











8 My settings

From the main screen, select the icon menu  and select the function of your choice in order to customize your cellphone.


8.1 Ringtones

8.1.1 Available functions

To modify the sound settings, select an option using the ◀▶ key:

-  Select a melody from the list using the ⬆ key then confirm by pressing **OK** (see page 63).
-  Mode (normal, discreet, vibrate...).
-  Adjust the volume using the ⬆ key.
-  Select the type of key beep.
-  Select a melody for a new incoming message.
-  Select a melody for an alarm or appointment.
-  Power on beep.
-  Power off beep.
-  Select a sound for opening the flip and for closing it.

8.1.2 Mode

You may set your phone ringtone to Normal, Discreet (ring with beep), Vibrate (all sounds are replaced by vibrations except for alarms), Vibrate and ring, Vibrate then ring, Beep and vibrate, Silence (no sounds except for alarms, the  icon will be displayed).



Ringtones sound with increasing volume.

8.2 Color

This function enables you to customize the graphic style and the colors of your cellphone.

8.3 Clamshell

8.3.1 Clamshell open answer

You can decide whether you want to automatically answer the call when you open the flip.

8.3.2 Clamshell close options

You can decide whether you want to continue or stop an application when you close the flip.

8.4 Theme

The **“Theme”** menu allows you to customize your cellphone to suit your own taste. You can modify several customizable items at the same time.

When using the cellphone for the first time, a default **“Theme”** is activated.

Even if you choose a Theme, you can still modify the elements in it one by one. You can reactivate any Theme at any time.

When changing a Theme, an installation screen appears until the eight elements are installed.



The installation of the Theme can be stopped and cancelled if you receive an incoming call or if you press the right softkey; the previous choice of Theme is kept.

8.5 Antenna off mode

Antenna off mode, under which you will have no voice call or messaging functions, can be used to increase music playback time.

8.6 Equalizer

You can choose and adapt the different music style presets.

8.7 Display

8.7.1 Main screen

The main screen is displayed when you switch on your cellphone.

You can access the main functions from the main screen either with the navigation key or by pressing **OK** and by selecting the icons displayed on the screen ⁽¹⁾.

By selecting **“Main screen”** you can customize it by replacing the default image or animation displayed on your cellphone.



When you receive an event (incoming call, SMS/MMS, notifications, etc.) the icon, type and number of events will be displayed on your main screen allowing you to view them directly.

8.7.2 Screen saver

If you activate this option, the screen saver will be displayed within a short period after the main screen is displayed. You can choose a picture, an animation or a video as your screen saver.

8.7.3 Power On/Off ⁽²⁾

You can customize your welcome animation or image that appears when you switch on your phone.

You can also customize your OFF screen with an image or animation.

⁽¹⁾ Depending on the operator.

⁽²⁾ Depending on the model.

8.7.4 Menu display

- Board**
 - All the main menu icons displayed on one screen.
- Image**
 - One full-screen icon displayed at a time.
- List**
 - Main menus displayed line by line.

8.8 Clock

Manually set date and time in 12/24 hr format. You may also set daylight savings time options.

8.9 Keys

8.9.1 Softkeys

These keys have predefined functions, which vary from one model to another (operator services, games access, or Games & Applications, ...). You can customize ⁽¹⁾ them, assigning the functions you wish to each key.

8.9.2 Keypad

By customizing your keys, you can call someone or access a function directly from the main screen.

To program a key on your keypad, select **"Keypad"** and choose the key that you wish to program.

- **"Speed dial"**: activate this option to program numbers with contacts. And then in the idle mode keep pressing number to dial directly.
- **"Keys"**: activate this option to program the functions.

⁽¹⁾ Depending on your network operator.

8.10 More settings...

8.10.1 Auto lock

Lock the keypad

Three music keys on the front cover will be automatically locked after you close the phone.

Unlock the keypad


Open the flip.

The keypad will be unlocked automatically on receiving a call or plugging in the charger.

8.10.2 Backlight

The backlight allows you to reduce brightness for better performance of batteries and save power during periods of expected inactivity. You may also customize its duration, Immediate, 10 sec, 30 sec or 1 min.

