

# Safety, Precaution, and Troubleshooting



[www.sar-tick.com](http://www.sar-tick.com)  
alcatel



This product meets applicable national SAR limits of 1.6 W/kg. The specific maximum SAR values can be found in the **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 10 mm from the body to ensure compliance with RF exposure requirements. Note that the product may be transmitting even if you are not making a phone call.

## PROTECT YOUR HEARING

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



English - CQF29S1ALAAA

# 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 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 phone when the vehicle is not parked. Check the laws and regulations on the use of wireless 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.

## **CONDITIONS OF USE:**

- You are advised to switch off the phone from time to time to optimize its performance;
- Remember to abide by local authority rules of mobile phone use on aircrafts;
- If your phone is a unibody device, where the back cover and battery are not removable, disassembling the phone will void your warranty. Disassembling the phone can cause bodily injury if the battery is punctured;
- 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, such as 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 temporarily impaired;
- Do not open, dismantle, or attempt to repair your phone yourself;
- Do not drop, throw, or bend your phone;

- Use only 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;
- Your phone should not be disposed of in a municipal waste. Please check local regulations for disposal of electronic products;
- Remember to make backup copies or keep a written record of all important information stored on 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, please 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 symptoms occur: convulsion, eye or muscle twitching, loss of awareness, orientation, or movements.

## **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 phone regarding taking photographs and recording sounds with your 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 has been 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 phone (including the carrier) disclaim any liability which may result from improper use of the phone.

## **BATTERY:**

### **For a non-unibody device:**

Observe the following precautions:

- 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 the battery;
- Do not burn or dispose of a used battery in household garbage or store it at temperatures above 60°C (140°F).

Batteries must be disposed of in accordance with locally applicable environmental regulations. Only use the battery for the purpose for which it was designed. Never use damaged batteries or those not recommended by TCL Communication Ltd. and/or its affiliates.

**For a non-unibody device with a non-removable battery:**

Observe the following precautions:

- Do not attempt to remove, replace, or open the battery;
- Do not puncture, disassemble, or cause a short circuit in the battery;
- Do not burn or dispose of your phone in household garbage or store it at temperature above 60°C (140°F).

Phone and battery must be disposed of in accordance with locally applicable environmental regulations.

**For a unibody device:**

Observe the following precautions:

- Do not attempt to open the back cover;
- Do not attempt to remove, replace, or open the battery;
- Do not puncture the back cover of your phone;
- Do not burn or dispose of your phone in household garbage or store it at temperature above 60°C (140°F);

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



This symbol on your 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 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:**

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.

**WARNING:** This product contains chemicals known to the State of California to cause cancer and birth defects or other reproductive harm.

## 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 phone meet 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: 100-240V, 50/60Hz, 400/500mA

Output: 5V/9V, 2000/1670mA

Battery: Lithium 4000 mAh (Typical Capacity)

## Radio waves .....

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

Your 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 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 Innovation, Science and Economic Development Canada (ISED), is 1.6 W/kg averaged over 1 gram of body tissue. Tests for SAR are conducted using standard operating positions with the phone transmitting at its highest certified power level in all tested frequency bands.

This device is complied with SAR for general population /uncontrolled exposure limits in ANSI/IEEE C95.1-1992 and had been tested in accordance with the measurement methods and procedures specified in IEEE1528.

The FCC has granted an Equipment Authorization for this model phone with all reported SAR levels evaluated as in compliance with the FCC RF exposure guidelines. SAR information on this model phone is on file with the FCC and can be found under the Display Grant section of [www.fcc.gov/oet/ea/fccid](http://www.fcc.gov/oet/ea/fccid) after searching on FCC ID:2ACCJH076

Although the SAR is determined at the highest certified power level, the actual SAR level of the phone while operating can be well below the maximum value. This is because the 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 phone. Before a 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 phone when tested is 0.65 W/Kg for use at the ear and 1.38 W/Kg for use close to the body.

