

Safety and use

We recommend that you read this chapter carefully before using your mobile phone. The manufacturer disclaims any liability for damage, which may result as a consequence of improper use or use contrary to the instructions contained herein.

• TRAFFIC SAFETY:

Given that studies show that using a mobile phone while driving a vehicle constitutes a real risk, even when the hands-free kit is used (car kit, headset...), drivers are requested to refrain from using their mobile phone when the vehicle is not parked. Check the laws and regulations on the use of wireless mobile phones and their accessories in the areas where you drive. Always obey them. The use of these devices may be prohibited or restricted in certain areas.

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

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. Mobile phones can interfere with other electrical/electronic devices, or equipment using radio frequency.

Safety and warranty information



www.sar-tick.com



This product meets applicable national SAR limits of 1.6 W/kg. The specific maximum SAR values can be found in the RADIOWAVES section 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 15 mm from the body to ensure compliance with RF exposure requirements. Note that the product may be transmitting even if you are not making a phone call.



PROTECT YOUR HEARING

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

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 opposite ear of the medical 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.

Please note your phone is hybrid design with removable back cover and not removable battery. If you disassemble your phone the warranty will not apply. Disassembling the phone may damage the battery, and may cause leakage of substances that could create an allergic reaction.

Always handle your 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 accessories.

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 on your mobile phone.

Some people may suffer epileptic seizures or blackouts when exposed to flashing lights, or when playing video games. These seizures or blackouts may occur even if a person never had a previous seizure or blackout. If you have experienced seizures or blackouts, or if you have a family history of such occurrences, please consult your doctor before playing video games on your mobile phone or enabling a flashing-lights feature on your mobile phone. Parents should monitor their children's use of video games or other features that incorporate flashing lights on the mobile phones. All persons should discontinue use and consult a doctor if any of the following symptoms occur: convulsion, eye or muscle twitching, loss of awareness, involuntary movements, or disorientation. To limit the likelihood of such symptoms, please take the following safety precautions:

- Play at the farthest distance possible from the screen. When you play games on your mobile phone, you may experience occasional discomfort in your hands, arms, shoulders, neck, or other parts of your body. Follow these instructions to avoid problems such as tendinitis, carpal tunnel syndrome, or other musculoskeletal disorders:
- Take a minimum of a 15-minute break every hour of game playing.
- If your hands, wrists, or arms become tired or sore while playing, stop and rest for several hours before playing again.
- If you continue to have sore hands, wrists, or arms during or after playing, stop the game and see a doctor.



PROTECT YOUR HEARING

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

• PRIVACY:

Please note that you must respect the laws and regulations in force in your jurisdiction or other jurisdiction(s) where you will use your mobile phone regarding taking photographs and recording sounds with your mobile phone. Pursuant to such laws and regulations, it may be strictly forbidden to take photographs and/or to record the voices of other people or any of their personal attributes, and reproduce or distribute them, as this may be considered to be an invasion of privacy.

It is the user's sole responsibility to ensure that prior authorization be obtained, if necessary, in order to record private or confidential conversations or take a photograph of another person; the manufacturer, the seller or vendor of your mobile phone (including the operator) disclaim any liability which may result from the improper use of the mobile phone.

• BATTERY AND ACCESSORIES:

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

Please note your phone is hybrid design with removable back cover and not removable battery. Observe the following precautions:

- Do not attempt to eject, replace and open battery,
- Do not punctuate the back cover of your phone,
- Do not burn or dispose of your phone in household rubbish or store it at temperature above 60°C.

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



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 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.

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

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

• CHARGERS:

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

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

Characteristics of power supply (depending on the country):

Travel charger: Input: 100-240 V, 50/60 Hz, 200 mA

Output: 5 V, 1000 mA

Battery: Lithium 2500 mAh

Radio Waves

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

Your mobile phone is a radio transmitter and receiver. It is designed and manufactured not to exceed the emission limits for exposure to radio-frequency (RF) energy. These limits are part of comprehensive guidelines and establish permitted levels of RF energy for the general population. The guidelines are based on standards that were developed by independent scientific organizations through periodic and thorough evaluation of scientific studies. These guidelines include a substantial safety margin designed to ensure the safety of all persons, regardless of age and health.

The exposure standard for mobile phones employs a unit of measurement known as the Specific Absorption Rate, or SAR. The SAR limit set by public authorities such as the Federal Communications Commission of the US Government (FCC), or by Industry Canada, is 1.6 W/kg averaged over 1 gram of body tissue. Tests for SAR are conducted using standard operating positions with the mobile phone transmitting at its highest certified power level in all tested frequency bands.

