

- Press the **Navigation** key  up or down to zoom lens in and out.






## Options

Press the **Right Menu** key  to access:

- **Self Timer** Sets the time a photo is taken after pressing the **OK** key  or the **Camera** key .
- **Grid** Adds grid lines to photo screen to help take better photos by using grid lines to align photo image.
- **Gallery** Select Go to Gallery Application to view photos previously taken.
- **Modes** Select to switch between Photo and Video Mode.

## 6.2 Video




To shoot a video

- **Zoom in/out** Press the **Navigation** key  up or down to zoom lens in and out.
- Press the right side of **Navigation** key  to switch to Video mode from Camera mode.
- Press the **OK** key  or the **Camera** key  to record a video, press either key again to stop recording.
- Videos will be automatically saved to Video app .

## 7 Gallery.....





The **Gallery** app provides you with one location to view and organize all your saved photos. The **Gallery** app also offers additional photo options.

To access the **Gallery** app, press the **OK** key  from the Home screen, select the **Gallery** app  and press the **OK** key .


Press the **Left Menu** key  to take photo.



Press the **Right Menu** key  to access more options.

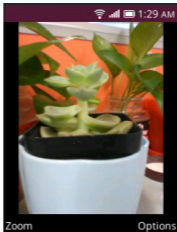
Press the **OK** key  to view the selected photo.


## Gallery app photo options

When viewing photos in the **Gallery** app, select an image and press the **Right Menu** key  to access options below:

- **Delete** Delete the selected photo.
- **Edit** Select this option to adjust exposure value, rotate the photo, crop, add filters and auto-correction.
- **Rename** Rename the selected photo.
- **Share** Share the photo via E-mail, Messages and Bluetooth.
- **Select Multiple** Allows you to select more than one photo in the Gallery.
- **File Info** Displays file name, size, image type, date taken and resolution.
- **Lock** Select to lock photo from being deleted, edited, or renamed. Unlock photo to gain access to options again.
- **Sort and group** Sorts photo by date and time or groups by date.

## Individual photo view options







When previewing an individual image in the **Gallery** app, the options above are also available by pressing the **Right Menu** key , with the two additional options below:

- **Rotate** Rotates the picture 90° clockwise.
- **Set As** Sets selected image as wallpaper or existing contact image.

## 8 Video.....





To access the **Video** app, press the **OK** key  from the Home screen, select the **Video** app  and press the **OK** key .

To view video options, select a video, press the **Right Menu** key  and select from Share, File Info, Delete and Select Multiple videos.

## 9 Music.....



Use the **Music** app to play music files stored on your phone. Music files can be downloaded from your computer to your phone using a USB cable.




To access the **Music** app, press the **OK** key  from the Home screen, select the **Music** app  and press the **OK** key





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## 10 Browser.....



Use the **Browser** app to navigate the Web.




To access the **Browser** app, press the **OK** key  from the Home screen, select the **Browser** app  and press **OK** key .

- To search the Internet, press the **Left Menu** key  enter the website and press the **OK** key .
- Use the **Navigation** key  to move cursor on the screen.
- You can also press the **Right Menu** key  to access **Options** and **Pin** your current web address to your top sites. Pinning to top sites, provides a shortcut to pinned web addresses in Browser app.


# 11 Calendar.....



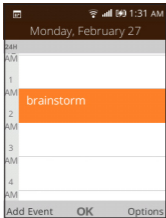
Use the **Calendar** app, to keep track of important meetings, appointments, etc.

To access the **Calendar** app, press the **OK** key  from the Home screen, select the **Calendar** app  and press the **OK** key .

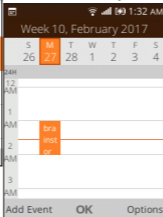
## 11.1 Multimode view

You can display the Calendar in Day, Weekly, or Month view. Press the **Right Menu** key  to change your Calendar view.

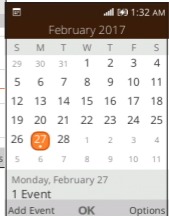
Day view




Weekly view




Month view




## 11.2 To create new events

Press the **Left Menu** key  to add new events from any Calendar view.




