alcatel   1066F

Quick Start Guide

For more information about how to use your phone, please visit www.alcatelmobile.com to download the complete user manual. On our Website, you will also find our FAQ (Frequently Asked Questions) section.

This product meets applicable national SAR limits of 1.6 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.

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.

English -CJB1KX101AAB

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1 Your mobile ....

Camera

❶ Left soft key
❷ Call logs (idle screen)
    Send call
❸ Voice mail (long key-press)
❹ Lock Key (long press ✳ key)
❺ Right soft key
❻ Power on/Power off
    End call
❼ Silent mode
❽ Navigation key: Browser/Confirm an option ▢

Message ▲
USIM ▼
Contacts ◀
Camera ▶
Torch ▢

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1.1 Keys

▢ Navigation key
Confirm an option (press the middle of the key)

Send call
Access to call log (idle screen)

Power on/off the handset (long press)
End call
Return to idle

Left soft key

Right soft key

1 ᴼᴼ Dial the voice mail number (long press)

0 + From Idle screen
- Press: enter zero
- Long press: input +, "+" are used for dialing an international call.
In Edit mode:
- Press: access the Symbols table 0 (add numbers)

✳ From Idle screen
- Press: input *
- Long press: lock keypad
In Edit mode:
- Press: change input methods

From Idle screen
- Press: input #
- Long press: activate/deactivate the silent
In Edit mode:
- Press: input space

5 From Idle screen:
- Press: dial '5'
- Long press: turn the Torch on/off

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1.2 Status bar icons [1]

▢ Battery charge level.

⊿ Level of network reception.

Silence mode: your phone neither rings, beeps nor vibrates.

✈ Airplane mode.

🎧 Headset connected.

⏰ Alarm clock programed.

Missed calls.

GPRS connection status .

📶 Roaming.

R Unread SMS.

💬 Message full.

💬 Message full.

↩ Call divert.

🎵 Music activated.

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

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2 Getting started ....

2.1 Set up
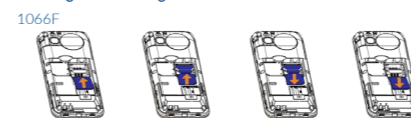
Removing and installing the back cover

Removing and installing the battery

Inserting and removing TF card

Inserting and removing the SIM card

1066F

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

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card, press it and slide it out.

For single SIM model, which only support mini SIM card. Do not attempt to insert other SIM types like micro and nano cards, otherwise this may cause damage to your phone.

Charging the battery

Connect battery charger to your phone and plug into the socket.
• Charging may take about 20 minutes to start if the battery is out of power.
• Be careful not to force the plug into the socket.
• Make sure the battery is correctly inserted before connecting the charger.
• The mains socket must be near to the phone and easily accessible (avoid electric extension cables).
• You are advised to charge the battery to its maximum when using the phone for the first time (approximately 3 hours) (▢).
• To reduce power consumption and energy waste, when battery is fully charged, disconnect your charger from the plug; reduce the backlight time, etc.

The charge is complete when the animation stops.

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2.2 Power on your phone

Hold down the key until the phone powers on.

2.3 Power off your phone

Hold down the key from the idle screen.

3 Calls..............................

3.1 Making a call

Dial the desired number, press the key to place the call. If you make a mistake, you can delete the incorrect digits by pressing the key. To hang up the call, press the key.

Making an emergency call

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

3.2 Calling your Voice mail [1]

To access your voicemail, hold down the 1 ᴼᴼ key.

3.3 Receiving a call

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

3.4 Available functions during the call

During a call, you can access your directory, calendar, short messages, etc. without hanging up the phone.

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

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4 FM radio......................

Your phone is equipped with a radio. You can use the application as a traditional radio with saved channels. In FM radio interface, press ▢ to play/pause the playing process of the current channel, press ▲ and ▼ to tune volume. You can listen to it while running other applications.

To use this feature you must plug in your headset, headset works as antenna when connected to your phone.

5 Call logs.........................

You can access your call memory by pressing from the idle screen.

6 Music ....

Use this function to play audio files. Press ▢ to play/pause the audio player, short press ◀ or ▶ to last or next audio, in audio player interface, press ▲ and ▼ to tune volume.

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7 Tools ....

7.1 Alarm

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

7.2 Calculator

Press the up, down, left, right and center key to select +, -, ×, ÷ and = respectively.

