20·45M

Quick Start Guide

This mobile phone is in compliance with the requirement of EN 60950-1: 2006 amendment A12: 2011. A warning box will appear when the volume level is over 9. If the user selects left soft key in the warning box, the volume can be increased and the phone will repeat the acknowledgement more than once every 20h of cumulative listening time.

SAR

This product meets applicable national SAR limits of 1.6 W/kg. The specific maximum SAR values can be found on page 26 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.

www.sar-tick.com

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

BC

ALCATEL onetouch

English - CJB184TL1AAA

1 Your mobile ....

1.1 Keys and connectors

- Headset connector
- Home screen
- Navigation key/OK key
- Left softkey
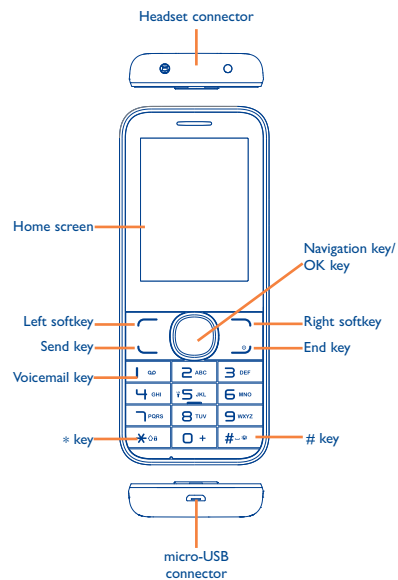- Right softkey
- Send key
- End key
- Voicemail key
- * key
- # key
- micro-USB connector

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

Left softkey
- Unlock keypad
- Access main menu

Send key
- Answer/Send a call
- Press: Enter Call log

Right softkey
- Access contacts

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

From home screen
- Press: 0
- Press and hold: "+/P/W"
In Edit mode
- Press: space
- Press and hold: 0
From Idle screen
- Press: *
In Edit mode:
- Press: Access symbols table
- Press and hold: Change input methods

From Idle screen
- Press: #
- Press and hold: Activate/deactivate the Meeting mode
In Edit mode
- Press: Change input methods

1.2 Status bar icons [1]

In 2045M:

- **Battery charge level.**
- **Vibrate alert**: your phone vibrates, but does not ring or beep with the exception of the alarm.
- **Bluetooth status** (Activated).
- **Bluetooth status** (Connected to an audio device).
- **Headset connected.**
- **Keypad locked.**
- **Call forwarding activated**: your calls are forwarded.
- **Alarm or appointments programmed.**
- **Level of network reception.**
- **Voicemail message arrived.**
- **Missed calls.**

- **Roaming.**
- **GPRS connection status** (Activated).
- **GPRS connecting.**
- **Music activated.**
- **MMS receipt in progress.**
- **Sending an MMS.**
- **Silence mode**: your phone does not ring, beep or vibrate with the exception of the alarm.
- **SMS unread.**
- **MMS unread.**
- **(Flickering) Message list is full:** your phone cannot accept any new messages. You must access the message list and delete at least one message on your SIM card.

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

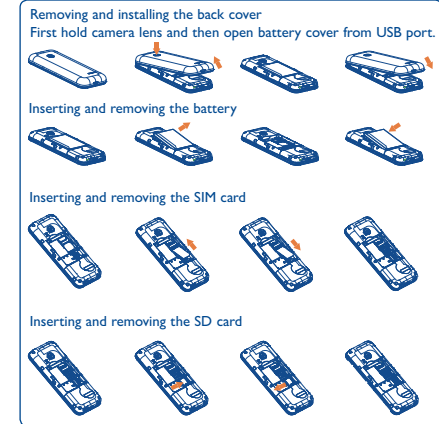### 1.3 Home screen

1.3.1 Widget bar
Widgets are convenient shortcuts for quick access from the Home screen.
You can customize the widget bar by selecting "**Settings/Phone settings/Widget bar**".
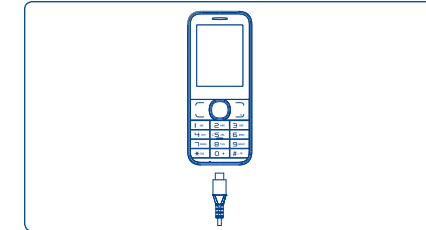
1.3.2 Change wallpaper
You can select a folder and choose one image as your wallpaper by selecting "**Options/Use as/Wallpaper**".