8.10.3 Languages ⁽¹⁾

Display language for messages (select using ). The **"Automatic"** option selects the language according to the home network (if available).

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

8.10.4 Dictionary

Your phone has a dictionary for words typed which are predicted and are automatically called if you choose the Predictive Mode (T9). When you consult your dictionary, you can add, modify or erase words by using the "Options" softkey.

8.10.5 Input method ⁽¹⁾

Please see chapter "Latin input mode", page 67. In addition to the specific characters table for Cyrillic, Chinese, other data input modes are also available in your cellphone. This feature allows you to write short messages and add names with special characters to your directory.

8.10.6 Security

Activate PIN • The SIM card protection code is requested each time as the phone is powered on if this code is activated.

Change PIN • Change PIN code.

Change PIN2 • A protection code for certain SIM card features (Billing/Cost/FDN, etc.) will be requested if you attempt to access it, if the code is activated. Select to update it with a new one (between 4 and 8 digits).

Activate phone code • It is requested each time as the phone is powered on if this code is activated.

Change phone code • Change phone password, the default password is 1234.

⁽¹⁾ Depending on the language.

Fixed dialed number

- It allows the phone to be "locked" so that it can only dial certain numbers, or numbers with certain prefixes. To activate this function, PIN2 code is mandatory.

8.10.7 Networks

Network selection

- Automatic
 - Depending on the option selected, the network search mode will be:
 - The first network searched for is the network you used last.
- Manual
 - The choice of the network connection is left up to the user.

Preferred networks

GPRS connection ⁽¹⁾

- When needed
 - List of networks to which you wish to be connected in order of priority (update this list using **OK**).
 - Two modes available:
- Always
 - GPRS mode active depending on connection requirements.
 - GPRS mode continuously active.

⁽¹⁾ Depending on network availability.

9 Tools

9.1 Organizer

Once you enter this menu from “Tools”, there is a monthly-view calendar for you to keep track of important meetings, appointments, etc. Days with events entered will be marked in color.

Available options:


- Create**
 - Create an appointment.
- View appointments**
 - See all the created appointments.
- Jump to date**
 - Input the required date and it will be immediately highlighted.

9.2 Alarm

Your cellphone has a built-in alarm clock with a snooze feature. You can set up to five separate alarms and choose whether or not the alarm should repeat.



- Repeat**
 - You may select Once (default)/Every day/Days.
- Snooze**
 - The alarm will repeat at regular intervals.

9.3 Calculator

You can use it to perform basic calculations. Hold down the  key to get the decimal point. Confirm with the **OK** key or the left softkey.


9.4 Converter

9.4.1 Unit

You can use the Weight and Length conversion by selecting the unit you wish to convert via , then press  to input the digits. Finally confirm with **OK** key or left softkey.

9.4.2 Currency

The currency converter allows you to:

- Convert a currency directly into euros and vice versa ⁽¹⁾.
- Convert between international currencies, both currencies must be selected by  keys. You are requested to input the appropriate exchange rate.

9.5 Memory status

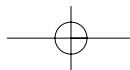
It will indicate how much space is used and how much is currently free on your phone and memory card (if any).

9.5.1 Phone

View available memory space.

Your phone's memory is shared among several functions: directory, scheduler, messages, voice messages, images, melodies, games, applications and video clips.

⁽¹⁾ For the former European national currencies, the currency converter uses the final Euro conversion rates set on 31/12/1998, which are used in accordance with official conversion rules.



9.5.2 Memory card (MicroSD card)

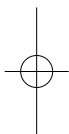
View the memory available on your MicroSD card.



You are advised to save large files (like videos, songs,...) on your MicroSD card. File names with up to 35 characters will be supported.

9.6 Voice memo

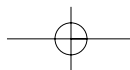
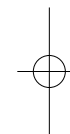
This feature enables you to record a call by selecting “**Voice memo**” while communicating. To record a sound, select “**Voice memo**”, then “**New record**”.

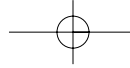


10 My shortcuts

Access the shortcuts already programmed.

To program new shortcuts: select “**My shortcuts**” if you want to create a quick access to a function, Directory, or WAP Bookmarks, etc.





WAP

11.1 Homepage

Launch the WAP browser with the homepage of the default profile.