Press to delete the figure.

7.3 Calendar

Once you enter this menu, there is a monthly-view calendar for you to view the date; you can go to any day you want.

You can create a note in text format by accessing "**Add new event**" from the **Options**.

7.4 Convert

Convert support weight conversion and length conversion.

7.5 Fake call

You can create fake call through this function. It helps you to politely escape from social situations at any time you wish.

7.6 Call filter

You can create Blacklist and Whitelist through this function.

7.7 Torch

Turn on/off the torch as per your need. In idle screen, long key press 5 key to activate/deactivate the torch light.

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7.8 World clock

The first clock displays the time based on your location when you set up your phone. You can add other cities to show the time in their time zones.

7.9 Browser

This function enables you to surf the Internet using the mobile phone.

Note: Consulting the local network carrier for related fee and specific setup.

7.10 STK

STK service is the tool kit of SIM card. This phone supports the service function. The specific items depend on SIM card and network. Service menu will be automatically added to the phone menu when supported by network and SIM card.

8 Message ....

8.1 Create message

From the main menu select "**Message**" to create text/multimedia message. You can type a message send it to a recipient in the SIM card directory. You can type a message, and you're also able to insert a pre-defined message from "**Templates**". While writing a message, select "**Options**" to access all the messaging options.

For dual SIM model, you can type a message and select to send it to a recipient in SIM1

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. Specific letters (accent) will increase the size of the SMS, this may cause multiple SMS to be sent to your recipient.

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9 Multimedia..........

9.1 Camera

This function enables you to take pictures. Press ▢ to take the picture. You set them as wallpaper or select them as incoming call image to a contact in your **Contacts**.

9.2 Gallery

You can view images through this funciton.

9.3 Sound recorder

Use this function to record audio files. The phone support WAV and AMR. The recording file you stopped will be stored in audio file automatically.

9.4 Video

Use this funtion to play video files. Press ▢ to play/pause the video player, short press up or down direction key to tune volume, press left and right direction key to last or next video.

10 My files ....

The phone provides a certain space for users to manage files and support the memory card. The capacity of the memory card is selectable. You can use the file manager to conveniently manage various directories and files on the phone and the memory card.

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11 Contacts ....

11.1 Consulting your contacts

You can access your call memory by pressing from the idle screen.

11.2 Adding a contact

Select the menu "**New contact**" then save it to "Phone", "SIM" as you like.

12 Settings ....

From the main menu, select the menu ▢ and select the function of your choice in order to customize your telephone: **Profiles, Phone settings, Call settings, Network, Regulatory & safety, Security, Restore factory settings** [1] etc.

13 Input mode

This mode allows you to type a text by choosing a letter or a 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 be erased. Enter its default password 0000 to confirm to restore and reboot.

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Safety and use ....

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

When driving, do not use your 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 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 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 dashboard is adequately shielded from mobile phone RF energy.

• **CONDITIONS OF USE:**

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

Switch the phone off before boarding an aircraft.

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

Switch the phone 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 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, etc. In particular when using the phone, you should hold it against the ear on the opposite side to the device, if any.

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To avoid hearing impairment, pick up the call before holding your phone to your ear. Also move the handset away from your ear while using the "hands-free" mode because the amplified volume might cause hearing damage.

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

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

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

Do not allow your 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).

At over 55°C (131°F) the legibility of the phone's display may be impaired, though this is temporary and not serious.

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

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

Do not drop, throw or bend your mobile phone.

Do not use the phone if the glass made 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 phone 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 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, consult your doctor before playing video games on your phone or enabling a flashing-lights feature on your phone.

Parents should monitor their children's use of video games or other features that incorporate flashing lights on the phones. All persons should discontinue use and consult a doctor if any of the following

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symptoms occur: convulsion, eye or muscle twitching, loss of awareness, involuntary movements, or disorientation. To limit the likelihood of such symptoms, take the following safety precautions:
- Do not play or use a flashing-lights feature if you are tired or need sleep.
- Take a minimum of a 15-minute break hourly.
- Play in a room in which all lights are on.
- Play at the farthest distance possible from the screen.
- 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.

When you play games on your phone, you may experience occasional discomfort in your hands, arms, shoulders, neck, or other parts of your body. Follow the instructions to avoid problems such as tendinitis, carpal tunnel syndrome, or other musculoskeletal disorders.