2 Getting started..............

2.1 Set-up

Removing and installing the back cover
First hold camera lens and then open battery cover from USB port.

Inserting and removing the battery

Inserting and removing the SIM card

Inserting and removing the SD card

Charging the battery

Connect the battery charger to your phone and outlet respectively.

To reduce power consumption and energy waste, when the battery is fully charged, disconnect your charger from the plug; switch off Bluetooth or background-running applications when not in use; reduce the backlight time, etc.

2.2 Power on your phone
Hold down the 📵 key until the telephone 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 send key to place the call. The number you entered can be saved to **Contacts** by selecting "**Options\Save to contacts**". If you make a mistake, you may press Right softkey to delete the incorrect digits.
To hang up the call, press the 📵 key.

4 Messages...............

4.1 Access
You may access this menu using the following options:
- Access from the main menu by selecting "**Messages**".
- Select from widget bar, and then enter the sub-menu you require.

4.2 Write message
You can select "**Messages\Create SMS**" from the main menu or access from widget to write text/multimedia message. 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; or the message contains more than 8 pages of text.

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.

5 Contacts ....

5.1 Consulting your contacts
You can access this function by selecting "**Contacts**" from the main menu.

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

6 Call log ....

6.1 Access
You can access this function using the following options:
- Select from main menu.
- Press the send key from Home screen.
- Select from widget bar, and then enter the sub-menu you require.

6.2 Available options
When you press "**Options**", you will have access to **Save to Contacts**, **Add to blacklist**, etc.

7 Facebook..............

Facebook is a social unity 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 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.

9 Camera................

Your mobile phone is fitted with a camera for taking photos and shooting videos that you can use in different ways:
- store them as your creation on the SD card or phone.
- send them in a multimedia message (MMS) to a mobile phone.
- send them directly by MMS, Bluetooth.
- customize 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.

10 Music ....

You can access this feature from the main menu by selecting "**Music**".
You will be able to manage your music stored on both your mobile and SD card.

11 Images..................

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

12 Videos ....

Contains all video clips (stored in "**Videos**") "on the phone or SD card and enables you to play, send, delete, rename, etc.

13 FM radio ....

Your phone is equipped with a radio[1] with RDS[2] functionality. You can use the application as a traditional radio with saved channels or with parallel visual information related to the radio program on the display, if you tune to stations that offer Visual Radio service. You can listen to it while running other applications.

14 Recorder...............

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

15 My files ....

You will have access to all audio and visual files stored on the phone or SD card in **My files**. You can access a number of items with this option: **Answer machine**, **Audio**, **MRE**, **My Music**, **Photos**, etc.

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

16 Games [1] ....

Enables you to download favorite games to your phone.

17 Alarm ....

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

18 Calculator ....

Access this feature by selecting "**Calculator**" from the main menu.
Enter a number, select the type of operation to be performed using the navigation keys, and enter the second number, then select "**=**" to display the result.

19 Calendar ....

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

[1] You need to download the application to your phone for the first time. May cause additional network charges for data flow to download this application.

20 Notes....................

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

21 Bluetooth™ ....

You can transfer data, such as music to other devices using Bluetooth. Search the device and accept/transfer data. The received data is automatically stored in the directory.

22 Converter ....

This function enables you to do conversion of weight and length and so on.

23 Voice alarm ....

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

24 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. Activate a fake call by "**Fake call mode\Enable**".

25 Call filter...............

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

26 Torch ....

Long press 5 to open the flashlight function.