11.2 Bookmarks

Access your favorite sites.

11.3 Recent pages

Pages which you recently browsed.

11.4 Go to URL

Enter the URL of WAP site.

11.5 Profiles

11.5.1 Edit profile

Edit existing profile or create new profile.

11.5.2 Browser options

Set the value for timeout and auto loading of image.

11.5.3 Push message settings

Enable or disable receiving service message from WAP.

11.5.4 Clear cache

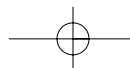
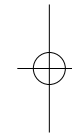
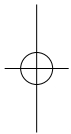
Empty the phone's cache memory.

11.5.5 Clear cookies

Clear cookies from website.

11.5.6 Trusted certif.

Certificates of trusted sites.



12 Media album

You will have access to all audio and visual files stored in phone or memory card in Media Album.

12.1 My audio

Choose an audio for the ON/OFF screen, for an incoming call, a message alert, power on/off ringtone or an alarm and scheduler.

The “**My audio**” album contains the following folders ⁽¹⁾:

- Music: full track music.
- Melodies: melodies that can be set as ringtone.
- Recorded: all recorded sounds,
- General: contains all audio files stored in phone or memory card.



DRM: Digital Rights Management feature allows sounds and images to be played while protecting the associated copyright. DRM counter-based files and files with expired rights will not be automatically played when scrolling the list.

⁽¹⁾ The embedded folder names cannot be modified. However, in certain cases, you can modify, delete and add items included in these folders.

12.2 My images

You can select an image or a photo as main screen or the ON/OFF screen. You may also change it, send it by MMS or assign it to a contact in the directory.



The images will be displayed in alphabetical order.

12.3 My videos

The “**My videos**” album contains all video clips embedded and downloaded in phone or memory card.



In My audio, My images and My videos: only files transferred via PC suite will be saved in the pre-defined folder and recognized by the music player. However, the files copied to other directories are still accessible in “**Media album\Memory card**”.

12.4 My creations

This feature stores all the photos and videos captured by your cellphone.

12.5 Unknown files

Store files of unsupported format.

Thumbnails are displayed for preview. In addition, you can use “**Mark**” function, to select multiple files.

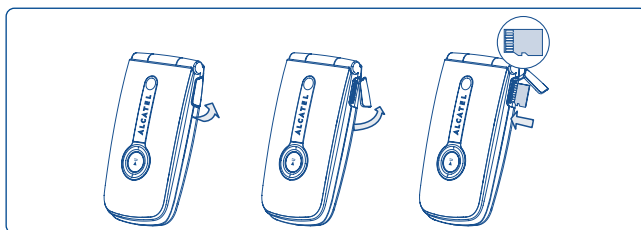
12.6 Memory card

You will have access to all files stored in memory card here.



When a memory card is inserted for the first time, it will be scanned and the default folders will be created.

Insert the memory card: Open the rubber cap, place the MicroSD card with gold edge upwards and insert it into the slot:



Remove the memory card: Open the rubber cap and gently push the memory card until unlocked. Take out your MicroSD card and close the cap.


Available options

- Create folder** • Create more folders.
- Delete folder** • Remove folders.
- Rename folder** • Rename folder's name.
- Empty folder** • Delete all files in one folder.
- Memory card** • To format it or check memory status.

12.7 Managing audio, images, videos and creations

According to the item chosen, you can access some of the functions below:

View

- View the selected image. If you want to view all of the pictures in your folder in a slideshow hold down  on the current picture.

Play

- Play the selected video.

Send ⁽¹⁾

- Send the audio/image/video.

Delete

- Delete the audio/image/video selected (Not applicable for embedded items).

Set as

- - Image->main screen, screen saver, switch ON/OFF, assign it to a contact.
- - Sound->ringtone, message beep, switch ON/OFF, assign it to a contact.
- - Video->Screen saver, switch ON/OFF or assign it to a contact.

Modify

- Modify an image ⁽²⁾.

Download

- Download new items.

Rename

- Rename the audio/image/video.

Sort

- Sort the files by name, type, time and size.

⁽¹⁾ Files marked with  cannot be sent.

⁽²⁾ Only applies to images that can be cleared but not for copyrighted files.

