

ALCATEL onetouch.[®] Pixi 3⁽⁷⁾

9007A

Quick Start Guide

Thank you for buying the ALCATEL ONETOUCH 9007A. We hope you will enjoy your high-quality communication experience.

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 License and Apache License.

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



ALCATEL
onetouch.[®]

English - CJBIBUIALAAA

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www.sar-tick.com

This device meets applicable national SAR limits of 1.6 W/kg. SAR values can be found on page 18 of this user guide. When carrying the device or using it while worn on your body, either use an approved accessory such as a holster or otherwise maintain a distance of 0 mm from the body to ensure compliance with RF exposure requirements. Note that the product may be transmitting even if you are not using it.



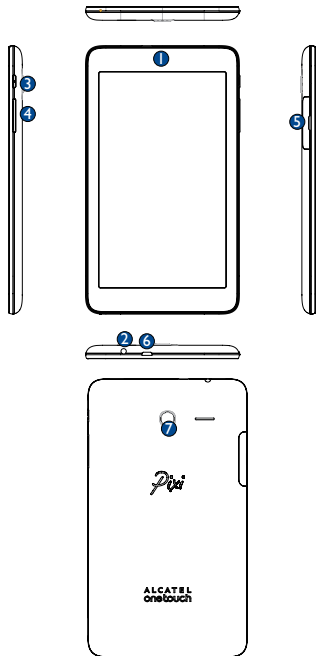
To prevent possible hearing damage, do not listen at high volume levels for long periods. Exercise caution when holding your device near your ear while the loudspeaker is in use.



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

Your device

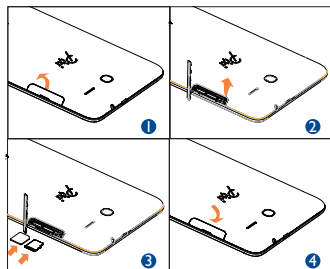
1.1 Appearance illustration



| Number | Function |
|--------|------------------------------------|
| 1 | Front camera |
| 2 | Headset connector |
| 3 | Power key |
| 4 | Volume Up/Down |
| 5 | SIM card and microSD card |
| 6 | Micro-USB connector/Battery charge |
| 7 | Rear camera |

Inserting the micro SIM card & the microSD card

To avoid damage, insert your SIM and microSD card in the correct direction. Refer to the instructions given below.



Note

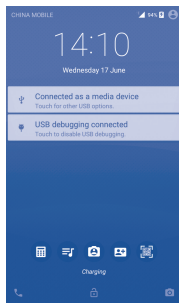
Charge the device before using it for the first time. Press and hold the Power key to turn on the device. After starting up, the Home screen appears. When the device is low on power, a battery icon will appear on the screen indicating that you should charge the device. Only use the charger recommended by TCL Communication Ltd. and its affiliates.

This device can't be charged through a USB computer connection.

1.2 Home screen

Your device includes three pages of Home screen giving you more space to add your own favorite apps, folders, and widgets for one-touch access. To switch between screens, sliding your finger to the left or right.

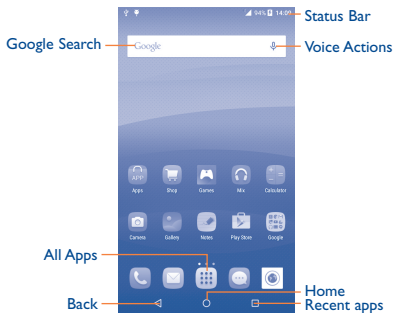
1.2.1 Lock/Unlock your screen



Once your device is powered on, it shows a locked screen interface, which is set as default.

Press and slide up the locked screen to unlock, slide left to access the camera, or slide right to access the call interface.

1.2.2 Icons on your screen

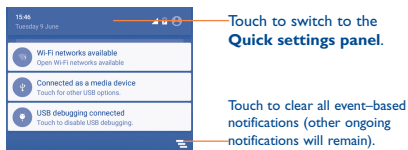


| Name | Description |
|---------------|---|
| Google Search | Touch it to access the Google Search engine. |
| Voice Actions | Use Voice Actions to watch a video, send email, set alarm, get directions, etc. |
| All Apps | Touch to show a list of apps. |
| Home | Go back to the previous menu or screen. |
| Recent apps | Return to the Home screen. |

Touch and drag down the Status bar to open the Quick settings panel or Notification panel. Touch and drag up to close it.

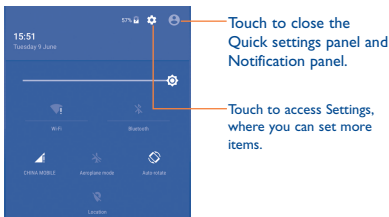
Notification panel

When there are notifications, touch and drag down the Status bar to open the Notification panel and read the detailed information.





Note: After opening the Notification panel, you can touch to switch to the Quick settings panel, or drag down the Status bar again to access the Quick settings panel.

Quick settings panel




You can enable or disable functions or change modes by touching the icons on Quick settings panel.