- Fill in new event information. If it is a whole-day event, you can select **All-day Event**.
- When finished, press the **Right Menu** key  to save.

More Options are available by pressing the **Right Menu** key  from the Calendar main screen:

- **Go to date**            Use to go to preferred date.
- **Search**                Searches scheduled events.
- **Calendar to Display**    Displays phone calendar or another account if added.
- **Sync calendar**        Syncs calendar.
- **Settings**                Sets a series of Calendar settings.




## 11.3 Event reminder

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

## 12 Alarm .....




Your mobile phone features an **Alarm** app with an Alarm, Timer and Stopwatch function.

To access the **Alarm** app, press the **OK** key  from the Home screen, select the **Alarm** app  and press the **OK** key .


### 12.1 Alarm

#### To set an alarm

From the Alarm screen, press the **Left Menu** key  to add a new alarm. The following options will appear:


- **Time** Press to set the alarm time.
- **Repeat** Select the days you want your alarm to go off.
- **Sound** Select a ringtone for the alarm.
- **Vibrate** Press to activate vibration.
- **Alarm name** Press to enter a name for the alarm.











#### To adjust alarm settings

More Options are available for saved Alarms, by highlighting Alarm to be edited and pressing the **Right Menu** key  from the Alarm screen:


- **Edit** Press to edit alarm.
- **Delete** Press to delete alarm.
- **Settings** Press to set snooze time, volume, vibration and sound.




## 12.2 Timer




From the Alarm screen, press the right side of the **Navigation** key  to enter the **Timer** screen.

- Press the **OK** key  to edit hour, minute and second, when finished, press the **OK** key  to select  and start timer.
- When the Timer is ongoing press the **OK** key  to select  and pause timer.
- When the Timer is paused press the **OK** key  to select  and continue timer.
- When the Timer is ongoing press the **Right Menu** key  to add 1 minute.
- When Timer is paused press the **Left Menu** key  to reset the timer.
- When timer is reset press the **Right Menu** key  to enter Settings, allowing you to activate the Timer Vibrate or select Timer Sound.

## 12.3 Stopwatch

From the Timer screen, press the right side of **Navigation** key  to enter the **Stopwatch** screen.




- Press the **OK** key  to select  and start stopwatch.
- When the Stopwatch is ongoing press the **Right Menu** key  to record the lap.

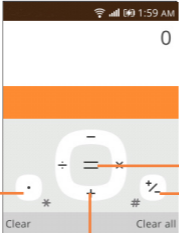
- When the Stopwatch is ongoing press the **OK** key  to select **||** to pause the time.
- When the Stopwatch is paused press **OK** key  to select **▶** and continue the total time.
- When Stopwatch is paused press the **Left Menu** key  to reset the stopwatch and clear lap times.

## 13 Calculator.....




With the **Calculator** app, you can solve many mathematical problems.


To access this app, press the **OK** key  from the Home screen, select the **Calculator** app  and press the **OK** key .





Press the **\*** key to enter decimal.

Press the **#** key to enter a negative or positive number value.

Press the **OK** key  to calculate results.




Push the corresponding direction on the Navigation key  to enter in Calculator.

Enter the numbers using the keypad. Select the mathematical operation to be performed using the **Navigation** key , follow the onscreen guide for each navigation direction and the corresponding mathematical operation. Press the **OK** key  to select equals = and get results.

## 14 FM Radio.....

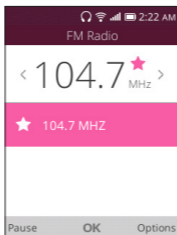


Your phone is equipped with a radio<sup>(1)</sup> with RDS<sup>(2)</sup> functionality. You can use the application as a traditional radio with saved channels or with parallel visual information related to the radio program on the display, if you tune to stations that offer Visual Radio service.

To access this app, press the **OK** key  from the Home screen, select the **FM Radio** app  and press the **OK** key .