27 Internet..................

Access Wap options: **Homepage**, **Bookmarks**, **Search**, **or input URL**, **Last wap address**, **Recent pages**, **Stored pages**, **Settings**.

28 Profiles ....

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

29 Settings ....

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

30 Spark ....

Contact your network operator to check service availability.

31 Input mode.................

This mode allows you to type a text by choosing a letter or sequence of characters associated with a key. Press the key several times until the desired letter is highlighted. When you release the key the highlight character is inserted into the text.

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

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 with your local 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.

19

Switch the mobile phone off when you are near gas or flammable liquids. Strictly obey all signs and instructions posted in a fuel depot, gas station, or chemical plant, or in any potentially explosive atmosphere.
When the mobile phone is switched on, it should be kept at least 15 cm from any medical device such as a pacemaker, a hearing aid or insulin pump. In particular when using the mobile phone you should hold it against the ear on the opposite side to the device, if any.
Read and follow the directions from the manufacturer of your implantable medical device. If you have any questions about using your mobile device with your implantable medical device, consult your healthcare provider.
To avoid hearing impairment, answer the call before holding your mobile phone to your ear. Also move the handset away from your ear while using the "hands-free" option because the amplified volume might cause hearing damage.
It is recommended to have proper supervision while small children use your mobile phone.
When replacing the cover please note that your mobile phone may contain substances that could create an allergic reaction.
Always handle your mobile phone with care and keep it in a clean and dust-free place.
Do not allow your mobile phone to be exposed to adverse weather or environmental conditions (moisture, humidity, rain, infiltration of liquids, dust, sea air, etc.). The manufacturer's recommended operating temperature range is -10°C (14°F) to +55°C (131°F) (the max value depends on device, materials and housing paint/texture).
Over 55°C (131°F) the legibility of the mobile phone's display may be impaired, though this is temporary and not serious.
Do not open or attempt to repair your mobile phone yourself.
Do not drop, throw or try to bend your mobile phone.
Do not use the mobile phone if the glass made screen, is damaged, cracked or broken to avoid any injury.
Do not paint it.
Use only batteries, battery chargers, and accessories which are recommended by TCL Communication Ltd. and its affiliates and are compatible with your mobile phone model. TCL Communication Ltd. and its affiliates disclaim any liability for damage caused by the use of other chargers or batteries.
Your mobile phone should not be disposed of in a municipal waste. Please check local regulations for disposal of electronic products.
Remember to make back-up copies or keep a written record of all important information stored in your mobile phone.

20

Some people may suffer epileptic seizures or blackouts when exposed to flashing lights, or when playing video games. These seizures or blackouts may occur even if a person never had a previous seizure or blackout. If you have experienced seizures or blackouts, or if you have a family history of such occurrences, please consult your doctor before playing video games on your mobile phone or enabling a flashing-lights feature on your mobile phone. Parents should monitor their children's use of video games or other features that incorporate flashing lights on the mobile phones. All persons should discontinue use and consult a doctor if any of the following symptoms occur: convulsion, eye or muscle twitching, loss of awareness, involuntary movements, or disorientation. To limit the likelihood of such symptoms, please take the following safety precautions:
- Play at the farthest distance possible from the screen.
When you play games on your mobile phone, you may experience occasional discomfort in your hands, arms, shoulders, neck, or other parts of your body. Follow these instructions to avoid problems such as tendinitis, carpal tunnel syndrome, or other musculoskeletal disorders:
- Take a minimum of a 15-minute break every hour of game playing.
- If your hands, wrists, or arms become tired or sore while playing, stop and rest for several hours before playing again.
- If you continue to have sore hands, wrists, or arms during or after playing, stop the game and see a doctor.

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

• **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.

21

• **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 TCL Communication Ltd. and/or its affiliates.

This symbol on your mobile phone, the battery and the accessories means that these products must be taken to collection points at the end of their life:
- Municipal waste disposal centers with specific bins for these items of equipment.
- Collection bins at points of sale.
They will then be recycled, preventing substances being disposed of in the environment, so that their components can be reused.