Although the SAR is determined at the highest certified power level, the actual SAR level of the mobile phone while operating can be well below the maximum value. This is because the mobile phone is designed to operate at multiple power levels so as to use only the power required to reach the network. In general, the closer you are to a wireless base station antenna, the lower the power output of the mobile phone. Before a mobile phone model is available for sale to the public, compliance with national regulations and standards must be shown.

The highest SAR value for this model mobile phone when tested is 0.78 W/Kg for use at the ear and 1.18 W/Kg for use close to the body.

While there may be differences between the SAR levels of various mobile phones and at various positions, they all meet the government requirement for RF exposure. For body-worn operation, the mobile phone meets FCC RF exposure guidelines provided that it is used with a non-metallic accessory with the handset at least 15 mm from the body. Use of other accessories may not ensure compliance with FCC RF exposure guidelines.

Additional information on SAR can be found on the Cellular Telecommunications & Internet Association (CTIA) Web site: <http://www.ctia.org/>

The World Health Organization (WHO) considers that present scientific information does not indicate the need for any special precautions for use of mobile phones. If individuals are concerned, they might choose to limit their own or their children's RF exposure by limiting the length of calls, or using "hands-free" devices to keep mobile phones away from the head and body. (fact sheet n°193). Additional WHO information about electromagnetic fields and public health are available on the following website: <http://www.who.int/peh-emf>.

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

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

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

For the receiver devices associated with the operation of a licensed radio service (e.g. FM broadcast), they bear the following statement:

This device complies with Part 15 of the FCC Rules. Operation is subject to the condition that this device does not cause harmful interference.

For other devices, they bear the following statement:

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions:

- (1) this device may not cause harmful interference
- (2) this device must accept any interference received, including interference that may cause undesired operation.

Your mobile phone is equipped with a built-in antenna. For the optimal operation, you should avoid touching it or degrading it.

As mobile devices offer a range of functions, they can be used in positions other than against your ear. In such circumstances, the device will be compliant with the guidelines when used with headset or USB data cable. If you are using another accessory ensure that whatever product is used is free of any metal and that it positions the mobile phone at least 15 mm away from the body.

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 it with any unauthorized devices or third party devices connected to yours. For products with Wi-Fi features, only connect to trusted Wi-Fi networks. Also, when using your product as a hotspot (where available), use network security. These precautions will help prevent unauthorized access to your device. Your product can store personal information in various locations including a SIM card, memory card, and built-in memory. Be sure to remove or clear all personal information before you recycle, return, or give away your product. Choose your apps and updates carefully, and install from trusted sources only. Some apps can impact your product's performance and/or have access to private information including account details, call data, location details and network resources.

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 or of 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.

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ALCATEL POP4 PLUS 5056E Bluetooth Declaration ID D026715



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The Android robot is reproduced or modified from work created and shared by Google and used according to terms described in the Creative Commons 3.0 Attribution License (the text will show when you touch and hold **Google legal in Settings>About phone\Legal information**).⁽¹⁾

We have purchased a product which uses the open source (<http://opensource.org/>) programs mtd, msdosfs, nftlnter/iptables and inlrd in object code and other open source programs licensed under the GNU General Public License and Apache License.

We will provide you with a complete copy of the corresponding source codes upon request within a period of three years from the distribution of the product by TCL Communication.

You may download the source codes from <http://sourceforge.net/projects/alcatel/files/>. The provision of the source code is free of charge from the internet.

FCC ID: 2ACCJB065

⁽¹⁾ May not be available in all countries.

Hearing Aid Compatibility

Your mobile phone is rated: «For Hearing Aid», to assist hearing device users in finding mobile phones that may be compatible with their hearing devices.

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

This phone has been tested and rated for use with hearing aids for some of the wireless technologies that it uses. However, there may be some newer wireless technologies used in this phone that have not been tested yet for use with hearing aids. It is important to try the different features of this phone thoroughly and in different locations, using your hearing aid or cochlear implant, to determine if you hear any interfering noise. Consult your service provider or the manufacturer of this phone for information on hearing aid compatibility. If you have questions about return or exchange policies, consult your service.

For more information please visit our website www.alcatelonetouch.com

General information

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

On our Website, you will find our FAQ (Frequently Asked Questions) section. You can also contact us by e-mail to ask any questions you may have.

An electronic version of this user guide is available in English and other languages according to availability on our server: www.alcatelonetouch.com

Your device is a transceiver that operates on GSM in quad-band (850/900/1800/1900 MHz) or UMTS in quad-band (B1/2/4/5), LTE in six-band (B2/4/5/7/12/17).

Protection against theft ⁽²⁾

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

Disclaimer

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

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

⁽¹⁾ May not be available in all countries.