To use this feature, you must plug in a wired headset, sold separately, into the phone. The headset works as an antenna for your phone.




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

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

Press the left/right side of the **Navigation**  key to decrease/increase 0.1MHz.




Long press the left/right side of the **Navigation**  key to search and go to the nearest lower/higher frequency channel.

Press the **Right Menu** key  to access **Options**, select from Add to favorites, Edit favorites or Switch to speaker/earphone.

Favorite channels will have red start added and will be displayed in the channel list for easy access.

## 15 Settings.....



To access the **Settings** app, press the **OK** key  from the Home screen, select the **Settings** app  and press the **OK** key .

### 15.1 Network & connectivity

#### 15.1.1 Airplane mode

When Airplane mode is on, it will simultaneously disable all wireless connections including Wi-Fi, Bluetooth and more.

#### 15.1.2 Cellular & data

##### Mobile data

If you do not need to transmit data on all mobile networks, turn off **Mobile data** to avoid incurring significant charges for data use on local operator mobile networks, particularly if you do not have a mobile data agreement.

## International data roaming

If you don't need to transmit data on other operators' mobile networks, disable **Data roaming** to avoid incurring significant roaming charges.

## Enhanced LTE

Press to enable enhanced LTE.

### 15.1.3 Geolocation

KaiOS uses GPS, and additional supplemental information such as Wi-Fi and mobile networks to approximate your location.

Location data may be used by KaiOS and service providers to improve accuracy and coverage of the location databases.

### 15.1.4 Wi-Fi

Using Wi-Fi you can surf the Internet without using your SIM card whenever you are in range of a wireless network. The only thing you have to do is to enter the Wi-Fi screen and configure an access point to connect your phone to the wireless network, enter password if applicable.

### 15.1.5 Bluetooth

Bluetooth allows your phone to exchange data (videos, images, music, etc.) within a small range with another Bluetooth supported device (phone, computer, printer, headset, car kit, etc.).

## 15.1.6 Calling Settings

### DTMF tones

Dual Tone Multi-Frequency, or DTMF is a method for instructing a telephone switching system of the telephone number to be dialed, or to issue commands to switching systems or related telephony equipment.

Press to set DTMF tones to normal or long.

### Call waiting

Press to enable or disable call waiting.

### Caller ID

Press to set how your phone number is displayed when making a call; network default, hide number or show number.

### Call forwarding

Press to configure how your calls are forwarded when you are busy, call is unanswered or you are unreachable.

### Call barring

Press to set the outgoing and incoming call barring.

### Call duration

Press to view last call duration, and outgoing/incoming calls/all calls duration.

## 15.1.7 Messaging Settings

### Auto retrieve

Press to disable or enable auto-retrieve with or without roaming.



## **WAP push**

Mark the checkbox to enable receipt of push messages from network.

## **Service center**

Displays the service center number 1-312-314-9810.

## **15.1.8 Internet Sharing**

### **USB tethering**

USB tethering can share your phone's Internet connection with a single USB-connected device. Press to turn the USB tethering On. Note: Turning USB tethering On will automatically turn off Wi-Fi network.

## **15.1.9 Emergency Alert**

### **Alert inbox**

Press to view Alert message in the alert box.

### **Emergency alert sound**

Mark the checkbox to enable the emergency alert sound.

### **Emergency alert vibrate**

Mark the checkbox to enable the emergency alert vibrate.

### **Multi language support**

Mark the checkbox to enable the Multi language support.

### **Presidential alert**

Presidential alert is enabled by default.

## **Extreme alert**

Mark the checkbox to enable the extreme alert.

## **Severe alert**

Mark the checkbox to enable the severe alert.

## **AMBER alert**

Mark the checkbox to enable the amber alert.

# **15.2 Personalization**

## **15.2.1 Sound**

### **Volume**

Press to set the volume for Media, Ringtones & Notifications and Alarm.

### **Tones**

Press to set Vibrate, Ringtones, Alerts, or to Manage Tones. Manage Tones offers access to System Ringtones and Notice Alerts for reviewing or sharing, and My Ringtones to assign music in Music Library to Ringtones.