While there may be differences between the SAR levels of various phones and at various positions, they all meet the government requirement for RF exposure.

For body-worn operation, the phone meets FCC RF exposure guidelines provided that it is used with a non-metallic accessory with the handset at least 10 mm from the body. Use of other accessories may not ensure compliance with FCC RF exposure guidelines.

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 phones. If individuals are concerned, they may choose to limit their own or their children's RF exposure by limiting the length of calls, or using "hands-free" devices to keep phones away from the head and body. 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 phone complies with Part 15 of the FCC Rules.

Operation is subject to the following two conditions:

- This device may not cause harmful interference;
- This device must accept any interference received, including interference that may cause undesired operation.

Your 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 a 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 phone at least **XX** 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 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

- The technical possibilities available;
- The costs for implementing the measures;
- The risks involved with the processing of the personal data, and;
- 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.

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

- This device may not cause interference, and;

- 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.

Innovation, Science and Economic Development Canada (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 equipment should be installed and operated with minimum distance 15 mm between the radiator and your body. This device and its antenna(s) must not be co-located or operating in conjunction with any other antenna or transmitter.

# Licenses.....



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**Alcatel** 5090A Bluetooth Declaration ID D035822



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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 **Google legal** in **Settings > About phone > Legal information**)<sup>(1)</sup>.

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

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 Ltd.

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.

<sup>(1)</sup> May not be available in all countries.

US Information Concerning the Federal Communications Commission ("FCC") Requirements for Hearing Aid Compatibility with Wireless Devices When wireless devices are used near hearing devices (such as hearing aids and cochlear implants), users may detect a buzzing, humming, or whining noise. Some hearing devices are more immune than others to this interference, and wireless devices also vary in the amount of interference that they generate. The wireless telephone industry has developed ratings to assist hearing device users in finding wireless devices that may be compatible with their hearing devices. Not all wireless devices have been rated. Wireless devices that are rated will have the rating displayed on the box together with other relevant approval markings. The ratings are not guarantees. Results will vary depending on the user's hearing device and hearing loss. If your hearing device is vulnerable to interference, you may not be able to use a rated wireless device successfully. Consulting with your hearing health professional and testing the wireless device with your hearing device is the best way to evaluate it for your personal needs. This smartphone has been tested and rated for use with hearing aids for some of the wireless technologies that the smartphone uses. However, other wireless technologies may be used in this smartphone that have not been tested for use with hearing aids. It is important to try the different features of your smartphone thoroughly and in different locations to determine if you hear any interfering noise when using this smartphone with your hearing aid or cochlear implant. Consult your wireless service provider about its return and exchange policies, and for information about hearing aid compatibility. Hearing aid compatibility rating for this smartphone: M4.

How the ratings work  
M-Ratings: Wireless devices rated M3 or M4 meet FCC requirements and are likely to generate less interference to hearing devices than wireless devices that are not labeled. M4 is the better or higher of the two ratings.  
T-Ratings: Wireless devices rated T3 or T4 meet FCC requirements and are likely to be more usable with a hearing device's telecoil ("T Switch" or "Telephone Switch") than unrated wireless devices. T4 is the better or higher of the two ratings. (Note that not all hearing devices have telecoils in them.)  
Hearing devices may also be measured for immunity to this type of interference. Your hearing device manufacturer or hearing health professional may help you find results for your hearing device. The more immune your hearing aid is, the less likely you are to experience interference noise from wireless devices. For more information about the actions that the FCC has taken with regard to hearing aid compatibility with wireless devices and other steps that the FCC has taken to ensure that individuals with disabilities have access to telecommunications services, visit [www.fcc.gov/cgb/dro](http://www.fcc.gov/cgb/dro).