Note: After touching  to close the Quick settings panel and Notification panel, the screen will display the user information you have set in  Contacts

1.3 Apps and widgets

1.3.1 Apps

The Applications (apps) list contains all pre-embedded and newly installed apps. To access the apps list, touch the all apps key  on the Home screen.

1.3.2 Widgets

Long press an empty area on the Home screen and select Widgets to access the widgets library.

1.3.3 Get more apps

Touch the Google Play Store icon  to get more apps.

1.3.4 Create and manage shortcuts on the Home Screen

Long press an app or widget from the library. It will automatically appear on the Home screen so you can drag it to your preferred location.

1.3.5 Remove App from the Home screen

Long press the app you want to delete from the Home screen, drag it right over the "X Remove", which is at the top center of the screen.

1.3.6 Uninstall apps

Press  to enter all Apps, then long press the app you want to uninstall, drag it over the "Uninstall", which appears at the top-left of the screen.

1.4 Basic operation

1.4.1 Power on your device

Press and hold the **Power** key until the tablet powers on. It will take a few seconds before the screen lights up.

1.4.2 Power off your device

- Press and hold the **Power** key for about 3 seconds until the options appear, select **Power off** to power off your device.
- Press and hold the **Power** key about 10 seconds to shut down your device.

1.4.3 Stand-by mode

Press **Power** key once to shut down the screen and the product enters stand-by mode.

Note: Without operation, the product will enter stand-by mode automatically. Press **Power** key once to wake it up.

1.4.4 Connecting to a computer via USB

When connecting your device to computer via USB, you can transfer files between your device and the computer.


1.4.5 Change your wallpaper

Long press an empty area on the Home screen, then select **WALLPAPERS** to set wallpaper.

You can also change your wallpaper from **Settings > Display > Wallpaper**, select an image, then touch **Set wallpaper**.

1.4.6 Wi-Fi

To turn Wi-Fi on and connect to a wireless network:

- Touch the Wi-Fi icon on the Quick settings bar to turn on/off Wi-Fi.
- Select **Settings**, touch the switch  next to Wi-Fi to turn Wi-Fi on/off.
- Touch a Wi-Fi network to connect. If the network you selected is secured, you are required to enter a password or other credentials (You may need to contact the network carrier for details). When finished, touch **Connect**.

Tip: To extend the battery life, turn off Wi-Fi when you're not using it.

1.4.7 Zoom in/out

Draw your fingers apart/together to zoom in/out (Web browser, Gallery etc..).

2 Settings

2.1 Device

2.1.1 Sound & notification

You can set **Volumes, Touch sounds and Screen locking sounds** to your preference with the Volume up/down key, or touch **Settings > Sound & notification**.

2.1.2 Display

Touch **Settings > Display** to choose from the following options:

- **Brightness level** Adjust your screen brightness.
- **Adaptive brightness** Slide to enable optimize brightness level for available light.
- **Wallpaper** Set your wallpaper.
- **Sleep** Set Screensavers time.
- **Daydream** Select an animation effect to display while in standby mode.
- **Font size** Select a suitable font size for your tablet.
- **When device is rotated** Set to turn the tablet sideways or upright to adjust the Onscreen Keyboard orientation.

2.1.3 Storage

Touch **Settings > Storage** to view memory usage status.

2.1.4 Battery

Touch **Settings > Battery** to check the battery power and its service status.

2.1.5 Apps

Touch **Setting > APPs** to check the APP status.

2.2 Personal

2.2.1 Language & input

Touch **Settings > Language & input** to view or set system language and input methods.

- **Language** Set the system language.
- **Keyboard & input methods** Check and select all of the input methods installed in the tablet.

2.2.2 Backup & reset

You can back up settings and other data associated with one or more of your Google accounts. If you need to replace or factory reset your device, you can restore your data for any accounts that were previously backed up.

Touch **Settings > Backup & reset**

Tips: Make sure that all important data has been backed up before you run factory data reset. This will erase all apps and data that are installed on the device.

2.3 System

2.3.1 Date & time

Touch **Settings > Date & time** to set date, time, and format.



2.3.2 About tablet



Touch **Settings > About tablet** to check legal information, tablet status, software version, etc.

3 Phone call

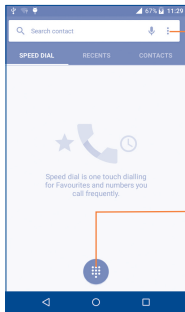
3.1 Placing a call

You can make a call with the Call app. There are two methods to access call interface:

- Touch and slide to the right on the lock screen to immediately go into the call interface.
- Touch  all apps key to enter all apps screen, then select  to access call interface.

Touch  to display the keyboard. Enter the desired number from the keyboard directly or select a contact from **Contacts** or **Recents** by sliding or touching tabs, then touch  to place the call. The number you entered can be saved to **People** by touching **Add to Contacts**.


To hang up a call, touch .

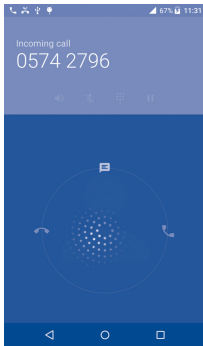


Touch to get more options.