- Move to phone/memory card** • Move a file from the product memory to the memory card and vice-versa.
- Properties** • Display part of the ID3 Tag content of an MP3 file.
- Activate** • DRM file option.
- Copy to phone/memory card** • Copy a file to the phone memory or the memory card.
- Delete** • Delete the files except the embedded ones.
- Delete all** • Delete all the files except the embedded ones.
- List view** • View the files in the type of list.
- Slideshow ⁽¹⁾** • Show the images continuously.
- Capture** • Access “**Camera & Video**” function directly.
- Mark/Unmark** • Mark/Unmark a click on a file for further operation.
- Mark/Unmark all** • Mark/Unmark a click on all files.
- Delete marked** • Delete all the marked files.

12.8 Formats and compatibility ⁽²⁾

- Sounds: mp3, midi, wav, amr
- Images: jpg, gif
- Videos: 3gp

12.9 Memory status

See page 48.

⁽¹⁾ Only applies to images that can be cleared but not for copyrighted files.

⁽²⁾ Depending on product and market.



13 Camera & Video


Your cellphone is fitted with a camera for taking photos and shooting videos that you can use in different ways:

- store them in your “**Media album**”.
- send them in a multimedia message (MMS) to a cellphone or an email address.
- customize your main screen (see page 42).
- select them as incoming call image to a contact in your directory.
- transfer them by data cable or microSD card to your computer.
- modify your photos through adding frames (see page 60).

13.1 Access


To access the function from the main screen:

- press the  key
- press the **OK** key to access the menu and select the  icon.

If you access the camera via the menu, you will be in Portrait mode. If you access it via the  key, you will be in landscape mode.

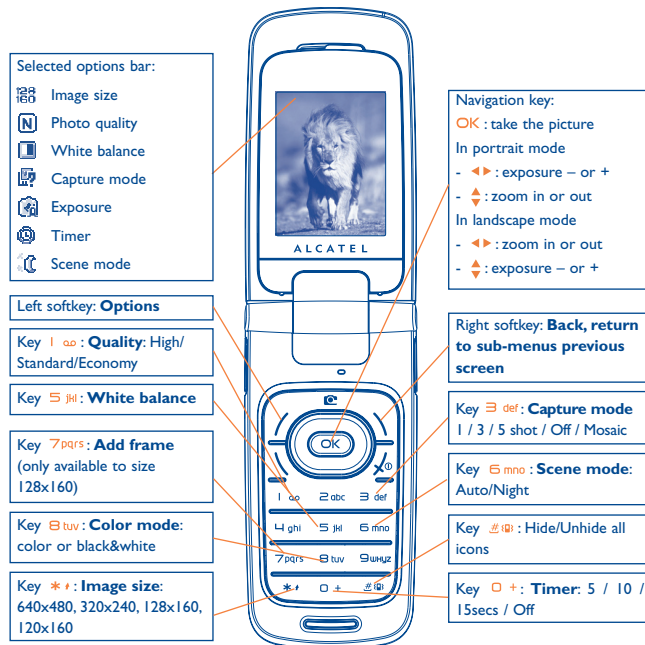
13.2 Camera

13.2.1 Take a photo, save or delete

The screen acts as the viewfinder. Position the object or landscape in the viewfinder and press **OK** or  to take the picture and the pictures will be automatically saved. But if you don't want it, you may directly delete it by pressing right softkey “**Delete**”.

13.2.2 Settings in framing mode

Before taking the photo, you can adjust a number of settings by using the following shortcuts:



From the photo shot screen, press the “**Options**” softkey not only to access: “**Image size**”, “**Capture mode**”, “**Quality**”, “**Timer**”, “**White balance**”, “**Color mode**”, “**Add frame**”, but also following ones:

- Media album**
 - Go to the media album feature.
- Storage**
 - You may choose saving location if MicroSD card is inserted.
- Restore default**
 - Make all settings recover as default value.
- Hotkeys**
 - List all hotkeys.

13.2.3 Options available after taking the photo

Once you have taken a photo, you can **Send** your photo, assign it to a contact or a main screen, etc, or **Delete** it, **Modify** it (see below), or access your **Media album**.

13.2.4 Modifying images

Access the “**Media album\My creations**” after taking a photo, and then select “**Modify**”.