### **Other sounds**

Press to enable or disable the sound for Dial pad, camera or sent message.

## 15.2.2 Display

**Wallpaper** Press to select the wallpaper from available wallpapers, gallery or to use camera to take photo.

**Brightness** Press to set the level of brightness.

**Screen Timeout** Press to set the screen timeout time.

## 15.2.3 Search

### Search engine

Press to select the preferred default search engine. Select from: Yahoo, Google, Bing or DuckDuckGo.

### Search suggestions

Press to enable or disable the search suggestions.

## 15.2.4 Notices

### Show on lock screen

Press to enable or disable having notices shown on the lock screen.

### Show after reboot

Press to enable or disable having notices shown after reboot.

## 15.2.5 Date & time

### Date

Select to manually set the phone's date.

## **Time**

Select to manually set the phone's time.

## **Time zone**

Select to manually set the phone's timezone.

## **Format**

Press to select 12-hour clock format or 24-hour clock format.

## **Home Screen Clock**

Select whether to show or hide the clock on home screen.

### **15.2.6 Language**

Press to select the preferred language, English or Spanish.

### **15.2.7 Input methods**

#### **Use T9**

Select to turn the T9 On or Off.

#### **Input Languages**

Press to select the input languages.

### **15.2.8 Answer mode**

Press to enable the flip to answer.

## 15.3 Privacy & security

### 15.3.1 Screen lock

Screen lock allows you to set a 4-digit pass code which protects your phone information, if lost or stolen. Your phone will ask for the pass code entry in order to access device.

### 15.3.2 SIM Security

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

### 15.3.3 Reset Password

Reset screen lock pass code allows you to change the original password.

### 15.3.4 APP Permission

#### Camera

Press to set the Geolocation permission for the Camera app.

### 15.3.5 Do Not Track

Press to set whether you want your information to be tracked by websites and apps.

### 15.3.6 Browsing Privacy

Press to clear the browsing history or to clear the cookies and stored data.

## 15.4 Storage

### 15.4.1 USB storage

Enabling USB storage allows another computer or device connected using USB to access files on this phone.

### 15.4.2 End user storage

Use these settings to monitor the total and available space on your phone.

## 15.5 Device

### 15.5.1 Device information

This contains information about Model number, Software version, Hardware, OS Version, Platform Version, Bluetooth Address, MAC Address, MEID, IMEI, IMSI, ICCID, Build Number, KaiOS License Terms, Open Source Licenses, AT&T Software Update, Tutorials, Factory Reset, Device Reset and Network Settings Reset.

#### **AT&T Software Update**

Press Check for Update to search for software updates or Continue Update to continue updating software if interrupted.

#### **Tutorials**

Press to review the device Keypad, Softkeys, Change Text Input Method, Browser Contacts or Messages tutorials.

#### **Factory Reset**

Press Reset to erase all your data and restore the phone to factory condition. None of your settings or data will be saved.

## **Device Reset**

Press to erase all device configurations and settings.

## **Network Settings Reset**

Press to erase all device network configuration settings.

## **15.5.2 Downloads**

Press to view downloads.

## **15.5.3 Battery**

### **Current Level**

Press to view current battery level or to set the power saving mode.

### **Power Saving Mode**

Turning power saving mode On will turn off the phone's data, Bluetooth and Geolocation connections to extend battery life.

You can select to turn power saving mode On automatically once there is 5%, 10% or 15% battery left.

You can adjust power use via the screen brightness or the screen timeout settings in the Display screen.

## **15.5.4 Accessibility**

### **Invert color**

Press to turn the color inversion On/Off.

### **Backlight**

Press to turn the backlight On/Off.

## **Large Text**

Press to turn the large text On/Off.

## **Captions**

Press to turn the captions for phone screen On/Off.

## **Readout**

Readout mode function reads the labels of interface elements and provides sound response.

## **Mono audio**

Press to turn the mono audio On/Off.

## **Volume balance**

Press to set the volume balance value.