FCC ID: 2ACCJH076

IC ID: XXXXX

## General information .....

- **Website for USA:** [www.alcatelonetouch.us](http://www.alcatelonetouch.us)
- **Website for Canada:** [www.alcatelonetouch.ca](http://www.alcatelonetouch.ca)
- **Facebook:** [www.facebook.com/alcatelonetouchusa](http://www.facebook.com/alcatelonetouchusa)
- **Twitter:** [www.twitter.com/alcatel1touch](http://www.twitter.com/alcatel1touch)
- **Instagram:** [instagram.com/alcatelmobile](http://instagram.com/alcatelmobile)
- **Hotline:** In the United States, call 855-368-0829 for technical support. In Canada, call 855-844-6058 for technical support.
- **Manufacturer:** TCL Communication Ltd.
- **Address:** 5/F, Building 22E, 22 Science Park East Avenue, Hong Kong Science Park, Shatin, NT, Hong Kong
- **Electronic labeling path:** Touch **Settings > Regulatory & Safety** or press \*#07# to find more information about labeling <sup>(1)</sup>.

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

<sup>(1)</sup> This may vary depending on country.

Your phone is a transceiver that operates on GSM in quad-band (850/900/1800/1900 MHz), UMTS in penta-band (850/900/1700/1900/2100 MHz) or LTE (B1/2/3/4/5/7/12/13/17/20/28/66).

### Protection against theft <sup>(2)</sup>

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

<sup>(2)</sup> Contact your service provider to check service availability.

## Warranty

For information on warranty of your device, visit USA and Canada website at [www.alcatelonetouch.us/product-support](http://www.alcatelonetouch.us/product-support) and [www.alcatelonetouch.ca/product-support](http://www.alcatelonetouch.ca/product-support)

## Electronic Recycling (Within USA Only):

For more information on Electronic Recycling, please Visit Alcatel Electronic Recycling Program website at <http://www.alcatelonetouch.us/electronic-recycling-program>

## Battery Recycling (USA & Canada):

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

## Troubleshooting .....

Before contacting the service center, here are some instructions to help you troubleshoot your device:

- To have optimal operation, fully charge the battery.
- To improve the phone's performance, remove unnecessary files or apps on your phone.
- To update your system software, use the **System Updates** command in your phone's settings.
- To set your phone to factory default, use the **Backup & Reset** in the phone's settings. All of your phone data will be lost permanently. It is strongly advised to fully back up your phone before resetting.

### My phone can't be switched on

- When the phone can't be switched on, charge for at least 20 minutes to ensure the minimum battery power needed. Then switch it on again.

### My phone has not responded for several minutes

- If your phone doesn't respond, turn off your phone by pressing and holding the **Power** key until it turns off and then restart it again.
- If your phone has a removable battery, remove the battery and reinsert it, then restart the phone.

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

- If your phone turns off by itself, make sure that the **Power** key is not accidentally pressed.
- Check the battery charge level.
- Check your phone's settings for turning off the phone at a certain time.
- If it still doesn't work, **Factory** reset the phone via the Backup & reset in the phone's Settings. Make sure you have backed up your data.

### **My phone can't charge properly**

- Make sure that you are using the proper charger that comes with the phone.
- If your phone has a removable battery, make sure that your battery is inserted properly and the battery terminal makes a good contact with the phone. It must be inserted before plugging in the charger.
- Make sure that your battery is not completely discharged; if the battery power has been discharged for a long time, it may take around 20 minutes to display the battery charging indicator on the screen.
- Make sure that charging is carried out under normal conditions (0°C (32°F) to 40°C (104°F)).
- When abroad, check that the voltage input is compatible.
- Check that the charging port is secured or it's not damaged.

### **My phone can't connect to a network or "No service" is displayed**

- Try connecting to the network by moving to another physical location.
- Verify the network coverage with your carrier in your current area.

- Check with your carrier that your SIM card is valid.
- Make sure your phone's setting is not in airplane mode.
- If you are away from your carrier's network, you may need to enable roaming in the phone's settings to connect to other network. Roaming charges may apply.