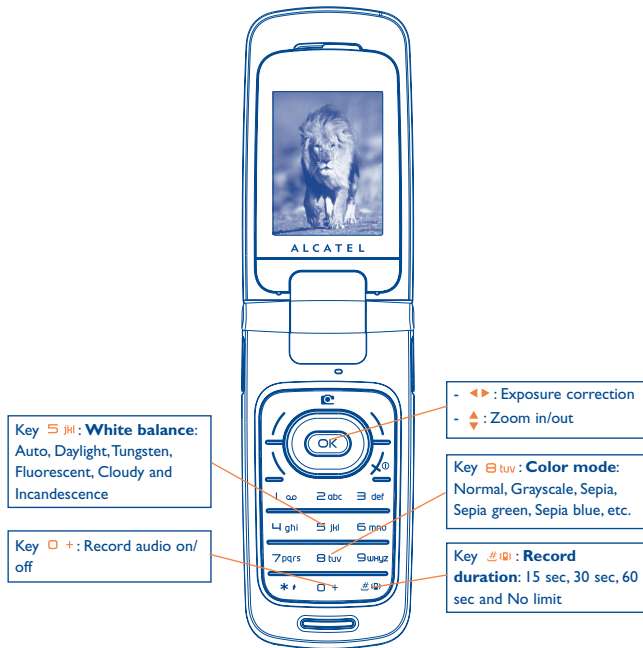
13.3 Video

You can record unlimited length of video clip as long as the battery sustains and there is sufficient memory.



We strongly advise you to change the default folder to “**Memory card**” to store the photos you will take and videos you will record.

13.3.1 Video setting while in framing mode



13.3.2 Framing mode

When you enter the “**Video**” function, you are in Framing mode. Use the cellphone screen as a viewfinder and press the “**Options**” softkey for White balance settings, to activate or deactivate the sound, to choose the color, to access the “**Media album**” or the “**Camera**”, and to change the default folder.

13.3.3 Recording mode

Once you have chosen your settings, you can launch the recording of your video-clip by pressing the **OK** or **☑** key.

 If you receive a call in recording mode, video recording will be stopped and pop up to inquiry whether to save it.


13.3.4 Playing mode

In the list of “**My creations**”, press “**Options**” to **Play** the video and choose **List View** (from thumbnail view), **Send**, assign it (**Set as**) to a contact or to the main screen.

Press \blacktriangle \blacktriangledown keys to adjust its playing speed.


Press \ast $\#$ key to shift between portrait and landscape mode.

14 Music

Access this feature from the main menu by selecting “**Music**” or directly by holding down the  key. You will have full flexibility of managing music both on your cellphone and memory card.

14.1 Music ⁽¹⁾



You can have access to your music files through one of the following:

- Playlist**
 - List created either on your PC or the cellphone.
- Album/Artist/Genre**
 - Music files are categorized by Album, Artist or Genre based on information stored in the tags. Those missing such information will be classified as “**Unknown files**”.
- All songs**
 - Contains all songs both on phone memory and memory card.
- Recently played**
 - Contains 12 recently played songs.
- My star list**
 - You can simply add your favorite songs to “**My star list**” by holding down  during playing music (max 100).
- Update songs**
 - Update the information of songs saved in memory card.

⁽¹⁾ Only music files in mp3 format will be visible in Music Player.

14.2 Settings

Access by pressing the right navigation key for following options:

- Play mode**
 - Normal, Repeat current, Repeat all, Shuffle and Repeat shuffle. You may also customize it simply by pressing the  key during playing music.
- Equalizer**
 - Different music styles preset in the phone. You may also customize it simply by pressing the  + key during playing music.

In playing screen, press  key to shift between play in speaker.

- Color**
 - Change the skin of your Music Player.

14.3 Playing with lyrics

Lyrics can be displayed in synchronization with the music. You need separate .lrc file with the same name of music file.