## **Keypad vibration**

Press to turn the keypad vibration On/Off.

## **TTY**

TTY mode can be used by people who are deaf, have poor hearing or speech impairments.

Press to set TTY to full, VCO, HCO or turn off TTY.

## **Hearing Aid Compatibility (HAC)**

Hearing aid mode can be used by people who are deaf, have poor hearing or speech impairments. After connecting the phone and hearing aid device, calls are linked to a relay service, which converts incoming speech to text for the person using the hearing aid and converts outgoing text from the hearing aid device to a spoken voice for the person on the other end of the conversation.










## 15.6 Account manager

Use the settings to add, remove, or manage your email and other supported accounts.

### 15.6.1 KaiOS Account

Setup a KaiOS Account to use Anti-Theft option that remotely locks device or wipes all personal information in event of loss or theft. To create account:

- Select **KaiOS Account**.
- Press the **OK** key  to Create Account then press the **Right Menu** key  to select **Accept**.
- Enter your email and press Down on the **Navigation** key .
- Press the **OK** key  to select that you are over 13, then press the **Right Menu** key  to select **Next**.
- Enter your password then press Down on the **Navigation** key  to verify the password.
- Press the **Right Menu** key  to select **Next**.
- Verify your email address via the email link sent to your email account.
- Once you verify your email address, return to Account Manager settings and Sign in to KaiOS.

### 15.6.2 Anti-Theft

Once you log in to your KaiOS Account on your phone, Anti-Theft will automatically be turned On. Only after logging in to KaiOS Account can anti-theft be enabled.

Go to the KaiOS Anti-theft website to access Anti-theft features:  
<https://services.kaiostech.com/antitheft>

## Make Ring

Press to have anti-theft make your phone ring for locating.

## Remote Lock

Press to lock your phone if lost.

## Remote Wipe

Press to wipe all phone personal data if lost.

# 16 Making the most out of your phone.....

## 16.1 Upgrade

You can use the Over-the-air Upgrade tool to update your phone's software.

### 16.1.1 Over-the-air Upgrade

Using the Over-the-air Upgrade tool you can update your phone's software.

To access **Update phone**, select **Settings > Device > Device Information > AT&T Software Update**. When there is a new software version available, one indicator will be shown on **Updates** menu. If you want to update your system, select **Download**, after download is done select **Install** to complete the upgrade.

You should turn on data connection before searching for updates. Settings for auto-check intervals 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 Notices.

## 17 Safety information.....

We recommend that you read this chapter carefully before using your device. 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 device 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 device when the vehicle is not parked.

When driving, do not use your device or headphone to listen to music or to the radio. Using a headphone can be dangerous and forbidden in some areas. When switched on, your device 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 device on top of the dashboard or within an airbag deployment area,
- check with your car dealer or the car manufacturer to make sure that the dashboard is adequately shielded from device RF energy.

### • CONDITIONS OF USE

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

Switch the device off before boarding an aircraft.

Switch the device off when you are in healthcare facilities, except in designated areas. As with many other types of equipment now in regular use, these devices can interfere with other electrical or electronic devices, or equipment using radio frequencies.

Switch the device off when you are near gas or flammable liquids. Strictly obey all signs and instructions posted in a fuel depot, petrol station, or chemical plant, or in any potentially explosive atmosphere.

When the device is switched on, it should be kept at least 15 cm from any medical device such as a pacemaker, a hearing aid or insulin pump, etc. In particular when using the device, you should hold it against the ear on the opposite side to the device, if any.

To avoid hearing impairment, move the device away from your ear while using the "hands-free" mode because the amplified volume might cause hearing damage.

Do not let children use the device and/or play with the device and accessories without supervision.

When replacing the cover note that your device may contain substances that could create an allergic reaction.

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

Do not allow your device 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 0°C (32°F) to +50°C (122°F).

At over 122°F the legibility of the device's display may be impaired, though this is temporary and not serious.

Emergency call numbers may not be reachable on all cellular network. You should never rely only on your phone for emergency calls.

