

Safety and Warranty Information



www.sar-tick.com

This device meets applicable national SAR limits of 1.6W/kg. SAR values can be found on page 10 of this user guide. Note that the product may be transmitting even if you are not using it.

alcatel



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.



The tablet contains magnets which may interfere with other devices and items (such as credit card, pacemakers, defibrillators, etc.). Please maintain at least 15 mm of separation between your tablet and the devices/items mentioned above.

CQF1NL0LZAAA

Printed in China



9027G

Safety information

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

• TRAFFIC SAFETY

Given that studies show that using a device while driving a vehicle constitutes a real risk, even when the hands-free kit is used (car kit, headset...), drivers are requested to refrain from using their device when the vehicle is not parked.

When driving, do not use your device or headphones to listen to music. Using a headphones can be dangerous and forbidden in some areas. When switched on, your device emits electromagnetic waves that can interfere with the vehicle's electronic systems such as ABS anti-lock brakes or airbags. To ensure that there is no problem:

- do not place your device on top of the dashboard or within an airbag deployment area,
- check with your car dealer or the car manufacturer to make sure that the dashboard is adequately shielded from device RF energy.

• CONDITIONS OF USE

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

The product shall only be connected to a USB interface of version USB2.0 or 1.1.

Switch the device off before boarding an aircraft.

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

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

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

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

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

Please note that your device is a unibody device, the back cover and battery are not removable. Do not attempt to disassemble your device. If you disassemble your device the warranty will not apply. Also, disassembling the device may damage the battery, and may cause leakage of substances that could create an allergic reaction.

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

Do not allow your device to be exposed to adverse weather or environmental conditions (moisture, humidity, rain, infiltration of liquids, dust, sea air, etc.). The manufacturer's recommended operating temperature range is -0°C to +45°C.

At over 45°C the legibility of the device's display may be impaired, though this is temporary and not serious.

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

Do not drop, throw or bend your device.

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

Do not paint it.

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

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

Some people may suffer epileptic seizures or blackouts 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 device.

Parents should monitor their children's use of video games on the device. 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:

- 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 device, 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.

• **PRIVACY**

Please note that you must respect the laws and regulations in force in your jurisdiction or other jurisdiction(s) where you will use your device regarding taking photographs and recording sounds with your device. Pursuant to such laws and regulations, it may be strictly forbidden to take photographs and/or to record the voices of other people or any of their personal attributes, and duplicate or distribute them, as this may be considered to be an invasion of privacy. It is the user's sole responsibility to ensure that prior authorization be obtained, if necessary, in order to record private or confidential conversations or take a photograph of another person; the manufacturer, the seller or vendor of your device (including the operator) disclaim any liability which may result from the improper use of the device.

Please note that 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 and not 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 of or damage to such personal data whereby the measures shall provide a level of security that is appropriate having regard to

- (i) the technical possibilities available,
- (ii) the costs for implementing the measures,
- (iii) the risks involved with the processing of the personal data, and
- (iv) the sensitivity of the personal data processed.

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

• **BATTERY**

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

Please note your tablet is a unibody device, the back cover and battery are not removable. Observe the following precautions for battery use:

- Do not attempt to open the back cover and replace the inner rechargeable Li-polymer battery. Please contact the dealer to replace it.
- Do not attempt to eject, replace, or open battery.
- Do not puncture the back cover of your device.
- Do not burn or dispose of your device in household garbage or store it at temperature above 50°C.
- Dispose of used batteries according to the instructions



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

- Municipal waste disposal centers with specific ██████████ bins for these types 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:

Types 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.

• CHARGERS

Chargers will operate within the temperature range of: 0°C to 40°C.

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

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

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

This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

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

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

FCC Caution:

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

FCC RF Exposure Information (SAR):

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

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

• **ISED Notice**

This device complies with Innovation, Science and Economic Development Canada (ISED) license-exempt RSS standard(s). Operation is subject to the following two conditions:

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

This Class B digital apparatus complies with Canadian ICES-003.

IC: 9238A-0094

• **ISED Radiation Exposure Statement**

This EUT is compliance with SAR for general population/uncontrolled exposure limits in ISED RSS-102 and had been tested in accordance with the measurement methods and procedures specified in IEEE 1528 and IEC 62209. This device and its antenna(s) must not be co-located or operating in conjunction with any other antenna or transmitter.

Caution:

(i) the device for operation in the band 5150-5250 MHz is only for indoor use to reduce the potential for harmful interference to co-channel mobile satellite systems;

(ii) the maximum antenna gain permitted for devices in the bands 5250-5350 MHz shall be such that the equipment still complies with the e.i.r.p. limit;

(iii) the maximum antenna gain permitted for devices in the band 5725-5850 MHz shall be such that the equipment still complies with the e.i.r.p. limits specified for point-to-point and non-point to-point operation as appropriate; and

(iv) Users should also be advised that high-power radars are allocated as primary users (i.e. priority users) of the bands 5250-5350 MHz and 5650-5850 MHz and that these radars could cause interference and/or damage to LE-LAN devices.