### **My phone can't connect to the internet**

- Make sure that Cellular Data internet service is available in your wireless service plan.
- Check your phone's settings. Make sure **Cellular Data** is enabled or Wi-Fi connected.
- Make sure that you are in a place with network coverage for cellular data or Wi-Fi internet connection.
- Try connecting at a later time or another location.

### **Invalid SIM card**

- Make sure that the SIM card has been correctly inserted (see "Inserting or removing the SIM card").
- Make sure that the chip on your SIM card is not damaged.
- Make sure that the service of your SIM card matches the network you're on.

### **My phone can't make outgoing calls**

- Make sure that you have dialed a valid number and have touched **Call** on your phone.
- For international calls, check the country and area codes.

- Make sure that your phone is connected to a network, and the network is not overloaded or unavailable.
- Check your subscription status with your carrier.
- Make sure that you have not barred outgoing calls.
- Make sure that your phone is not in airplane mode.

#### **My phone can't receive incoming calls**

- Make sure that your phone is switched on and connected to a network. Check for overloaded or unavailable network.
- Check your subscription status with your carrier.
- Make sure that you have not forwarded incoming calls.
- Make sure that you have not barred certain calls.
- Make sure that your phone is not in airplane mode.

#### **The caller's name/number doesn't appear when a call is received**

- Check that you have subscribed for **Caller ID** service with your carrier.
- Your caller may have concealed his name or number.

#### **I can't find my contacts**

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

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

- Adjust the volume during a call by pressing the **Volume up/down** key.

- Check the network strength. Move to a location with stronger signal strength.
- Make sure that the receiver, connector, or speaker on your phone is clean.

#### **I can't use the features described in the manual**

- Check with your carrier to make sure that your subscription includes this service.
- Make sure that this feature doesn't require any additional 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 selected the country code when calling an international number.

#### **I can't add a contact**

- Make sure that your SIM card contact list is not full; delete some files or save the files to the phone.

#### **My callers can't leave messages on my voicemail**

- Contact your service provider to check service availability.
- Set up your voicemail with your carrier so that your caller can leave a message.

#### **I can't access my voicemail**

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



### **I can't send and receive MMS**

- Check your phone storage as it might be full.
- Contact your service provider to check service availability and MMS parameters.
- Verify the server center number or your MMS profile with your carrier.
- The server center may be swamped. Try again later.
- Start a new Messaging string. Your messaging string may have reached its limit.

### **My SIM card is PIN locked**

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

### **I can't connect my phone to my computer**

- Install Smart Suite.
- Check that your USB driver is installed properly.
- Open the Notification panel to check if the Smart Suite Agent has been activated.
- Check that you have marked the USB debugging checkbox.
- Check that your computer meets the requirements for Smart Suite installation.
- Make sure that you're using the right cable from the box.

### **I can't download new files**

- Make sure that there is sufficient phone storage space for your download.
- Select the microSD card as the location to store downloaded files.
- Check your subscription status with your carrier.

### **The phone can't 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.

### **The battery drains too fast**

- Make sure that you follow the complete charge time (minimum 135 minutes).
- 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 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 extended periods of time.
- Deactivate Bluetooth, Wi-Fi, or GPS when not in use.

The phone becomes 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 the above actions will make your phone return to normal temperature.

After Factory data reset is performed, I can't use my phone without entering Google Account credentials

- After reset is performed, you must enter the original Google Account credentials that were used on this phone.
- If you don't remember your Google Account credentials, complete the Google Account recovery procedures.
- If you still cannot access your phone, contact the authorized repair center, but remember that it will not be regarded as a warranty case.

The phone doesn't ring when a call or message arrives

- Make sure that Do Not Disturb mode (go to **Settings > Sound & notification > Do Not Disturb**) is not activated.
- Press the **Volume up/down** key to adjust volume.

I forgot some passwords/codes/keys on the phone

- Perform **Factory data reset**.
- If you still cannot access your phone, contact the authorized repair center, but remember that it will not be regarded as warranty case.

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