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

Do not drop, throw or bend your device.

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

Do not paint it.

Only use batteries, battery chargers, and accessories which are recommended by TCL Communication Ltd. and its affiliates and are compatible with your device model. TCL Communication Ltd. and its affiliates disclaim any liability for damage caused by the use of other chargers or batteries.

Remember to make back-up copies or keep a written record of all important information stored in your device.

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

## • BATTERY

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

Before removing the battery from your device, make sure that the device 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 household rubbish or store it at temperatures above 140°F.
- Do not disassemble or open crush, bend or deform, puncture or shred.
- Do not modify or remanufacture, attempt to insert foreign objects into the battery, immerse or expose to water or other liquids, expose to fire, explosion or other hazard.

Only use the battery with a charging system that has been qualified with the system per CTIA Certification Requirements for Battery System Compliance to IEEE 1725. Use of an unqualified battery or charger may present a risk of fire, explosion, leakage, or other hazard.

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 device, the battery and the accessories means that these products must be taken to collection points at the end of their life:

- Municipal waste disposal centers with specific bins for these items of equipment.
- Collection bins at points of sale.

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

#### **In European Union countries:**

These collection points are accessible free of charge.

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

#### **In non-European Union jurisdictions:**

Items of equipment with this symbol are not to be thrown into ordinary bins if your jurisdiction or your region has suitable recycling and collection facilities; instead they are to be taken to collection points for them to be recycled.

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

#### **• CHARGERS**

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

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

The charger shall be installed near the device and shall be easily accessible.

- **Federal Communications Commission (FCC)  
Declaration of Conformity**

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, and (2) this device must accept any interference received, including interference that may cause undesired operation.

Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

This device has been tested and found to comply with the limits for a Class B digital , 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 radiated radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

### **FCC Caution:**

Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

### **FCC RF Exposure Information (SAR):**

This device is designed and manufactured not to exceed the emission limits for exposure to radio frequency (RF) energy set by the Federal Communications Commission of the United States.

During SAR testing, this is set to transmit at its highest certified power level in all tested frequency bands, and placed in positions that simulate RF exposure in usage near the body with the separation of 15 cm. Although the SAR is determined at the highest certified power level, the actual SAR level of the device while operating can be well below the maximum value. This is because the device 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.

The exposure standard for wireless s employs a unit of measurement known as the Specific Absorption Rate, or SAR. The SAR limit set by the FCC is 1.6W/kg.

Tests for SAR are conducted using standard operating positions accepted by the FCC with the device transmitting at its highest certified power level in all tested frequency bands.

The FCC has granted an Equipment Authorization for this model device with all reported SAR levels evaluated as in compliance with the FCC RF exposure guidelines. SAR information on this model device is on file with the FCC and can be found under the Display Grant section of [HYPERLINK "http://www.fcc.gov/oet/ea/fccid"](http://www.fcc.gov/oet/ea/fccid) [www.fcc.gov/oet/ea/fccid](http://www.fcc.gov/oet/ea/fccid) after searching on:

FCC ID: 2ACCJN012

This device is HAC M4/T4 compatible. Reference ANSI C63.19 (2011).

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

Maximum SAR for this model and conditions under which it was recorded:	
Body-worn SAR	1.14 W/kg
Head SAR	0.61 W/kg

SAR compliance for body operation is based on a separation distance of 15 mm between the device and the human body. During use, the actual SAR values for this device are usually well below the values stated above. This is because, for purposes of system efficiency and to minimize interference on the network, the operating power of your device is automatically decreased when full power is not needed. The lower the power output of the device, the lower its SAR value.



Body-worn SAR testing has been carried out at a separation distance of 15 mm. To meet RF exposure guidelines during body-worn operation, the device should be positioned at least this distance away from the body.

If you are not using an approved accessory ensure that whatever product is used is free of any metal and that it positions the device the indicated distance away from the body.

Organizations such as the World Health Organization and the US Food and Drug Administration have suggested that if people are concerned and want to reduce their exposure they could use a hands-free accessory to keep the wireless device away from the head or body during use, or reduce the amount of time spent on the device.