Touch to show dial pad.






3.2 Answering or rejecting a call

When you receive a call, drag the phone icon  to the right to answer the call, drag to the left to reject the call, drag up to reject the call by sending a preset message.



4 Onetouch Connect

By connecting your tablet to your phone, you will be able to call, access contacts, and send messages from your tablet. Follow the steps below to finish the Onetouch Connect connection.

1. Install the Onetouch Connect app on your phone first, then open this app.
2. Open the Onetouch Connect  on your tablet and touch **SETUP**, then touch **SEARCHING** to search for and pair with your phone.
3. Connected successfully, now you can call , access contacts , and send messages  from your tablet.
4. You can also share the network from your phone by touching  Tethering icon.



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 herein.

• 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 headset to listen to music or to the radio. Using a headset 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.

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, or 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 battery 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 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 device or enabling a flashing-lights feature on your device.

Parents should monitor their children's use of video games or other features that incorporate flashing lights 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 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.

• BATTERY

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. Risk of explosion if battery is replaced with an incorrect type.



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 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

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

Characteristics of power supply (depending on the country):

Travel charger: Input: 100-240 V, 50/60 Hz, 0.2 A
 Output: 5 V, 1000 mA

Battery: Li-Polymer 2820 mAh

• RADIO WAVES

THIS DEVICE MEETS INTERNATIONAL GUIDELINES FOR EXPOSURE TO RADIO WAVES

Your device 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 device 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 device 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 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 of the device.

Before a device model is available for sale to the public, compliance with national regulations and standards must be shown.

The highest SAR value for this model device when tested is 1.40 W/kg for use at the ear and 1.47 W/kg for use close to the body.

While there may be differences between the SAR levels of various devices and at various positions, they all meet the government requirement for RF exposure. For body-worn operation, the device meets FCC RF exposure guidelines provided that it is used with a non-metallic accessory with the handset at least 0 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 devices. 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 devices away from the head and body. (fact sheet n°193).

Additional WHO information about electromagnetic fields and public health are available on the following website: <http://www.who.int/peh-emf>.

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

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

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

For the receiver devices associated with the operation of a licensed radio service (e.g. FM broadcast), they bear the following statement: This device complies with Part 15 of the FCC Rules. Operation is subject to the condition that this device does not cause harmful interference.

For other devices, they bear the following statement: This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions:

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

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 device at least 0 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

- (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.

• LICENCES



microSD Logo is a trademark.



The Bluetooth® word mark and logos are owned by the Bluetooth SIG, Inc. and any use of such marks by TCL Communication Ltd. and its affiliates is under license. Other trademarks and trade names are those of their respective owners.

ALCATEL ONETOUCH 9007A Bluetooth Declaration ID D026715



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

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 touch and hold Google legal in **Settings>About tablet****Legal information**).⁽¹⁾

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

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

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

FCC ID: 2ACCJN004

⁽¹⁾ May not be available in all countries.

General information

- **Website:** www.alcatelonetouch.us
- **Facebook:** www.facebook.com/alcatelonetouchusa;
www.facebook.com/alcatelonetouchcanada
- **Hot Line Number:** In the United States, call 855-368-0829 for technical support. In Canada, call 855-844-6058 for technical support
- **How to obtain Support:** In the United States, call 855-368-0829 or go to www.alcatelonetouch.us for technical support. In Canada, call 855-844-6058 or go to www.alcatelonetouch.ca for technical support.
- **Electronic labeling (Elabel) path:** Touch **Settings/Regulatory & Safety** or input "*#07#", you can find more information about labeling.⁽¹⁾

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

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

Your device is a transceiver that operates on GSM in quad-band (850/900/1800/1900 MHz), UMTS in quad-band (850/900/1900/2100 MHz), LTE in seven-band (B1/2/3/4/7/28A/28B).

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.

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

⁽¹⁾ It depends on countries.

12 MONTHS LIMITED WARRANTY

TCL Communications 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 twelve (12) month period from the date of purchase. This warranty extends to products purchased and sold within the United States.

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 device is used;
- Connection to any equipment not supplied or not recommended by TCL Communications Ltd.;
- Modification or repair performed by individuals not authorized by TCL Communications Ltd. or its affiliates;
- Changes to the device operating system by the user or third party applications;
- Acts of god such as inclement weather, lightning, power surges, fire, humidity, infiltration of liquids or foods, chemical products, download of files, crash, high voltage, corrosion, oxidation;
- Removal or altering of the wireless device's event labels or serial numbers (IMEI);

- Damage from exposure to water or other liquids, moisture, humidity, excessive temperatures or extreme environmental conditions, sand, excess dust and any condition outside the operating guidelines;
- Rooted devices;
- 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 Communications 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: Contact the customer care center by calling (855-368-0829) or going to (<http://www.alcatelonetouch.us>). 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 tablet number, and email address with a complete problem description. Only ship the device. Do not ship the SIM card, memory cards, or any other accessories such as the power adapter. You must properly package and ship the wireless device to the repair center. TCL Communications 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.

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