• LICENCES



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9027G Bluetooth DID D040051



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

Your device uses non-harmonized frequency and is intended for use in all European countries.

The WLAN can be operated in the EU without restriction indoors, but cannot be operated outdoors in France.

Google, the Google logo, Android, the Android logo, Google Search™, Google Maps™, Gmail™, YouTube, Google Play Store, Google Latitude™ and Hangouts™ are trademarks of Google Inc.

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 long press **Google legal** in **Settings > About Tablet > Legal information**)⁽¹⁾.

⁽¹⁾ May not be available in all countries.

Although the SAR is determined at the highest certified power level, the actual SAR level of the device while operating can be well below the maximum value. This is because the device is designed to operate at multiple power levels so as to use only the power required to reach the network. In general, the closer you are to a wireless base station antenna, the lower the power output.

The exposure standard for wireless devices employs a unit of measurement known as the Specific Absorption Rate, or SAR. The SAR limit set by the FCC is 1.33W/kg.

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

The FCC has granted an Equipment Authorization for this model device with all reported SAR levels evaluated as in compliance with the FCC RF exposure guidelines. SAR information on this model device is on file with the FCC and can be found under the Display Grant section of HYPERLINK "<http://www.fcc.gov/oet/ea/fccid>" www.fcc.gov/oet/ea/fccid after searching on FCC ID: 2ACCJBT15

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

Maximum SAR for this model and conditions under which it was recorded:	
9027G (Body)	1.33W/kg

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

To meet RF exposure guidelines during body-worn operation, the device should be positioned at least this distance away from the body.

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

General information

- **Internet address:**

For USA: us.alcatelmobile.com

For Canada: ca.alcatelmobile.com

- **Electronic labeling path:**

Touch Settings >System > Regulatory & Safety or press *#07# to find electronic labeling information for your device, such as FCC ID and IC ID.

- **Hotline Number:** In United States please call, (855) 368-0829 for technical support. In Canada please call, (855) 844-6058 for technical support.

- **Manufacturer:** TCL Communication Ltd.

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.

Your device is a transceiver that operates on Wi-Fi with 2.4GHz and 5GHz, Bluetooth with 2.4GHz.

Company Address:

5/F, Building 22E, 22 Science Park East Avenue, Hong Kong Science Park, Shatin, NT, Hong Kong

Battery Recycling (USA & Canada):



Alcatel partners with Call2Recycle® to offer a safe and convenient battery recycling program.

For more information on our Battery Recycling Program, please visit the USA and Canada website at <http://us.alcatelmobile.com/accessibility-compliance/battery-recycling/> and <http://ca.alcatelmobile.com/accessibility-compliance/battery-recycling/>

Disclaimer

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

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

All third party materials in this device are provided "as is", without warranty of any kind, whether express or implied, including the implied warranties of merchantability, fitness for a particular purpose or use/third party application, interoperability with other materials or applications of the purchaser and non-infringement of copyright.

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

Accessory

- ◆ Charger, 5.0VDC/2.0A
- ◆ USB cable, 5pins micro-USB

Warranty

2 YEAR LIMITED WARRANTY

TCT Mobile Inc., offers a 2 year limited warranty on all TCL, Alcatel, Alcatel One-Touch, BlackBerry devices that are found to be defective in materials or workmanship upon submission of the following items:

1. Proof of purchase – consisting of original invoice or sales slip indicating the date of purchase, dealer's name, model and serial number of the product

General Terms and Conditions

This warranty is confined to the first purchaser of the product only and is not applicable to cases other than defects in material, design and workmanship.

Items and Conditions Not Covered:

- Damages resulting from normal wear and tear and/or the need for regular maintenance shall not constitute a defect under the terms of this warranty.
- Abuse or misuses, including but not solely limited to the failure to use this product for its normal purposes or in accordance with TCT's instructions on usage and maintenance.
- Defects resulting from usage of the product in conjunction with accessories that are not approved by TCT for use with this product.
- TCT will not be responsible for any repairs caused by third party component parts, or service that is found to be the cause for the defect or damage of the product.
- TCT will not be responsible for failure to use the battery in accordance with the specific instructions of core outlined in the product user manual. For example, do not attempt to open sealed devices, such as batteries. Opening of sealed devices may result in bodily injury and/or property damage.
- Accidents, Acts of God, lightning, water, fire, public disturbances, improper ventilation, voltage fluctuations or any cause beyond the control of TCT.
- This warranty does not affect the consumers' statutory rights nor the consumers' rights against the dealer related to their purchase/ sales agreement.