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 devices with Wi-Fi features, only connect to trusted Wi-Fi networks. Also when using your device as a hotspot (where available), use network security. These precautions will help prevent unauthorized access to your device. Your device 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 device. Choose your apps and updates carefully, and install from trusted sources only. Some apps can impact your device's performance and/or have access to private information including account details, call data, location details and network resources.

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

- (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.

- Licenses



microSD Logo is a trademark.



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

### **40440 Bluetooth Declaration ID D032964**



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

## 18 General information.....

- Internet address: <http://www.alcatelonetouch.us>
- Facebook: <http://www.facebook.com/alcatelonetouchusa>
- Twitter: <https://twitter.com/ALCATEL1TOUCH>
- Instagram: <https://www.instagram.com/alcatelonetouchusa/>
- Call support: U.S.A.: 855-368-0829  
Canada: 855-844-6058
- Email support: U.S.A.: <http://www.alcatelonetouch.us/contact>  
Canada: <http://www.alcatelonetouch.ca/contact>

- **Manufacturer:** TCL Communication Ltd.  
5/F, Building22E, Science Park West Avenue, Hong Kong Science Park, Pak Shek Kok, Hong Kong.

An electronic version of this user guide is available in English and other languages according to availability on our website: <http://www.alcatelonetouch.us>.

Your device is a transceiver that operates on Wi-Fi with 2.4GHz and Bluetooth with 2.4GHz.



### **Battery Recycling (USA & Canada):**

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

### **Protection against theft<sup>(1)</sup>**

Your device is identified by an IMEI (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 device by entering **\*#06#** and keep it in a safe place. It may be requested by the police or your operator if your device is stolen. This number allows your device to be blocked preventing a third person from using it, even with a different SIM card.

### **Disclaimer**

There may be certain differences between the user manual description and the device's operation, depending on the software release of your device 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.

This device may contain materials, including applications and software in executable or source code form, which is submitted by third parties for inclusion in this device ("Third Party Materials").

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

All third party materials in this device are provided "as is", without warranty of any kind, whether express or implied, including the implied warranties of merchantability, fitness for a particular purpose or use/third party application, interoperability with other materials or applications of the purchaser and non-infringement of copyright. The purchaser undertakes that TCL Communication Ltd. has complied with all quality obligations incumbent upon it as a manufacturer of mobile devices and devices in complying with Intellectual Property rights. TCL Communication Ltd. will at no stage be responsible for the inability or failure of the Third Party Materials to operate on this device or in interaction with any other devices of the purchaser. To the maximum extent permitted by law, TCL Communication Ltd. disclaims all liability for any claims, demands, suits or actions, and more specifically – but not limited to – tort law actions, under any theory of liability, arising out of the use, by whatever means, or attempts to use, such Third Party Materials. Moreover, the present Third Party Materials, which are provided free of charge by TCL Communication Ltd., may be subject to paid updates and upgrades in the future; TCL Communication Ltd. waives any responsibility regarding such additional costs, which shall be borne exclusively by the purchaser. The availability of the applications may vary depending on the countries and the operators where the device is used; in no event shall the list of possible applications and software provided with the devices be considered as an undertaking from TCL Communication Ltd.; it shall remain merely as information for the purchaser. Therefore, TCL Communication Ltd. shall not be held responsible for the lack of availability of one or more applications wished for by the purchaser, as its availability depends on the country and the operator of the purchaser. TCL Communication Ltd. reserves the right at any time to add or remove Third Party Materials from its devices without prior notice; in no event shall TCL Communication Ltd. be held responsible by the purchaser for any consequences that such removal may have on the purchaser regarding the use or attempt to use such applications and Third Party Materials.

## **Accessory**

1350mAh Battery

Quick Start Guide

5V, 550mA charger with wire

## 19 Warranty.....

Your device is warranted against any defect or malfunctioning which may occur in conditions of normal use during the warranty period of twelve (12) months<sup>(1)</sup> from the date of purchase as shown on your original invoice.