⁽²⁾ Contact your network operator to check service availability.

TCL Communication Ltd. Warranty

TCL Communication Ltd. warrants to the original retail purchaser of this wireless device that should this product or part thereof during normal consumer usage and condition be proven to be defective in material or workmanship that results in a product failure within the first twelve (12) months from the date of purchase as shown on your original sales receipt from an authorized sales agent. Such defect(s) will be repaired or replaced (with new or rebuilt parts) at the company's option without charge for parts or labor directly related to the defect(s). Batteries, power adapters, and other accessories sold as in box items are also warranted against defects and workmanship that results in product failure within the first six (6) months period from the date of purchase as shown on your original sales receipt. Such defect(s) will be repaired or replaced (with new or rebuilt parts) at the company's option without charge for parts or labor directly related to the defect(s).

The limited warranty for your wireless device will be voided if any of the following conditions occur:

- Non-compliance with the instructions for use or installation, or with technical and safety standards applicable in the geographical area where your phone is used;
- Connection to any equipment not supplied or not recommended by TCL Communication Ltd.;
- Modification or repair performed by individuals not authorized by TCL Communication Ltd. or its affiliates;
- Changes to the device operating system by the user or third party applications;
- Acts of god such as inclement weather, lightning, power surges, fire, humidity, infiltration of liquids or foods, chemical products, download of files, crash, high voltage, corrosion, oxidation;
- Removal or altering of the wireless device's event labels or serial numbers (IMEI);
- Damage from exposure to water or other liquids, moisture, humidity, excessive temperatures or extreme environmental conditions, sand, excess dust and any condition outside the operating guidelines;
- Defects in appearance, cosmetic, decorative or structural items such as framing and non-operative parts;
- Damage as a result of physical abuse regardless of cause.

There are no express warranties, whether written, oral or implied, other than this printed limited warranty or the mandatory warranty provided by your jurisdiction. In no event shall TCL Communication Ltd. or any of its affiliates be liable for incidental or consequential damages of any nature whatsoever, including but not limited to commercial loss, to the full extent those damages can be disclaimed by law. Some states do not allow the exclusion or limitation of incidental or consequential damages, or limitations on 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.com for technical support. In Canada please call, (855) 844-6058 or go to www.alcatelonetouch.com 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 with our authorized repair center.


How to obtain Hardware Service within the terms of this warranty: Follow the warranty procedure at www.alcatel-mobile.com on how to send your device to our authorized repair center or contact our Support hot line for proper instructions.




Electronic Recycling (Within USA Only):

We work with electronic recycling company to allow consumer to return their old and unwanted devices and to protect the environment from harm. The service is usually FREE. Visit <http://www.mrmrecycling.com/>.

Troubleshooting

Here are some self-help troubleshooting tips:

- Keep the battery fully charged () for optimal operation. When the battery power is out, charge the battery as soon as possible to enhance the life of the battery. Periodically clear cached data and store files to external memory when possible.
- Avoid storing large amounts of data on your phone as this may affect its performance.
- Update your phone software Over-the-Air (OTA) by using Updates. To access **System updates**, touch the Application tab from the Home screen, then select **Updates** or go to **Settings>About phone>Updates**.

Touch  Search Update button and the phone will search for the latest software. If it's available and you want to update the system, touch the  update button, and when that's finished, touch  Install button to complete the upgrade. Now your phone will have the latest version of the software. You should turn on data connection or Wi-Fi before searching for updates. Settings for auto-check frequency are also available once you restart the phone. If you have chosen auto-check, when the system discovers the new version, a dialog will pop up to choose download or ignore, the notification will also appear in status bar.

During OTA downloading or updating, and to avoid errors in locating the correct update packages, do not change your default storage location.

- Use **Factory data reset** to perform phone formatting or reset to Factory Default. ALL User phone data: contacts, photos, messages and files, downloaded applications will be lost permanently. It is strongly advised to fully backup the phone data and profile.
- Pay attention after Factory data reset is performed you may be requested to enter Google account credentials* that were used on this device before Factory reset. Otherwise, you will not be able to use the device. If you don't remember your Google account credentials please complete Google account recovery procedure.
- * Applicable for Android OS versions starting from 5.1.

My phone cannot be switched on or off

- If the phone cannot be switched on, charge it for at least 20 minutes to ensure the minimum battery power needed, then try to switch on again.
- If the phone falls into a boot loop during power on-off animation and the user interface cannot be accessed, press and hold the **Power** key for a longer period until it's turned off and then turn it on again to restart. This eliminates any abnormal OS booting issues caused by 3rd party apps.

My phone has not responded for several minutes

- Restart your phone by pressing and holding the **Power** key until it's turned off. Then press the Power key to turn it on again.

