

# Safety, Precaution, and Troubleshooting



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 15 mm from the body to ensure compliance with RF exposure requirements. Note that the product may be transmitting even if you are not making a phone call.

## PROTECT YOUR HEARING

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



English - CQF61UH00AAA

## 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, etc.), 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 0°C (32°F) to +50°C (122°F). At over 50°C (122°F), the legibility of the phone's display may be impaired, though this is temporary and not serious;
- 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;

## PRIVACY:

Please note that you must respect the laws and regulations enforced 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 a 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 eject, 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 eject, replace, or open 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 items of equipment;
- Collection bins at points of sale.

They will then be recycled, preventing substances being disposed of in the environment, so that their components can be reused.

### In European Union countries:

These collection points are accessible free of charge.

All products with this sign must be brought to these collection points.

### In non-European Union jurisdictions:

Items of equipment with this symbol are not to be thrown into ordinary bins if your jurisdiction or your region has suitable recycling and collection facilities; instead they are to be taken to collection points for them to be recycled.

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

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

**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 45°C (113°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: 100-240 V, 50/60 Hz, 200 mA

Output: 5 V, 1000 mA

Battery: Lithium 1350 mAh

## 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: 2ACCJN012

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 0.61 W/Kg for use at the ear and 1.14 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 15 mm from the body. Use of other accessories may not ensure compliance with FCC RF exposure guidelines.

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

The World Health Organization (WHO) considers that present scientific information does not indicate the need for any special precautions for use of phones. If individuals are concerned, they might choose to limit their own or their children's RF exposure by limiting the length of calls, or using "hands-free" devices to keep 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;
- Contact Consumer Cellular customer support at (800) 686-4460.

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 and Innovation, Science and Economic Development Canada license-exempt RSS standard(s).

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 15 mm away from the body.

Please note by using the device some of your personal data may be shared with the main device.

It is under your own responsibility to protect your own personal data, and not to share with it with any unauthorized devices or third party devices connected to yours. 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 For these purposes, TCL Communication Ltd. implements and maintains appropriate technical and organizational measures to protect all personal data, such as unauthorized or unlawful processing. Accidental loss, destruction, and/or damage to such personal data in which these measures shall provide an appropriate level of security depends on:

- 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) Notice**

This 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 device 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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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 4044L Bluetooth Declaration ID D032964



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

### Hearing Aid Compatibility

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

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

For more information please visit our website <http://www.alcatelonetouch.us/hearing-aid-compatibility>

FCC ID: 2ACCJN012

## 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

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.

Your phone is a transceiver that operates on GSM in quad-band (850/900/1800/1900 MHz), WCDMA in tri-band (B2/4/5), or LTE in penta-band B2/4/5/7/12.

### Protection against theft<sup>(1)</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 \* # 0 6 # 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, which will prevent a third party from using it, even with a different SIM card.

<sup>(1)</sup> Contact your network carrier to check service availability.

## Disclaimer

There may be some 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.

## 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, you are advised to follow the instructions below:**

- You are advised to fully charge (  ) the battery for optimal operation.
- Avoid storing large amounts of data in your phone as this may affect its performance.
- Use the FOTA (Firmware Over The Air) Upgrade tool to update your phone's software. To access **Update phone**, press **Settings\Device\Device Information\Update phone\Update Firmware**.

**My phone can't be switched on**

- Check the battery contacts, remove and reinstall your battery, then turn your phone on. Note: only follow this step if you do not have a unibody device.
- Check the battery power level. Charge the device for at least 20 minutes, then try to switch the phone on again.

**My phone has not responded for several minutes**

- Restart your phone by pressing and holding the **End/power** key.
- If your phone has a removable battery, remove the battery and reinsert it, then restart the phone.

**My phone turns off by itself**

- When your phone turns off by itself, make sure that the **End/power** key is not accidentally pressed.
- Check the battery charge level.

**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 45°C (113°F)).
- When abroad, check that the voltage input is compatible.

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

- Try connecting 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.

**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 **Data Connection** is enabled.
- Make sure that you are in a place with network coverage for cellular data.
- Try connecting at a later time or another location.

**Invalid SIM card**

- Make sure that the SIM card has been correctly inserted.
- 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 pressed  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 to this service with your carrier.
- Your caller may have concealed their 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 accessories.

#### **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 network carrier to check service availability.
- Set up your voicemail with your carrier, so that your caller can leave a message.
- Check to make sure your voicemail box is not full.

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

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

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

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

#### **SIM card PIN locked**

- Contact your network carrier to obtain the PUK (Personal Unblocking Key) code.

#### **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 100 minutes).
- Adjust the brightness of screen as appropriate.
- Deactivate Bluetooth, or GPS when not in use.

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

- Press the **Volume up/down** key to adjust volume.

#### **I forget some passwords/codes/keys on phone**

- Perform **Factory Reset**.
- If you still cannot access your phone, contact Consumer Cellular customer support at (800) 686-4460 for assistance.

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