Batteries<sup>(2)</sup> and accessories sold with your device are also warranted against any defect which may occur during the first six (6) months<sup>(1)</sup> from the date of purchase as shown on your original invoice.

In case of any defect of your device which prevents you from normal use thereof, you must immediately inform your vendor and present your device with your proof of purchase.

(1) The warranty period may vary depending on your country.

(2) The life of a rechargeable mobile device battery in terms of conversation time, standby time, and total service life, will depend on the conditions of use and network configuration. Batteries, being considered expendable supplies, should have optimal performance for your device during the first six months after purchase and for approximately 200 more recharges.

If the defect is confirmed, your device or part thereof will be either replaced or repaired, as appropriate. Repaired device and accessories are entitled to a one (1) month warranty for the same defect. Repair or replacement may be carried out using reconditioned components offering equivalent functionality.

This warranty covers the cost of parts and labor but excludes any other costs.

This warranty shall not apply to defects to your device and/or accessory due to (without any limitation):

- 1) Non-compliance with the instructions for use or installation, or with technical and safety standards applicable in the geographical area where your device is used;
- 2) Connection to any equipment not supplied or not recommended by TCL Communication Ltd.;
- 3) Modification or repair performed by individuals not authorised by TCL Communication Ltd. or its affiliates or your vendor;

- 4) Modification, adjustment or alteration of software or hardware performed by individuals not authorized by TCL Communication Ltd.;
- 5) Inclement weather, lightning, fire, humidity, infiltration of liquids or foods, chemical products, download of files, crash, high voltage, corrosion, oxidation...

Your device will not be repaired if labels or serial numbers (IMEI/SN) have been removed or altered.

There are no express warranties, whether written, oral or implied, other than this printed limited warranty or the mandatory warranty provided by your country or jurisdiction.

In no event shall TCL Communication Ltd. or any of its affiliates be liable for indirect, incidental or consequential damages of any nature whatsoever, including but not limited to commercial or financial loss or damage, loss of data or loss of image to the full extent those damages can be disclaimed by law.

Some countries/states do not allow the exclusion or limitation of indirect, 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](http://www.alcatelonetouch.us) for technical support. In Canada please call, (855) 844-6058 or go to [www.alcatelonetouch.ca](http://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.


#### **Electronic Recycling (Within USA Only):**

For more information on Electronic Recycling, please:

- 1) Visit ALCATEL ONETOUCH Electronic Recycling Program website at <http://www.alcatelonetouch.us/electronic-recycling-program>, or
- 2) Call Alcatel US Customer Support at 1-855-368-0829.

## 20 Troubleshooting .....

Before contacting the service center, follow the instructions below:

- You are advised to fully charge (  ) the battery for optimal operation.
- Avoid storing large amounts of data in your phone as this may affect its performance.
- Use **Factory reset** and the upgrade tool to perform phone formatting or software upgrading. ALL Users 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 before doing formatting and upgrading.

Carry out the following checks:

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

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

### **My phone turns off by itself**

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

## **My phone cannot charge properly**

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

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

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

## **My phone cannot connect to the Internet**

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


## **Invalid SIM card**

- Make sure the SIM card has been correctly inserted (see “Inserting or removing the SIM card”).



- Make sure the chip on your SIM card is not damaged or scratched.
- Make sure the service of your SIM card is available.

### **Unable to make outgoing calls**

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

### **Unable to receive incoming calls**

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


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

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

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

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

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

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

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

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

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

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

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

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

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

- Contact your service provider to check service availability.

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

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

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

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

### **SIM card PIN locked**

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

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

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

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

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

## How to make your battery last longer

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

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

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

The Alcatel logo is centered on a large blue background that has a wavy top edge. The logo itself is white and consists of the word "alcatel" in a lowercase, sans-serif font. The letter 'a' is a simple circle, and the letter 'q' has a small circle in its center.

To download the complete user manual and learn more about your phone, visit [alcatelonetouch.us](http://alcatelonetouch.us).