15 Games

Your phone includes 2 games:

- UFO
- Chicken

16 Making the most of your cellphone

16.1 PC suite

A CD-ROM of PC suite is provided in your phone's box. You can download software upgrades for free from the website. The PC suite includes:

- Backup/restore
 - You can backup the important data in your cellphone and restore them when needed.
- GPRS Modem
 - Use your cellphone to connect PC to the internet.
- Multimedia Personalization
 - Customize your cellphone with images, animations, videos and melodies.
- Music management
 - Create and transfer playlists with music files and provide lyrics editing.
- Messaging
 - You can compose SMS/MMS easily on your PC and transfer them to phone.

Supported Operating Systems

- Windows 2000/XP

17 Latin input mode/ character table ⁽¹⁾.....

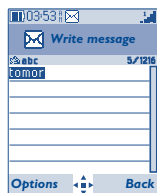
To write messages, there are two writing methods:

- Normal
- Predictive with the T9 mode

Normal

This mode allows you to type a text by choosing a letter or a sequence of characters associated with a key. Press the key several times until the desired letter is highlighted.

When you release the key the highlighted character is inserted into the text.



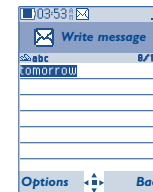
Predictive T9 mode

This mode speeds up the writing of your text.

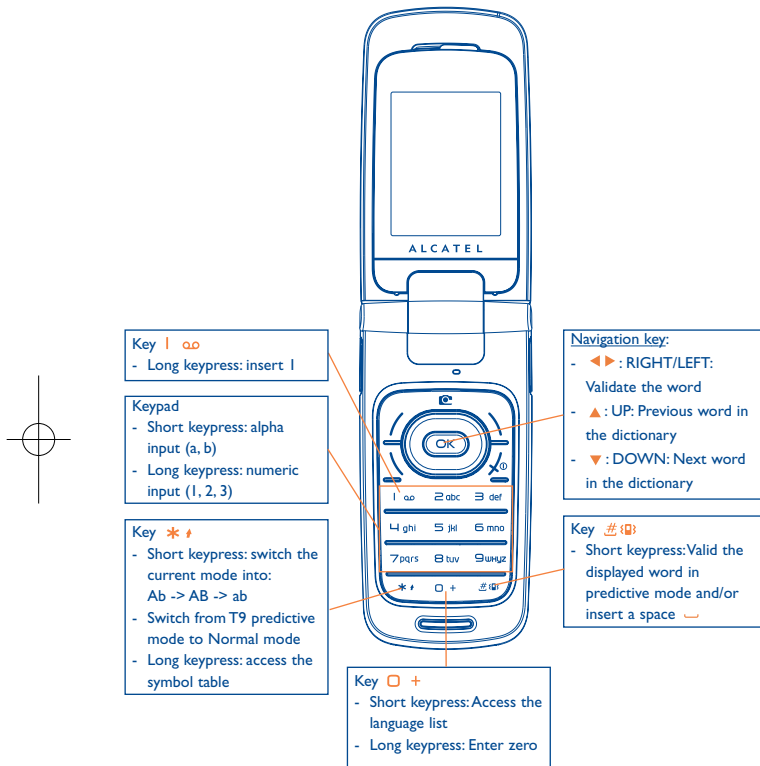
Write the word by pressing a key between **abc** and **xyz**. Press the key once and the word will be modified each time you press a key. As you go on, the word will keep changing.

Example: For “**Tomorrow**”, press on the following keys:

8 tuv, **6** mno, **6** mno = Too -> **6** mno -> tomorrow



⁽¹⁾ For specific languages as Chinese, please see specific input leaflets.

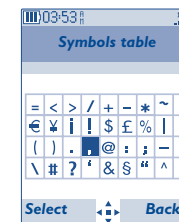


Key	Latin uppercase	Latin lower case
1 oo	., - ? ! ' @ : 1	., - ? ! ' @ : 1
2 abc	A B C 2 Ã Ä Å Æ Ç	a b c 2 ä å æ ç
3 def	D E F 3 È É Ê Ë Ì	d e f 3 è é ê ë ì
4 ghi	G H I 4 Ğ Ğ Î Ï	g h i 4 ğ ğ î ï
5 jkl	J K L 5 Ķ Ķ Ļ Ļ	j k l 5 ķ ķ ļ ļ
6 mno	M N O 6 Ñ Ñ Ò Ò Ó	m n o 6 ñ ñ ò ò ó
7 pqrs	P Q R S 7 Ŗ Ŗ Š Š	p q r s 7 ŕ ŕ š š
8 tuv	T U V 8 Ţ Ţ Ú Ú Û	t u v 8 ț ț ú ú û
9 wxyz	W X Y Z 9 Ý Ž Ž Ž	w x y z 9 ý ž ž ž

This characters table is generic. Not all available characters are displayed. The available letters may vary according to languages.