In European Union countries:
These collection points are accessible free of charge. All products with this sign must be brought to these collection points.

In non European Union jurisdictions:
Items of equipment with this symbol are not be thrown into ordinary bins if your jurisdiction or your region has suitable recycling and collection facilities; instead they are to be taken to collection points for them to be recycled.
In the United States you may learn more about CTIA's Recycling Program at http://www.gowirelessgogreen.org/
CAUTION: RISK OF EXPLOSION IF BATTERY IS REPLACED BY AN INCORRECT TYPE. DISPOSE OF USED BATTERIES ACCORDING TO THE INSTRUCTIONS

• **CHARGERS**
Home A.C./ Travel chargers will operate within the temperature range of: 0°C (32°F) to 40°C (104°F).
The chargers designed for your mobile phone meet with the standard for safety of information technology equipment and office equipment use. Due to different applicable electrical specifications, a charger you purchased in one jurisdiction may not work in another jurisdiction. They should be used for this purpose only.

22

Characteristics of power supply (depending on the country):
Travel charger: Input: 100-240 V, 50/60 Hz, 150 mA
Output: 5 V, 550 mA
Battery: Lithium 850 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 1.2 W/Kg for use at the ear and 1.17 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.

23

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.

24

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: 2ACCJB006

25

• **LICENCES**

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.

ALCATEL ONETOUCH 2045M Bluetooth Declaration ID D024874

Facebook and the f Logo are trademarks of Facebook, Inc., and are used under license.

Twitter and the T Logo are trademarks of Twitter, Inc., and are used under license.

26

General information ....

• **Website**: www.alcatelonetouch.com
• **Facebook**: http://www.facebook.com/alcatelonetouchusa
• **Twitter**: http://www.twitter.com/alcatel1touch
• **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 850/900/1800/1900 MHz and UMTS 850/2100 MHz.

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

[1] Contact your network operator for service availability.

27

Regulatory information ..

The following approvals and notices apply in specific regions as noted.

2045M:

28

TCL Communication (US), Inc. Warranty................................

TCL Communication (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 TCL Communication (US), Inc.;
• Modification or repair performed by individuals not authorized by TCL Communication (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.

29

There are no express warranties, whether written, oral or implied, other than this printed limited warranty or the mandatory warranty provided by your jurisdiction. In no event shall TCL Communication (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. TCL Communication (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.

30

Troubleshooting................

Before contacting the service center, you are advised to follow the instructions below:
• You are advised to fully charge (□) the battery for optimal operation.
• Avoid storing large amounts of data in your phone as this may affect its performance.
• Use User Data Format [1] and the Mobile Upgrade tool to perform phone formatting or software upgrading, (to reset User Data format, hold down ⇧ while simultaneously pressing the power on/off key under power off mode). ALL User phone data: contacts, photos, messages and files, downloaded applications like MRE games will be lost permanently. It is strongly advised to fully backup the phone data and profile via PC suite before doing formatting and upgrading.
and carry out the following checks:

My phone is frozen or cannot switch 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 has not responded for several minutes
• Restart your phone by pressing and holding the ⌇ key
• If it still does not work, please use User Data Format [1] to reset the phone or Mobile Upgrade to upgrade software

[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

31

My phone turns off by itself
• Check whether your phone is locked when not in use, and make sure you don't accidentally turn off your phone when locking it by pressing the power key.
• 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 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

32

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 send 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

33

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 navigation 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

34

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 (check for overloaded or unavailable network)
• Make sure that you have selected the country prefix when calling a foreign country

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
• Switch on the backlight upon request
• Deactivate Bluetooth when not in use

35

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

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 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 center number or your MMS profile with your operator
• The server center may be swamped, try again later

The flickering ▯ icon is displayed on my standby screen
• You have saved too many short messages on your SIM card; delete some of them or archive them in the phone memory

36