My phone turns off by itself

- Check your screen lock settings.
- Check the POWER button for any obstruction.
- Check the battery charge level. Low battery level will turn off the phone.

My phone cannot charge properly

- Make sure you are using a correct charger for your device.
- 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 charge 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 moving to another location.
- Check with your wireless network carrier about the coverage in your area.
- Check with your wireless service carrier that your SIM card is valid and compatible with your device.
- 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

- Make sure you have data service plan for accessing the internet.
- Make sure that the DATA setting is enabled on your device.
- Check your phone's Internet connecting settings.
- Make sure you are in a place with data network coverage.
- If you don't have Cellular data service, you can connect to the internet via Wi-Fi that has internet service. Make sure that your device is setup to connect to a Wi-Fi network.

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 and compatible with your device.

Unable to make outgoing calls

- Make sure you have dialed a valid number and have touched the Call button .
- 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 wireless service carrier (credit, SIM card valid, etc.).

- Make sure you do not have barred outgoing calls in your device settings..
- 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 your subscription status with your wireless service carrier (credit, SIM card valid, etc.).
- Make sure you do not have forwarded incoming calls in your device settings.
- Make sure that you do not have barred certain calls in your device settings.
- 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 Caller ID service with your wireless service carrier.
- 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.
- Add your account, such as Google Account, to view your contacts that's stored there.

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 .
- Move to another location with better signal strength.
- Your caller may also be having trouble transmitting. Try calling again.

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.

My callers are unable to leave messages on my voicemail

- Contact your wireless service carrier to check service availability.
- Check the capacity of your voicemail. If it's full, delete them to make space for new voicemail. Contact your wireless service provider on how to manage your voicemail.

I cannot access my voicemail

- Make sure your wireless service carrier's voicemail number is correctly entered in your device.
- Try later if the network is busy.
- If you can dial into your voicemail but you don't have a password, contact your wireless service carrier on how to manage your voicemail.

I am unable to send and receive MMS

- Check your phone memory availability as it might be full. Delete cached data or thread that's taking up space..
- Check your service plan to see if you have DATA service for SMS and MMS.
- Check your device APN setting with the wireless service carrier you are using.
- The server center may be swamped, try again later.

SIM card PIN locked

- Contact your network operator to obtain the PUK code (Personal Unblocking Key).
- Your PUK code can also be found on the card that comes with your SIM card.

I am unable to connect my phone to my computer

- Check that your USB driver is installed properly. Make sure that your computer has internet access, so that it can search and download the necessary driver.
- Check your phone USB connectivity options. Make sure it's not set to Charging only.

I am unable to download new files

- Make sure there is sufficient phone memory for your download.
- Move files to external memory card or the internet space (cloud) for more memory space on the phone.

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.
- Adjust the brightness of the screen lower to consume less power.

- 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.

After Factory reset is performed my device asks to enter Google account credentials and I can't use it avoiding this action*.

- After Factory reset is performed you need to enter the original Google account credentials that were used on this device before Factory data reset. Otherwise, you will not be able to use the device. If you don't remember your Google account credentials you will need to recover your account through Google. If you make any change to your credentials, it can take up to 72 hours before you can use it on your wireless device. Please see Google policy for more details.

- * Applicable for Android OS versions starting from 5.1.

I don't hear the phone ringing when somebody calls/message me, I just see missed calls/messages notifications on display.

- Please check if Interruptions/Do not disturb mode is activated on your device. If it is activated you can see a "Star"  symbol (for Android OS 5.X version) or  icon (for Android OS 6.X version) displayed on the notification panel. In this case, you need deactivate or modify Interruptions/Do not disturb mode. To do it just press volume up or down key and select "All" (on Android 5.X) or modify it in Settings àSound & notifications àInterruptions (for Android 5.X) or Do not disturb (for Android 6.X).
- Check if either Interruptions or Do Not Disturb function is enabled on your device.
- - For Android 5.X, when the Interruptions is enabled, a "Star" symbol appears on the status bar.
- To disable or modify Interruptions, press the volume button and select "Priority" to enter the Interruptions settings.
- Or go to Settings > Sound & Notifications > and select Interruptions.
- - For Android 6.0, when the Do Not Disturb is enabled, a "Circle with a dash" symbol appears on the status bar.

- To disable or modify Do Not Disturb, go to Settings > Sound & Notification > Do Not Disturb. Then you can change the priority allowed and the rules.

My device asks me to enter some password/code/key that I don't remember or don't know because it has been used by another person before.

- Password/code/key request could be caused by security feature activated on this device. You can try to perform Factory data reset, but if there is anti-theft lock, it can only be recovered by the previous user's account.

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