Symbol table

Hold down the * # key to display the symbols table; the cursor is positioned in the center. Use the navigation key to move it and the OK key to select.



8 Telephone warranty.....

Congratulations on choosing this cellphone - we hope that you will be completely satisfied with it.

Your phone is guaranteed against any deviation from technical specifications for a period of twelve (12) months from the date specified on your original invoice, subject to any other specific provisions ⁽¹⁾.

The warranty terms defined in the manual also apply to the battery and accessories sold with the phone but for a period of six (6) months ⁽²⁾ from the date of purchase shown on your original invoice.

Under the terms of this warranty, you must immediately inform your vendor (or any repair center approved by TCT Mobile Limited or its affiliates, which are listed on our website <http://www.alcatel-mobilephones.com>). For warranty claims, submit a copy of your sales receipt to your local repair center. The vendor or repair center will decide whether to replace or repair, as appropriate, all or any part of the cellphone or accessory found to be defective; this warranty covers the cost of parts and labor but excludes any other costs. Repair or replacement may be carried out using reconditioned components offering equivalent functionality.

Servicing under the terms of this warranty, especially repair, modification or replacement of products, shall be entitled to a ONE ⁽¹⁾ month warranty unless there are statutory provisions to the contrary.

This warranty shall not apply to damage or defects to your cellphone and/or accessory caused by:

- 1) not following the instructions for use or installation,
- 2) not being compliant with technical and safety standards applicable in the geographical area where the equipment is used,

⁽¹⁾ The mandatory warranty period may vary if overriding statutory provisions are applicable in your jurisdiction.

⁽²⁾ The life of a rechargeable cellphone battery in terms of conversation time, standby time, and total service life, will depend on the conditions of use and network configuration. Batteries being considered expendable supplies, the specifications state that you should obtain optimal performance for your cellphone during the first six months after purchase and for approximately 200 more recharges.

- 3) improper maintenance of sources of energy, and of the overall electric installation,
- 4) accidents or consequences of theft of the vehicle in which the cellphone is transported, acts of vandalism, lightning, fire, humidity, infiltration of liquids, inclement weather,
- 5) connecting to or integrating into the phone any equipment not supplied or not recommended by TCT Mobile Limited or its affiliates, without their express written consent for such,
- 6) any servicing, modification or repair performed by individuals not authorized by TCT Mobile Limited or its affiliates, the vendor or the approved maintenance center,
- 7) use of the cellphone and/or its accessory for a purpose other than that for which it was designed,
- 8) normal wear,
- 9) malfunctions caused by external causes (e.g., radio interference from other equipment, power voltage fluctuations),
- 10) modifications made to the equipment even if required by changes in regulations and/or modification of network parameters,
- 11) faulty connections resulting from unsatisfactory radio transmission or caused by the absence of radio relay coverage.
- 12) Equipment on which markings or serial numbers have been removed or altered, and handsets on which labels have been removed or deteriorated shall be excluded from the warranty.

In accordance with the applicable law, your product is warranted against hidden defects (defects inherent in the design, manufacture, etc.).

There are no express warranties, whether written or oral, other than this printed limited warranty, express or implied, of any nature whatsoever.

In no event shall TCT Mobile Limited or its affiliates be liable for incidental or consequential damages of any nature whatsoever, including but not limited to trading loss, commercial loss, to the full extent those damages can be disclaimed by law. Some countries/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.

19 Accessories ⁽¹⁾

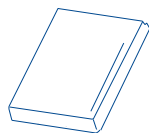
The latest generation of Alcatel GSM cellphones offer a built-in handsfree feature that allows you to use the cellphone from a distance, placed on a table for example. For those who prefer to keep their conversations confidential, an earpiece is also available known as the headset.



Standard charger



Stereo headset



Battery




Only use your telephone with Alcatel batteries, chargers and accessories compatible with your model.