⚠ **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 telephone. 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 mobile phone (including the carrier) disclaim any liability which may result from the improper use of the mobile phone.

• **BATTERY:**

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

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

Observe the following precautions for battery use:

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- 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 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 telephone, 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 to 40°C.

The chargers designed for your mobile phone meet with the standard for safety of information technology equipment and office equipment use. They are also compliant to the ecodesign 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.

Characteristics of power supply (depending on the country):

Travel charger: Input: 100-240 V, 50/60 Hz, 150 mA

Output: 5 V, 550 mA

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Battery: Lithium 400 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 1.40 W/kg for use at the ear and 0.91 W/kg and 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

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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.phonefacts.net

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:

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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 15 mm away from the body.

FCC ID: 2ACCJB098

Please note by using the device some of your personal data may be shared with the main device. It is under your own responsibility to protect your own personal data, not to share with it with any unauthorized devices or third party devices connected to yours. For products with Wi-Fi features, only connect to trusted Wi-Fi networks. Also when using your product as a hotspot (where available), use network security. These precautions will help prevent unauthorized access to your device. Your product can store personal information in various locations including a SIM card, memory card, and built-in memory. Be sure to remove or clear all personal information before you recycle, return, or give away your product. Choose your apps and updates carefully, and install from trusted sources only. Some apps can impact your product's performance and/or have access to private information including account details, call data, location details and network resources.

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.

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(ii) the costs for implementing the measures,

(iii) the risks involved with the processing of the personal data, and

(iv) the sensitivity of the personal data processed.

You can access, review and edit your personal information at any time by logging into your user account, visiting your user profile or by contacting us directly. Should you require us to edit or delete your personal data, we may ask you to provide us with evidence of your identity before we can act on your request.

• **LICENCES**

🔲 microSD Logo is a trademark.

General information ....

• **Website:** www.alcatelonetouch.us
• **Facebook:** http://www.facebook.com/alcatelonetouchusa / www.facebook.com/alcatelonetouchcanada
• **Twitter:** http://www.twitter.com/alcatelonetouch
• **Hot Line Number:** In the United States, call 855-368-0829 for technical support. In Canada, call 855-844-6058 for technical support.

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.alcatelmobile.com**

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

.Protection against theft [1]

Your telephone 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 telephone by entering *#06# and keep it in a safe place. It may

(1)   Contact your network carrier to check service availability.

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be requested by the police or your carrier if your telephone is stolen. This number allows your mobile telephone 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 phone's operation, depending on the software release of your telephone or specific carrier 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 carrier exclusively.

Telephone warranty......... ....

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

Batteries, power adapters, and other accessories sold as in box items are also warranted against defects and workmanship that results in product failure within the first six (6) months period from the date of purchase as shown on your original sales receipt. Such defect(s) will be repaired or replaced (with new or rebuilt parts) at the company's option without charge for parts or labor directly related to the defect(s).

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

• Non-compliance with the instructions for use or installation, or with technical and safety standards applicable in the geographical area where your phone is used;

• Connection to any equipment not supplied or not recommended by TCL Communication Ltd.;

• Modification or repair performed by individuals not authorized by TCL Communication Ltd. or its affiliates;

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• Changes to the device operating system by the user or third party applications;

• Acts of god such as inclement weather, lightning, power surges, fire, humidity, infiltration of liquids or foods, chemical products, download of files, crash, high voltage, corrosion, oxidation;

• Removal or altering of the wireless device's event labels or serial numbers (IMEI);

• Damage from exposure to water or other liquids, moisture, humidity, excessive temperatures or extreme environmental conditions, sand, excess dust and any condition outside the operating guidelines;

• Defects in appearance, cosmetic, decorative or structural items such as framing and non-operative parts;

• Damage as result of physical abuse regardless of cause.

There are no express warranties, whether written, oral or implied, other than this printed limited warranty or the mandatory warranty provided by your jurisdiction. In no event shall TCL Communication Ltd. or any of its affiliates be liable for incidental or consequential damages of any nature whatsoever, including but not limited to commercial loss, to the full extent those damages can be disclaimed by law. Some states do not allow the exclusion or limitation of incidental or consequential damages, or limitation of the duration of implied warranties, so the preceding limitations or exclusions may not apply to you.