TCT's 2 Year Limited Warranty will abide by the following options regarding claims:

1. Repair the TCT product using new or previously used parts that are equivalent to new in performance and reliability.
2. Replace the TCT product with the same model (or with customer consent a product that has similar functionality) formed from new and/or previously used parts that are equivalent to new in performance and reliability.
 - a. When a TCT product or part is replaced or provided, any replacement item becomes the customer's property and the replaced or refunded item becomes TCT's property.
 - b. TCT will not provide any data transfer service. This is the customer's responsibility. TCT shall not be liable for the loss of any saved/stored data in products that are either repaired or replaced. Customer should maintain a separate backup copy of the contents of the device's data.
3. All refund requests shall be submitted to the retailer where the device(s) were originally purchased and shall subject to the retailer's refund policies. Customers may obtain the retailers return policies at the links provided below:
 - a. U.S. <https://us.alcatelmobile.com/return-policy/>
 - b. Canada <https://ca.alcatelmobile.com/return-policy/>
4. Repair or Replacement of any TCT product under the terms of this warranty does not provide right to extension or renewal of the warranty period.
5. Warranty repairs are available free of charge at TCT authorized repair centers for products that comply with the General Terms and Conditions of this warranty. Shipping cost of the defective product(s) to TCT authorized repair center is to be paid by the customer. The customer is responsible for any damage to the defective product during shipment to the authorized repair center.
6. This warranty is not transferrable. This warranty will be the purchasers' sole and exclusive remedy and neither TCT nor its service centers shall be liable for any incidental or consequential damages or breach of any express or implied warranty of this product.
7. This warranty extends to products purchased and sold within the United States and Canada. All products sold in United States will be subject to their respective state and federal laws. All products purchased in Canada will be subject to Canadian laws.

Company Contact Information

Customer Care may be contacted at:

USA Phone Number: 855-368-0829 or <https://us.alcatelmobile.com/>

Canada Number: 855-844-6058 or <https://ca.alcatelmobile.com/>

BlackBerry Support: # 1 855-223-4034 (USA and Canada) or www.blackberrymobile.com


Electronic Recycling

For more information on Electronic Recycling, please:

- 1) Visit alcatel Electronic Recycling Program website. For USA, <http://us.alcatelmobile.com/accessibility-compliance/electronic-recycling-program/> and for Canada, please visit <http://ca.alcatelmobile.com/accessibility-compliance/electronic-recycling-program/>.

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 tablet as this may affect its performance.
- Use Factory data reset and the upgrade tool to perform tablet formatting or software upgrading. All user tablet data: contacts, photos, and files, downloaded applications will be lost permanently. It is strongly advised to fully back up the tablet data and profile before doing formatting and upgrading.

Please pay attention that after Factory data reset is performed you may be requested to enter Google account credentials⁽¹⁾ 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.

My tablet cannot be switched on or is frozen

- If the tablet cannot be switched on, charge for at least 20 minutes to ensure the minimum battery power needed, then try to switch on again.

⁽¹⁾ Applicable for Android OS versions starting from 5.1.

- If the tablet falls into a loop during power on-off animation and the user interface cannot be accessed, press the Power key to Pop up the options, then long press "Power Off" to enter Safe Mode. This eliminates any abnormal OS booting issues caused by 3rd party APKs.

My tablet has not responded for several minutes

- Restart your tablet by long pressing the Power key for about 10 seconds.

My tablet turns off by itself

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

My tablet can't 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 tablet can't connect to the Internet

- Check your tablet's Internet connection settings.
- Make sure you are in a place with network coverage.
- Try connecting at a later time or another location.

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 accessory.

I am unable to connect my tablet to my computer

- Install Alcatel Center.
- Check that your USB driver is installed properly.
- Check that you have marked the checkbox for USB debugging. To access this function, touch Settings>About tablet, then touch Build number 7 times. Now you may touch Settings\Developer options\USB debugging.
- Check that your computer meets the requirements for Alcatel Center 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 tablet memory for your download.
- Check your subscription status with your operator.

The tablet cannot be detected by others via Bluetooth

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

How to make your battery last longer

- Make sure you follow the complete charge time (minimum 2.5 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 screen brightness as appropriate.
- 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 tablet will become warm following prolonged game playing, internet surfing or running other complex applications.

- This heating is a normal consequence of the CPU handling excessive data such as game playing, internet surfing or running other complex applications. Ending above actions will make your tablet return to normal temperature.

After Factory reset is performed my device asks to enter Google account credentials.

- 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 please complete the Google account recovery procedure.

I don't hear when somebody calls/messages 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 notification panel. In this case, you need to deactivate 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 "Sound & notifications" Interruptions (for Android 5.X) or Do not disturb (for Android 6.X).

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