⁽¹⁾ Pictures for reference only.

20 Troubleshooting

Before contacting your retailer or service center, it is recommended you try the following steps below:

- You are advised to switch off the cellphone from time to time to optimize its performance.
- You are advised to fully charge () the battery for optimal operation.
- Avoid storing large amounts of data in your cellphone as this may affect the performance of your cellphone.

My cellphone will not switch on

- Press  until the screen comes on
- Check the battery charge level
- Check the battery contacts, remove and reinstall your battery, then turn your cellphone back on

My screen is difficult to read

- Clean your screen
- Use your cellphone in accordance with the recommended conditions of use

My cellphone turns off by itself

- Check that your keypad is locked when you are not using your cellphone
- Check the battery charge level

My cellphone has a low level of autonomy

- Be sure your phone has been charged completely (minimum 3 hours)
- After a partial charge, the battery level indicator may not be exact. Wait for at least 20 minutes after removing the charger to obtain an exact indication

My cellphone will not charge properly

- Make sure that your battery is not completely discharged; the battery charge indicator can take several minutes and may be accompanied by a quiet whistling sound
- Make sure charging is carried out under normal conditions (0°C +40°C)
- Make sure your battery is inserted. It must be inserted before plugging in the charger
- Make sure you are using an Alcatel battery and charger
- When abroad, check that the electrical current is compatible


My cellphone will not connect to a network

- Try connecting in another location
- Verify the network coverage with your operator
- Check with your operator that your SIM card is valid
- Try selecting the available network(s) manually (see page 46)
- Try connecting at a later time if the network is overloaded

SIM card error

- Make sure the SIM card has been correctly inserted (see page 17)
- Verify with your operator that your SIM card is 3V compatible; the old 5V SIM cards cannot be used
- Make sure the chip on your SIM card is not damaged or scratched

Unable to make outgoing calls

- Make sure you have dialed a valid number and press the  key
- For international calls, check the country and area codes
- Make sure your cellphone is connected to a network, and that the network is not overloaded or unavailable
- Check your subscription status with your operator (credit, SIM card valid, etc.)
- Make sure you have not barred outgoing calls (see page 30)



Unable to receive incoming calls

- Make sure your cellphone is switched on and connected to a network (check for overloaded or unavailable network)
- Check your subscription status with your operator (credit, SIM card valid, etc.)
- Make sure you have not forwarded incoming calls (see page 30)
- Make sure that you have not barred certain calls

The caller's name does not appear when a call is received

- Check that you have subscribed to this service with your operator
- Your caller has concealed his/her number

The sound quality of the calls is not optimal

- You can adjust the volume during a call by means of the  key
- Check the signal strength indicator icon 

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

When I select a number from my directory, the number is not dialed

- Make sure that you have correctly recorded the number in your file
- Make sure that you have selected the country prefix when calling a foreign country

I am unable to create a file in my directory

- Make sure that your SIM card directory is not full; delete some files or save the files in the product directory (i.e. your professional or personal directories)
- Check the "Call barring" option for "Incoming calls" to be sure that the "Except SIM directory" feature is not activated

My callers are unable to leave messages on my voicemail

- Contact your network operator to check service availability

I cannot access my voicemail

- Make sure your operator's voicemail number is correctly entered in "**My Numbers**"
- Try later if the network is busy

I am unable to send and receive messages MMS, Vox MMS

- Check available memory as it may be full
- Contact your network operator to check service availability and check MMS parameters (see page 38)
- Verify the server center number or your MMS profile with your operator
- The server center may be busy; try again later

The  icon is displayed on my standby screen

- You have saved too many short messages on your SIM card; delete some of them or archive them in the product memory

The << - >> icon is displayed

- You are outside of the network coverage area

I have already entered 3 incorrect PIN codes

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

I am unable to connect my cellphone to my computer

- Install PC Suite software from CD-ROM provided with phone
- Use "Install the connection" and perform the installation
- Check that your computer meets the requirements for Alcatel's PC Suite installation

I am unable to download new files

- Check phones memory to be sure it's not full
- Delete some files
- Select the MicroSD Card to store the files you downloaded
- Check your subscription status with your operator

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