How to obtain Support: In United States please call, (855) 368-0829 or go to www.alcatelonetouch.us for technical support. In Canada please call, (855) 844-6058 or go to www.alcatelonetouch. ca for technical support. We have placed many self-help tools that may help you to isolate the problem and eliminate the need to send your wireless device in for service. In the case that your wireless device is no longer covered by this limited warranty due to time or condition, you may utilize our out of warranty repair options.

How to obtain Hardware Service within the terms of this warranty: Create a user profile (alcatel.finetw.com) and then create an RMA for the defective device. Ship the device with a copy of the original proof of purchase (e.g. original copy of the dated bill of sale, invoice) with the owner's return address (No PO Boxes accepted), wireless carrier's name, alternate daytime phone number, and email address with a complete problem description. Only ship the device. Do not

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ship the SIM card, memory cards, or any other accessories such as the power adapter. You must properly package and ship the wireless device to the repair center. TCL Communication Ltd. is not responsible for devices that do not arrive at the service center or are damaged in transit. Insurance is recommended with proof of delivery. Upon receipt, the service center will verify the warranty conditions, repair, and return your device to the address provided in the RMA. Check the warranty repair status by going online with the RMA number on web portal.

Troubleshooting ....

Before contacting the service center, you are advised to follow the instructions below:
• You are advised to fully charge (🔲) the battery for optimal operation.
• Avoid storing large amounts of data in your phone as this may affect its performance.

and carry out the following checks:

My phone can't switch on
• Check the battery contacts, remove and reinstall your battery, then turn your phone on
• Check the battery power level, charge for at least 20 minutes

My phone is frozen or has not responded for several minutes
• Restart your phone by pressing and holding the ⓞ key
• Remove the battery and re-insert it, then restart the phone

My phone turns off by itself
• Make sure power off key is not mis-contacted
• Check the battery charge level

My phone can't charge properly
• Make sure you are using an **alcatel** battery and the charger from the box
• Clean the battery contact if it's dirty
• Make sure your battery is inserted properly before plugging in the charger
• Make sure that your battery is not completely discharged; if the battery power is empty for a long time, it may take around 20 minutes to display the battery charger indicator on the screen

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• 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 can't connect to a network or "No service" is displayed
• Try connecting in another location
• Verify the network coverage with your carrier
• Check with your carrier 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 can't connect to the Internet
• Check that the IMEI number (press *#06#) is the same as the one printed on your warranty card or box
• Make sure that the internet access service of your SIM card is available
• Check your phone's Internet connecting settings
• Make sure you are in a place with network coverage
• Try connecting at a later time or another location

Invalid SIM card
• Make sure the SIM card has been correctly inserted
• Make sure the chip on your SIM card is not damaged or scratched
• Make sure the service of your SIM card is available

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

Unable to receive incoming calls
• Make sure your phone is switched on and connected to a network (check for overloaded or unavailable network)
• Check your subscription status with your carrier (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 carrier

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• Your caller has concealed his/her name or number

I can't find my contacts
• Make sure your SIM card is not broken
• Make sure your SIM card is inserted properly
• Import all contacts stored in SIM card to phone

The sound quality of the calls is poor
• You can adjust the volume during a call by pressing the volume key
• Check the network strength 📶
• Make sure that the receiver, connector or speaker on your phone is clean

I am unable to use the features described in the manual
• Check with your carrier 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 can't be dialed
• Make sure that you have correctly recorded the number in your file
• Make sure that you have inputted the country prefix when calling a foreign country

I am unable to add a contact in my contacts
• Make sure that your SIM card contacts are not full; delete some files from your SIM card or save the files in the phone contacts

My callers are unable to leave messages on my voicemail
• Contact your network carrier to check service availability

I can't access my voicemail
• Make sure your carrier's voicemail number is correctly entered in "Messages\Voice mail server"
• Try later if the network is busy

The flickering 💬 icon is displayed on my standby screen
• You have saved too many short messages on your SIM card; delete some

SIM card PIN locked
• Contact your network carrier 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

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• Select the microSD card as the location to store downloaded files
• Check your subscription status with your carrier

How to make your battery last longer
• Make sure you follow the complete charge time (minimum 3 hours)
• After a partial charge, the battery level indicator may not be exact. Wait for at least 20 minutes after removing the charger to obtain an exact indication
• Adjust the brightness of screen as appropriate

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